



ANNUAL REPORT

11/12


The furthest corner. The finest care.



Royal Flying Doctor Service

WESTERN OPERATIONS



In 2011/12 we carried 8,606 sick and injured patients from around the State, received 35,386 calls for medical advice and assistance, and conducted 2,435 clinics at rural and remote sites. 

Grahame Marshall
CEO, RFDS Western Operations



PROVIDING EXCELLENCE IN AEROMEDICAL AND PRIMARY HEALTH CARE ACROSS AUSTRALIA

STRATEGIC DIRECTIONS

2011-2014



STRATEGIC GOALS

To be the most efficient and cost effective provider of health services to rural and remote WA

To be recognised for our commitment to our people

To be the most credible expert and advocate for rural and remote health in WA

To be financially sustainable and able to fund our strategic health priorities

OBJECTIVES FOR THE NEXT 3 YEARS

SERVICE

- > Achieve alignment between service demand and delivery capability
- > Continue to build the capability of our emergency aeromedical services
- > Expand the range, and reach of our primary health services
- > Develop the most efficient and cost effective service delivery model

PEOPLE

- > Attract, develop and retain the best people
- > Build sustainable staffing/service delivery model
- > Achieve best people engagement
- > Develop our culture aligned to our future goals

REPUTATION

- > Build credibility as advocate on rural and remote health in WA
- > Build long term mutually beneficial corporate partnerships
- > Enhance the awareness of value of our brand and profile
- > Ensure our brand continues to resonate with all communities

FINANCIAL

- > Ensure long term financial sustainability
- > Maintain commercial viability with Government contracts
- > Increase community fundraising base
- > Achieve improved operating efficiencies

OUR SAFETY – OUR PATIENTS – OUR PEOPLE

Who we are

The furthest corner. The finest care.

The Royal Flying Doctor Service (RFDS) uses the latest in aviation, medical and communications technology to provide comprehensive 24 hour emergency and primary health care services to those living, working and travelling throughout rural and remote Australia. The RFDS also provides critical support to people who live in urban centres by providing transfer of patients between regional and metropolitan hospitals.

Established in 1928 by the Reverend John Flynn, the RFDS is the most comprehensive aeromedical service in the world with 61 aircraft, 21 bases and

1,015 staff Australia-wide. In its first year of operation the RFDS assisted 225 patients and saved four lives. Today the RFDS attends to more than 270,000 patients across Australia every year.

That's one person every two minutes.

The RFDS has been operating in WA since 1935 when two bases were established in Wyndham and in Port Hedland. The Wyndham base later moved to Derby, where it still operates today.


The RFDS currently operates five bases throughout Western Australia;

Jandakot, Kalgoorlie, Meekatharra, Derby and Port Hedland.

As a not-for-profit organisation, the RFDS relies on generous contributions from individuals, community groups, and the corporate sector, as well as funding provided by the Commonwealth, State and Territory Governments. The money donated to the RFDS helps to buy vital medical equipment, purchase and medically outfit aircraft, and develop a range of rural primary health care initiatives.

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Do not pray for tasks
equal to your powers;
pray for powers equal
to your tasks.  **Rev John Flynn**

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Chairman's Message



On behalf of the Board, I am pleased to present the Annual Report of the Royal Flying Doctor Service of Australia (Western Operations) for the financial year ended 30 June 2012.

The demand for our services from people living, working and travelling in country areas continues to climb and it is a credit to our dedicated staff that we are able to respond. Their willingness and determination to succeed, working around the clock, in all weather conditions, in rural and remote areas of our State makes them truly remarkable.

We maintain strong positive relationships with the Western Australian and Commonwealth Governments. During the past year our service agreement with the Commonwealth Department of Health and Ageing and our RFDS colleagues in the Eastern States was confirmed.

Western Operations enjoys considerable support from the corporate sector in WA. Leading resource sector businesses Rio Tinto, BHP Billiton, Woodside and Chevron Australia have all made significant contributions to the operation of the RFDS in WA.

Western Operations recorded an operating deficit of \$0.8 million this financial year with the driving cause being increased demand for patient transport. Revenue from operations increased by 7.2% this year with more full cost recovery fees. Capital grants of \$2.3m were received in 2011/12 including funds of \$1.05m from the WA Government towards staff housing in Meekatharra and \$1.17m from the WA Government Royalties for Regions Program to support the Rio Tinto *Life Flight* Jet Program. Over the next two years at least four aircraft will require replacement and the Board and Management of Western Operations are currently engaged in forward planning for the whole aircraft fleet.

Each year we are the beneficiary of the generosity of many Western Australians. This year we received a total \$8.7 million from donors, members and contributors to our various fundraising events and activities. Worth a special note are the efforts of our Marketing and Communications Team, the Flying 1000 fundraising group, the Friends of the RFDS, the Eastern Goldfields Auxiliary and an army of volunteers and supporters.

I would like to extend my sincere thanks to my fellow directors, our Chief Executive Officer Grahame Marshall and the Executive Management Team, all of whom have provided an enormous amount of support and assistance throughout the year.

A handwritten signature in black ink, appearing to read 'N Bassett'.

Neville Bassett
Chairman, RFDS Western Operations



CEO's Report



This year has seen the development of a new strategic plan focussed clearly on the major challenges facing us over the next 3 years, particularly in the areas of rising patient demand, and a large capital funding program, and incorporates a clear focus on delivering optimal outcomes for our patients through a strong and ongoing investment in our staff.

We have managed another year of significant growth in the demand for our services, with inter hospital patient transports rising by 8.6%, and primary evacuations up by 15%, on top of overall growth in patient demand of 37% over the previous four years. In three of the past twelve months we broke records in the number of patients flown to hospitals across the State, and against that background we managed to deliver our best annual response time performance ever, which is a credit to the amazing commitment and contribution of our staff.

In 2011/12 we carried 8,606 sick and injured patients around the State, received 35,386 calls for medical advice and assistance, and conducted 2,435 clinics at rural and remote sites. This sustained high level of need for our services continues to place pressure on our resources, and as we move into the final year of our current service agreement with the WA Country Health Service, our focus will be on developing a business case seeking an increased investment in aircraft, people and infrastructure, to ensure we are best equipped to continue to meet the needs of communities across Western Australia.

Another major achievement for us last year was the completion of the redevelopment of our Port Hedland Base with the ongoing support of Lotterywest, BHP Billiton, the Commonwealth Government, the Pilbara Development Commission, and a fantastic contribution from a major personal donor. This redevelopment provides a second aircraft hangar, a new patient transfer centre, and garage and workshop facilities for our RFDS On the Road program.

I wish to thank my Executive Management Team, and all Western Operations staff for their tireless efforts, hard work, dedication and support over a busy and demanding year.

Thank you also to all of the RFDS supporters from around the State. Your ongoing support is now more important than ever, and vital to the operations and capability of the RFDS, enabling us to respond to those in need across the vast distances of our State of Western Australia.

A handwritten signature in dark ink, appearing to read 'Graeme Marshall'.

Graeme Marshall
Chief Executive Officer
RFDS Western Operations



As in previous years, demand for RFDS services continues to rise. In 2011/12 we transported 8,606 sick and injured patients from around the State which is an increase of over 13% on 2010/11.



2011/12 Highlights



Over
7.6
MILLION
kilometres flown

\$3.3
million

redevelopment and
expansion at
Port Hedland base

FREE skin
screening service for
1,900 residents
of the Kimberley region



Received

35,386

calls for medical
assistance and
advice



**\$8.7
million**

raised through
fundraising thanks
to our donors and
supporters

Conducted
2,435 clinics
at rural and
remote locations

Transported

8,606

sick and injured
patients

The Governor of
Western Australia,
His Excellency
**Malcolm
McCusker**
AC CVO QC, and
**Mrs Tonya
McCusker**
visit the Port
Hedland base and
Jandakot facilities



Our Services

The RFDS in Western Australia provides 24/7 aeromedical and primary health care services across an area of 2.5 million square kilometres. It also covers Rottnest Island and Christmas and Cocos Island. Here is a snapshot of some of the other services provided:

- Emergency flights for victims of accident or illness
- Inter-hospital Transfers for patients requiring transfer to a large regional or tertiary centre for definitive care
- Regular clinics to remote communities with doctors, nurses and other health professionals
- The provision of medical chests to isolated communities
- Radio, telephone and video medical consultations
- A Rural Women's GP Service which provides gender choice to those in rural and remote areas
- RFDS On the Road program that undertakes medical chest education, first aid training and health education in rural and remote communities



If you start something worthwhile - nothing can stop it.



Rev John Flynn





Our People

We recognise that our people are the life blood of any organisation and we are committed to supporting our staff in their career, through development and training, and providing a workplace that celebrates our achievements and supports individual endeavour. Together we want to create a workplace that we can all be proud of.

This year saw a renewed focus on our people with a commitment to greater engagement and development. The RFDS is dedicated to providing staff with the opportunities they need to achieve success and effectively contribute to the organisation. It is also important that staff are well supported, enjoy a safe working environment, and are recognised and rewarded for their contributions.

A new health benefits program is an important component to building a healthy and happy work culture. New initiatives included a healthy eating and weight loss program, education sessions on stress management, changing habits and keeping the mind healthy and alert.

OTHER INITIATIVES INCLUDED:

- Reward and Recognition program
- Health and Wellbeing program
- New Employee Referral program
- Interactive Intranet homepage and CEO blog
- Employee Induction program
- New look staff newsletter



Our Executive Management team are committed to upholding our organisational values of Teamwork, Respect, Accountability, Honesty and Integrity.

Grahame Marshall
CEO, RFDS Western Operations

Safety and Health

The Occupational Safety and Health Committee focussed on physical facilities, including cleaning of hangars, removal of obstructions and security. Two safety campaigns were mounted this year covering skin cancer prevention measures and strategies to avoid slips, trips and falls.

In 2011/12 the Executive Management Team embarked on the development of a robust crisis and emergency management, and business continuity plan with the support of Truscott Crisis Leaders. The team participated in a workshop and mock crisis exercise in order to ensure complete readiness in the event of a crisis. This is a process that will be undertaken every six months.

A new Cyclone Plan and Procedure was developed to ensure preparedness and early response in planning for cyclones which are faced every year in the North West of the State.

Ten work place injuries were recorded during the financial year resulting in a loss of 221.1 days. Work continues on measures to prevent injuries and to develop effective rehabilitation and return to work programs.

BEHIND THE DOORS

Connie Clarke



Excerpted: John Howes.
Picture: John Howes

'A birth on an aircraft under a beautiful starry sky was one of the best moments of my life'



JOHN HOWES
SENIOR FLIGHT NURSE
ROYAL FLYING DOCTOR SERVICE

As a bank clerk in Geelong since his high school days, John Howes grew restless as the 1960s approached. "His desire to swap the routine of a nine-to-five job with something more varied, challenging and rewarding was growing more pressing."

"There was no grand plan really, just knowing that I needed a change," Mr Howes said.

"The interest in nursing came along at a time in my life when I was looking for something more than the Monday-to-Friday routine of life. It was an opportunity that presented itself and I'm always one for taking opportunities as they appear."

"I became a nurse in 1962 and it's taken me all over Australia and overseas, to so many interesting places working with a great many different people and patients."

"After working in Geelong, Melbourne and Sydney, doing mainly intensive-care work, Mr Howes moved to London for two years, working at the renowned Guy's Hospital where he enjoyed the diversity of nursing across all medical fields, including in operating theatres."

His move to WA was another twist of fate when a small

advertisement in a local newspaper for a nursing job with the Royal Flying Doctor Service caught his eye.

"It was just a little ad, but I saw it and thought 'Why not?'" Mr Howes said.

"I had spent some time working in Fremantle around the time of the America's Cup. I didn't know much about the WA hospital system when I first arrived, but it was a really worthwhile time because I gained good experience."

"Travelling with his wife, Marie, Mr Howes had experienced the Kimberley, Broome and Derby, so the landscape and the people were familiar to him when he was posted by the RFD to Derby in 1964."

"By that time I had my midwifery qualifications and I had experience in every facet of nursing," Mr Howes said.

"I had worked in neonates (infants), intensive care, emergency and every other area of adult nursing, so I was quite ready clinically for the challenges of the RFD."

Seventeen years later, the 55-year-old father of three is one of the longest serving and experienced flight nurses in the 50-strong contingent that works from the RFD's five permanent bases, but he counts his original team of five from his Derby days

as the most influential people in his career.

"That group of nurses put me on the path to knowing that highly trained nurses can do a great deal for our remote communities," Mr Howes said. "They were a group of strong-minded, dedicated professionals who helped nurture my confidence."

"Confidence is very important because often times, especially in the early days, I was the only medical professional on about 80 per cent of the flights."

'The hardest part of the job is when children are involved. There have been situations that have brought tears to my eyes because the child you are carrying has been the victim of some horrible trauma and it's heartbreaking.'

"Practising by yourself in some very isolated areas can be very challenging. These days there is a doctor on about 50 per cent of the flights, and having two sets of hands is always an advantage."

Presented most days from 6am with routine inter-hospital transfers from country hospitals and remote nursing stations to major hospitals, Mr Howes has also regularly treated critically ill motor vehicle, heart attack and trauma patients, and others in a

fragile state, both physically and mentally.

"Our job is to talk to them while treating them and trying to keep things as calm as possible," he said.

"On some of the longer flights, that process can be quite exhausting. A lot of the time they can be quite badly injured but in a fostered state, and it's your job to keep them calm while sometimes battling to keep them alive."

Transporting the parents of critically ill children, however, has presented the most difficult situations of his 30-year career.

"You wear a lot of eggs in this game," Mr Howes said. "The hardest part of the job is when children are involved. There have been situations that have brought tears to my eyes because the child you are carrying has been the victim of some horrible trauma and it's heartbreaking."

"You find yourself being the clinician as well as the counsellor for the parent who is in the aircraft while the child fights for life."

While each day is different, Mr Howes is proud of the sense of satisfaction he gets from working with minimal resources in towns as far afield as Halls Creek, Fitzroy Crossing, Kalbarrie and Meekatharra.

"I get a big kick out of getting

people to their destination safely and thank goodness I have only ever lost one patient on a flight in 17 years," he said.

"We do everything we can to get them from one part of the State to another in the best condition possible."

"It's also wonderful to fly out into the Kimberley and take in one of the most visually exhilarating scenes you will ever see from your window."

When it came to the happy times, delivering a 32-week-old baby from a remote community in the Western Desert was the biggest highlight, having had to rely on himself and an elder to deliver the premature infant.

"I realised quite quickly after arriving that the baby was going to be born shortly," Mr Howes said. "I took the woman on to the aircraft and asked one of the elderly ladies to come on with me."

"Being involved in a birth on an aircraft under a beautiful starry sky was one of the best moments of my life. Just having so much confidence in my midwifery skills and thinking 'I know what to do here' was the best feeling."

"I wrapped the baby up to keep it warm and took it to the door of the aircraft. It was pitch black outside and I couldn't see them, but there was quite a gathering there from the community that night and I could hear their appreciative murmurs."

"It was one of those very special moments in life."

Providing Opportunities and Education

Five Flight Nurses have taken the opportunity to spend time at Mercy and Royal Perth Hospitals in a skills swap arrangement. The placements allow the flight nurses to practice intensive midwifery including birthing, management of patients on non invasive and invasive ventilation, and a number of other skills necessary for the role but not practiced often as a Flight Nurse.

The midwifery scholarship program is in its seventh year. The scholarship assists nurses to complete their midwifery training so that they can become a Flight Nurse.

Seven years ago Shane Miller made a phone call that would change his life. Flicking through the paper he noticed a small article about the Royal Flying Doctor Service needing Flight Nurses. At the time he was working as a Clinical Nurse Specialist in a hospital

emergency department but decided to make a call and just enquire about what qualifications would be needed.

He spoke to the Director of Nursing at Jandakot and realised that despite his high level skill set he lacked the midwifery component. However as fate would have it the Director of Nursing had been looking into the possibility of implementing a midwifery scholarship. She encouraged him to apply and the rest, as they say, is history.

"I could not have afforded to leave my job to go back and study," Shane said. "Had it not been for the scholarship program I would never have become a Flight Nurse."

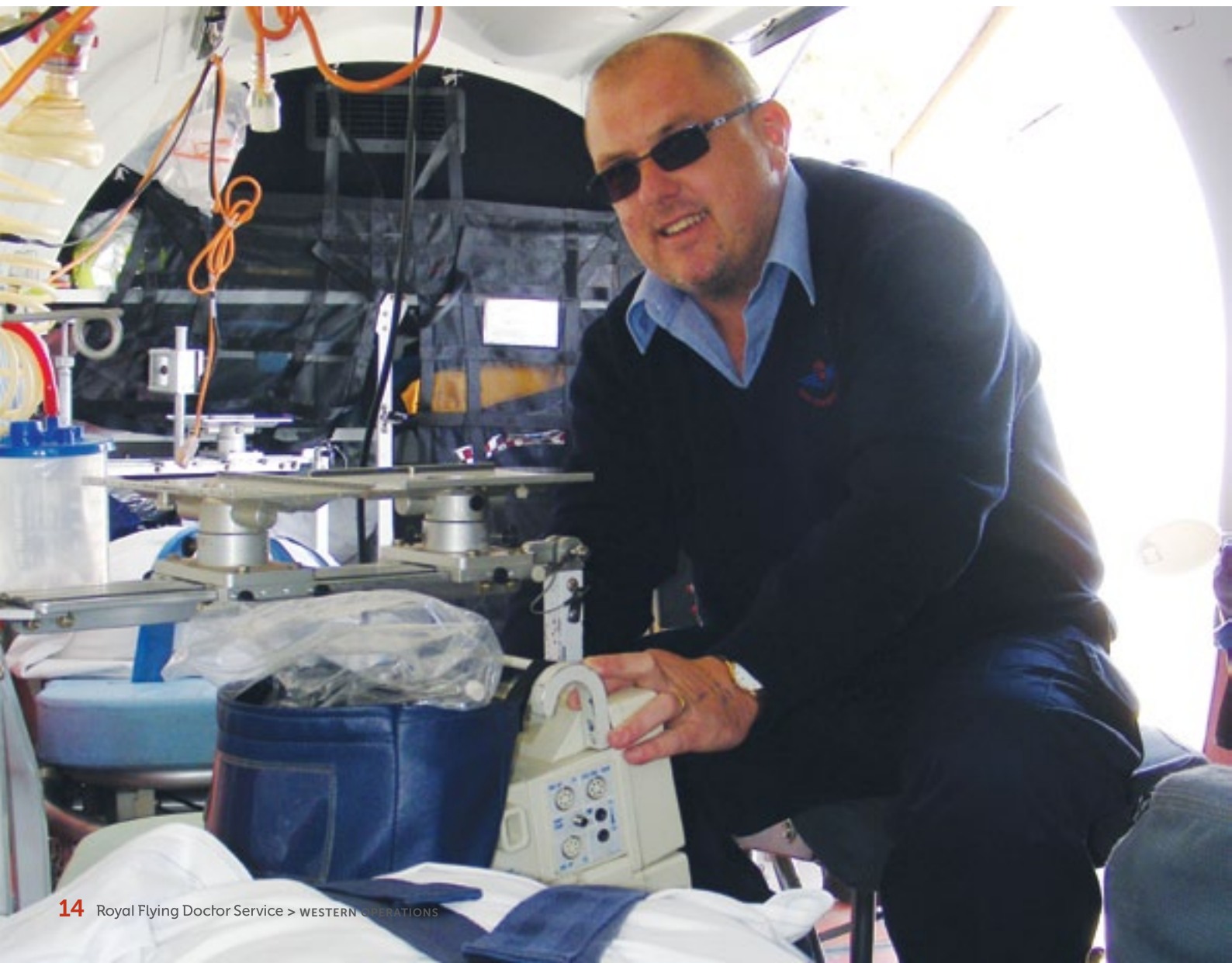
Around 10% of the work RFDS nurses undertake is obstetric related which is why all Flight Nurses require midwifery qualifications.

"I love this job. You get to utilise all your skills and you never know from one day to the next what you are going to get," Shane said.

After five years with RFDS based out of Derby and Meekatharra, family commitments forced him to leave and head back to New South Wales, but after two years he could no longer ignore his longing to return to the RFDS and he and his family re-located to WA where he is now working as a Senior Flight Nurse out of the Kalgoorlie base.

Shane credits his start at RFDS to the Midwifery Scholarship program and after seven years this program continues to give nurses an opportunity they may not have otherwise had.

"Making that phone call all those years ago was the best thing I ever did," Shane said.



Operations

The RFDS Coordination Centre provides a critical service in managing, tasking and supporting crews to meet each patient retrieval request. In 2011/12 we introduced a wide range of new initiatives to help improve the timeliness and quality of these functions.

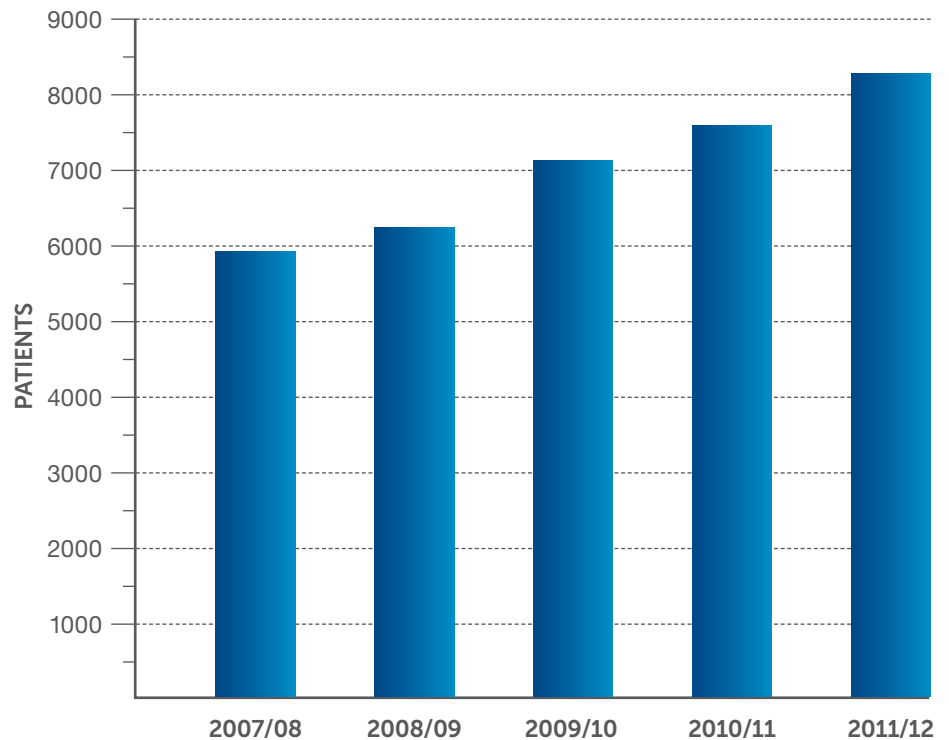
These initiatives included improvements in information technology systems, procedures, and the introduction of regular programs to improve service quality, individual feedback and staff development.

The Coordination Centre has made a significant contribution to improving response times for patients by reducing the average time taken from authorisation of each retrieval request, to the tasking of retrieval crews.

In August 2011 a General Manager of Operations was appointed to assume Executive responsibility for the Coordination Centre, and to manage the broader role of overseeing the coordination of service delivery across all of our business areas, contributing directly to improved response times for medical retrievals.

Another initiative that has helped improve retrieval response times and service quality has been the expansion of the Clinical Coordination function. A senior doctor is now rostered in the Coordination Centre 16 hours a day to take a State-wide overview of our emergency service, and make triage decisions when there are multiple flight requests or major incidents.

PATIENTS TRANSPORTED ANNUALLY



Focus on the North

Populations in the Pilbara and Kimberley regions in particular, have grown considerably over the last few years, and as a result the demand for the Services of the RFDS has also increased. To ensure the RFDS is able to keep up with this increasing demand, we have instigated a number of initiatives to strengthen our resources in the North of the State.

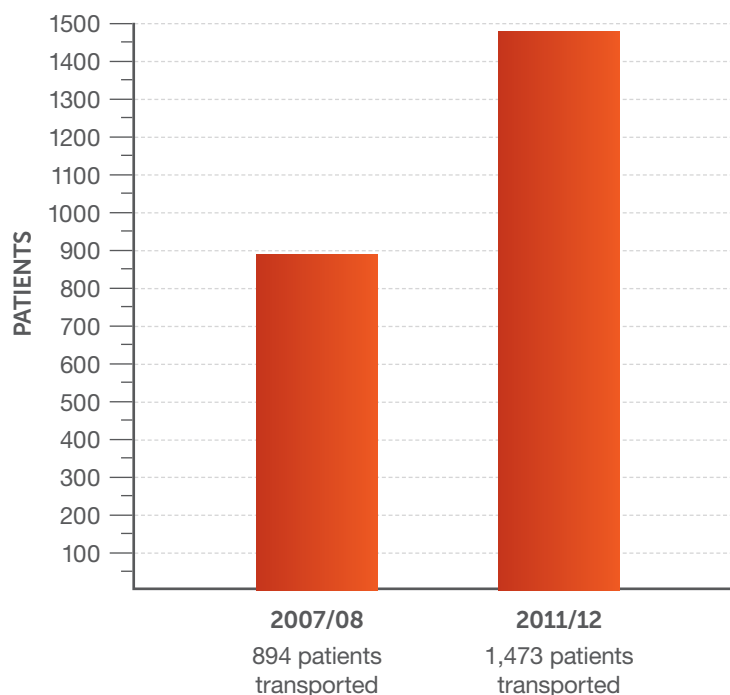
PORT HEDLAND BASE EXPANSION

The \$3.3 million expansion of the Port Hedland base has been completed. It now houses a new aircraft hangar, a new fully medically equipped patient transfer facility, additional office space to accommodate Doctors, Nurses and Pilots, and a garage and workshop facilities for the RFDS On The Road team which delivers primary Health Care services to the more remote communities in the Pilbara.

This expansion investment was made possible thanks to funding support from the Commonwealth Government, BHP Billiton Iron Ore, Lotterywest and the Pilbara Development Commission, in addition to strong support from other public donations.

In April 2012 a Base Manager for our Port Hedland base was appointed. As the number of staff in Port Hedland has grown and there are strong prospects for further growth in the next few years, a Base Manager was introduced to improve support for operational staff, to further build relationships with key stakeholders and to help enhance our operational performance.

PILBARA STATS:



Medical

Training and continuing education of clinical staff remain important in maintaining high standards of clinical care. The medical education program includes a one hour session held every week by videoconference across all WA bases. Some RFDS staff interstate also participate. This was the tenth year of the program and included a range of prominent medical specialists as well as RFDS staff. Work has also gone into expanding the range of eLearning modules for online tuition.

OTHER MEDICAL SERVICE INITIATIVES INCLUDE:

- Refinement of the Clinical Coordination position at Jandakot
- Revision of the Clinical Manual containing all the clinical management guidelines
- Further research surrounding retrieval of trauma patients and air transport of obstetric patients published in scientific literature
- Expansion of the clinical eLearning online training materials for new staff
- Commencement of a web-based videoconferencing system to provide telehealth advice and assessment to patients in remote areas who have internet access
- Support from the Commonwealth Government to increase the Retrieval Registrar positions for specialist training of emergency physicians





Primary Health Care Services

Over the past financial year there have been a number of improvements in the areas of Nursing and Primary Health Care. The appointment of a General Manager Nursing and Primary Health Care has changed the focus and will bring about greater synergies and teamwork between the two previously discrete areas.

It has also been a time of growth and expansion of many programs to increase the RFDS Western Operations footprint and the service to the rural and remote communities.

HIGHLIGHTS:

- Partnership with Dental Health Services to provide dental services to Wiluna and Warburton
- RFDS on the Road Program expansion to the Kimberley
- First year providing Skin Screening in the Kimberley in partnership with the Lions Cancer Institute, generously funded by the Kimberley Regional Grants Scheme and Woodside Energy
- Development of relationships with the new Medicare Locals
- Relationship developed with Royal Perth Hospital Intensive Care Unit and Mercy Maternity Unit to enable nursing staff skill swap arrangement.

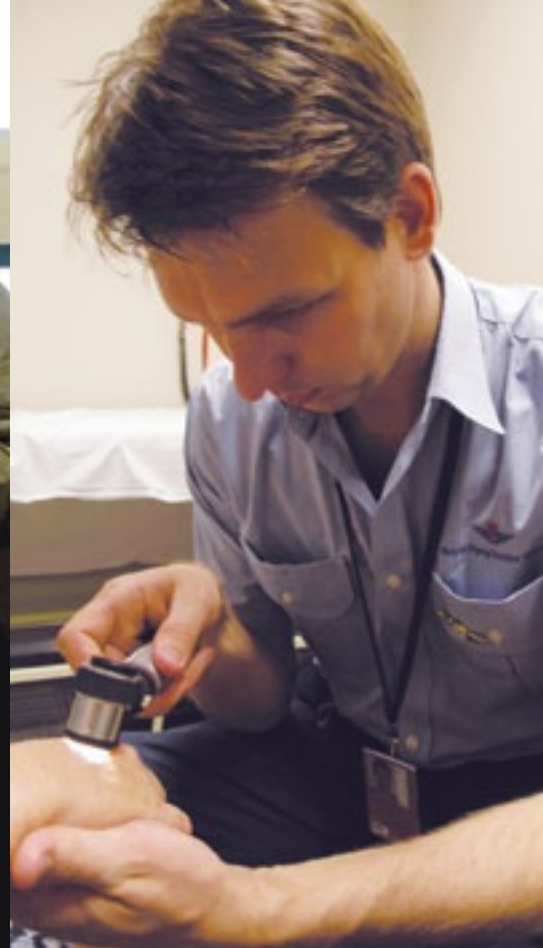


DENTAL PROGRAM

A pilot program providing a visiting dentist to Roebourne was such a success that after further discussions with Dental Health Services, funding was made available to provide regular clinics in Wiluna and Warburton.

42 Remote Area Dental Clinics conducted in the first year of operation and 410 patients treated.

The dental program is expected to continue to grow over the coming year and expand into other areas.



FREE COMMUNITY SKIN CANCER SCREENING – KIMBERLEY REGION

During May and June the skin cancer screening team visited the communities of Derby, Fitzroy Crossing, Halls Creek, Wyndham, Kununurra and Broome.

SKIN CANCER SCREENING RESULTS:

- **1,900** people screened
- **18%** referred to GP with a suspicious lesion
- **60%** had never been screened before

2011/12 RFDS ON THE ROAD PROGRAM – CLIENT AND VISIT STATISTICS

Locations visited	307
Group Contacts	367
Participants	
Male	1,872
Female	1,752
All Participants	3,624



Rio Tinto *Life Flight* Jet

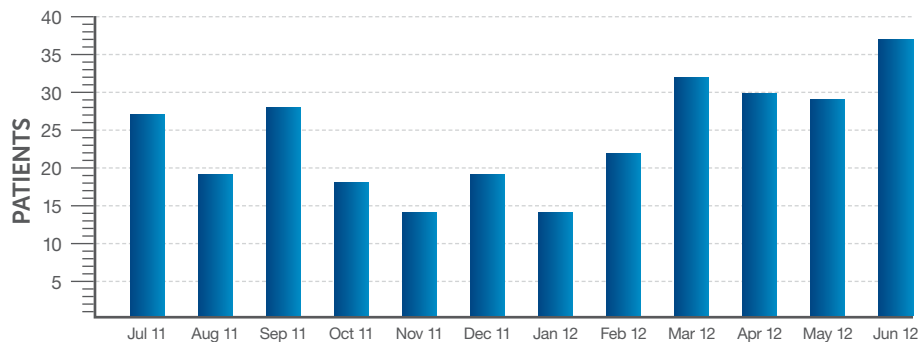
The Rio Tinto *Life Flight* jet has just completed its third year of operation and continues to be an invaluable asset, with the ability to carry up to three stretcher patients and two critical care teams. It also halves the flying time of a Pilatus PC12 turbo prop aircraft. In the 2011/12 financial year the Rio Tinto *Life Flight* jet transferred a total of 252 patients.

Since the jet's first mission in October 2009, the aircraft has flown 1500 hours, during which 679 patients have been evacuated, the majority (74%) from the Kimberley and Pilbara regions.

Evacuations from Australia's Indian Ocean Territories (13%) are also continuing strongly.

The Rio Tinto *Life Flight* jet is generously supported by Rio Tinto, the State Government, the RFDS Victorian section, and the RFDS Flying 1000 fundraising group.

PATIENTS TRANSFERRED BY RIO TINTO *LIFE FLIGHT* JET
JULY 2011-JUNE 2012



PATIENTS BY SOURCE REGION

Source Region	Patients
Kimberley	355
Pilbara	145
Midwest	28
Indian Ocean	89
Goldfields	6
Other (Darwin, Adelaide, Melbourne)	11
Perth (incl. Neonates & Repats)	45
Total Patients Transported	679



1500 hours.
679 patients.

Aviation and Engineering

This year has been exceptionally busy for the Aviation and Engineering department. There has been ever increasing demands on our aeromedical transport services with a flow on effect in staffing requirements and engineering work loads.

Over the last financial year RFDS Western Operations PC12 NG aircraft have had Synthetic Vision installed to significantly improve safety and situational awareness for the pilot. This system provides sophisticated information about the surrounding terrain and can identify possible emergency landing sites.

The second phase of this upgrade in safety equipment will be the installation of infra-red technology which will occur over the next twelve months.

- This year a thorough review was conducted of the Risk Matrix tool introduced in 2010 covering all flight conditions versus patient wellness levels. The Matrix has proved a valuable tool for our crews.
- Engineering has two Airframe and Engineer Apprentices who have successfully completed their first year, and one Electrical, Instrument and Radio Apprentice in his final year. Training of these apprentices has enabled us to bolster our workforce, ensuring we continue to have staff with a high skill set.

- A GO2 Hypoxia testing machine was purchased with a donation to the Aviation department. Breathing 'thin air' at altitude will lead to hypoxia and it is one of the biggest threats facing pilots flying above 10,000 feet. Training with this machine provides crews with increased awareness of decompression situations.

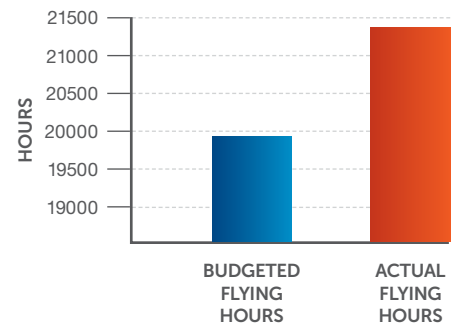


Original Pilot display

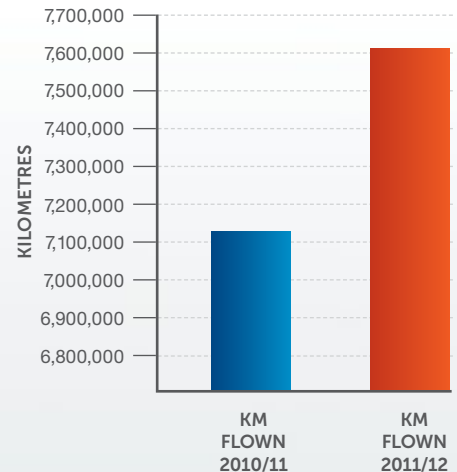


Pilot display with Synthetic Vision

FLYING HOURS 2011/12



KILOMETRES FLOWN



Our Supporters

The Royal Flying Doctor Service is grateful to all the organisations that support us. Here are some that have provided significant funding throughout the last financial year.



BC Iron Ltd	Geraldton Patient Transfer Centre	Shell Australia
Benz Industries WA Pty Ltd	IGA	Sterilisation Research & Advisory Council
Border Village RPA Inc	Mining & Civil Australia	Swan Exhibitions
Cash & Carry	Murrin Murrin Operations Pty Ltd	Technip Oceania Pty Ltd
CBH Group	NRW Civil & Mining Contracting	Verve Energy
Celtic Scaffolding	Petite Mort	Village Treasures
Christmas Island Charities Association	PESA	Wellard Rural Exports
Dare Contract Services	Royal Agricultural Society	Western Australian Mining Club
Fluor-SKM Iron Ore Joint Venture	RUC Mining Contractors	WorkPac Industrial
	Sims Metal	





Our Supporters

The RFDS relies on the support of the community and is fortunate to have some wonderful supporters in Western Australia. Here is a snapshot of some of those supporters who undertake activities to raise money for the RFDS.

FLYING 1000

The Flying 1000 is a group of special people who have dedicated their time to raising money to purchase medical equipment for RFDS aircraft. Since their inception in 2002 they have raised over \$2.5 million for the RFDS. 2012 marks the 10th Anniversary of this amazing group of fundraisers.

FRIENDS OF THE FLYING DOCTOR

RFDS FUNDRAISING COMMITTEES AND AUXILIARIES:

Busselton Committee
Dongara Committee
Eastern Goldfields Auxiliary
Esperance Auxiliary
Geraldton Region Committee
Jurien Bay Committee
Katanning Committee
Lake Grace Committee
Mt Barker Committee
Pannawonica Committee
Paraburdoo Committee

SERVICE CLUBS/ FOUNDATIONS/ TRUSTS:

Australian Order of Old Bastards
– WA Clubs
Country Women's Association WA
JEM Foundation
Lions Clubs
– Districts 201W1 and 201W2
Rotary International
– Districts 9455 & 9465
The Grand Lodge of Western Australia
Freemasons

MAJOR COMMUNITY FUNDRAISERS:

BHP Billiton Mt Keith Gift
Dongara Charities Association
Goldfields Children's Charity Ball
IGA Geraldton Race Day
Lions Club Postie Bike Challenge
MMG Golden Grove Social Club
Molloy Caravan Park
Opulence in the Outback
On the Road Again Tours
Perth 4x4 Forum
Quairading Fire and Rescue Service
Wellard Rural Exports Christmas Function
80 Mile Beach Fundraising Group



Letters of Thanks from the Community

My flying doctor story goes back to 1950 when my family lived in Norseman in the Goldfields. My 3 year old brother had wandered off from our home to the horse property next door. My mother heard and sensed that the horses were more restless than usual and went to investigate and found my brother lying on the stable floor with severe head injuries. The local volunteer ambulance was called and my brother was taken to our small local hospital. It soon became evident that he had little hope of survival and the Flying Doctor was contacted, and that night he was transferred to Kalgoorlie district hospital, a 200 kilometre round trip.

He remained in a coma for the next 6 weeks and then gradually he began to recover. My mother always told me that it was the flight that saved him because the altitude they flew caused his skull to expand which allowed his brain to settle into place. My brother grew up with a mild learning disability but no physical disability. He had a normal life and married at 32, but unfortunately at age 34, when his wife was expecting his first child, he was killed in a workplace accident. Five days after his death, his son William John junior was born. My brother never got to meet his son but was able to experience 34 years of life which he may not have had if it wasn't for the flying doctor.

60 years on, the life saving work of the RFDS continues and I am thankful and proud to tell you my story.

KATHLEEN

RFDS,
Always happy to donate,
without you our daughter
would not be alive today !!
Bitten twice on the knee when
she was 5 yrs old (now 25.)
in Carnarvon W.A. by a
King Brown snake.
I hope our donation every year
since then has made a
small difference. We will
always be forever in your
debt.
Many Many Thanks

SPOT ON

We asked these Year 7 students from
Swan View Primary School:

Who inspires you?



KATE: The Royal Flying Doctor Service because when people get hurt they are there to help. They never give up and don't expect anything in return. Sometimes they take seriously hurt children to Princess Margaret Hospital. They help the community a lot.

Published in the West Australian newspaper
8 February 2012

2011/12 Facts and Figures

	2012	2011
Patients Transported & Treated		
Primary Evacuations	1,455	1,256
Inter-hospital Transfers	6,646	6,200
Repatriations on emergency aircraft	164	134
Transported from a clinic	261	170
Repatriations on clinic flights	80	303
Total Patients Transported	8,606	8,063
Telehealth Calls	35,386	41,699
Patients Attending		
RFDS Commonwealth Funded GP Clinics	2,946	3,103
RFDS Commonwealth Funded Community Nurse Clinics	2,521	1,956
RFDS Aboriginal Health Worker Clinics	-	75
Rural Women's GP Clinics	4,051	4,555
RFDS – BHP Newman Female GP Clinics	441	378
RFDS on the Road Nurse	1	7
RFDS Primary Health Care Nurse Clinics	31	148
RFDS GP clinics	291	-
RFDS Remote Area Dental Service Clinics	410	-
RFDS Facilitated Clinics (WA Country Health Service GP, Nurse, Specialist, Allied Health)	11,860	13,663
RFDS staff at Derby Aboriginal Health Service	-	349
RFDS Medical Services (Outpatients)	6,605	6,302
RFDS Medical Services (Inpatients)	2,148	1,978
Total Patients Attending	31,305	32,514
Clinics		
RFDS Commonwealth Funded GP Clinics	400	372
RFDS Commonwealth Funded Community Nurse Clinics	352	163
RFDS Aboriginal Health Worker Clinics	-	15
Rural Women's GP Program	316	332
RFDS – BHP Newman Female GP Clinics	24	22
RFDS Primary Health Care Nurse Clinics	4	19
RFDS GP clinics	20	
RFDS Remote Area Dental Service Clinics	42	
RFDS Facilitated Clinics (WA Country Health Service GP, Nurse, Specialist, Allied Health)	1,277	1,389
Total Clinics Held	2,435	2,312
Kilometres Flown		
Inter-Hospital Transfers	6,239,685	5,855,766
Primary Evacuations	1,380,096	1,273,499
Total Kilometres Flown	7,619,781	7,129,265
Number of Aircraft	15	15
Number of Staff	219.5	238

Basis of Preparation

The concise financial report is an extract from the full financial report for the year ended 30 June 2012 prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports and the Corporations Act 2001. The presentation currency used in this concise financial report is Australian dollars.

The financial statements, disclosures and other information in the concise financial report have been derived from the 2012 Financial Report for the Royal Flying Doctor Service of Australia (Western Operations).

The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Company as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The discussion and analysis included in the report is provided to assist members in understanding the concise financial report and is based on Royal Flying Doctor Service of Australia (Western Operations) financial statements for the year ended 30 June 2012.

Financial Reports

For the financial year ended 30 June 2012

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Directors' Report

For the financial year ended 30 June 2012



Your Directors present their report on the Royal Flying Doctor Service of Australia (Western Operations), referred to as "Western Operations", for the financial year ended 30 June 2012. The names and particulars of the Directors of Western Operations in office during and since the end of the financial year ended 30 June 2012 are:

1. Mr Neville Bassett
2. Mr Michael Hutson
3. Dr Robert Liddell
4. Mr Richard Alder
5. Mr Paul Monger
6. Dr John Croser
7. Mr Brian Pontifex
8. Ms Erica Smyth
9. Dr Ann Ward

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

INFORMATION ON DIRECTORS

Mr Neville Bassett

Qualifications and Experience: Corporate Consultant, B.Bus, FCA. Director since 6 January 1997.

Special Responsibilities: Chairman, Member of the Remuneration Committee, Representative on Australian Council and National Board.

Mr Michael Hutson

Qualifications and Experience: Accountant, B. Com, FCPA. Director since 23 October 2004.

Special Responsibilities: Member of the Risk and Audit Committee.

Dr Robert Liddell

Qualifications and Experience: Medical Practitioner, Aviation Medicine Consultant and Airline Transport Pilot. MBBS, Dip RCOG, Dip Avn Med, ATPL. Director since 20 October 2005.

Special Responsibilities: Member of the Remuneration Committee.

Mr Richard Alder

Qualifications and Experience: Retired Financial Advisor. Appointed by the Board on 20 December 2007 as an Independent Director.

Special Responsibilities: Member of the Risk and Audit Committee.

Mr Paul Monger

Qualifications and Experience: Retired Pastoralist. Director since 24 October 2008.

Special Responsibilities: Member of the Nominations Committee.

Dr John Croser

Qualifications and Experience: Retired Orthopaedic Surgeon. Director since 22 November 2007.

Special Responsibilities: Member of the Nominations Committee, Life member.

Mr Brian Pontifex

Qualifications and Experience: Solicitor, BA (Hons) W. Aust., LLB (Hons) ANU, LLM Edin.

Chief of Staff to Premier of Western Australia. Appointed by the Board on 11 December 2009 as an Independent Director.

Special Responsibilities: Member of the Nominations Committee.

Ms Erica Smyth

Qualifications and Experience: Geologist BSc (Hons), Hon. DLitt W.Aust., MSc (App)McG., and Company Director, FAICD. Appointed by the Board on 26 February 2010 as an Independent Director.

Special responsibilities: Chair of the Risk and Audit Committee

Dr Ann Ward

Qualifications and Experience: Medical Practitioner MBBS, FRACGP; DRANZCOG; DipTropMed; DACSCM. Director since 18 August 2010.

Special responsibilities: Member of the Remuneration Committee.

COMPANY SECRETARY

The following person held the position of Company Secretary at the end of the financial year:

Mrs Liane Papaelias

Qualifications and Experience: Accountant, B.Bus, FCPA. Appointed 23 February 2004, as Chief Financial Officer and Company Secretary. Has responsibility for finance, asset management, information management, corporate governance, risk management and administrative areas of the Company.

CORPORATE GOVERNANCE

The Board

The Board of Western Operations currently consists of nine Directors. Six Directors are elected by the members and the Board may appoint up to three independent Directors.

COMMITTEES OF THE BOARD

Nominations Committee

The Nominations Committee consists of three Directors and meets as required. The purpose of this committee is to review nominations of Directors and make recommendations to the Board and to the Members.

Risk and Audit Committee

The Risk and Audit Committee consists of three Directors and three Executive Managers, and meets at least twice a year. The committee assists the Board in fulfilling its responsibilities for Company accounts and external financial reporting and also reviews the risk management profile and reporting for the Company. The committee is responsible for overseeing and approving risk management strategy and policies, internal compliance and internal control.

Remuneration Committee

The Remuneration Committee consists of three Directors, and meets at least once a year. The purpose of this committee is to review and make recommendations to the Board on remuneration packages and policies applicable to the Chief Executive Officer and the Executive Management Team.

PRINCIPAL ACTIVITIES

The principal activities of Western Operations during the financial year were the provision of aeromedical health services to people travelling, working and living in rural and remote Western Australia.

The company's objectives are to expand the range, reach and quantity of primary health services, and to improve health outcomes for people transported by RFDS aircraft and crews and for people consulted by phone or in person at RFDS clinics.

In the short term, Western Operations aims to improve performance in emergency services in terms of response times and to increase capacity by way of staff and aircraft in order to meet the ongoing and substantial increase in the demand for patient evacuation. The short term objectives for primary health care are to expand the number of clinic services delivered and to offer new services at remote locations.

OPERATING RESULTS

Western Operations made an operating deficit for the financial year of \$800,849. Donations to the Flying 1000 Capital Campaign, and capital contributions from the Australian Council and the Victorian Section are included in the net result.

AFTER BALANCE DATE EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected, or may significantly affect, the operations of the Company, the results of those operations, or the state of affairs of the Company in future financial years.

Directors' Report *continued* >

Directors' attendance at meetings July 2011 to June 2012

	Board Meeting		Nominations Committee		Risk & Audit Committee		Remuneration Committee	
Directors	Eligible	Attended	Eligible	Attended	Eligible	Attended	Eligible	Attended
Mr Neville Bassett	5	5	-	-			1	1
Mr Richard Alder	5	4			4	4		
Mr Michael Hutson	5	5			4	1		
Dr Robert Liddell	5	4					1	-
Mr Paul Monger	5	4	-	-				
Dr John Croser	5	4						
Mr Brian Pontifex	5	3	-	-				
Ms Erica Smyth	5	5			4	4	-	1
Dr Ann Ward	5	4					1	-

CORPORATE GOVERNANCE

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each toward meeting any outstanding obligations of the entity. At 30 June 2012, the total amount that members of the company are liable to contribute if the company is wound up is \$0, (2011: \$0).

REVIEW OF OPERATIONS

Please refer to both the Chairman's Message and the Chief Executive Officer's report.

AUDITORS' INDEPENDENCE DECLARATION

A copy of the auditors' independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 32 and forms part of this report.

Signed in accordance with a resolution of the Board of Directors:



Neville Bassett
Chairman
7 September 2011

Independent Auditors' Report

For the financial year ended 30 June 2012

To the members of

ROYAL FLYING DOCTOR SERVICE OF AUSTRALIA
(WESTERN OPERATIONS)

Report on the concise financial report

The accompanying concise financial report of Royal Flying Doctor Service of Australia (Western Operations) comprises the statement of financial position as at 30 June 2012, the statement of comprehensive income, statement of changes in equity and 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 (Western Operations) for the year ended 30 June 2012, as well as the discussion and analysis. The concise financial report does not contain all the disclosures required by Australian Accounting Standards.

Directors' responsibility for the concise financial report

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report; selecting and applying the appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Royal Flying Doctor Service of Australia (Western Operations) for the year ended 30 June 2012. Our auditors' report on the financial report for the year was signed on 7 September 2012 and included a modification, which is outlined below. 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.

Our procedures in respect of the concise financial report 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 evidence supporting the amounts, discussion and analysis, 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 and whether the discussion and analysis complies with the requirements laid down in AASB 1039.

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

Independence

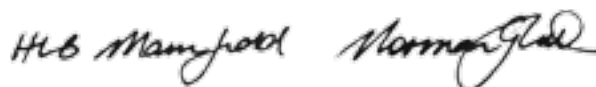
In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

Basis for Qualified Auditors' Opinion

Donations and other fundraising activities are a significant source of revenue for the Royal Flying Doctor Service of Australia (Western Operations). The Company has determined that it is impracticable to establish control over the collection of donations and other fundraising activity receipts prior to the entry in its financial records. Accordingly, as the evidence available to us regarding revenue from this source was limited, our audit procedures with respect to donations and other fundraising activities had to be restricted to the amounts recorded in the financial records. We are therefore unable to express an opinion on whether the donations and other fundraising income obtained by the Company are complete.

Qualified Auditors' Opinion

In our opinion, except for the effects on the financial report of such adjustments, if any, as might have been determined to be necessary had the limitation referred to in the preceding paragraph not existed, the concise financial report including the discussion and analysis of the Royal Flying Doctor Service of Australia (Western Operations) for the year ended 30 June 2012 complies with Australian Accounting Standard AASB 1039: Concise Financial Reports.



HLB Mann Judd
Chartered Accountants
7 September 2012

NG Neill
Partner
7 September 2012

Directors' Declaration

The directors of Royal Flying Doctor Service of Australia (Western Operations) declare that:

The concise financial report, as set out on pages 33 - 38, are in accordance with the Corporations Act 2001 and:

- a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- b) is an extract from the full financial report for the year ended 30 June 2012 and has been derived from and is consistent with the full financial report.

This declaration is made in accordance with a resolution of the Board of Directors.



Neville Bassett
Chairman
7 September 2012

Auditors' Independence Declaration

As lead auditor for the audit of the financial report of Royal Flying Doctor Service of Australia (Western Operations) for the year ended 30 June 2012, I declare that to the best of my knowledge and belief, there have been no contraventions of:

- a) the auditor independence requirements of the Corporations Act 2001 in relation to the audit; and
- b) any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Royal Flying Doctor Service of Australia (Western Operations).



NG Neill
Partner, HLB Mann Judd
7 September 2012

Statement of Comprehensive Income

For the financial year ended 30 June 2012

	Note	2012 \$	2011 \$
Continuing Operations			
Revenue from Operations		62,632,764	58,407,674
Non Operating Revenue		13,973,991	16,196,854
	1	76,606,755	74,604,528
Expenses			
Aviation Expenses		27,498,273	23,801,328
Health Services Expenses		25,993,305	22,028,424
Depreciation Expense		7,504,381	9,909,296
Loss on Revaluation		269,009	21,071,406
Loss on Sale of Assets		339,095	673,363
Loss on Foreign Exchange		334,623	318,466
Facility Expenses		4,656,681	3,643,821
Administrative Expenses		4,607,866	3,609,459
Fundraising Expenses		1,771,237	1,696,785
Borrowing Costs		746,488	935,334
Project Expenses		3,316,123	2,975,127
Other Expenses		370,523	449,739
Total Expenditure		77,407,604	91,112,548
(Loss)/Profit for the period from continuing operations		(800,849)	(16,508,020)
Other Comprehensive Income			
Net revaluation increment on investments and assets		(63,681)	2,264,544
Total comprehensive income for the period		(864,530)	(14,243,476)

Discussion and analysis

The result for the year ended 30 June 2012 is a net deficit of \$800,849. Operating revenue has increased overall by \$3.3m or 5% and comprises variable fee revenue from the State Government and significant increases in revenue from insurance recoveries and other full fee payers. Non Operating Revenue includes capital grants of \$2.3m for housing and to support the Rio Tinto *Life Flight* Jet Program. Also included in non operating revenue are gross donations and bequests of \$8.6m. Excluding the loss on revaluation recorded in 2010-11, total expenditure has increased by \$7.3m. Employment costs are higher due to a focus on recruitment to maintain full shift coverage. Charter aircraft costs increased to cover periods of downtime for the Rio Tinto *Life Flight* Jet.

Statement of Financial Position

For the financial year ended 30 June 2012

	2012 \$	2011 \$	2010 \$
Assets			
Current Assets			
Cash & cash equivalents	18,113,100	19,103,062	8,211,449
Trade and other receivables	8,911,110	4,112,160	5,348,159
Inventory	1,112,015	1,560,752	1,381,896
Total Current Assets	28,136,225	24,775,974	14,941,504
Non-current Assets			
Financial assets	387,674	461,718	406,188
Aircraft, property, plant and equipment	73,054,128	76,806,181	102,639,701
Total Non-current Assets	73,441,802	77,267,899	103,045,889
Total Assets	101,578,027	102,043,873	117,987,393
Liabilities			
Current Liabilities			
Trade and other payables	9,224,522	7,800,301	8,639,339
Financial liabilities	1,836,962	1,675,737	1,593,884
Short-term provisions	982,472	708,590	611,786
Total Current Liabilities	12,043,956	10,184,628	10,845,009
Non-current Liabilities			
Financial liabilities	7,811,464	9,345,976	10,684,390
Long-term provisions	1,324,728	1,250,860	952,109
Total Non-current Liabilities	9,136,192	10,596,836	11,636,499
Total Liabilities	21,180,148	20,781,464	22,481,508
Net Assets	80,397,879	81,262,409	95,505,885
Equity			
Retained earnings	53,105,137	53,905,986	70,414,006
Reserves	27,292,742	27,356,423	25,091,879
Total Equity	80,397,879	81,262,409	95,505,885

Discussion and analysis

The Statement of Financial Position is presented with three years balances due to the need to make a prior year adjustment for the provision of employee entitlements. An audit of employee leave balances revealed an omission of leave entitlements previously thought to be realisable within the financial year. The provisions for leave balances are now complete and the impact of the adjustment on prior years is outlined at Note 2. The value of aircraft, property, plant and equipment has dropped by \$3.7m due to the excess of depreciation over acquisitions and additions. Financial liabilities decreased by a net \$1.3m due to repayments. Cash and cash equivalents have decreased by \$0.98m, a reflection of the increased activity and the financial performance for the year.

Financial assets are equities bequeathed to the Company.

Statement of Changes in Equity

For the financial year ended 30 June 2012

	Retained Earnings \$	Asset Revaluation Reserve \$	Pharmaceutical Reserve \$
Balance at 30 June 2009	59,463,997	25,055,154	20,000
Profit attributable to the entity	10,950,009	-	-
Revaluation Increment	-	16,725	-
Balance at 30 June 2010	70,414,006	25,071,879	20,000
Loss attributable to the entity	(16,508,020)	-	-
Revaluation Increment	-	2,264,544	-
Balance at 30 June 2011	53,905,986	27,336,423	20,000
Loss attributable to the entity	(800,849)	-	-
Revaluation Decrement	-	(63,681)	-
Balance at 30 June 2012	53,105,137	27,272,742	20,000

Discussion and analysis

Retained earnings is decreased by the operating deficit recorded for the year. The revaluation increment to the Asset Revaluation Reserve includes net increases in the value of property and shares at balance date.

Statement of Cash Flows

For the financial year ended 30 June 2012

	2012 \$	2011 \$
Cash flows from operating activities		
Receipts from services provided	11,623,600	13,048,448
Payments to suppliers and employees	(71,995,416)	(60,218,711)
Commonwealth operational grants	15,197,239	15,062,061
State operational grants	31,907,083	29,900,344
Other Grants – Projects	3,166,039	1,883,458
Contribution from RFDS Victorian Section	-	89,896
Dividends received	24,867	28,553
Interest received	605,232	546,247
Finance costs	(549,269)	(739,525)
Net cash provided by/(used in) operating activities	(10,020,625)	(399,229)
Cash flows from investing activities		
Payment for aircraft, property, plant and equipment	(3,724,527)	(9,451,064)
Proceeds from sale of property, plant and equipment	341,342	5,772,734
Proceeds from sale of Investments	10,363	-
Government capital grants received	2,330,013	5,785,654
Bequests	2,229,853	739,672
Capital contributions by Victorian Section	1,000,000	1,084,000
Australian Council Distribution	557,140	525,000
Proceeds from fundraising activities	7,756,318	7,677,490
Capital interest	100,667	128,232
Net cash provided by investing activities	10,601,169	12,261,718
Cash flows from financing activities		
Repayment of borrowings	(1,696,492)	(1,812,503)
Proceeds from borrowings	-	1,016,253
Net cash provided by/(used in) financing activities	(1,696,492)	(796,250)
Net increase/(decrease) in Cash Held	(1,115,948)	11,066,239
Exchange Rate Adjustment	125,986	(174,626)
Cash at beginning of year	19,103,062	8,211,449
Cash at end of year	18,113,100	19,103,062

Discussion and analysis

Net cash provided by operating activities shows a \$1.0m decrease compared to last year a reflection of the increased activity and the financial performance for the year.

Notes to the Concise Financial Report

For the financial year ended 30 June 2012

Note 1

Revenue	2012 \$	2011 \$
Revenue from Operations:		
Commonwealth Government Operational Grant	16,552,239	15,062,061
State Government WA Health Department Grant	31,907,083	30,956,804
Contribution from RFDS Victorian Section	-	89,896
Interest received	605,232	418,015
Dividends received	24,867	28,553
Insurance recoveries	8,191,261	7,327,856
Gain on Foreign Exchange	279,374	796,570
Other income	1,906,669	1,844,461
Project Grants	3,166,039	1,883,458
	62,632,764	58,407,674
Non Operating Revenue:		
Capital Grants	2,330,013	5,785,654
Capital Contributions from RFDS Victorian Section	1,000,000	1,084,000
Australian Council Distribution	557,140	525,000
Fundraising Revenue	7,462,719	7,677,490
Interest	100,667	128,232
Bequest Income	2,229,853	728,571
Flying 1000	293,599	267,907
	13,973,991	16,196,854
Total Revenue	76,606,755	74,604,528

Prior Year Adjustment

Note 2

An audit of employee leave balances revealed an omission of leave entitlements previously thought to be realisable within the financial year. The provisions for leave balances are now complete and the impact of the adjustment on prior years is shown below.

	Previously Reported \$	Impact of Error \$	Restated Balance \$
Statement of Financial Position as at 30 June 2010			
Trade and other payables	8,019,642	619,757	8,639,399
Retained earnings	71,033,703	(619,697)	70,414,006
Statement of Comprehensive Income for the year ended 30 June 2010			
Aviation expenses	22,775,097	53,243	22,828,340
Health Expenses	19,756,481	164,483	19,920,964
Profit for the year	11,167,735	(217,726)	10,950,009
Statement of Financial Position as at 30 June 2011			
Trade and other payables	6,711,752	1,088,549	7,800,301
Retained earnings	54,994,535	(1,088,549)	53,905,986
Statement of Comprehensive Income for the year ended 30 June 2011			
Aviation expenses	23,683,958	117,370	23,801,328
Health Expenses	21,676,942	351,482	22,028,424
Loss for the year	(16,039,168)	(468,852)	(16,508,020)

Our Bases

WESTERN OPERATIONS

CORPORATE OFFICE

Chief Executive Officer:
Mr Grahame Marshall

Address: 3 Eagle Drive
Jandakot Airport
JANDAKOT WA 6164

Telephone: 08 9417 6300

Facsimile: 08 9417 6308

Email: westops@rfdswa.com.au

JANDAKOT

Address: 3 Eagle Drive
Jandakot Airport
JANDAKOT WA 6164

Telephone: 08 9417 6300

Facsimile: 08 9417 6309

DERBY

Address: 149 Loch Street (PO Box 52)
DERBY WA 6728

Telephone: 08 9191 0200

Facsimile: 08 9191 0209

KALGOORLIE

Address: Kalgoorlie Boulder Airport
(PO Box 444)
KALGOORLIE WA 6430

Telephone: 08 9093 7500

Facsimile: 08 9093 7509

MEEKATHARRA

Address: Main Street (PO Box 103)
MEEKATHARRA WA 6642

Telephone: 08 9980 0550

Facsimile: 08 9981 1260

PORT HEDLAND

Address: Waldron Road (PO Box 2144)
SOUTH HEDLAND WA 6722

Telephone: 08 9172 0700

Facsimile: 08 9172 0709



In 2011/12 our
medical crews flew
over 7.6 *MILLION*
kilometres. 

How you can help

The Royal Flying Doctor Service relies on support from corporations, the State and Commonwealth Governments, and the community to carry out its life-saving work.

To donate:

- > Send to Royal Flying Doctor Service
Locked Bag 2
Canning Vale DC WA 6970
- > Phone on (08) 9417 6300
- > Online at www.flyingdoctor.org.au

ABN 29 067 077 696

We acknowledge and thank our corporate partners, sponsors, donors, members, friends, volunteers, and the State and Commonwealth Governments. Your support and combined contributions make our work possible and on behalf of all, including our patients, we say thank you.

Royal Flying Doctor Service, Western Operations



Royal Flying Doctor Service

WESTERN OPERATIONS