

Celebrating 85 years
of service delivery



ANNUAL REPORT
12/13



Royal Flying Doctor Service
VICTORIA

The furthest corner. The finest care.

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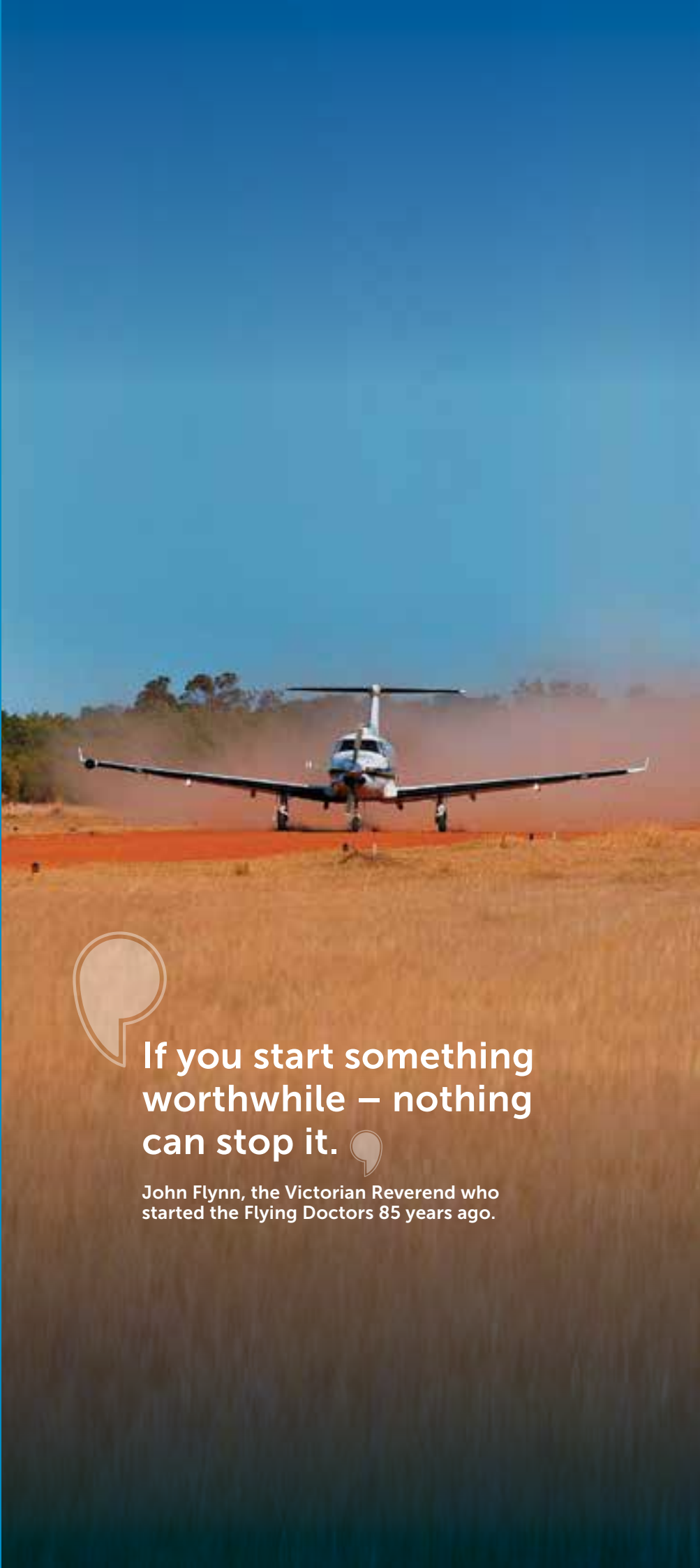
Our Patron

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



Front Cover: RFDS pilot Greg Browne (left) and RFDS Victoria Education Manager Tom Ryan celebrate the 85th anniversary at Essendon Airport.

Photo courtesy of the Herald Sun.



If you start something worthwhile – nothing can stop it.



John Flynn, the Victorian Reverend who started the Flying Doctors 85 years ago.

The Year's Highlights

RFDS Victoria's aeromedical simulator experienced by

6,400

school students.

In Victoria, more than

600

dental consultations and screenings by Mobile Dental Care.

On May 17, the Royal Flying Doctor Service celebrated the

85th

anniversary of the first flight.

In Victoria,

13,990

patient transports by air and road.



In Victoria, more than

2,500

health checks.

Delivering since 1928

The Royal Flying Doctor Service (RFDS) is this year celebrating its 85th anniversary, having grown from a single flight on May 17, 1928 into the most comprehensive aeromedical organisation in the world.

Today, using the latest in aviation, medical and communications technology, the RFDS delivers extensive 24-hour emergency aeromedical and primary health care services to those who live, work and travel throughout Australia.

Established by Victorian Reverend John Flynn, the RFDS now has a fleet of 63 aircraft and operates 21 aeromedical bases and five remote primary health facilities across the country. RFDS Victoria supports the Flying Doctors' work across Australia, and delivers services to improve the health and wellbeing of Victorian communities.

The RFDS is a not-for-profit organisation and relies on fundraising and donations to finance the purchase of aircraft, medical equipment and health programs.

Our Values

Care and Respect

We care and respect each other and those to whom we provide health care services.

Productive relationships

We value collaboration and actively foster relationships for better outcomes in health service delivery.

Courage and Commitment

We are committed to providing the very highest standards of patient and community health services and will take action when required.

Leadership and Accountability

We promote innovation in leadership and are accountable for all our actions and decisions.

Chairman and Chief Executive's Report



This year saw our strongest record of delivery in our primary health care services in Victoria.

It has been a very busy year as the Board put our mission into action – *“To strengthen the health of Victorian communities and support greater access to health care throughout Australia.”*

We are achieving this mission by:

- > Advocating professional ethics, standards and quality health services to government and service agencies;
- > Providing education and health programs within schools and the broader community;
- > Working with Indigenous and rural communities in meeting specific health needs;
- > Collaborating in strong partnership with government, university and corporate organisations; and
- > Supporting other RFDS sections in meeting service needs in remote areas.

Oral health has been a major area of endeavour for us this year, and we commenced the Mobile Dental Care program in the Northern Mallee which is identified as a region of high need. In partnership with Dental Health Services Victoria and the Australian Dental Association (Victorian Branch), the service experienced a growing demand each month as volunteer dentists, dental students and support staff provide screening, minor treatment, referrals and education services to communities.

Our Mobile Patient Care service expanded across rural Victoria providing air and road transport for patients who require non-emergency transfer. This service has seen up to 1600 transfers per month to ensure patients have access to the appropriate medical treatment. It also meets repatriation and specialist clinic transfer needs in both metropolitan and country Victoria.

Discussions commenced with a number of state-wide health agencies to further define where we can meet the needs of those communities and isolated persons who cannot access health services. We also delivered a program of preventative health checks in partnership with local health providers – targeting diabetes, cardiovascular disease and hearing.

National Mission

The Royal Flying Doctor Service provides excellence in aero-medical and primary health care across Australia.

Victorian Mission

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

Our Look! Up in the Sky education program continued to engage schools and other communities across the State, and also travelled into Tasmania and NSW to spread the word about the Royal Flying Doctor Service!

Achievements in these areas in 2012/13 include:

- > More than 600 dental screenings and consultations;
- > 13,990 patient transports by air and road;
- > 2,500 preventative health checks; and
- > 6,400 students explored the aeromedical simulator

We thank our generous Victorian donors and supporters for their extraordinary support in 2012/13, which allowed us to build services in Victoria and support our emergency retrieval work and the delivery of primary health care services across Australia.

Over the year, individuals and organisations contributed \$5.78 million to the work of the Flying Doctors through RFDS Victoria. We are very grateful for your support.

It's also been a year where we've recognised the heritage and history of the Royal Flying Doctor Service.

On May 17, the Royal Flying Doctor Service of Australia marked the 85th anniversary of the first Flying Doctor Flight in 1928. From 270 patients in its first year of operation to over 270,000 patient contacts per year today – the service continued to meet health needs across Australia!

In Victoria, we established an Emeritus Council for past Board members to continue their association with the service, and in November we introduced the Bernice Jenkins awards to recognise our supporters. Congratulations to Helene Lewit our long serving volunteer archivist and Jan Jenkins who was recognised for her Presidency of the Bayside Auxiliary. Also, a special thank you to Ray Conway who received the Outstanding Achievement Award.

This year we sadly lost a great supporter, Tony Charlton AM who passed away in December. Tony was a past Board member and long serving supporter of the Flying Doctors, and contributed to the organisation in many valuable ways.

Also during the financial year we welcomed Peter Berry back to the Board. Peter is a leading lawyer and long term supporter of RFDS Victoria.

This year the Board were pleased to have delivered on our Victorian Vision, and in February commenced planning for the next 3 years, with the development of a strategic plan for the years 2013-2016 that includes a focus on improving the health and wellbeing of Victorians.

We would like to also recognise the outstanding contribution of the Board, Advisory Committee members and staff of RFDS Victoria who have worked tirelessly raising funds and delivering our services.

It has been a privilege to be able to continue the fantastic work started by John Flynn, and build on the legacy of his “mantle of safety” across this country.

Mr W Murray Rogers AM

Chair
RFDS Victoria

Scott Chapman

Chief Executive
RFDS Victoria

Board of Management



RFDS Victoria Board Members

The following members served on the RFDS Victoria Board during 2012/13 (pictured above, left to right)

Mr W Murray Rogers AM (Chair)
Professor Bruce Waxman
Mr Bernard Delaney (Treasurer)
Mr Peter Berry

Dr Kim Webber
Mrs Rasa Bertrand (Deputy Chair)
Mrs Robyn Lardner
Mrs Denise Reynolds

There are more details about the RFDS Victoria Board in the Concise Financial Report (see Page 20)

Photo: Phillip Gao, phillipgao.com.au



The First Flying Doctor flight was in 'Victory' on May 17, 1928, from Cloncurry to Julia Creek in Queensland.

RFDS Victoria Emeritus Council

In this our 85th anniversary year, it's important to acknowledge the history and heritage of the Royal Flying Doctor Service.

Following the first flight, RFDS Victoria became the first constituted section of the early Flying Doctors in 1934, and many Victorians have made great contributions through to the present day.

RFDS Victoria's Emeritus Council includes some of these contributors, who in some cases have decades of association with the Flying Doctors as Board members and supporters.

Foundation members of the Council, who met for the first time in 2012, are:

Mr Peter Kronborg, Mr Michael Long, Mr Peter Berry, Mr Chris Stoltz, Mr John Bell, Mrs Jane Harvey, Dr Graeme Dennerstein, and the late Mr Tony Charlton AM.

RFDS Victoria Senior Management

Scott Chapman, Chief Executive, Heather Pritchard, General Manager Corporate Services, Sonya Kennedy, General Manager Marketing and Fundraising, Gary Layton, General Manager Primary Health Care and Tim Scott, General Manager Patient Transport

Delivering Across Australia

Strategic Priority

Support other RFDS sections to meet health service needs in remote and rural communities across Australia

RFDS Victoria this year continued to provide support for emergency retrieval and primary health care services across Australia through generous contributions from our donors and supporters.

In 2012/13 organisations and individuals contributed \$5.78m to support this important work.

We are very grateful for their generous support and sincerely thank them.

This year RFDS Victoria supported service delivery, equipment costs, and education and research programs.

Nationally, the Royal Flying Doctor Service came in contact with approximately 270,000 patients during the year. This work includes the delivery of health care clinics, GP services, dental programs, preventative health programs and telehealth services.

Of course, the RFDS also has a fleet of 63 aircraft operating from 21 bases across the nation.

Retired school teacher Stephen Darby from Yarram in Gippsland helped us celebrate our 85th anniversary this year, with more gusto than most. Some years ago, Stephen was camping with his son near Cameron’s Corner, the junction of the New South Wales, Queensland and South Australian borders, when he was struck down by a rare auto-immune condition that was quickly paralysing him.

“So we headed from our camp to Tibooburra – by the time I got there I was heading downhill very quickly. The nurse called the Flying Doctors. They were absolutely amazing – without them who knows how I would have ended up. All my charitable donations now go to the Flying Doctors.”

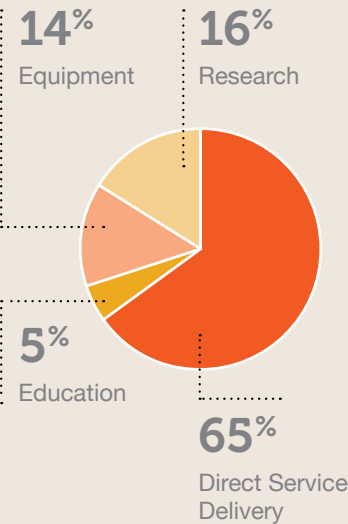


Pictured: Stephen Darby and his wife Joy

Four year old Mia Freijah (pictured) was in the shower block at Windjana National Park about 350 kilometres east of Broome, enjoying a blissful family holiday in the Kimberley, when she had a fall, breaking her arm. Mia’s Dad, Richard, said his little daughter was initially in shock, and the Flying Doctors were called.

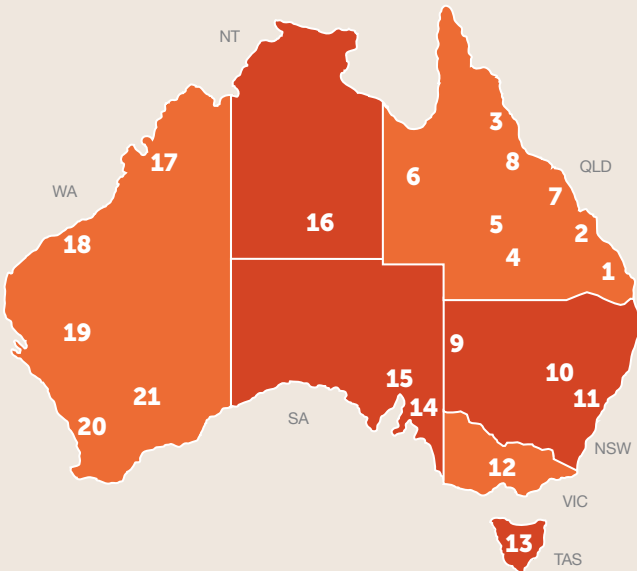
“Mia and her Mum flew to Broome Hospital where she needed a general anaesthetic to re-align her bones. We are very grateful and fortunate that we were helped by the amazing Royal Flying Doctor Service.”

Programs supported by RFDS Victoria across Australia (outside Victoria)



Royal Flying Doctor Service Bases

1. Brisbane
2. Bundaberg
3. Cairns
4. Charleville
5. Longreach
6. Mount Isa
7. Rockhampton
8. Townsville
9. Broken Hill
10. Dubbo
11. Sydney
12. Essendon
13. Launceston
14. Adelaide
15. Port Augusta
16. Alice Springs
17. Derby
18. Port Hedland
19. Meekatharra
20. Perth
21. Kalgoorlie





\$5.78m

contributed to RFDS Victoria
in 2012/13 by organisations
and individuals

Delivering Primary and Preventative Health Care Services in Victoria

Strategic Priority

Develop and deliver primary health care and preventative health programs in regional and rural Victoria. Develop service delivery partnerships in rural and regional health care

As well as continuing to expand and explore new opportunities for health care delivery for Victorian communities, RFDS Victoria had a focus on delivering health care services on the ground in the 2012/13 financial year.

Our primary health care services in Victoria achieved important milestones and results in patient care, treatment and raising awareness of health issues, particularly in rural communities. These services included:

- > Mobile Patient Care – non-emergency patient transport using vehicles based across the State and aircraft capability from Essendon airport;
- > Mobile Dental Care – dental checks, treatment and oral health education;
- > Preventative health care services – included cardiovascular, diabetes and hearing checks and mental health support.

We would like to thank and acknowledge the tremendous contribution of our partners in delivering these health services in Victoria. Their skill and commitment make it possible to deliver these programs for the benefit of Victorian communities.



Health Partners

- > Ambulance Victoria
- > Arthritis Victoria
- > Australian Dental Association Victorian Branch
- > Baker IDI Heart & Diabetes Institute
- > Committee for Ballarat
- > Deafness Foundation
- > Dental Health Services Victoria
- > Goulburn Valley Medicare Local
- > Grampians Medicare Local

- > Great South Coast Medicare Local
- > La Trobe University
- > Loddon Mallee Murray Medicare Local
- > Loddon Mallee Murray Oral Health Network
- > Lower Murray Medicare Local
- > Monash University School of Rural Health
- > Monash University Wildfire Rural Health Student Club
- > Murray Valley Aboriginal Cooperative
- > North Richmond Community Health

- > Northern Mallee Primary Care Partnership
- > Robinvale District Health Services
- > Rural Health Workforce Australia
- > Rural Workforce Agency Victoria
- > Sunraysia Community Health Services
- > The University of Melbourne
- > VACCHO
- > Wimmera Hearing Society

Delivering Mobile Dental Care

Strategic Priority

Conduct preventative and primary health clinics in country areas in accordance with locally identified needs including closing the gap between indigenous and non-indigenous health outcomes

RFDS Victoria's Mobile Dental Care completed more than 600 screenings and consultations during the year, since its launch in August 2012.

Operating in the Northern Mallee region, our volunteer dentists and dental students have visited schools, aged care facilities, workplaces, farms and community health centres.

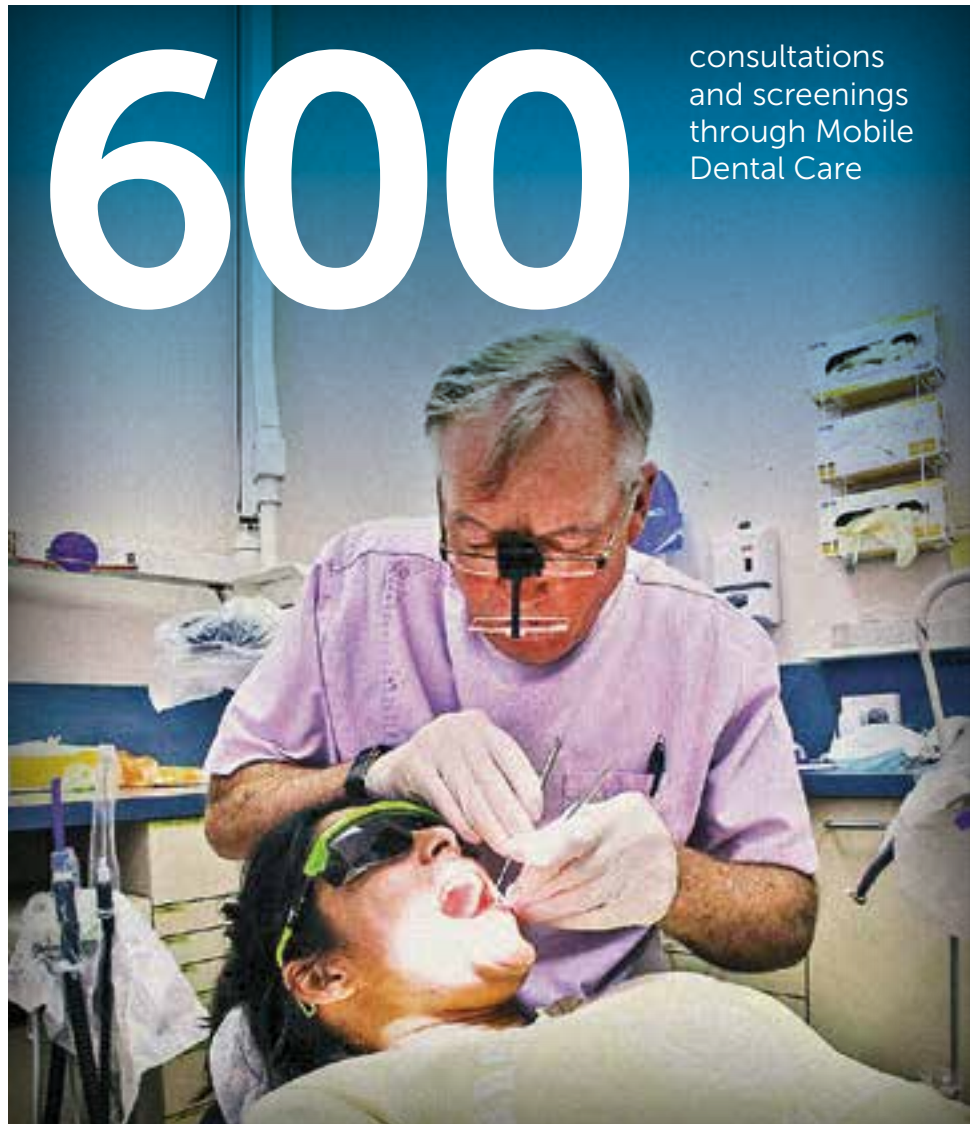
The service visited towns across the region including Robinvale, Ouyen, Manangatang, Piangil and Boundary Bend using the Mobile Dental Care vehicle which is fitted with a dental chair and equipment.

The program is run in partnership with the Australian Dental Association Victorian Branch and Dental Health Services Victoria, with cooperation from a range of regional organisations including Murray Valley Aboriginal Cooperative and Robinvale and District Health Service.

Over 40 volunteer dentists registered with Mobile Dental Care, and are supported by dental assistants and dental students from La Trobe University.

The service targets the Northern Mallee, which has a much higher rate of hospitalisation due to oral health conditions than the State average. This region experiences difficulty accessing dental care due to the distances between population centres and socio-economic factors.

The program also has an emphasis on oral health education to help achieve better oral health outcomes today and into the future.



Jane's Story

Jane was in pain with her teeth and couldn't eat properly. She came to see the Mobile Dental Care team during a visit to Robinvale. One of our volunteer dentists examined Jane's teeth and found one of her dentures was poorly fitted. Worse, it had caused a traumatic ulcer, which had potentially serious health implications. Happily, our dentist was able to fix the denture, relieving Jane's pain, allowing her to eat and giving her every chance of avoiding further infection and ill-health.

Volunteer dentists Andrea Aspinall, Tony Robertson and (above) John Carroll



Delivering Mobile Patient Care

Strategic Priority

Enhance aero-medical services across Victoria and use expertise in safely transporting non-emergency patients, within and to Victoria

RFDS Victoria's non-emergency patient transport service - Mobile Patient Care - consolidated its service delivery and expanded its operations this year.

In May, new Mobile Patient Care bases opened in Horsham, Ballarat and Wodonga, and new contracts with Ambulance Victoria to cover these regions began. The new bases added to those already in place, including in the Mallee, Gippsland and North East of the State (see map).

Mobile Patient Care with a fleet of approximately 40 transport vehicles and 110 staff complements its road transport service with aircraft based at Essendon airport.

Across the year, the average number of road and air transports increased, with some 1680 patients transported by road and 32 by air in May (see graphs).

We understand that efficient, quality and caring patient transport services are important for patients and health care providers alike as they strive for the best level of care. Mobile Patient Care allows us to bring the skills and expertise of the Royal Flying Doctor Service to this important part of the Victorian health care sector.

"I needed an urgent admission to the Royal Melbourne Hospital. The Flying Doctor plane picked me up from Warracknabeal airstrip and brought me back home via Horsham a week later. Without your wonderful service I would have had to travel 550 kms on rather bad roads...not great when you're not feeling the best! Thank you again for wonderful service from great people."

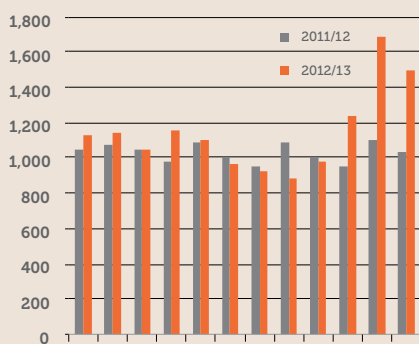
Mrs Wilhelmina Dutschke
Warracknabeal

Bases Map

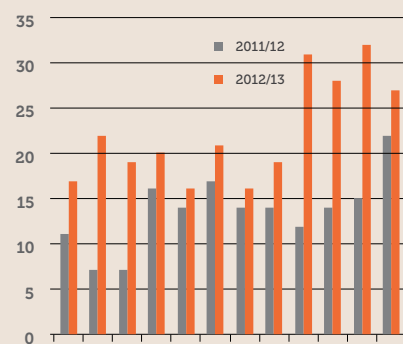
1. Mildura
2. Shepparton
3. Wangaratta
4. Wodonga
5. Maffra
6. Darnum
7. Wonthaggi
8. East Melbourne
9. Essendon airport
10. Ballarat
11. Horsham



Road transports FY12 v FY13



Air transports FY12 v FY13



Forty-nine year old Wayne Taylor (pictured) from Seaspray near Sale had seen the Flying Doctors on TV, but never dreamt he'd be using RFDS Victoria's Mobile Patient Care to take him to Melbourne for urgent heart surgery.

"Seaspray is three hours from Melbourne and it is comforting to know that the support is there for people in regional areas."

268

patient transports by air in 2012/13

13,723

patient transports by road
in 2012/13



Delivering Preventative Health Programs

Strategic Priority

Launch and deliver ongoing health education programs in rural Victoria

Thousands of people visited RFDS Victoria’s stands at community events across the State this year, taking the opportunity to do a preventative health check and explore the aeromedical simulator.

More than 2,000 people took a ‘Pit Stop’ health check, which helped them understand their risk of diabetes and cardiovascular disease. More than 400 people undertook our “Health Check-In” hearing checks, which were run in partnership with the Wimmera Hearing Society.

We conducted health checks at the Royal Melbourne Show and Avalon Air Show, as well as at field days at Wandin in the Yarra Valley, and Warragul and Bairnsdale in Gippsland.

These events were an opportunity to raise awareness of the role of the Royal Flying Doctor Service, with a combined total attendance of 680,000 people.

The health checks focussed on health issues of concern in rural and regional Victoria. Independent studies show an estimated 60 per cent of farmers suffer hearing damage due to noise exposure and the incidence of diabetes has doubled and in some cases tripled in Victoria’s regions over the last decade.

The aeromedical simulator was a favourite at the field days and other community events, proving a hit with children and adults alike.

We would like to thank our volunteers at these events. More than 80 medical students volunteered along with representatives from our corporate partners.

Working with the Northern Mallee Primary Care Partnership, RFDS Victoria also supported people affected by suicide through the Life After Suicide support group in the Sunraysia region.



Event	Health checks (including hearing)	Simulator visits
ROYAL MELBOURNE SHOW September/October 2012	1,892	15,000*
AVALON AIRSHOW February 2013	223	1,000*
WARRAGUL FARM WORLD March 2013	321	1,228
EAST GIPPSLAND FIELD DAYS (Bairnsdale) April 2013	95	310
TOTALS	2,531	17,538

*estimate only. Also attended Wandin Silvan Field Day.

“I really appreciated the chance to help out with the health program at the Show. I enjoyed talking to the public and encouraging them to think about their health.”

Andrew Fitzgerald, 6th year medical student, University of Melbourne.

“Many of these farmers do live in remote areas and we are working on health prevention by tackling these issues early - these farmers...wouldn’t go to the doctors just for a check up, so we are giving them the opportunity.

Stephanie Op’t Hoog, 3rd year medical student, Monash University.

Corporate and Community Partners

Strategic Priority

Develop strong stakeholder partnerships to further our service delivery

The Royal Flying Doctor Service Victoria relies on the support of our partners to deliver primary health care services in Victoria and support the work of the Flying Doctors throughout Australia.

We would like to thank and acknowledge the invaluable contribution to RFDS Victoria made by our partners who come from the community, health and corporate sectors.

We are very grateful for their support.

Community Partners (In excess of \$5000 in fundraising)

- > RFDS Victoria's Bayside Auxiliary
- > The Flying Doctor Rowathon
- > Glenvale School – Melton
- > Australian 4WD Gathering
- > The Outback Car Trek
- > Heading North Sam Alexander
- > McDermott Australia Pty Ltd
- > Zoe May Teague - Swan Hill transport fundraiser with support from NACAP Australia and staff
- > Finley High School (and Landmark Operation Ltd)

Corporate Partners



contribution by RFDS Victoria's Bayside Auxiliary to RFDS over 15 years

Bayside Secretary Karen Russell, RFDS Victoria CEO Scott Chapman, Bayside President Jan Jenkins and RFDS Victoria Chair Murray Rogers (left to right)

"We have amazing support from our partners – some volunteer countless hours to raise funds, others volunteer their expertise and skill in the health field, while our corporate partners are vital in helping us grow and maintain our services in Victoria and across Australia."

*Murray Rogers,
Chair, RFDS Victoria*

"I had first-hand experience as a boy (in Cunnamulla, QLD) when my sister had an accident when we were playing and needed urgent attention from the Flying Doctors. I'm really excited that I now have the chance to give something back."

Nick Phipps, Australian Rugby Union player and RFDS Victoria Ambassador.



Flight nurse Sharyn Gregoor, Australian Rugby Union player and RFDS Victoria Ambassador Nick Phipps and RFDS pilot Greg Browne (left to right)

Delivering Education to Future Generations

Strategic Priority

Provide education programs within schools and the broader community

Look! Up in the Sky

More than 6,400 students enjoyed visits from the Look! Up in the Sky aeromedical simulator this year, and many more learnt about the Royal Flying Doctor Service through the program's on-line resource.

In fact, 332 teachers registered to use the program in their classrooms and there were more than 6,000 unique visits to the website over the year.

That's a lot of kids who are learning about the heroes and legends of the Royal Flying Doctor Service and the communities we serve.

The program is linked to the National Curriculum and features components of English, Science, Maths, Geography, Health and Physical Education.

The Look! Up in the Sky program is supported by the Lord Mayor's Charitable Foundation.

To view the on-line resource or for more information about the program, go to

www.flyingdoctor4education.org.au

Highlights

- > Over 6,400 school students enjoyed visits from RFDS Victoria's aeromedical simulator in 2012/13.
- > 256 presentations, 92 schools (58 in Vic, 31 in Tassie and 3 in NSW/ACT).
- > Over 6,000 unique visitors to the website, with 332 registrations since July for a total of 462.
- > 100 per cent of schools when surveyed said they either highly or mostly agreed their students enjoyed the simulator visit.
- > Taking the legacy of John Flynn and story of the Flying Doctors to a younger generation.
- > Partnership with the Department of Education.



Cohen, 7, Jacob, 9, and Nadiyah, 8, on the aeromedical simulator. Photo courtesy of Royal Children's Hospital

"This was a fantastic incursion, enjoyed by all. Thanks for this fantastic opportunity. So many organisations make it hard for small schools to participate. Thank you Royal Flying Doctors."

Yinnar South PS.

"The RFDS simulator visit was one of the best and most informative incursions I have experienced in my 35 years of teaching."

Koorlong PS.

"One of the best programs (on-line resource) we've been involved in."

Croydon Community School

"Teachers found it comprehensive and easy to follow. Students were engaged by the wonderful layout. Well Done!!"

Noorat PS

"An option of Australian history etc that I have always overlooked- a rich vein of potential that has been largely untapped. Thanks."

Goulburn Street PS West Hobart.

Delivering Education Scholarships

Strategic Priority

Provide scholarships for rural health students

This year, four health students from country Victoria won the Give Them Wings scholarship, which is awarded by RFDS Victoria in partnership with Rural Health Workforce Australia.

Worth \$2,500 each, the scholarships are designed to encourage the next generation of nursing and allied health professionals to practice in rural and regional Victoria.

2013 Give Them Wings scholars are:

- > Kiara Perry, from Charlton, a speech pathology student at La Trobe University's Bendigo campus.
- > Marilyn Vickery, from Wangaratta, a nursing student at La Trobe University's Albury-Wodonga campus.
- > Mikaela Vaughan, from Wangaratta, a physiotherapy student at Monash University's Peninsula campus.
- > Kloi-Jayd vanRoeyan, from Myrtleford, a nursing student at La Trobe University's Albury-Wodonga campus

The scholarship winners each received a Royal Flying Doctor experience as well as cash payments to help them cover the costs of first year university.

"We were delighted to give these students a flying start to university," said RFDS Victoria CEO, Scott Chapman. "They are the future of rural health and we look forward to following their careers with great interest."

The CEO of Rural Health Workforce Australia, Greg Sam, said, "We think these scholarships will make a difference because students from a rural background are more likely to return to the country to work once they graduate."

The Give Them Wings scholarship program is generously supported by the volunteer fundraising activities of the Bayside Auxiliary of the Royal Flying Doctor Service Victoria.



Mikaela Vaughan. Photo courtesy Rural Health Workforce Australia

Mikaela's Story

Physiotherapy student Mikaela Vaughan from Wangaratta said she's eager to work in the country after graduating.

"If people don't have to travel hours to Melbourne that would save money, time and stress, for people already facing the massive stress of suffering serious disease or chronic illness."

"I would like to thank the Flying Doctors, RFDS Victoria's Bayside Auxiliary and Rural Health Workforce Australia – this is a fantastic opportunity."

Kiara's Story

Kiara Perry, a speech pathology student from Charlton, said health professionals can make a big difference in country areas.

"I'd love to travel around to different towns. People aren't aware of what a speech pathologist can do in a town like Charlton. There's important treatment of things like swallowing disorders and language difficulties. I'd like to work in a small place like this and travel to different towns helping people."

Volunteers

Community Events

& Fundraisers

Strategic Priority

Increase funds raised.
Strengthen organisational
capability and performance

Our volunteers and fundraisers epitomise the spirit of the Royal Flying Doctor Service and help us continue the legacy of John Flynn.

Major Community Fundraisers

Boats, bikes and horses were all prominent as our fundraisers went to work this year.

These included:

- > The Flying Doctors Rowathon, where more than 200 participants rowed 82 kilometres along the Darling River, raising \$70,000;
- > Sam Alexander, who rode the Bicentennial Trail with only his horses for company from Healesville to Koumala near Mackay over ten months;
- > Trek the Trak, a group of firemen from Wangaratta and their mates who rode motorbikes into the Outback;
- > Wildfire, the Monash University School of Rural Health medical students, who held a trivia night to raise funds;
- > The Flying Flynns, a group of fundraisers and cyclists from Hamilton CFA who rode hundreds of kilometres in the Murray to Moyne cycle relay;
- > The Marcus Oldham Agricultural College students who raced horses and all sorts of contraptions in their version of the Melbourne Cup;
- > The Country Women's Association of Victoria, which is also celebrating its 85th anniversary; and
- > A special mention to Board Member Bruce Waxman and his son Paul who walked the 250 km "Great South Western Walk" in south western Victoria.

Events

RFDS Victoria held a number of fundraising and celebratory events during the year.

Guest speaker Dr Don Bowley, OAM, the quintessential Flying Doctor from Mt Isa ensured the 2012 Going the Distance Dinner held in September at Melbourne Museum was an outstanding success.

The John Flynn luncheon in November 2012 attracted a crowd of loyal Flying Doctors supporters. Max Griffiths, who has spent a lifetime helping others in isolated communities, was guest speaker with tales of the Outback and beyond.

RFDS Victoria Patrons, The Honourable Alex Chernov, AC, QC and Mrs Chernov hosted a small number of our extraordinary volunteers and supporters at Government House in March. Volunteer Fay Jones and supporters Mr and Mrs Foletta, received special mentions for their contributions.

An 85th celebration fundraising lunch in May included an auction, the aeromedical simulator and Bayside Auxiliary stall in Federation Square.

Volunteers

We would like to acknowledge the tireless work of our volunteers, who in many ways are the heart and soul of the Royal Flying Doctor Service.

Our volunteers provided a wide range of support – from packing Christmas orders and working on our database to maintaining the aeromedical simulator.

They also help us at events such as the Royal Melbourne Show – including medical students who help with diabetes testing, and others who rattle collection tins.

In the Richmond office 21 volunteers worked a total of 1,473 hours mailing over 35,000 receipts and preparing 2,750 Christmas merchandise parcels. RFDS Victoria is grateful for your work, recognises its importance and thanks you for your extraordinary commitment and contribution.

Bernice Jenkins Awards

The winners of the prestigious Bernice Jenkins Awards, announced at the John Flynn luncheon in November, are Jan Jenkins, Helene Lewit and Ray Conway.

Jan is the President of the Bayside Auxiliary and has been a key member since 1998, driving much of the extraordinary achievements of the Auxiliary. Bayside has now raised over \$200,000 for the Flying Doctors and in 2013 celebrates its fifteenth anniversary.

Helene is a professional archivist and much loved member of the Flying Doctors family in Victoria, volunteering countless hours cataloguing the rich history of the RFDS.

Ray has done just about everything during his 22 years of service, and is currently maintaining, and often travelling with, our aeromedical simulator.

Outback Tour

A special 85th anniversary Outback Tour took place this year, with 22 happy Flying Doctors' friends and supporters travelling to the Kimberley in Western Australia.

As well as taking in the incredible scenery and culture of Northern Australia, the Victorian tourists enjoyed a "money can't buy" experience at the Derby base with Flying Doctors aircraft coming and going on retrieval flights.

The intrepid tourists also visited John Flynn's grave west of Alice Springs, and the grave of Jimmy Darcy – whose death in 1917 inspired John Flynn to get medical care to the Outback.

"Dinner at the Derby base was fantastic - the staff, doctors and pilots were incredible and it was just magic - a privilege to be there."

Outback Tourist Kaye.



1,473

hours
worked by
21 volunteers
in Richmond



Delivering Flying Doctor Foundation

Strategic Priority

Increase funds raised. Strengthen organisational capability and performance

RFDS Victoria's Flying Doctor Foundation is an investment in the future of the Royal Flying Doctor Service. Assets in the Foundation are invested in perpetuity.

In these very early stages of its growth the Flying Doctor Foundation has assets totalling over \$4 million and during the course of this year, capital growth in the fund achieved \$470,884.

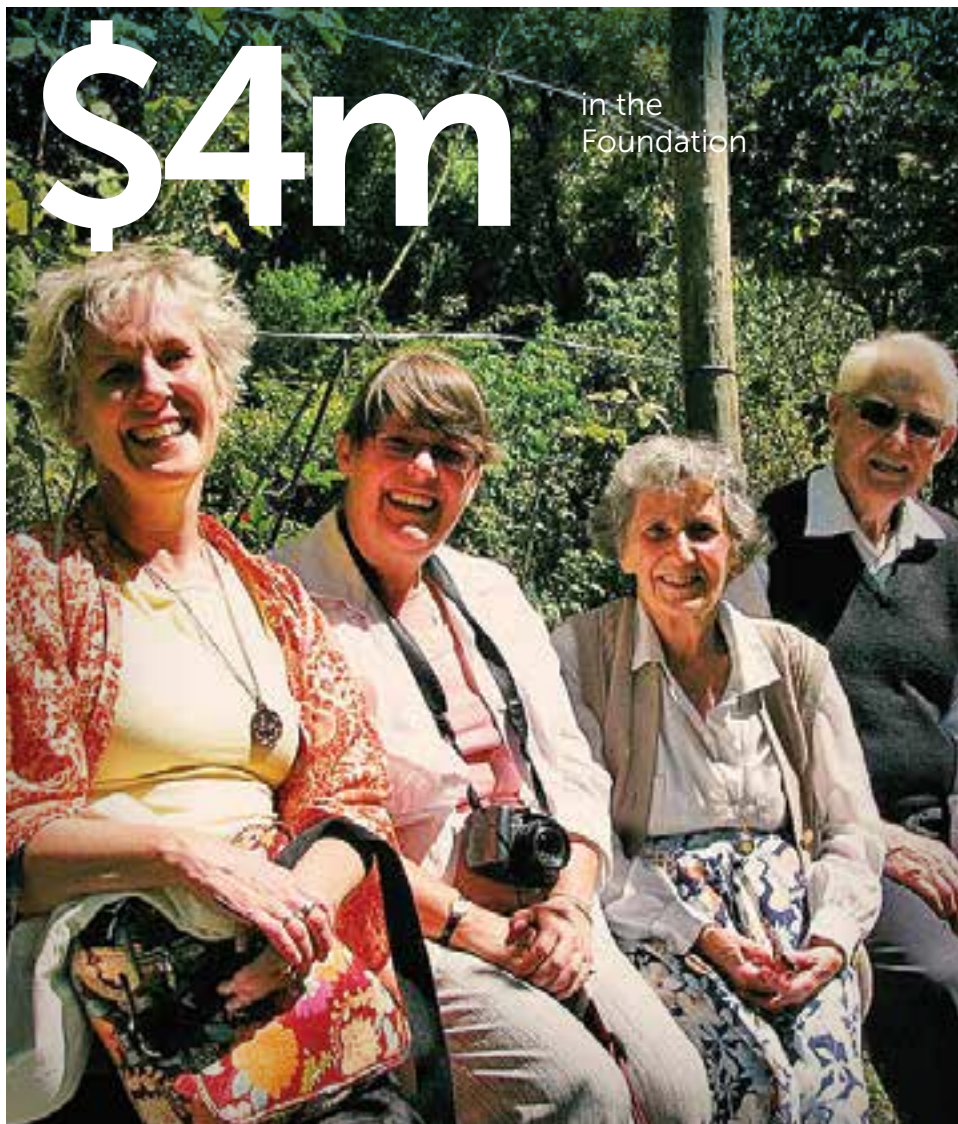
Two thirds of total net earnings from the Foundation each year are distributed to support communities in greatest need, with the remaining third reinvested in the Foundation.

This year distributions of \$89,100 were made available through the Foundation to support the work of the Royal Flying Doctor Service and in particular the provision of the Emergency Retrieval and Sedation Registry for disturbed patients on aircraft, a Nurse Practitioner for Charleville Comprehensive Primary Care and scholarships for health professionals.

Thanks to the wonderful support of individuals and families as well as bequests from estates, assets in the Foundation now total \$4,038,235.

"Although we all live in the city and have ready access to good medical and dental care, we are aware that the people of rural and remote Australia are not so fortunate. The services provided by the Royal Flying Doctor Service are crucial for these people, and they are invaluable to the many travellers who criss-cross the country, should they find themselves in need of medical assistance."

Jean Thomas, whose family has contributed to the Flying Doctor Foundation



Wendy, Linda and parents Jean and Ralph Thomas



Royal Flying Doctor Service Victoria would like to acknowledge and thank its wonderful donors. It's your support that keeps the Flying Doctor flying and allows us to grow our services across Australia and in Victoria.

Scott Chapman,
Chief Executive, RFDS Victoria

Supporters

Royal Flying Doctor Service Victoria is honoured to have the support of so many wonderful individuals, families, trusts and foundations and bequests from estates. Because of the generosity of so many, whether donating directly to RFDS Victoria or into our own Flying Doctor Foundation, we are able to continue to provide services to people and communities in need, whether they are in the furthest corner of Australia, or in rural Victoria.

Thank You.

Major Donors:

N Mathison
B & J Medwin
E Metcalfe
A Miller
Dr M Murnane
J Murphy
D Nassau
V Newman
Dr R Nicholls
C O'Brien
G & B Organ
G Paton
L Peggie
H Phiddian
R Prowd
B Randall OAM
Reece Australia Limited
D & A Retchford
D & D Reynolds
C & V Robb
J Rochelmeyer
M S Ross AM
P Rowsthorn
E Russell
RW & BL Squire
AR & J Thomas
K Thornton
L Tyack
I Tyler
G Vickers
Professor B Waxman
Dr John B Webb
D Weir
J Wellings
K & S West
GW & GF White
Anonymous (59)

Trusts & Foundations:

Axel Petersen Trust
Bertalli Family Foundation
The LR Cazaly Trust Fund
EC Curwen-Walker Charitable Trust
Elizabeth & Barry Davies Charitable Foundation
The Flew Foundation
Geelong Community Foundation
The Isabel & John Gilbertson Charitable Trust
Giving Hope Pty Ltd
Gras Foundation Trust
Rae and Peter Gunn Family Foundation
Joyce Adelaide Healey Charitable Trust Fund
Heymanson Family Foundation PL
The Amelia Eliza Holland Trust
The Bob & Emma House Foundation
The Kimberley Foundation
Lord Mayor's Charitable Foundation – Eldon and Anne Foote Trust
The Miller Foundation Limited
The Neilson Foundation
The Newman Family Foundation
The Katrina May Russell Foundation
VN Sanders Charity Trust
The John & Margaret Schneider Charitable Trust
The Shulu Foundation
State Trustees Australia Foundation – Brian Mangan Memorial Fund
State Trustees Australia Foundation – Mary Nicholls
State Trustees Australia Foundation – Edith Helen Sedlar
State Trustees Australia Foundation – Shields Family Charitable Endowments
Anonymous (1)

Flying Doctor Foundation:

Rogers Family Gift
The Elizabeth Telfer Royal Flying Doctor Gift
Thomas Family Gift
Anonymous (4)

Estates:

Estate of Bradshaw, G E
Estate of Gilchrist, Joffre James
Estate of Kentish, Mary Eva
Estate of Lesser, Enez Lily
Estate of MacGillivray, Ian Ferguson
Estate of Martin, Kenneth
Estate of Martin, Veronica May
Estate of Mills, Lorraine Margaret
Estate of Morgan, Beatrice Margery
Estate of Newall, Lorraine Effie
Estate of Raymond, Anne
Estate of Rees, Elizabeth Merle
Estate of Sutherland, Ian Weir
Anonymous (16)

Lasting Legacies

Royal Flying Doctor Service Victoria would like to recognise people who have let it be known they have included in their Will, bequests either directly to RFDS Victoria or into our own Flying Doctor Foundation. This careful and serious decision to leave an amazing and lasting legacy, means many lives will continue to be saved in their memory.

Thank You.

John Flynn Society / Bequestors:

Dr B Main
P K Morris
I Morton
M Powell
B Quin
M S Rix
J Roberts
M & R Rogers
S Rostkier
E Russell
J Sculthorpe
M Spence
A A Sprague
J Thornton
P Townsend
J Walker
D Weir
A Whelan
C Williams
Anonymous (17)

Concise financial report for the financial year ended 30 June 2013

Directors' Report

The concise financial statements are an extract from the full financial statements of Royal Flying Doctors Service of Australia (Victorian Section).

The financial statements and specific disclosures included in the concise financial statements have been derived from the full financial statements of Royal Flying Doctors

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

Further financial information can be obtained from Royal Flying Doctors Service of

Australia (Victorian Section) full financial statements, a copy of which, together with a copy of the independent audit report, is available, and will be sent without charge on request.

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

Mr W Murray Rogers AM

Chair
Chair – Remunerations and
Nominations Committee
Chair – Investment Committee
Director, Royal Flying Doctor
Service – National Board
Company Director
Appointed: 13 October 2009

Mrs Rasa Bertrand

Deputy Chair
Chair – Marketing Advisory
Committee
Appointed: 14 December 2009

Mrs Denise Reynolds

Chair – Heritage Committee
Company Director
Appointed: 16 August 2000

Prof. Bruce Waxman

Chair – Education and Research
Committee
Academic surgeon, Monash
University and Southern Health
BMedSc(Hons), MBBS(Hons),
FRACS, FRCS, FACS, MRACMA,
MAICD
Appointed: 15 October 1992

Mr W Bernard Delaney

Chair – Audit and Risk Committee
Consultant
BA, Grad Dip Mgt. FAICD
Appointed: 22 March 2011

Mrs Robyn Lardner

Business Owner Regional Victoria
BHSc(mgt)(NSW), MHA (NSW)
Appointed: 1 March 2011

Dr Kim Webber

Chair – Health Services Committee
Principal, Health Strategy Consulting
BSc (PhD)
Appointed: 2 May 2012

Mr Peter B Berry

Lawyer
Appointed: 1 May 2013

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

Company Secretary

Ms Heather Pritchard

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

Major Developments

Royal Flying Doctor Service Victoria has continued its steady growth into service provision and advocacy to contribute to improved health outcomes in rural, regional and remote areas through the delivery of its strategic business plan. The Board also took the opportunity to increase its systems capacity and staff resourcing to enable a stronger platform for growth.

Royal Flying Doctor Service Victoria updated its document “The Victorian Vision” to reflect the broadening of services and partnerships in health delivery for its service and determined to achieve its mission by:

1. Advocating professional ethics, standards and quality health services to government and service agencies.
2. Providing education programs within schools and the broader community.
3. Working with indigenous communities, and servicing metropolitan, regional and rural communities in meeting specific health needs.

4. Collaborating in strong partnership with government, university and corporate organisations.
5. Supporting other RFDS sections in meeting service needs.

RFDS Victoria has built up reserves to enable replenishment of infrastructure and expansion of programs in accordance with its Victorian Vision.

Over the year RFDS Victoria has expanded its attendance at state-wide, national and international events held within Victoria.

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

Stronger relationships were consolidated with all other RFDS sections with a number of financial support grants allocated to projects across the country for emergency and health services. Successful fundraising

campaigns, including the Christmas and tax appeal campaigns and the development of a strengthened major giving and bequest program resulted in a strong financial outcome for the year.

Signed in accordance with a resolution of the directors made pursuant to s.298(2) of the Corporations Act 2001.

On behalf of the Directors



W Murray Rogers AM

Chairman

MELBOURNE, 3 October 2013

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

We have audited the accompanying concise financial report of Royal Flying Doctor Service of Australia (Victorian Section) which comprises the statement of financial position as at 30 June 2013, the statement of 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 2013. 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 the directors determine are necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2013. We expressed an unmodified audit opinion on that financial report in our report dated 4 October 2013. 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*.

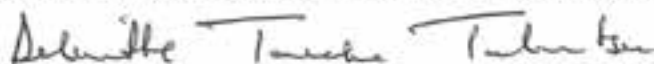
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

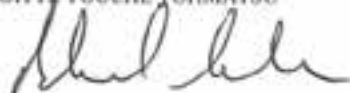
In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Royal Flying Doctor Service of Australia of Australia (Victorian 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 report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2013 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



Robert D D Collie
Partner
Chartered Accountants
Melbourne, 3 October 2013

Concise financial report for the financial year ended 30 June 2013

Statement of profit or loss and other comprehensive income for the year ended 30 June 2013

	2013 \$	2012 \$
Revenue	12,507,364	9,345,346
Other income	2,790	-
Employee benefits expense	(6,174,237)	(2,303,260)
Depreciation expense	(435,440)	(113,725)
Direct fundraising activities	(627,851)	(545,923)
Merchandise costs	(62,231)	(87,891)
Patient care expenses	(1,733,952)	(727,103)
Program expenses	(193,391)	(317,523)
Rent and premises expenses	(395,132)	(173,075)
Office operating expenses	(506,005)	(185,084)
Loss on sale of investments	(56,983)	(92,635)
Impairment of goodwill	(481,530)	-
Other expenses	-	(55,763)
Surplus before Contributions to Other Royal Flying Doctor Service Sections	1,843,402	4,743,364
Less Contributions to Other Royal Flying Doctor Service Sections	(655,000)	(1,210,699)
Net surplus before income tax expense	1,188,402	3,532,665
Income tax expense	-	-
SURPLUS FOR THE YEAR	1,188,402	3,532,665
Other comprehensive income/(expense) for the year, net of income tax		
Items that may be reclassified subsequently to profit or loss:		
Net value gain/(loss) on available-for-sale financial assets	1,144,326	(197,871)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2,332,728	3,334,794

Statement of financial position at 30 June 2013

	2013 \$	2012 \$
Current assets		
Cash and cash equivalents	2,260,404	1,250,725
Trade and other receivables	1,034,534	438,077
Inventories	46,554	10,323
Other financial assets	11,040,792	10,063,118
Total current assets	14,382,284	11,762,243
Non-current assets		
Property, plant and equipment	1,140,238	645,105
Intangible asset	-	481,530
Total non-current assets	1,140,238	1,126,635
Total assets	15,522,522	12,888,878
Current liabilities		
Trade and other payables	890,617	682,002
Provisions	512,057	506,630
Other	576,944	511,000
Total current liabilities	1,979,618	1,699,632
Non-current liabilities		
Provisions	86,662	65,732
Total non-current liabilities	86,662	65,732
Total liabilities	2,066,280	1,765,364
Net assets	13,456,242	11,123,514
Equity		
Accumulated funds	12,453,982	11,265,580
Asset revaluation reserve	1,002,260	(142,066)
Total equity	13,456,242	11,123,514

Concise financial report for the financial year ended 30 June 2013

Statement of changes in equity for the year ended 30 June 2013

	Accumulated funds \$	Asset revaluation reserve \$	Total \$
Balance at 1 July 2011	7,732,915	55,805	7,788,720
Surplus for the year	3,532,665	-	3,532,665
Other comprehensive loss for the year	-	(197,871)	(197,871)
Total comprehensive income/(loss) for the year	3,532,665	(197,871)	3,334,794
Balance at 30 June 2012	11,265,580	(142,066)	11,123,514
Surplus for the year	1,188,402	-	1,188,402
Other comprehensive income for the year	-	1,144,326	1,144,326
Total comprehensive income for the year	1,188,402	1,144,326	2,332,728
Balance at 30 June 2013	12,453,982	1,002,260	13,456,242

Statement of cash flows for the year ended 30 June 2013

	2013 \$	2012 \$
Cash flows from operating activities		
Receipts from appeals and merchandise sales	6,133,893	6,552,055
Receipts from Commercial Sales	5,266,478	-
Payments to suppliers and employees	(10,083,111)	(5,503,255)
Interest received	186,577	292,729
Dividends received	217,375	223,093
Net cash generated by operating activities	1,721,212	1,564,622
Cash flows from investing activities		
Payments for investments	(163,842)	(1,003,047)
Receipts from term deposits	380,092	-
Net cash outflow on acquisition of business	-	(450,000)
Payments for plant and equipment	(933,242)	(505,018)
Proceeds from sale of plant and equipment	5,459	-
Net cash used in investing activities	(711,533)	(1,958,065)
Net increase/(decrease) in cash and cash equivalents	1,009,679	(393,443)
Cash and cash equivalents at the beginning of the year	1,250,725	1,644,168
Cash and cash equivalents at the end of the year	2,260,404	1,250,725

Basis of preparation

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

How you can help >

The Royal Flying Doctor Service relies on support from individuals, corporations, the government and community to carry out our life-saving work.

To continue our work in the Victorian community, we need your support.

Make your donation to RFDS Victoria by calling us on **1300 669 569** or by going to **www.flyingdoctor.org.au**.

ABN 71004196230



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



flyingdoctor.org.au

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VICTORIA