

Caring for Communities

Annual Report 2013/14



Royal Flying Doctor Service
VICTORIA

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NATIONAL MISSION >

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

VICTORIAN VISION >

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

VICTORIAN PURPOSE >

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

Cover: RFDS Victoria fundraiser and athlete Kate Sanderson at Essendon Airport. (Image courtesy of Herald Sun)

Number of aircraft

67



Kilometres flown

26.4m

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

54,700

Patients attended

282,000

Health clinics

16,100



2013/14

Chair and Chief Executive's Report >

The Royal Flying Doctor Service (RFDS) continued its valuable work in the Outback – providing emergency retrieval and primary health care services across Australia. And this year we introduced and delivered even more health services in Victoria.

More Victorian communities are benefitting from the experience, expertise and reputation of the Royal Flying Doctor Service.

In line with our strategic plan, RFDS Victoria identified areas of need and introduced new Victorian services in consultation with peak health bodies and local communities and consistent with Government health priorities.

RFDS Victoria strengthened the health of Victorian communities and provided support for greater access to healthcare throughout Australia, based on the following strategic priorities:

1. Improving Community Health
2. Strong Partnerships
3. Capable, Agile Organisation
4. Quality Patient Services
5. A growing, engaged supporter base

This annual report outlines our work this year in pursuing these priorities.

In improving community health, RFDS Victoria expanded and introduced a number of services in Victoria during 2013/14:

- > Mobile Eye Care services in Ouyen and surrounds
- > Diabetes Telehealth Services in Mildura
- > Mobile Dental Care (expanded from the Mallee to include a trial in the Wimmera); and
- > Rural Women's GP services (where we assumed responsibility from RFDS South East section)

It's very encouraging that we are seeing measurable outcomes from our existing services – Mobile Dental Care, Mobile Patient Care non-emergency patient transport and Health Check-In programs. And we introduced stronger measures to ensure we deliver services of the highest quality.

This year RFDS Victoria again provided extensive support to the delivery of aeromedical retrieval, telehealth, primary health care clinics and other services across Australia.

In developing and delivering our programs in Victoria, RFDS Victoria extended its partnerships with health agencies, government, community and the private sector in line with the strategic plan, and developed new and cost effective models of health delivery – particularly to isolated communities.

With this growth in service delivery across rural and regional Victoria, staff recruitment and professional development was a focus for management. We are very proud of our commitment to providing employment in over 15 country locations as new services open. We are also committed to being a capable, agile organisation and manage our resources efficiently and effectively.



W. Murray Rogers AM
Chairman

Scott Chapman
Chief Executive

Our staff members and many volunteers continued to build on the legacy of our founder, the Reverend John Flynn throughout the year.

Mobile Patient Care continued its exponential growth completing more than 18,000 transports by road and air during the year.

Of course, it wouldn't be possible to provide our services without the generous and loyal support of our donors and supporters.

In the financial year, individual donors, community fundraising groups and corporate partners contributed \$5.50 million to Royal Flying Doctor Service Victoria and the RFDS was found to be Australia's most reputable charity for the third year in a row by the AMR Charity Reputation Index.

We would like to thank the community for its support of the RFDS, particularly our donors and volunteers who helped us in many and varied ways throughout the year.

In 2013/14, we recognised three of our greatest supporters. Bob Symons won the Outstanding Achievement Award for his leadership of the Flying Doctor Rowathon. Professor Bruce Waxman OAM, who retired after 21 years as a Board Member and Bayside Auxiliary stalwart Ruth Rechner were jointly awarded the Bernice Jenkins Volunteer Award in recognition of their tremendous volunteer efforts over many years.

Professor Waxman stepped down from the Board in late 2013, and we thank him sincerely for his contribution. We were pleased to welcome Denis Henry to the Board during the year.

The National Board of RFDS welcomed the appointment of Amanda Vanstone as the National Chair. Amanda has already made a significant contribution in strongly leading our iconic Australian institution.

We would like to recognise the many hours of voluntary work our Board members contribute and thank them for the invaluable leadership and direction they provide for RFDS Victoria.

In summary, RFDS Victoria delivered a strong year of achievement as it continued to remain true to the vision of John Flynn in providing "a mantle of safety" across Australia.

W. Murray Rogers AM
Chairman

Scott Chapman
Chief Executive



Left to right: Mrs Denise Reynolds, Mr Peter B. Berry, Dr Kim Webber, Mr W. Murray Rogers AM, Mr W. Bernard Delaney, Mrs Rasa Bertrand, Professor Bruce Waxman OAM, Mr Denis Henry and Mrs Robyn Lardner. (Image:www.phillipgao.com)

Board of Directors >

Mr W. Murray Rogers AM

CHAIR

FAICD; FAIM

Murray has had a career in international management holding positions including Executive Chairman, Kellogg (Aust) Pty Ltd; Chairman, Australian Food Council and Chief Executive Officer, AWB Ltd.

Currently Chair McLachlan Consolidated Fisherman Ltd. Murray represents Victoria on the RFDS National Board.

Mrs Rasa Bertrand

DEPUTY CHAIR

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

Rasa is a trained nurse and worked internationally as a midwife. She is a published author, broadcaster with 3AW and former director of a media business.

Currently studying BA Asian Studies Monash Uni.

Mrs Robyn Lardner

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

Robyn's expertise includes business, social justice and rural health issues.

Currently a regional business owner; Grampians Medicare Local board member; formerly Manager Corporate Support GWM Water; Administrator/ Director of Nursing at an acute, aged care and community health facility.

Mrs Denise Reynolds

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

Currently Finance Director, Doherty Industries Pty Ltd.

Mr W. Bernard Delaney

TREASURER

BA, Grad Dip Mgt.; FAICD

Bernie is an experienced company director and corporate advisor.

Formerly Vice President BHP Billiton Limited and Deputy Chair Australia Korea Foundation.

Currently Director DF Strategy and Advisory Pty Ltd; Director, Travellers Aid Australia.

Associate Professor Bruce Waxman OAM

MedSc(Hons); MBBS(Hons); FRACS; FRCS; FACS; ARACMA; MAICD

Professor Waxman has been awarded the Order of Australia medal for services to medicine. Professor Waxman was appointed to the Board in 1992 and resigned in 2013.

Currently the Director of Medical Services at Epworth Hospital with other appointments at the Royal Australasian College of Surgeons and Monash Health.

Dr Kim Webber

BSc (PhD)

Dr Kim Webber is an independent consultant who specialises in public policy and its impact on rural and remote health.

Formerly CEO of Rural Health Workforce Australia; technical advisor to the World Health Organisation.

Mr Peter B. Berry

Dip. Law & ASLIV

Peter is principal of Berry Family Law – one of Victoria's largest family law firms.

President of RFDS Victoria in 2001-2002. (re-elected to the Board in 2013). Guest lecturer Leo Cussen Institute and other organisations; Member of Steering Committee of the Victorian Family Law Pathways Network; Trustee of Julian Zahara Trust.

Mr Denis Henry

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

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

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

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.



RFDS VICTORIA SENIOR MANAGEMENT

- > Scott Chapman, Chief Executive
- > Heather Pritchard, General Manager Corporate Services;
- > Gary Layton, General Manager Primary Health Care;
- > Tim Scott, General Manager Patient Transport; and
- > Jacqui deKievit, General Manager Marketing and Fundraising



RFDS Victoria contributes to improving the health and wellbeing of Victorians (and Australians) – by identifying areas of greatest health need, working in partnership with other organisations and developing our own capabilities.

The Flying Doctors across Australia >

RFDS Victoria continued to support the work of the Flying Doctors throughout Australia in 2013/14.

As well as bringing more health services to Victoria, we are supporting primary health care and the emergency retrieval work of the Flying Doctors nationwide.

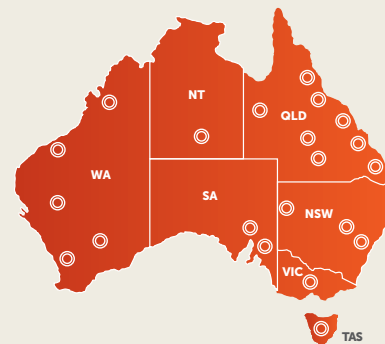
This year RFDS Victoria supported aeromedical services, telehealth and dental services, staff training and the purchase of vital equipment.

In 2013/14 our generous Victorian donors, supporters and partners contributed \$5.50 million to support this important work in Victoria and throughout Australia.

During the year the Flying Doctors came in contact with 282,000 patients, through clinics, telehealth, aeromedical and non-emergency patient transfers and a range of primary healthcare services.

At June 30, the RFDS had a fleet of 67 aircraft operating from 21 bases across the nation.

RFDS AVIATION BASES 2013/14



BABY HALLIE RUSHED TO MELBOURNE FOR LIFE SAVING SURGERY

Eleven day old Baby Hallie's life was in the balance. She was born with the arteries in her heart in the wrong place. She urgently needed to be flown from Perth to Melbourne for specialist surgery – an operation only available in the Victorian capital.

"It was heartbreaking," said Mum Debbie Storey.

"To have your newborn baby so sick was just a living nightmare."

The Royal Flying Doctor Service jet is the only aeromedical aircraft capable of making the non-stop flight to Melbourne from Perth.

After two false starts due to a bed not being available in Melbourne, doctors finally got precious Hallie safely aboard the RFDS Rio Tinto Life Flight jet to life saving surgery.

The intricate operation went well and today the only evidence of the family's nightmare experience is the scar on Hallie's tiny chest.

"It's been an emotional roller coaster but we are just so thankful that it all turned out ok," Debbie said.

Thanks to the support of our generous Victorian donors and supporters, RFDS Victoria contributed \$3M over the three years from 2009/10 to 2011/12 to help purchase the Rio Tinto Life Flight jet.



Health Check-Ins >

Post event follow-up

44%

of all those who presented for a health assessment were advised to see a GP

74%

of these (that is those who were advised to see a doctor based on their health assessments) made follow up appointments

Of those who had seen their GP

6%

received additional care including referrals to a medical specialist, community nurse or dietician

Health Check-In report

RFDS Victoria conducted 'Health Check-Ins' at three field days in country Victoria in 2013/14.

The 'Health Check-Ins' aim to raise awareness in the community about the importance of reducing the risk factors for cardio-vascular disease and diabetes – that is, adopting a healthy lifestyle and diet.

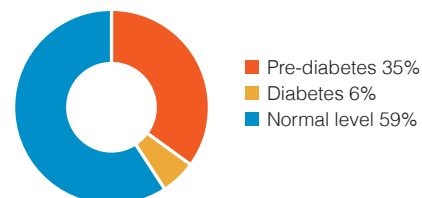
This is even more important in regional areas where individuals are more likely to experience coronary heart disease and stroke.

In partnership with Baker IDI Heart and Diabetes Institute, and with the help of volunteer health and medical students from Victorian Universities, RFDS Victoria conducted 'Health Check-Ins' at Warragul Farmworld, Hamilton Sheepvention and the Mallee Machinery Field Days at Speed.

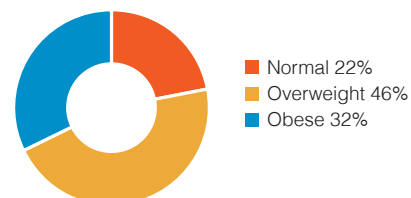
Baker IDI Heart and Diabetes Institute followed up the field day health assessments with phone calls to measure individual health outcomes.

Health Check-In results

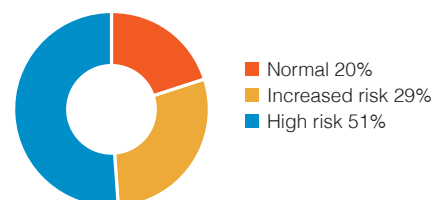
DIABETES



BODY MASS INDEX



ABDOMINAL OBESITY



Mobile Eye Care >

Mobile Eye Care patient appointments conducted in 2013/14

144

36%

of patients needed glasses upgraded

In partnership with the Australian College of Optometry, RFDS Victoria launched its Mobile Eye Care service in October 2013.

The service is based in Ouyen where there is no resident optometrist. As well as clinics hosted by Mallee Track and Health and Community Services in Ouyen, the service includes outreach visits to surrounding communities.

The clinics at Ouyen completed 144 appointments in the financial year, with 53 people needing glasses to be upgraded and 15 people referred for more serious issues.

The clinics have been booked out each month with a 94 per cent attendance rate.

Clinics are held for one and a half days every four weeks in Ouyen with half a day devoted to visiting surrounding communities.

During the visits, community education programs were hosted by eight different organisations, including schools and aged care facilities.

LITA RETAINS HER INDEPENDENCE

The Royal Flying Doctor Service doesn't have favourite patients, but if it did Lita Lowe would be one of them.

85 year-old Lita is a patient of Mobile Eye Care in Ouyen, and a great supporter of the Royal Flying Doctor Service.

The introduction of Mobile Eye Care to Ouyen – a small community about 100 kilometres south of Mildura in the Mallee – in the latter part of 2013 has allowed Lita to maintain her eyesight and her independence.

In years past, Lita would drive to Adelaide, combining her optometrist's appointment with family visits. More recently she stopped driving, and with no optometrist for 100 kilometres, she was worried about her eyesight.

"Thank-you to the Royal Flying Doctor Service for bringing eyecare to Ouyen," Lita said, as she made a generous donation to the Flying Doctors.



Mobile Eye Care optometrist Katrina Koenig consults with Jocelyn Lindner of Murrayville. (image courtesy Sunraysia Daily)

Diabetes Telehealth & Women's GP services >

Royal Flying Doctor Diabetes Telehealth Service

In 2013, RFDS Victoria commenced its Diabetes Telehealth Service.

The Service is based in Mildura where there is no resident diabetes specialist. Like most, if not all of country Victoria, there is a growing incidence of diabetes in the region.

Hosted by Monash School of Rural Health in Mildura, local diabetes patients are connected with endocrinologists from Baker IDI Heart and Diabetes Institute in Melbourne.

Trial appointments began in November 2013, with the full Service launched in May 2014. Fifty-one appointments were completed before the end of the financial year.



Rural Women's GP services

In January, RFDS Victoria began the delivery of Rural Women's GP clinics in regional Victoria – a service previously managed by RFDS South East section.

Six clinics are managed by RFDS Victoria, working with local hosts in Corryong and Walwa in the North East of the State, Hopetoun and Goroke in the Wimmera and Charlton and Robinvale in North Central Victoria and the Mallee respectively.

Between January and June, 32 clinics were conducted across these six sites, which included appointments for 434 patients.

The communities are chosen to host clinics – for one or two days every six to eight weeks – on the basis that there is no practising female GP in the area.

SHANA'S VOTE OF SUPPORT

Shana Colquhoun is a 31 year old registered nurse with type 1 diabetes who lives in Mildura and uses the Royal Flying Doctor Telehealth service.

This is her story about the new service:

There are many difficult aspects of managing diabetes in a rural area, and the lack of specialists is a major hurdle when wanting to improve my overall management of this chronic illness. Late in 2013 my diabetes educator suggested I try teleconferencing with an endocrinologist from Melbourne, Rebecca Goldstein. I have met with Rebecca over the last few months which has helped me adjust my management to improve my control of diabetes.

The alternative to these teleconference appointments would include either two day trips to Melbourne (six hours travel each way and accommodation in Melbourne) or flights to Melbourne for half hour consultations – both of which are very expensive options requiring time off work.

This is a large factor in deciding whether to see a specialist, or just continue on with sub-optimal control of my diabetes. Teleconferences being available to me have assisted me to gain the control I want, with the support I need. I believe this service can be very beneficial to Mildura and the surrounding area.

Shana Colquhoun



Mobile Dental Care >

Patients examined during outreach

1,249

Patients required follow up care

618

Patients required urgent or fairly urgent follow up care

199

RFDS Victoria's Mobile Dental Care service visited communities across the Mallee and, for the first time, the Wimmera in 2013/14.

Two week long visits were conducted in the Wimmera as part of a trial expansion of the Mobile Dental Care program.

Volunteer dentists supported by dental students and dental assistants screened 1,249 patients during the year.

The dental teams used the Mobile Dental Care vehicle, which is fitted with a dentist's chair and equipment, to visit aged care facilities, schools, community halls and community health care centres.

As well as the Outreach program, dentists conducted clinics at the Murray Valley Aboriginal Cooperative in Robinvale and Goroke Community Health Centre.

There are 49 dentists registered to volunteer with Mobile Dental Care which is run in partnership with the Australian Dental Association Victorian Branch and Dental Health Services Victoria.

The service focusses on communities which have limited access to dental services and are therefore at a higher risk of preventable oral health conditions.

WIMMERA WEEK

The Mobile Dental Care team visited the Wimmera for the four day period, February 3rd-6th, 2014.

A team of two volunteer dentists and two dental students visited health centres, schools and aged care facilities in Natimuk, Edenhope and Goroke.

At Goroke, there were 36 appointments completed which included examinations, x-rays, tooth extractions, fillings, scaling and a range of preventative treatments.

One hundred and sixty-eight patients were seen at Natimuk and Edenhope with 74 requiring follow up care. The visit also included education of aged care facility staff and oral health education sessions.



Mobile Dental Care Program Manager Roisin McGrath and volunteer dentist Monica O'Malley and the Mobile Dental Care dentist's chair.



GSK Manager of Corporate Affairs Alicia Cook shows Dad Andrew Nai, Nathan, 4 and Nicolas, 6, the RFDS Victoria stand at the Royal Melbourne Show.

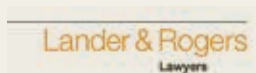
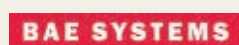
RFDS Victoria identified opportunities for health agencies, government and the private and community sectors to collaborate on the delivery of effective health services. We continue to partner with community groups and the corporate sector to raise funds and build support for our programs.

Corporate Partners >

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

This includes providing volunteers for community engagement, fundraising and health activities.

Our partners also provide financial support for health programs and in-kind support for our fundraising events.



Health Partners >

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



Thanks also to: North Richmond Community Health, West Wimmera Health Service, Deafness Foundation, The University of Melbourne, Monash University School of Rural Health, Murray Valley Aboriginal Cooperative, Committee for Ballarat, Rural Workforce Agency Victoria, VACCHO, La Trobe University, Arthritis Victoria, Great South Coast Medicare Local, Grampians Medicare Local, Goulburn Valley Medicare Local, Loddon Mallee Murray Medicare Local and Monash University Wildfire Rural Health Student Club.



Image: Rural Health Workforce Australia

COUNTRY VICTORIA NEEDS MORE PEOPLE LIKE KURT MURPHY

Kurt is a karate champion, and all round sportsman, but more importantly he's a physiotherapy student who wants to practice his physiotherapy skills in rural Victoria when he graduates.

"Easy access to rural physios can help shorten recovery time and decrease pain, and that means a lot to people like farmers who can't afford to be off work for too long," Kurt said.

The Latrobe University Bendigo student loves the rural lifestyle he has enjoyed at Welshmans Reef – a small community outside Castlemaine.

"I've grown up working and mucking around on the farm with family and friends and I really enjoy getting my hands dirty and getting a good change from the books," Kurt said.

Kurt is one of four winners of the 2014 Give Them Wings Scholarship offered in partnership between Royal Flying Doctor Service (RFDS) Victoria and Rural Health Workforce Australia.

The \$2,500 Scholarships are funded through the hard work of RFDS Victoria's Bayside Auxiliary and the contribution of RFDS supporter, The Shulu Foundation.

The Give Them Wings Scholarship winners receive financial assistance to help fund the cost of study and an experience with a Flying Doctors crew.

It is designed to encourage young health students from country Victoria to return to rural and regional areas to practice after they graduate.

2014 Give Them Wings Scholars

- > **Rhiannan Frusher**, from Warrnambool, a nursing student at Deakin University.
- > **Kurt Murphy**, from Welshmans Reef, a physiotherapy student at La Trobe University.
- > **Natalie Dowling**, from Yarrowonga, an optometry student at Deakin University.
- > **Tasmin Lewis**, from Drouin East, an occupational therapy student at Monash University.

Community Partners >

Royal Flying Doctor Service Victoria is very grateful for the support of a wide range of community partners who are inspirational in their fundraising for the Flying Doctors. We recognise their voluntary efforts and thank them for their generous support. We have highlighted here those who have raised more than \$5,000 in the 2013/14 year.

Community Fundraising Highlights

RFDS Victoria's Bayside Auxiliary has raised \$235,000 over 16 years for the Flying Doctors, including \$25,400 in 2013/14. Bayside's funding purchased a new humidicrib and funded the Give Them Wings scholarships.

The Flying Doctor Rowathon has been supporting the RFDS for more than twenty years and raised \$27,000 during their 2013 event. Over 100 rowers took part in the Rowathon on the Murray and Darling Rivers.

Stock & Land staff and friends raised \$30,000 for RFDS Victoria at their centenary dinner, to mark 100 years of the newspaper delivering agricultural news for Victoria.

The Wagyu Beef conference in Geelong raised \$11,280 for RFDS Victoria, with delegates from across Australia supporting the event.

Flight instructor **Larry Cowley** and his students raised \$7,400 in 2013/14, which included a fundraising flight to the Birdsville Races.

Students from **Glenvale School Ballarat Campus** showed a strong interest in the Flying Doctors, and generously raised \$6,000.

Staff from the Commonwealth Bank – the CBA Staff, Social and Charity Club – raised \$6,000 at their end of year function at Melbourne Zoo.

The Marcus Oldham Students Society – which represents agricultural students from all over Australia who study at Marcus Oldham College in Geelong – raised \$5,000 at their annual "race day".

Team Lally and their family and friends donated \$5,000 in lieu of gifts to celebrate the engagement of Melbourne couple Sally Whitmore and Lane Sanderson.



Flying Doctor Rowathon



Bayside volunteers, RFDS Victoria's Ian Fellowes (centre) and humidicrib

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

Victorian teams in the **Outback Car Trek** raised \$116,000 for the Flying Doctors – working extremely hard in the lead up to and during their drive through Queensland, New South Wales and Victoria.

There were many more tremendous contributions during the year, including from Trek the Trak, the Icicle ride, the A'Van Club of Australia, McKinnon Secondary College and the Eastern Auxiliary of RFDS Victoria. We would also like to thank all those Opp Shops, community clubs and the CWA who also supported the Flying Doctors generously during the year.

KATE'S SPECIAL CONTRIBUTION

Inspirational athlete Kate Sanderson suffered life-threatening burns during an ultra marathon in the Kimberley region of Western Australia in 2011.

There were grave fears for Kate as she was flown by the Flying Doctors for life-saving treatment at Darwin Hospital.

Despite still undergoing operations for her injuries and losing part of a foot and the full use of her fingers, Kate decided this year to raise funds for the RFDS.

She established an Everyday Hero fundraising website and undertook a range of fundraising activities in the lead up to the 2014 Gibb Challenge in the Kimberley – the region where she survived the horrific events of 2011.

The Gibb Challenge is a 700 kilometre mountain bike ride, where teams of riders complete a gruelling relay across the gravel and corrugations of the Gibb River Road.

Kate successfully completed the Gibb Challenge in May and raised \$22,327 for the Flying Doctors.



Kate Sanderson's (2nd from right) team at the Gibb River Challenge

We sincerely thank Kate for her support of RFDS Victoria and the lasting impression she has made on the Flying Doctors.



Bachelor of Oral Health student Bridget Sexton with Jeremy Graham at Underbool pre-school

RFDS Victoria is a capable, agile organisation that manages its resources efficiently and effectively, including attracting and retaining highly skilled, motivated and passionate staff.

Volunteer Dentist Jeremy Graham >



The volunteer dentists on RFDS Victoria's Mobile Dental Care program are an adventurous group – and none more so than Jeremy Graham.

Jeremy is a practising dentist, a senior lecturer in dentistry and oral health at La Trobe University and a forensic dentist with the Coroners Court.

Jeremy said his forensic dentistry had led to important work in victim identification, including after the recent tragedy involving Malaysian Airlines flight MH17 over Ukraine.

"I was due to go on a Mobile Dental Care deployment recently but I had to cancel at five days' notice as they actually sent me to Amsterdam to deal with MH17," Jeremy said.

"It's challenging work, but very, very worthwhile. That's what we do as forensic dentists; we do that kind of work at the Coroners Court – identifying people who can't otherwise be identified.

"It's not the first disaster I've been involved in – I've worked in the aftermath of the tsunami in 2005, and the Victorian bushfires."

Despite his busy and varied professional career, RFDS Victoria's Mobile Dental Care program was very attractive to Jeremy, particularly the outreach part of the program which involves dentists visiting schools, aged care facilities, health clinics and other community centres in isolated rural areas of the State.



I used to be a kindergarten dentist in my early days and I do have a bit of a way with kids. So I really enjoy that kind of work with the Flying Doctor. ☺

"I'm a community minded person, and explaining the importance of oral care and its relationship with general health, helping young kids and parents at a kindergarten – to me that's just fantastic. I just love it."

RFDS Pilot Greg Browne >

In many ways Greg Browne's career has completed a full circle.

Greg started as a Flying Doctors' pilot in 1988, landing planes in the Kimberley by torchlight. Based in Derby, Greg was actually employed by the Victorian section, which in those days funded and administered the Royal Flying Doctor Service in the Kimberley section of Western Australia.

Today, Greg is still working for the Flying Doctors, and is now based at Essendon Airport where he did his pilot training as a young man.


"I'm originally from Melbourne and I suggested to my wife back in the late '80s that we go up to the Kimberley for 12 months – 11 years later we were still there," Greg says.

"It's a fabulous place, I loved the vastness and the people – there was a real sense of community which I think comes from being so isolated."

Greg says the work was very interesting and presented a variety of challenges that the Flying Doctor crews had to navigate.

"One night we were flying back from Darwin and we got an urgent call to go to the small community of Noonkanbah, south of Fitzroy Crossing in the Kimberley," Greg recalls.



I knew that there were no lights at the airstrip but I was told the locals had grabbed some Dolphin torches from the store and placed them to mark the way in. 

"I was pretty dubious about the plan but there was a woman going into labour who needed help so I thought we'd fly over to see if we could see the airstrip.

"As it turned out the torches worked really well – at least until you got down low when the light seemed to disappear as the torches were pointed straight up in the air.

"Anyway, after a couple of attempts we managed to land – to a huge round of applause from the crew in the back – and get the woman to hospital in Derby."

Greg said he wouldn't still be with the Flying Doctors if he didn't love the work.

"Obviously its different work in Melbourne but it can still be very emotional, transferring ill people from home to hospital or vice versa.

"I remember one day flying a couple of patients – who were both on a plane for the first time – from Melbourne to Albury in a very strong Victorian north wind.

"It was a very bumpy flight and I was a bit worried about my passengers – but when we landed they said they loved the experience and wanted to do it again!

"As a pilot, I found that very rewarding."





Central Gippsland Health Services Director of Nursing and Clinical Services Denise McInnes, RFDS Victoria CEO Scott Chapman, Deputy Premier Peter Ryan, Wellington Shire Council Deputy Mayor, Patrick McIvor and Councillor Bob Wenger

We provide timely, efficient, and professional non-emergency patient transport solutions for Victorian health facilities and quality, caring services for patients.

Mobile Patient Care >

RFDS Victoria's non-emergency patient transport service – Mobile Patient Care (MPC) – operated from 12 bases in regional and metropolitan Victoria in the 2013/14 financial year.

The bases accommodate MPC road crews and vehicles and cover large parts of Victoria from Mildura and Wodonga in the north, to Horsham in the west and Maffra in the east.

Aircraft capability from the RFDS Base at Essendon Airport complements the fleet of 47 non-emergency patient transport road vehicles.

RFDS Victoria is still growing its non-emergency patient transport services in Melbourne and regional Victoria, and at the end of the financial year employed 117 staff. This includes registered nurses, paramedics, patient transport officers and ambulance transport attendants – supported by a control room in Maffra.

In the financial year we transported 18,031 patients by air and road between their homes, hospitals and specialist care – an increase of 29% on the previous year's total of 13,990.

377 patients were transported by air – an increase of 41% on last year's figure of 268.

Mobile Patient Care continuing to grow

RFDS Victoria established a number of agreements with health service providers and governments in 2013/14 that consolidates the position of Mobile Patient Care as a provider of non-emergency patient transport services in the Victorian health sector.

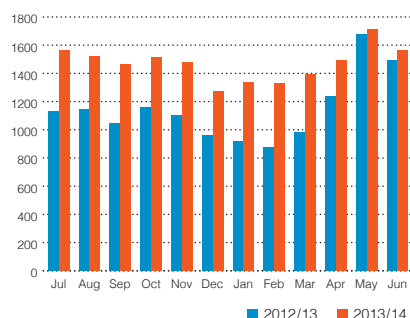
The Victorian Government has committed \$360,000 and the Wellington Shire Council \$183,000 to upgrade an existing facility in Sale which will become the new regional headquarters for Mobile Patient Care.

The modern headquarters will have cutting edge facilities located in the Central Gippsland Health Precinct.

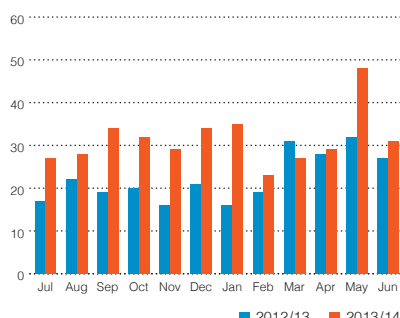
RFDS Victoria also secured agreement with Wimmera Health Care Group, Rural Northwest Health and Central Gippsland Health Service to become the preferred provider of non-emergency patient transport services.

These healthcare providers cover the Horsham, Warracknabeal, Hopetoun and Sale regions.

ROAD TRANSPORTS FY13 V FY14



AIR TRANSPORTS FY13 V FY14



Working with Ambulance Victoria

Mobile Patient Care crews stepped up in times of need in partnership with Ambulance Victoria during the year.

Mobile Patient Care played a central role in the evacuation of residents from an aged care facility in Morwell during the fire that started in an open cut mine near the town in February.

This was a sensitive operation, carried out under difficult circumstances caused by the smoke and fires that were impacting on the town.

Mobile Patient Care was also asked to respond to support Ambulance Victoria crews during the heatwave that hit Victoria over summer.

There were hundreds of additional calls for assistance during this period when

temperatures reached more than 40 degrees on consecutive days.

Mobile Patient Care crews were commended on their work in assisting Ambulance Victoria during this difficult period.

Event Services

In 2013/14, RFDS Victoria provided Mobile Event Care services for the Mildura Harness Racing Club, the Epworth Hospital fun run and 79 Melbourne Racing Club thoroughbred meetings at Caulfield, Sandown and Mornington. These services include the provision of first aid services for spectators.

RFDS Victoria Mobile Patient Care staff also provided event medical services for players at all AFL matches held in Melbourne and Geelong during the financial year.

Quality Patient Care

Royal Flying Doctor Service Victoria is committed to providing excellence in patient care.

Mobile Patient Care provides an opportunity for every patient to provide direct feedback – anonymously or otherwise – on its patient transport services. All feedback is responded to by management within seven days of receipt.

In 2013/14, 184 patients took the opportunity to provide feedback, with 167 of these, or 91 per cent, responding with complimentary and positive comments about the service.

Consistent with our commitment to quality, RFDS Victoria initiated further improvements to the service based on the feedback provided.



18,031

patient transports by air and road

"The MPC staff were so kind and careful and also very interesting. The trip was almost pain free, but they cared for me at five star level and waited until the orderly took over. 110/100 for each of them and many thanks."

Patient transferred from Epworth Hospital in Melbourne

"The officers were so caring, comforting and efficient. I felt completely confident in their ability. We should all be grateful for the extensive and efficient service provided by RFDS."

Patient transferred from Yackandandah, North East Victoria

"The RFDS were punctual, very caring and respectful. The trip was comfortable and considerate for us both. It was such an enormous relief for me to know we have this help available."

Patient transferred to Shepparton Hospital

RFDS VICTORIA BASES 2013/14

- 1 Mildura
- 2 Shepparton
- 3 Wangaratta
- 4 Wodonga
- 5 Maffra
- 6 Traralgon
- 7 Warragul
- 8 Wonthaggi
- 9 Alphonston
- 10 Essendon Airport
- 11 Ballarat
- 12 Horsham



Our People >

Heyfield resident Julie Coleman brings a lot of experience to her work transporting ill and injured patients to and from hospital and specialist care for the Royal Flying Doctor Service.

And she says some of the most important lessons were learned during her previous job as a hairdresser.


"As a hairdresser you need to make people feel comfortable, you need to be reassuring and give them confidence," she says.

"It's similar when you're transferring people to a big hospital, when they're not sure what's going to happen, they're a long way from home and they're worried anyway because they're unwell.

"If patients feel better and are less fearful about what's happening, I think that helps."

The mother of three has lived in Heyfield in central Gippsland for thirty years, and, as well as being a hairdresser, she has also worked as a nurse and ambulance community officer with Ambulance Victoria. She has been with RFDS Victoria's Mobile Patient Care since 2012.



I love working as a patient transport officer because there is a lot of diversity in the role and unlike a nurse you spend more time with an individual patient. 

"This helps you build a relationship and establish a rapport with a patient which I enjoy doing."

Earlier this year Julie received a rarely awarded commendation from Ambulance Victoria for the way she handled and reported on a particularly challenging transport between two Gippsland hospitals.

Julie was in the back of a Mobile Patient Care vehicle when her patient suffered seizures and lost consciousness. Julie was able to stabilise the patient, keep her airways clear and prevent any further self-harm.

"There wasn't much more we could do in that situation, and we were able to get the patient into the care of paramedics and an emergency ambulance that completed the trip."

Julie was awarded a 2014 Ambulance Victoria Patient Care Commendation.

A keen horsewoman, Julie became a patient herself this year. She sustained four fractures in her back in a bad fall and only recently returned to work after spending three months off.

"I suppose it reinforces to me how important self-confidence and determination are when you're dealing with serious injury or illness," she says.

"I try to pass that on to our patients – give them the self-confidence and reassurance that they can still do things despite their injury or illness."

THE RFDS VICTORIA WORKFORCE*

Health services	113
Management and administration	21
Fundraising, marketing and events	8
Volunteers – health students	49
Volunteers – admin and events	12
Volunteers – dentists, oral health students and dental assistants	44

* Includes casual and part time employees of RFDS Victoria at June 2014





2014 Outback Tour group

We engage with our donors and stakeholders, providing them with information and experiences with Royal Flying Doctor Service. We also seek to grow our supporter base and ensure our work is understood by the wider community.

Donors and Supporters >

2014 OUTBACK TOUR

Twenty Flying Doctor friends and donors took off across the Outback on the annual RFDS Victoria Outback Tour in June.

The adventurous party visited Flying Doctor sites and iconic Australian tourist destinations including Uluru, Kings Canyon and Litchfield National Park.

They visited the gravesite of the founder of the Royal Flying Doctor Service John Flynn west of Alice Springs, Mount Isa and Alice Springs bases, as well as Cloncurry – the site of the first Flying Doctors flight in 1928.

The quintessentially Australian trip was the ninth Outback Tour and planning is underway for the tenth anniversary tour in 2015.



Some of our loyal volunteers at the Richmond office

In the Community

RFDS Victoria conducted a diverse range of activities through the 2013/14 year to engage our supporters and the Victorian community.

We thank our loyal and generous donors and regular givers who have again showed tremendous support for the Royal Flying Doctor Service in 2013/14.

We also thank those who supported our events and activities such as the Outback Tour, Going the Distance Dinner, John Flynn Luncheon, Come Fly with Me luncheon and Morning Melodies.

These events were successful in raising funds for the Flying Doctors and engaging the community.

We had tremendous support from our third party fundraisers and a diverse group of volunteers, from the wonderful supporters who contribute at our Richmond office to the health students who support our primary healthcare programs.

At our Richmond office alone, volunteers worked a total of 1,226 hours, mailing over 30,300 receipts and 2,800 Christmas parcels.

The RFDS was found to be Australia's most reputable charity for the third year in a row in a survey conducted by the AMR Charity Reputation Index.

The Flying Doctors also dramatically increased its social media reach in 2013/14 – increasing the number of Facebook followers from 15,000 in June, 2013 to 53,000 in June, 2014.

Fundraising Events >

Royal Flying Doctor Service Victoria held a number of events during the year to engage with our loyal donors, supporters and stakeholders.

Former National Chair of the RFDS and Deputy Prime Minister Tim Fischer addressed 180 stakeholders at the 2013 [Going the Distance Dinner](#) at Myer Mural Hall in the Melbourne CBD. As well as being a fundraiser this event was well attended by our stakeholders from across the health sector.

The [John Flynn Luncheon](#) in November attracted 200 donors and friends who enjoyed hearing from prominent GP Dr Sally Cockburn.

The Bernice Jenkins Award was presented to long serving Board member Professor Bruce Waxman and tireless Bayside Auxiliary fundraiser, Ruth Rechner, with Bob Symons, the driving force behind the 2012 Flying Doctor Rowathon, which raised \$70,000, receiving the Outstanding Contribution Award.

A new event was held in April 2014, with a special Flying Doctors morning tea followed by a [Morning Melodies](#) performance by Rhonda Burchmore. Two hundred and seventy Flying Doctors' supporters and friends enjoyed Rhonda's performance and her shout outs to the RFDS Victoria crowd.

JBWere hosted a [lunch for RFDS Victoria](#) in May, with the theme of philanthropy in Australia and the Flying Doctor Foundation. We appreciate the support of JBWere and the opportunity to engage existing and potential major donors.

More than 300 guests attended the [Come Fly with Me](#) lunch at Zinc at Federation Square in June. Queensland Flying Doctor Charles Ellis drew on his remarkable everyday experiences in Outback Australia to entertain the crowd.

RFDS Victoria thanks our corporate, community and health partners, donors and volunteers for supporting these events which are a vital part of our annual activities.



Air Hostess Candice welcomes guests at the Come Fly with Me lunch



Bernice Jenkins Award winners, Ruth Rechner and Professor Bruce Waxman



Tim Fischer at the 2013 Going the Distance Dinner



RFDS Supporter Des Graupner and Rhonda Burchmore at Morning Melodies

Look! Up in the Sky >

RFDS Victoria's Look! Up in the Sky education program visited nearly 100 schools in Victoria and Tasmania in 2013/14, reaching 6,575 children through 263 presentations.

As well as the school visits, Look! Up in the Sky features an on-line teaching resource and is linked to the national curriculum. Eight hundred and fifty teachers have registered on-line to use the teaching resource.

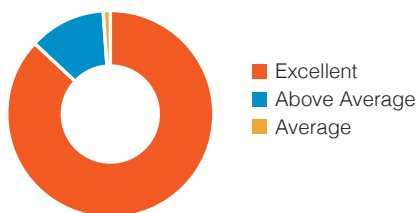
The school visits include the aeromedical simulator – a life-sized

replica of a Flying Doctors' plane fuselage fitted with communications and medical equipment.

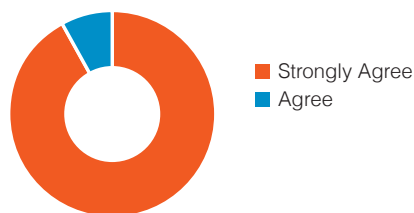
A new study examining the program by the Melbourne University Graduate School of Education found:

With our extensive research background in school partnerships of this nature, our results point to this program being one of the most engaging and successful of its type that we have observed. Ninety-nine per cent of teachers rated the program as excellent or above average.

HOW WOULD YOU RATE THIS SESSION?



THE STUDENTS ENJOYED LEARNING ABOUT THE RFDS



Graphs based on 173 responses from teachers – Melbourne University Graduate School of Education

"One of the best things to ever come to our school! The students were captivated."

(Teacher, Victoria, 26/08/2012, 87 children)

"A brilliant interactive program about our brilliant heroes."

(Teacher, Tasmania, 13/11/2013, 50 children)

"Could have spent the whole day listening to stories and history."

(Teacher, Tasmania, 10/11/2013, 23 children)

"Most interactive and authentic experience – FABULOUS."

(Teacher, Victoria, 7/06/2013, 10 children)



Deans Marsh Primary School students explore the aeromedical simulator

Flying Doctor Foundation >


The value of the Flying Doctor Foundation

\$4.66m

Contributions to the Foundation in 2013-14

\$246,000



I'm passionate about the Foundation – it ensures our work helping people in need continues into the future. 

W. Murray Rogers, AM
RFDS Victoria Chair and
Foundation Donor

The value of the Flying Doctor Foundation increased to \$4.66 million in 2013/14.

Funds deposited – which included contributions to named accounts – totalled \$246,000 over the financial year.

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

People can donate directly into the Foundation, or for initial amounts of \$10,000, they can establish their own named account in the Foundation. Bequests are another way in which people can contribute to the Foundation and leave a lasting legacy to the Flying Doctors.

The RFDS Victoria Staff Gift was established in 2013/14, with an initial

investment in the Foundation from payroll giving of \$15,000.

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

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

The Foundation funds Flying Doctor projects across Australia with investments in aeromedical equipment, telehealth and dental outreach services in 2013/14. Funds totalling \$150,000 from the Foundation's earnings in the financial year will be distributed to RFDS operations in Tasmania, New South Wales, Victoria, Queensland and Western Australia.



THE SPIRIT OF JAMES CLACY GREEN

'The Spirit of James Clacy Green' was a new named account opened in RFDS Victoria's Flying Doctor Foundation this year.

The account was opened by Alan and Shelley Green, and Claire Walker, who tragically lost 32 year old James Green in January 2014 to a brain aneurism.

James was the son of Alan and Shelley, and fiancé to Claire.

To honour his memory, the family decided to establish an account – 'The Spirit of James Clacy Green'.

The family asked for donations instead of flowers in James' memory at his memorial service, and the result was overwhelming, with \$25,000 eventually directed into 'The Spirit of James Clacy Green.'

Contributions are continuing and the James Clacy Green account is still growing.



James Green

Supporters and Lasting Legacies >

Thanks to our Supporters

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

The Royal Flying Doctor Service relies on the generosity of our supporters to deliver our services and RFDS Victoria sincerely thanks all those who have helped 'keep the Flying Doctor flying' in 2013/14.

Thank You.

Major Donors:

D Adams
E Aitken
R Andre
D Argus AC –
Bank of America
Dr B Baird
W & B Darvall
W Elliott
R Evans
M Fletcher-Savage
P & I Franklin
D Hardy
F Hogg
N Kearney
P King
A Mackay
E Metcalfe
J Murphy
D Nassau
M Nicholls
R Norman
J & S North
C O'Brien
M O'Sullivan
G & B Organ
Reece Australia
Limited
D & D Reynolds
C & V Robb
L Tyack
G Vickers
Anonymous (58)

Trusts & Foundations:

Susan Blackley Trust
E C Curwen-Walker
Charitable Trust
Geelong Community Foundation
The Isabel & John Gilbertson
Charitable Trust
Giving Hope Pty Ltd
The Goding Foundation
Gras Foundation Trust
Joyce Adelaide Healey
Charitable Trust Fund,
managed by Equity Trustees
The Bob & Emma House
Foundation
Lord Mayor's Charitable
Foundation – Eldon & Anne Foote
Donor Advised Fund
The Katrina May Russell
Foundation (The Trust Company
Ltd, part of Perpetual Ltd)
The Kimberley Foundation
The Shulu Foundation
Anonymous (32)

Flying Doctor Foundation:

Douglas Family Gift
The Spirit of James Clacy Green
J & B Medwin Family Gift
Rogers Family Gift
Scott Family Gift
JW Swinnerton
Thomas Family Gift
Anonymous (4)
RFDS Victoria Staff Gift*

Estates:

Estate of Bradshaw, G E
Estate of Curry, Alan
Estate of King, Joan
Estate of Martin, Kenneth
Estate of Roach, L I
Estate of Rose, Lucile
Estate of Scott, R A
Estate of Taylor, Doreen
Estate of Vansite, Pauline
Anonymous (25)

Lasting Legacies

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

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

RFDS Victoria recognises it is a serious decision that has taken careful thought and we gratefully appreciate those who have made a bequest or have indicated that they will do so.

Thank You.

John Flynn Society / Bequestors:

B B Allison	M Mawhinney
R & D Andrew	B & J Medwin
F Barber	A Miller
B Barnett	P Morris
S Barrand	I Morton
Q C Binks	Dr R Nicholls
S & K Brunton	G Paton
J Buckle	W Peart
M Cairnduff	M Pendavingh
J Collins	B Phillis
N Cook	M Powell
M & M Cullinan	R Power
S Dent	G Proudfoot
M Deverson	B Quin
B Dittmann	D & A Retchford
J Dukes	R Richards
A-M Ehrnhofer	M S Rix
S Evans	M & R Rogers
K Gilbert	S Rostkier
G Gillard	B L Rowe
R Hastings	E Rowe
J Hay	J Sculthorpe
J Henderson	M Spence
M Hill	A Sprague
N Horsburgh	W Stevens
S Hosken	B Strange
C Howlett	F Thomas
N Jury	J Thomas
P Kronborg	J Thornton
L Kuill	P Townsend
G Little	G Vigori
N Lowth	S West
M Lundberg	A Whelan
I McColl	G & G White
D McCormack	C Williams
D McIlvena	Anonymous (115)
Dr B Main	

* Many RFDS Victoria employees generously donate through pay roll giving.

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

Directors' Report

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

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

Further financial information can be obtained from Royal Flying Doctor

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
Appointed: 13 October 2009

Mrs Rasa Bertrand
Deputy Chair
Chair – Marketing Advisory Committee
Appointed: 14 December 2009

Mrs Denise Reynolds
Appointed: 16 August 2000

Assoc. Prof. Bruce Waxman OAM
Appointed: 15 October 1992
Retired: 29 October 2013

Mr W. Bernard Delaney
Treasurer
Chair – Audit and Risk Committee
Appointed: 22 March 2011

Mrs Robyn Lardner
Appointed: 1 March 2011

Dr Kim Webber
Co-Chair Clinical and Quality Advisory Committee
Appointed: 2 May 2012

Mr Peter B. Berry
Appointed: 1 May 2013

Mr Denis Henry
Appointed 10 June 2014

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

Company Secretary

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

Major Developments

Royal Flying Doctor Service Victoria continued its steady growth of service provision in Victoria 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.

The Royal Flying Doctor Service Victoria focussed on five areas of strategic priority:

1. Improving Community Health:

Launched Mobile Eye Care, assumed responsibility for Rural Women's GP services, started Diabetes Telehealth Service and trialled Mobile Dental Care in the Wimmera region.

2. Strong Partnerships:

Delivered health programs in partnership with peak and community health bodies.

Secured agreements with health providers to deliver Mobile Patient Care services.

3. Capable Agile Organisation:

Developed and implemented efficient models of health delivery and worked to achieve enterprise agreement with MPC staff.

4. Quality Patient Services:

Completed over 18,000 patient transports by air and road and implemented quality measures such as new despatch and communications system and quality assurance measures such as patient feedback processes. Signed MOU with Wellington Shire Council for a new RFDS rural base in Sale.

5. Outstanding Donor Value:

Delivered a number of community engagement events, improved donor communications, implemented donor acquisition program, dramatically increased social media following (nationally). Education program visited nearly 100 schools.

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.

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 Doctor Service of Australia (Victorian Section).

All amounts are presented in Australian Dollars.



W. Murray Rogers AM
Chair
MELBOURNE, 14 October 2014

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 2014, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2014. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

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

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2014. We expressed an unmodified audit opinion on that financial report in our report dated 14 October 2014. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

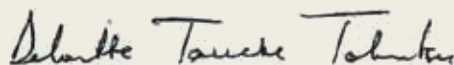
An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to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

Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039 *Concise Financial Reports*.


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

Opinion

In our opinion, the concise financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2014 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.



DELOITTE TOUCHE TOHMATSU



Robert D D Collie
Partner
Chartered Accountants
Melbourne, 14 October 2014

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

Statement of profit or loss and other comprehensive income for the year ended 30 June 2014

	2014	2013
Revenue	14,688,100	12,507,364
Other income	7,927	2,790
Employee benefits expense	(8,478,524)	(6,174,237)
Depreciation expense	(415,628)	(435,440)
Direct fundraising activities	(701,408)	(627,851)
Merchandise costs	(64,237)	(62,231)
Patient care expenses	(2,276,138)	(1,733,952)
Program expenses	(184,610)	(748,391)
Rent and premises expenses	(494,942)	(395,132)
Office operating expenses	(1,140,938)	(506,005)
Profit / (Loss) on sale of investments	173,236	(56,983)
Impairment of goodwill	-	(481,530)
Net surplus before income tax expense	1,112,838	1,188,402
Income tax expense	-	-
SURPLUS FOR THE YEAR	1,112,838	1,188,402
Other comprehensive income for the year, net of income tax		
Items that may be reclassified subsequently to profit or loss:		
Net value gain on available-for-sale financial assets	567,481	1,144,326
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,680,319	2,332,728

Statement of financial position at 30 June 2014

	2014	2013
Current assets		
Cash and cash equivalents	1,744,211	2,260,404
Trade and other receivables	1,303,562	1,034,534
Inventories	17,603	46,554
Other financial assets	12,014,702	11,040,792
Total current assets	15,080,078	14,382,284
Non-current assets		
Property, plant and equipment	1,754,902	1,140,238
Total non-current assets	1,754,902	1,140,238
Total assets	16,834,980	15,522,522
Current liabilities		
Trade and other payables	762,938	890,617
Provisions	662,446	512,057
Other	91,698	576,944
Total current liabilities	1,517,082	1,979,618
Non-current liabilities		
Provisions	140,602	86,662
Total non-current liabilities	140,602	86,662
Total liabilities	1,657,684	2,066,280
Net assets	15,177,296	13,456,242
Equity		
Accumulated funds	13,566,820	12,453,982
Asset revaluation reserve	1,569,741	1,002,260
Total equity	15,136,561	13,456,242

CONCISE FINANCIAL REPORT FOR THE FINANCIAL YEAR ENDED 30 JUNE 2014

Statement of changes in equity for the year ended 30 June 2014

	ACCUMULATED FUNDS	ASSET REVALUATION RESERVE	TOTAL
Balance at 1 July 2012	11,265,580	(142,066)	11,123,514
Surplus for the year	1,188,402	-	1,188,402
Other comprehensive loss for the year	-	1,144,326	1,144,326
Total comprehensive income/(loss) 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
Surplus for the year	1,112,838	-	1,112,838
Other comprehensive income for the year	-	567,481	567,481
Total comprehensive income for the year	1,112,838	567,481	1,689,319
Balance at 30 June 2014	13,566,820	1,569,741	15,136,561




Statement of cash flows for the year ended 30 June 2014

	2014	2013
Cash flows from operating activities		
Receipts from donations and merchandise sales	5,754,462	6,133,893
Receipts from Commercial Sales	7,925,834	5,266,478
Payments to suppliers and employees	(13,506,471)	(10,083,111)
Interest received	346,506	186,577
Dividends received	288,651	217,375
Net cash generated by operating activities	808,982	1,721,212
Cash flows from investing activities		
Payments for investments	239,520	(163,842)
Receipts from term deposits	(542,330)	380,092
Payments for plant and equipment	(1,168,897)	(933,242)
Proceeds from sale of plant and equipment	146,532	5,459
Net cash used in investing activities	(1,325,175)	(711,533)
Net (decrease)/increase in cash and cash equivalents	(516,193)	1,009,680
Cash and cash equivalents at the beginning of the year	2,260,404	1,250,725
Cash and cash equivalents at the end of the year	1,744,211	2,260,404

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 86 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, Level 1, 548 Bridge Road, Richmond VICTORIA 3121
- > Phone us on 1300 669 569
- > Visit **www.flyingdoctor.org.au** to make an online donation

 flyingdoctor.org.au
 facebook.com/royalflyingdoctorservice
 [@RoyalFlyingDoc](https://twitter.com/RoyalFlyingDoc)

Royal Flying Doctor Service Victoria

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> **www.flyingdoctor.org.au**

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E mobilepatientcare@rfdsvic.com.au



Royal Flying Doctor Service
VICTORIA

ABN 71 004 196 230