

Caring for generations.




ANNUAL REPORT
12/13

The furthest corner. The finest care.



Royal Flying Doctor Service
CENTRAL OPERATIONS



We acknowledge and thank from the bottom of our hearts our Corporate Partners, Donors, Bequestors, Members and Volunteers, along with the Commonwealth, State and Territory Governments. Your dedication and combined contributions are significant in every step we take and on behalf of all, including our patients, we say thank you. 

The RFDS Team



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> Cover: Three generations of the Bell family at Dulkaninna Station on the Birdsville Track (from left) Daryl, Cody, Sharon, Jess, Lara and David.

About us >

The Royal Flying Doctor Service of Australia (RFDS) takes the finest care to the furthest corners of our land.

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

Established in 1928 by the Reverend John Flynn, the RFDS has grown to become the largest and most comprehensive aeromedical organisation in the world.

It has a fleet of 63 aircraft and operates 21 aeromedical bases and five remote primary health facilities across the country.

Today, the RFDS attends to more than 270,000 patients across Australia every year – that's one person every two minutes.

Services are delivered on a day-to-day basis by five RFDS operating sections – Central Operations, Western Operations, Queensland Section, South Eastern Section and Victoria Section.

RFDS Central Operations began in 1939 and is responsible for delivering emergency aeromedical and essential primary health care services throughout South Australia and the southern half of the Northern Territory. It operates three aeromedical bases located in Adelaide, Port Augusta and Alice Springs, as well as two primary health care facilities in Marree and Tennant Creek.

The RFDS is a not-for-profit organisation. While supported by the Commonwealth, State and Territory Governments, the RFDS relies on fundraising and donations from the community and corporate partners to finance the purchase of replacement aircraft, medical equipment and other major capital initiatives.



Our Vision >

A mantle of health care services, improving and saving the lives of all in rural, remote and regional Australia.


Our Mission >

Providing excellence in aeromedical and primary health care across Australia.

Our Values >

Our mission extends to the safety, security and well-being of all RFDS personnel and their professional and personal development, including cultural awareness and understanding.

All representatives of our organisation have a responsibility to demonstrate, embrace and participate in all quality initiatives and activities ethically, with courtesy and integrity.



> RFDS Flight Nurse Mary Ann Humphris with a patient ahead of take-off for Adelaide.

Chairman's Report >

An historic long-term contract to deliver inter-hospital transfer aeromedical services in SA headlined the strategic achievements of RFDS Central Operations in 2012/13, and laid a foundation for our growth over the coming decade and beyond.

In last year's Annual Report (2011/12) we outlined *Our Vision – The Next Decade*, a clear and concise strategy for a new era of health service expansion planned by the RFDS for the people of South and Central Australia over the next 10 years.

The 2012/13 year will be remembered for securing an historic nine-year contract to provide fixed-wing aeromedical inter-hospital transfer and emergency retrieval services throughout South Australia. Clearly, this is one of the biggest achievements in the long history of RFDS Central Operations.

Inter-hospital transfers are a vitally important extension of the traditional RFDS emergency aeromedical and primary health care services we provide to the outback.

We have been trusted since 1991 with the care of all South Australians requiring fixed-wing transport from regional hospitals to Adelaide's major hospitals for higher levels of care, but until now it has been on a year-by-year funding arrangement.

The partnership secured with the State Government, SA Ambulance Service and the State Retrieval Service (MedSTAR) in June 2013 marks an historic long-term service agreement, delivering critical outcomes:

- > affirms our position as the State's preferred fixed-wing aeromedical provider of inter-hospital patient transfers and retrieval services;
- > recognises the highly valued experience, reliability and efficiency of the RFDS in providing health care services in SA and NT; and
- > provides us with the financial security and confidence to progress with major capital expenditure programs that will further enhance the quality of our service delivery over the next decade.

The long-term tenure of this agreement is the most important benefit as we shape a future for RFDS Central Operations that is both exciting and responsive to the changing needs of those who depend upon us for their health care.

As outlined in *Our Vision – The Next Decade*, the Board has earmarked a \$90 million capital expenditure program over the next 10 years for the acquisition – and replacement – of aircraft, updated medical equipment and upgraded operational facilities.

While SA inter-hospital transfer is a fee-for-service agreement in delivering these important responsibilities, the RFDS will

With the commitment of our staff and all supporters, RFDS Central Operations will play an expanding and leading role in the delivery of the mantle of Safety created by our founder the Reverend John Flynn. ,



continue to rely upon the generosity of the general public and corporate and community partners to deliver our planned capital expenditure program, as well as other key health programs.

We have already commenced design work for a state-of-the-art aeromedical base on a new site at Adelaide Airport. The Adelaide Base will bring together staff currently spread across two locations in Adelaide, while providing important workplace efficiencies and improved patient care facilities.

This project is expected to advance quickly during the next 12 months, with a view to completion by the end of 2015.

RFDS Central Operations can also proceed with the scheduled replacement of aircraft, providing the opportunity to standardise our fleet with the outstanding Pilatus PC-12 'Next Generation' aircraft.

Our current plan identifies the replacement of four PC-12s in 2015 and 2016, and the potential addition of two more aircraft to meet growing demand.

The new wave of capital expenditure builds upon a strong record of investment by our organisation in our vast area of operation over recent years.

In April, we demonstrated that commitment by approving the construction of a 13 two- and three-bedroom units development for Alice Springs-based staff involved in the delivery of emergency aeromedical and primary health care service across Central Australia.

Due for completion in late 2013, this strategic investment will assist with the retention and development of our staff by providing modern accommodation for Pilots, Flight Nurses, Engineers and other employees adjacent to the recently refurbished RFDS Alice Springs Tourist Facility.

The capital investment program is being carried out within the RFDS Central Operations Strategic Plan (2012-2015) which was developed and endorsed by the Board and Management during the past financial year.

Through this plan and with the commitment of our staff and all supporters, RFDS Central Operations will play an expanding and leading role in the delivery of the Mantle of Safety created by our founder the Reverend John Flynn.

I am also pleased to advise that in June this year the Board extended the contract of our CEO John Lynch for a further five years.

John has been a major contributor to RFDS Central Operations, as well as providing strong leadership to the national agenda. We wish him every success in continuing his successful stewardship of RFDS Central Operations.

A special thanks to my fellow Board Members who give so generously of their time and whose wisdom and advice is valued greatly.

On behalf of the Board of RFDS Central Operations, I thank our government partners at Commonwealth, State and Territory level, together with our many corporate supporters, countless public donors, volunteers and staff.

Your collective contribution is keeping the 'Flying Doctor' flying towards a century of service to our great country.

David Hills
Chairman



Chief Executive Officer's Report >

During the past financial year, RFDS Central Operations provided the finest emergency aeromedical and primary health care to someone every 11 minutes.

In 2012/13 we delivered 50,665 patient contacts while, nationally, the RFDS delivered in excess of 270,000 patient contacts – assisting someone every two minutes.

A far cry from Reverend John Flynn's 'Flying Doctor' scheme which assisted 225 patients in its first year in 1928 – equivalent to someone every two days.

What a journey, what growth and what a service!

We are there, whether it is an emergency aeromedical evacuation from an outback accident, an urgent patient transfer between a country and city hospital, a remote tele-health consultation, a station hand treated during a 'fly-in' health clinic, a resident consulted at one of our permanent health facilities, a Rural Women's GP Service clinic or a remote mental health consultation.

As our Chairman noted in his report, 2012/13 will long be remembered as the year we secured a long-term contract for the delivery of fixed-wing aeromedical inter-hospital transfer and emergency retrieval services in SA.

It is a significant achievement because the security puts RFDS Central Operations in the most stable and reliable position in our long history.

The agreement comes on the back of a 10-year contract the RFDS earned in Central Australia for the transport of Medical Practitioners and other health specialists to remote communities.

As long as we continue to implement our vision for growth and remain focused on the delivery of best practice services to those who need us, we will, as today's custodians, leave the organisation in better shape than when we first joined.

We thank our SA State Retrieval Service partners, the SA Ambulance Service and MedSTAR, together with the SA and NT Governments.

I also thank our staff for embracing the opportunity and responsibility brought by these contracts, and adopting new operational procedures and requirements.

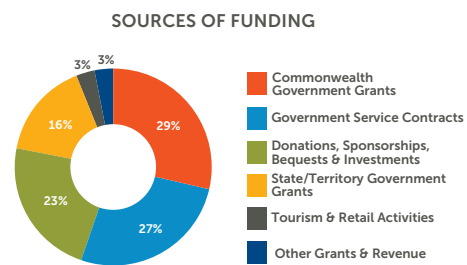
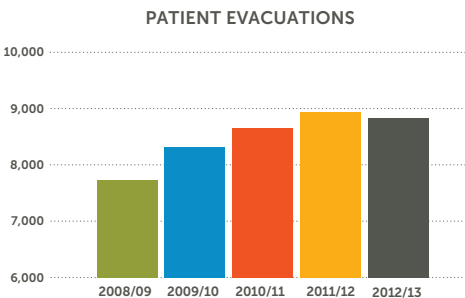
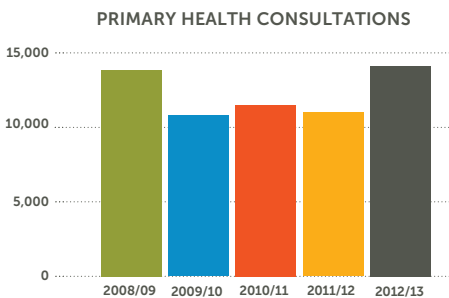
We recognise the SA Contract Negotiation Management Group, particularly RFDS Central Operations General Manager Strategic Projects Ollie Kratounis and General Manager Corporate Services Stephen Batt.

Central Operations has also continued to expand the range of services it provides.

The RFDS Remote Oral Health Care Program completed the first full year of a pilot in 2012/13, providing vital dental services to 139 people in remote towns that would otherwise be without such treatment.

In so doing we are making an important investment in the future health of particularly young beneficiaries of this program, supported by our visionary partner Bupa Health Foundation.

Our pioneering Healthy Living Program, proudly funded by the Li Ka Shing



Foundation, continued to produce innovative initiatives for the promotion and delivery of physical activity and nutrition education in an increasing number of isolated communities.

With a noted commitment to the development of the health professionals of the future, Central Operations continued its range of clinical education programs. This is achieved most notably through our involvement in the Rural Emergency Skills Program and a developing focus – in collaboration with UniSA – on advanced training using the latest in patient and scenario simulation technology.

RFDS Central Operations achievements in 2012/13 also include:

- > 35,586 patients attended at health clinics involving the RFDS;
- > 8,828 patients transported;
- > 851 immunisations;
- > 980 participants in the Healthy Living Program;
- > 5,350,137 kilometres flown;
- > 15,045 landings at 136 locations;
- > \$7.20 million generated from fundraising at a cost of 12 cents per dollar raised; and
- > Staff turnover of 13.8 per cent, well below Australian average.

We posted a solid financial performance with a surplus of \$8.1 million, with investment returns and growth in fundraising income the major contributors to offsetting

a \$3.8 million funding shortfall from our operational activities.

We sincerely appreciate the outstanding support we receive from our loyal donors, community and corporate partners, who ensure our essential services, health programs and equipment continue to be purchased and delivered.

I thank RFDS staff in Adelaide, Port Augusta, Marree, Alice Springs and Tennant Creek for their hard work and dedication to the organisation and those it assists across such an extensive and diverse area of operation.

Thanks also to our employees' families who make their own sacrifices while our staff go about their demanding work year-round at all hours of the day and night.

Our ability to provide services also depends upon the contribution of Governments at all levels, together with health organisations and our service delivery partners across SA and NT.

A special thank you to the many people who give their time through RFDS Auxiliaries and Support Groups. These volunteers not only raise money, but also play an important ambassadorial role representing and promoting the RFDS, always with the humility that reflects our service to the community.

RFDS Central Operations Board Members also volunteer their service in providing outstanding leadership, experience and knowledge for which we are indebted and say thank you for your commitment, guidance and vision.

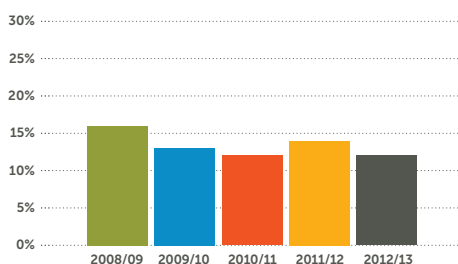
Central Operations is proud to have played a role in the history of the RFDS and the lives of so many people in so many places.

Together with you, we look forward to the future with a great sense of expectation and commitment.

John Lynch
Chief Executive Officer



COST OF FUNDRAISING



MEETING THE CHALLENGE – TODAY AND TOMORROW



Cover Story >

Caring for generations

The birth of Lara Bell in 2013 marked a new page in the life and times of Dulkaninna Station and a family association with – and reliance upon – the ‘Flying Doctor’ that spans five generations in the South Australian outback.

Sprawling over 2000 square kilometres, the Birdsville Track cattle station is home to Daryl Bell and his wife Sharon, Daryl's daughter Shannon and his son David, along with David's wife Jess, their son Cody and now daughter Lara.

The family has been part of Dulkaninna since the 1890s when Daryl's great grandfather took on the property before walking away in 1915. New owners lasted only five years before also abandoning the harsh land.

Daryl's father George was only 13 when the family returned in 1932, walking from Adelaide to reclaim the property and establish a lineage unbroken to this day.

Just four years later – in 1936 – the RFDS established a base at Broken Hill and the Flying Doctor first visited Dulkaninna Station soon after.

Until then, the Bells' nearest doctor was 400 kilometres away at Hawker. If someone was sick or injured they were driven over rough bush tracks to Marree and then waited for a train, which came three times a week.

The level of medical care made a quantum leap in 1938, when the Bells got their first pedal-powered radio transceiver, enabling direct communication with a doctor when someone was sick. If the problem required, help could be on hand by aircraft in just a few hours.

Fast forward to the 21st Century and the era of satellite phones, email and the internet, and RFDS aircraft and crews

from Port Augusta Base carry a Doctor and a Community Health Nurse to Dulkaninna and other stations along the Birdsville Track every month.

Today, the Bells can also drive the 80 kilometres to the RFDS Marree Health Service and a full-time Registered Nurse. This facility also hosts a fortnightly GP health clinic and frequent visits from allied health professionals, all delivered by the RFDS.

When Daryl looks back over the cycle of life on his property, from birth to mature age, there is hardly a stage when the RFDS hasn't provided care for his family.

At the end of life, Daryl truly appreciated the support that enabled his father George to remain on Dulkaninna almost until the last.

“He couldn't have done that without the Flying Doctor,” Daryl recalls.

“He didn't want to go into a home, and they made it very easy for Sharon and I to look after him here.”

The RFDS monitored George's medication and general health at monthly clinics and through regular home visits by Sister June Andrew, the RFDS Registered Nurse at Marree. They delivered prescriptions and showed Sharon how to administer his medication and gave advice on diet and fluid intake.

Daryl felt very privileged with the level of care provided and the long-term relationship established with the RFDS' Dr Alistair Miller, who has been the family GP for nearly 20 years.

“The RFDS is vital in our region and for all outback people. What they do is a wonderful service,” Daryl says.

For Sharon, easy access to the Marree nurse when she first moved from Sydney offered not only peace of mind, but the rare opportunity to talk to another woman.

“You fall in love and don't think about things like health care,” Sharon says.

“Having a baby brought it home to me, but it was very reassuring to know the Flying Doctor was there.”

That security blanket is now supporting a new generation, with Cody and Lara's arrival in recent times.

Jess says she couldn't have imagined starting her family in the outback without the RFDS. She has a faith in the service forged from personal experience, having been helped through a debilitating bout of Ross River Virus and later evacuated out with complications in her first pregnancy.

Cody's safe arrival gave Jess the confidence to have a second child, knowing she would again have frequent and reliable contact with the RFDS, particularly Dr Miller and Community Health Nurse Cheryl Boles.

“Cheryl actually told me I'm lucky in that I probably see a doctor more often than people in Adelaide might see them,” says Jess.

“I saw them every two weeks for a check-up, when most people go monthly or whenever they need to in town, but I had that regular contact.”

Cheryl takes satisfaction from the responsibility that comes with helping to preserve a family's heritage with each generation.

“I think the care we offer is critical to how families cope,” Cheryl says.

“It's not just how the first-time mother copes with pregnancy, but it's her family and how they all go.

“It's the very beginning of being a parent, so having a part to play in that is really important.

“If you can get those building blocks right to start with, you feel like you really have a hand in bringing up the next generation.

“That's really nice. It's part of the completeness of what I do.”



If you can get those building blocks right to start with, you feel like you really have a hand in bringing up the next generation. 🗨️

Cheryl Boles, RFDS Community Health Nurse



> RFDS Community Health Nurse Cheryl Boles holds Lara Bell, watched by Jess.

> Inset: George and Daryl Bell

2012-13 Highlights

Alice Springs
Tourist Facility

wins

Brolga NT Tourism
Award

Volunteers recognised
during 85th Anniversary
Regional Tour

100,000th
patient transferred
between SA hospitals



15,045
aircraft landings

**\$7.20
million**

raised from
donations
and fundraising

Net assets
increase to
**\$133
million**

Construction begins
for Alice Springs
staff housing
project

**21%
increase**
in immunisations



Implementation of
2012-15
Strategic Plan

Contract won
for NT Health clinic
charter service in
Central Australia

50,665

patient contacts –
someone every
11 minutes

8% growth
in donations and
fundraising revenue

**85th
Anniversary**
public awareness
campaign

SA Government
grants
nine-year
contract for
inter-hospital
transfers

**22%
more**

GP consultations
at remote health
clinics

15% more
internal audits

Our Facilities >

Aeromedical Bases

Alice Springs

The Alice Springs Base provides 24-hour emergency evacuations and inter-hospital transfers by our team of Pilots, Flight Nurses and Engineers. It serves an area of approximately 1.25 million square kilometres from Marla in northern SA to Newcastle Waters in the NT, and beyond the border regions of Western Australia and Queensland. We also provide regular charter services to NT Health for the transport of health professionals working across Central Australia. A Remote Area Mental Health Outreach Program delivered by mental health clinicians is also based in Alice Springs.

Alice Springs is also home to our award-winning Tourist Facility, which in recent years has undergone significant redevelopment to enhance its presence and improve the tourist experience for locals and visitors from all corners of the world. The RFDS Alice Springs Tourist Facility – the most significant RFDS tourist attraction in Australia – makes an important financial contribution to our capital-raising program, whilst also helping increase awareness and understanding of the RFDS around the globe. The RFDS is further investing in Alice Springs through the construction of 13 townhouses due for completion in late 2013, to accommodate our crews and retain staff in Central Australia.

Port Augusta

RFDS Central Operations' state-of-the-art Communications Centre is located at Port Augusta, from which our Operations Coordinators receive emergency calls, plan and assign all emergency evacuation and inter-hospital transfer flights from Adelaide, Alice Springs and Port Augusta, whilst providing after-hours back up for the Broken Hill Base (operated by South Eastern Section).

The Port Augusta Base serves an area of 840,000 square kilometres, providing comprehensive health services to people in the far west and northern regions of SA. Services include 24-hour emergency retrievals and telehealth consultations, inter-hospital transfers and remote fly-in primary health care clinics.

In addition to our core team of Doctors, Pilots, Flight Nurses, Engineers and Operations Coordinators, our Aboriginal Health Coordinators, Community Health Nurse and Community Mental Health Nurse Practitioner are based in Port Augusta, enabling them to focus on serving people in isolated communities.

Adelaide

The Adelaide Base and its team of Pilots and Flight Nurses provide 24-hour emergency evacuations and inter-hospital transfers, serving all regions of SA, as well

as the Sunraysia region of Victoria. Adelaide Base is also home to our Engineering team which conducts heavy maintenance for the aircraft fleet situated across SA.

The Adelaide Office houses Executive, Corporate Services, PR & Marketing (Fundraising), Human Resources, Safety, Risk & Quality and Health Services staff, including our Healthy Living Program team.

Health Facilities

Marree

The Marree Health Service provides a Registered Nurse outpatient service, home visiting service, referral service and short-stay facility. It also provides a platform to promote and deliver other RFDS health and education programs such as our Healthy Living Program and Remote Oral Health Care Program.

Tennant Creek

The Tennant Creek General Practice provides primary health care services to residents and visitors to Tennant Creek township and the surrounding Barkly region. Its services include medical examinations and health screening, preventative health, antenatal services and counselling services. It also provides a platform to promote and deliver other RFDS health and education programs such as the Rural Women's GP Service.



A snapshot of the services we provide

- > Emergency flights for victims of accident or illness.
- > Regular clinic flights to remote communities with teams of doctors, nurses and allied health professionals.
- > The provision of medical chests to isolated people and communities.
- > Radio and telephone medical consultations with isolated patients.
- > The operation of the Marree Health Service and Tennant Creek General Practice.
- > A Rural Women's General Practitioner (GP) Service which provides gender choice to rural and remote patients.
- > A Healthy Living Program aimed at helping individuals and communities in remote areas adopt exercise and diet principles to support reductions in illness related to diabetes and cardiovascular disease.
- > Aboriginal Health Coordinators with a focus on serving Aboriginal communities.
- > Remote Oral Health Care Program which delivers regular dental services in communities without a permanent dentist.
- > The transfer of patients from one hospital to another, within and between states and the NT, to enable specialist treatment or life-saving surgery.
- > A Primary Care Outreach Program where we facilitate the provision of health clinics by physiotherapists, occupational therapists, diabetic educators, mental health workers and speech pathologists to remote communities.
- > NT Clinic Charter service which reliably and safely delivers health professionals to remote settings throughout Central Australia.
- > A Rural Emergency Skills Program for rural and remote doctors, nurses and other health professionals.
- > A First Aid Training Program for people living in rural and remote communities.
- > Mental Health Outreach Programs that enable clinicians to make regular visits to remote communities to educate people in the bush on mental health issues.

Services in Profile >

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Our Services

Aeromedical Evacuations >

Feeling flat and sore, Kyle Kuhn thought he was coming down with a cold until he began to vomit repeatedly and noticed red spots all over his stomach.

Admitted to the Mt Gambier Hospital, the 22-year-old cabinetmaker was immediately diagnosed with the often deadly meningococcal disease.

With the risk of rapid deterioration and onset of meningitis and blood poisoning, Kyle needed specialist care not available in his home town.

With his life on the line, the RFDS was alerted and Kyle was soon in the air and on his way to Adelaide in the care of a RFDS aeromedical crew. His flight took barely an hour – a journey that would have been five hours travel by road.

Kyle's emergency treatment continued when he arrived at the Royal Adelaide Hospital. After just five days he was given the all-clear and discharged to go home.

Every day, 24 people in South and Central Australia are transferred by RFDS aircraft and crews.

Whether it is an evacuation of the critically-ill or injured from the outback, or the transfer of a patient from a country hospital to a major metropolitan hospital for specialist care, RFDS aircraft and crews are on-call 24/7 to respond.

Better known for helping those who live in the bush, the RFDS also delivers critical support to people who live in urban centres.

This includes the weekly transfer of patients to interstate hospitals for life-saving operations such as organ transplant and heart surgery on newborn babies.

8828
patient
evacuations



**If I hadn't been able
to take that RFDS
emergency flight to
Adelaide, I wouldn't
be alive today.** ”

Kyle Kuhn, Mt Gambier

Our Services

Primary Health Clinics >



Kelly Braden is a member of one of Marree's oldest families and like everyone in the Far North SA outpost, she considers the local health clinic – and long-serving RFDS Registered Nurse June Andrew – to be the heart of the Birdsville Track community.

Sister June has cared for residents of Marree and surrounding pastoral stations since 1982, supporting today's children, their parents and in many cases their grandparents.

The RFDS-operated Marree Health Service provides an outpatient nursing service, home visiting service, referral service, short-stay patient facility and a 24-hour medical consultation service to pastoralists and tourists to the region.

It is also a base from which RFDS Doctors and a Community Health Nurse provide additional primary health care services during a fortnightly 'fly-in' GP clinic, as well as a platform for preventative health programs such as the Healthy Living Program.

Marree is just one of the many isolated communities where RFDS Central Operations delivers its expansive primary and preventative health services in addition to its traditional aeromedical emergency work.

Operating from the Port Augusta Base, the RFDS 'fly-in' clinic team visits on a weekly,

fortnightly or monthly schedule the vast upper reaches of SA, spanning from Cook in the far west to the Birdsville Track and beyond the Flinders Ranges in the east and cattle stations on the fringe of the NT border.

Through its full range of services, the RFDS provides safety, security and convenience for families on farming properties, miners working in isolated camps, and others living and travelling in rural communities who might otherwise be forced to drive hundreds of kilometres to see a doctor.

Importantly, the stable 'fly-in' RFDS clinic team of Doctor, Community Health Nurse and GP Registrar deliver services together to ensure continuity of care is provided to patients.

In the NT, RFDS Central Operations delivers essential primary health care to residents and the surrounding Barkly region via the Tennant Creek General Practice.

Its services include GP medical examinations and health screening, preventative health, antenatal services and counselling services delivered by RFDS Doctors and Community Health Nurses.

The Marree clinic has been a part of my life from when I was a baby, and I can't imagine my family living out here without Sister June and the RFDS.

Kelly Braden, Marree

14,101
primary health
consultations

Our Services

Remote Oral Health Care Program >

The smiling faces of outback children are being kept beaming courtesy of a new RFDS program delivering oral health care to families who would be otherwise subjected to a day-long drive to see a dentist.

The Remote Oral Health Care Program is being delivered to the communities of Marla, Marree and Oodnadatta as part of a two-year trial that has revealed young children living in remote SA are twice as likely to have cavities, missing or filled teeth compared with their city counterparts. During the first year of the program, an alarming 68 per cent of school-age children examined had at least one cavity, while the figure for adults was even higher at 77 per cent.

Critically, poor oral health is often linked to general health concerns and can be a sign of serious illness or disease caused by inadequate nutrition.

The Remote Health Oral Care Program was developed by RFDS Central Operations through a collaborative partnership with the Bupa Health Foundation and the University Of Adelaide School of Dentistry.

Final-year dental students are flown twice-yearly to remote communities, providing immediate and preventative dental treatment to adults and children, as well as in-school oral health education on how to use toothbrushes correctly and the importance of maintaining healthy teeth.

As well as providing much needed dental care to remote communities, the clinics also provide students with valuable, practical experience and encourage the development of remote dentists of the future.

This RFDS Central Operations initiative will provide important data and a potential framework for a national program being developed by the RFDS as part of its advocacy role in addressing the shortfall in oral health care services in remote Australia.



Health and education go hand in hand. Dental care is an extremely important part of that, and this program is crucial because we don't have access to the essential services available in the larger towns.

Ned Loades, Principal
Oodnadatta Aboriginal School

139
oral health
examinations



> Oodnadatta Aboriginal School students,
Deena Warren and Keramiah Amos.

Our Services

Rural Women's GP Service >



2113
female GP
consultations



When they hear you work for the RFDS, they open the door. When they see you're a female, they open it up even more.

Dr Meredith Frearson

Dr Meredith Frearson works and lives on the fringe of Adelaide's parklands, but her practice spans the continent from the Great Australian Bight in the south to the Gulf of Carpentaria in the north.

A provider of the RFDS Rural Women's General Practitioner Service (RWGPS) for 12 years, Dr Frearson conducts monthly visits to isolated communities to provide women with the choice of a female GP. Through her passionate commitment to this unique program, she has become a trusted visitor, friend, mentor and medical advisor in communities including Streaky Bay, Elliston, Oodnadatta, Hermannsburg, Canteen Creek and the settlements of Groote Eylandt in Arnhem Land.

Established in 1999, the RWGPS is provided by a team of dedicated female GPs based in cities and larger towns, delivering choice to women who otherwise have access to only a male doctor.

Many women will speak more openly with a female GP, with that relationship often critical to uncovering and managing sensitive and sometimes life-threatening conditions.

In 2012/13, the RWGPS provided 2113 consultations in 24 communities throughout SA and the NT, delivering advice and treatment in sensitive areas such as prevention of cervical and breast cancer, fertility control, menopause, common mental health and domestic violence.

Female GPs working in the Service have specialist experience in the delivery of women's health and bring post-graduate qualifications.

They find their involvement in the RWGPS professionally and personally rewarding, with most providing services for many years and a significant number delivering regular clinics for over a decade.

Our Services

Healthy Living Program >



It makes you want to put in more effort, set goals and keep advancing – not only in health, but other things like your social life and community involvement.

Christine Radford, Coober Pedy



Christine Radford was on a path to developing diabetes and knew she needed to improve her health. But living in Coober Pedy, she felt she had nowhere to turn until she signed up to the Healthy Living Program and transformed her life.

Christine is one of the many success stories to come from the dedicated team of RFDS Physical Activity and Lifestyle Advisors who are making a big difference to entire communities as well as individuals and families.

The Healthy Living Program is a pioneering RFDS Central Operations preventative health program improving the well-being of isolated South Australians in their own communities.

Based on the fundamentals of increased physical activity and improved nutrition, the service provides tailored programs to prevent – or manage – chronic illness, including cardiovascular disease and diabetes.

In doing so, the Healthy Living Program is helping to close the gap in life expectancy between rural and urban populations.

Through a shift in thinking, the RFDS developed a unique program to take information and resources to remote communities where opportunities for lifestyle education, exercise and good nutrition often do not exist.

RFDS Physical Activity and Lifestyle Advisors visit SA's most isolated towns every month, delivering programs for individuals and groups based upon local needs and facilities. Even when they are away, staff can remain in contact with clients using communications technology.

Another key to the program is the nurturing of local 'champions' who sustain motivation among participants and drive wider change within communities.

The Healthy Living Program has been funded since its inception in 2007 by the Li Ka Shing Foundation.

980
healthy living
program
participants

> Healthy Living Program Physical Activity & Lifestyle Advisor Jessica Thomas with Christine Radford in Coober Pedy.



Whyalla	539
Mt Gambier	484
Renmark	404
Port Pirie	400
Tennant Creek	379
Port Lincoln	358
Kadina	296
Ceduna	272
Kingscote	193
Cooper Pedy	166
Yundumu	150
Olympic Dam	140
Maitland	130
Yorketown	130
Naracoorte	126
Yalata	111
Ayers Rock	109
Millicent	104
Papunya	91
Wudinna	90



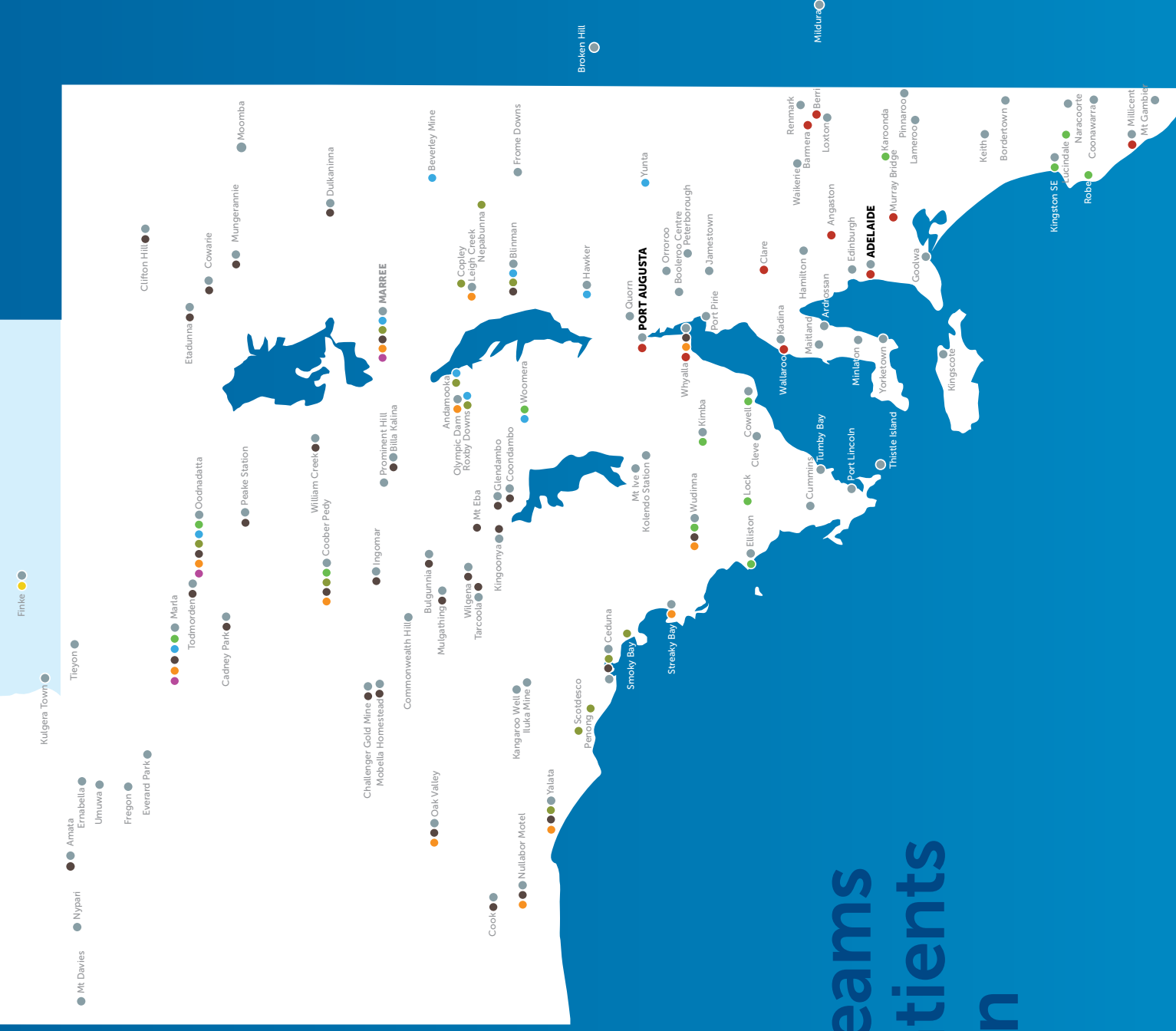
*Landings in Adelaide, Port Augusta and Alice Springs are not included as these are where our aircraft are based.

Top Interstate landing locations

Mildura, VIC	102
Essendon*, VIC	48
Kiwirrkurra, WA	17
Broken Hill, NSW	14
Sydney, NSW	6
Mt Isa, QLD	5
Ballarat, VIC	3
Avalon, VIC	3
Brisbane, QLD	3

*Many babies are flown from Adelaide to Melbourne each year for specialist paediatric cardiac surgery.

In 2012/13 RFDs teams assisted 50,665 patients – that's one person every 11 minutes.



Our Services

Mental Health Outreach Program >



384
mental health
consultations



People living in remote locations should have the same access to mental health services as those living in the rest of Australia. »

Lynne Henderson



Mental Health Clinician Lynne Henderson is part of the RFDS Mental Health Outreach Program whose clinicians travel from Alice Springs throughout Central Australia, delivering specialised care to some of the most isolated people in our country.

The team makes regular visits to remote communities, providing services including advice and management strategies to assist people who have diagnosed mental illness.

The clinicians also help residents and community leaders develop strategies to support those with mental health illnesses to remain in their home communities.

Unfortunately, people living in rural and remote Australia are not exempt from the statistic that one in five people suffer from mental illness.

With its highly valued and trusted identity, the RFDS is uniquely positioned to deliver sensitive, quality and timely mental health

care to clients who often face unique cultural and geographic challenges which can further complicate treatment and management of common mental disorders.

With a strong emphasis on prevention rather than cure, the RFDS also works closely with a Community Mental Health Nurse Practitioner at the RFDS Port Augusta Base to provide services where they are required in our area of operation within SA, helping reduce the stigma of mental health illness in the pastoral areas.

> RFDS Mental Health Outreach Program clinicians Anne Bromhead, Lynne Henderson and David Beveridge with Harts Range community member Pepe Drover and RFDS Cultural Advisor Martin Jugadai.

Training and Development

GP Registrar Program >



376
training
participants



The RFDS has excellent clinicians who are most willing to share their wealth of knowledge.

Dr Tim Bromley

With a rural upbringing, an appetite for the challenges and variety of practising independently and a passion for public health, Dr Tim Bromley is finalising his preparation to become a country GP by training as a Registrar with RFDS Central Operations.

Dr Bromley set his sights on a career in rural medicine when he was in his second year of study at the University of Adelaide.

This 12-month placement – offered in conjunction with the Adelaide to Outback GP Training Program – assigns Registrars alongside the team of Flying Doctors working out of the RFDS Port Augusta Base.

The opportunity provides expert supervision, a unique perspective and valuable experience with an organisation known the world over for its delivery of rural and remote health services.

The GP Registrar opportunity is among a range of RFDS Central Operations programs dedicated to training the health professionals who will serve isolated Australians for years to come.

The RFDS Student Attachment Program offers medical and nursing students the opportunity to accompany aeromedical crews for one-day 'fly-alongs' from the Adelaide Base. Central Operations also provides senior medical students with elective attachments at the Port Augusta Base.

The Rural Emergency Skills Program – delivered alongside Learn EM with the support of SA Health and the Rural Doctors Workforce Agency – has built a national reputation for excellence in hands-on emergency medicine training for doctors, nurses and other health professionals working in rural and remote areas.

Training and Development

Midwifery Scholarship >

403
obstetric
aeromedical
evacuations

When you're asked to provide care for a woman in pre-term labour or to evacuate a newborn, you need the skills and knowledge to be able to do that well.

David Carpenter



A community-funded midwifery scholarship from RFDS Central Operations has enabled David Carpenter to fulfil his dream of becoming a RFDS Flight Nurse in Central Australia.

David was a locum Remote Area Nurse in the South Australian outback when he saw first-hand the work of the RFDS and decided he'd like to pursue a career with the organisation.

Whilst he was an experienced Emergency Nurse, he needed the mandatory Midwifery qualification – achieved from an additional two years' study – before he could take a full-time position at the RFDS.

The variety and unpredictability of cases faced by RFDS Flight Nurses demands they have not only emergency or critical care experience, but also the qualifications and skills to manage a pregnant patient through to possible premature delivery or to assist a newborn.

Recognising the challenge of recruiting staff with dual qualifications, the RFDS offers \$10,000 scholarships to help

approved nurses gain the additional skills relied upon by Australians in rural and remote areas.

The RFDS provides midwifery services during its regular 'fly-in' GP and Community Health Nurse clinics supporting expectant mothers throughout pregnancy, including antenatal care and maternity advice leading up to and after childbirth.

While most women are managed throughout pregnancy in their homes and communities, prudent case management requires relocation closer to birthing facilities once they reach 36 weeks' gestation.

Occasionally, RFDS health professionals are called on to undertake emergency evacuations involving newborn infants or acutely unwell mothers who have experienced complications.

Health >

	NORTHERN TERRITORY		SOUTH AUSTRALIA			SA/NT
	Alice Springs	Tennant Creek General Practice	Adelaide	Port Augusta	Marree Health Service	Central Operations Total
TELEHEALTH CONSULTATIONS						
Total number of Telehealth Consultations				5,620	631	6,251
PATIENTS ATTENDED						
RFDS General Practice (GP) clinics		4,107		2,205		6,312
RFDS other clinics***		3,446		1,115	3,228	7,789
RFDS facilitated clinics ****	15,084**			3,765*		18,849
Rural Women's GP Service			2,113			2,113
Mental Health Outreach Program	384					384
Remote Oral Health Care Program			139			139
Total number of Patients Attended	15,468	7,553	2,252	7,085	3,228	35,586
PATIENTS TRANSPORTED						
Primary evacuations	1,537		25	111		1,673
Inter-hospital transfers	1,017		4,407	1,623		7,047
Transported from a clinic						-
Repatriations	37		56	15		108
Total number of Patients Transported	2,591	-	4,488	1,749	-	8,828
Total number of Patient Contacts	18,059	7,553	6,740	14,454	3,859	50,665
IMMUNISATIONS						
Total number of Immunisations Provided		286		551	14	851
CLINICS CONDUCTED						
RFDS General Practice (GP) clinics		252		215		467
RFDS other clinics ***		242		196	504	942
RFDS facilitated clinics ****	1,099**			872*	44	2,015
Rural Women's GP Service			221			221
Total number of Clinics Conducted	1,099	494	221	1,283	548	3,645
HEALTH PROGRAM PARTICIPANTS						
Healthy Living Program			980			980
Medical Chest Program				154		154
Rural Emergency Skills Program			124			124
First Aid Training Program			177			177
Total Health Program Participants	0	-	1,281	154	-	1,435

* Data for Port Augusta facilitated clinics is collected and provided to RFDS by Port Augusta Hospital and Regional Health Service.

** Data for Alice Springs facilitated clinics is collected and provided by NT Department of Health, Remote Health Branch Alice Springs.

*** RFDS other clinics include clinics conducted by RFDS Community Health Nurses.

**** RFDS facilitated clinics utilises RFDS aircraft to transport non-RFDS Health Professionals.

Aviation >

		NORTHERN TERRITORY	SOUTH AUSTRALIA		SA/NT
		Alice Springs Base	Adelaide Base	Port Augusta Base	Central Operations Total
NO. OF AIRCRAFT		6	4	3	13
NO. OF LANDINGS	RFDS	3,753	6,726	4,083	14,562
	Charter	483			483
	Total	4,236	6,726	4,083	15,045
KILOMETRES	RFDS	1,906,746	2,008,768	1,261,764	5,177,278
	Charter	172,859			172,859
	Total	2,079,605	2,008,768	1,261,764	5,350,137
BLOCK TIME (HRS)	RFDS	5,119	5,326	3,338	13,783
	Charter	457			457
	Total	5,577	5,326	3,338	14,240

Aircraft Register >

REGISTRATION	DESCRIPTION	DATE OF MANUFACTURE	DATE OF ACQUISITION	DEDICATION	MAJOR SPONSOR
VH-FMP*	Pilatus PC-12	1995	September 1995		
VH-FMW**	Pilatus PC-12	1995	September 1995		
VH-FMZ**	Pilatus PC-12	1996	March 1996	Roy & Marjory Edwards	
VH-FDE	Pilatus PC-12	2000	September 2000		
VH-FGR	Pilatus PC-12	2001	December 2001		
VH-FGS	Pilatus PC-12	2001	December 2001		
VH-FGT	Pilatus PC-12	2001	December 2001		
VH-FDK	Pilatus PC-12	2002	December 2003		
VH-FDJ	Pilatus PC-12	2007	January 2008	Beth Stewart Klugh	
VH-FVA	Pilatus PC-12	2009	March 2010	Our Auxiliaries & Support Groups	Variety - The Children's Charity
VH-FVB	Pilatus PC-12	2010	April 2010		BHP Billiton
VH-FVD	Pilatus PC-12	2010	July 2010	Our Inaugural Doctors	Li-Ka Shing Foundation
VH-FVE	Pilatus PC-12	2010	September 2010	Our Pioneering Women	
VH-FVF	Pilatus PC-12	2010	October 2010	Barry Lodge OAM	OZ Minerals

* Aircraft withdrawn from aeromedical service for re-fit to commuter configuration.

** Aircraft re-fitted to commuter configuration for delivery of remote health clinic services.

Our People >

Our people are committed to delivering the finest care, and to building on the great legacy of the Flying Doctor.

Staff Employed >

	FULLTIME	PARTTIME *
ADMINISTRATION	25	8
ENGINEERS / ENGINEERING SUPPORT	15	
GENERAL HANDS		1
HEALTH PROMOTION		3
ABORIGINAL HEALTH WORKERS	1	
MENTAL HEALTH / DRUG & ALCOHOL	2	
MEDICAL PRACTITIONERS	8	3
OPERATIONAL COORDINATORS	2	
PILOTS	33	2
PUBLIC RELATIONS / FUNDRAISING	7	
RADIO STAFF / TASKING COORDINATORS	9	3
REGISTERED NURSES	29	18
TOURIST FACILITIES / MERCHANDISING / OTHER	3	18
TOTAL STAFF	134	56

*Includes casual staff.



> Dennis Caddies

RETIREMENT

Dennis downs tools after 25 years

Dennis Caddies was trusted to keep army helicopters safe for Australian soldiers in South-East Asia in the late 1960s. In the following decade, he supported an international expedition searching for oil in a remote corner of South America.

But it is his 25 years as an engineer maintaining the RFDS Central Operations fleet that he was most proud of as he retired in mid-2013.

“To know you’ve played a part in helping people when they need it most, or ensuring a GP clinic flight happens as it should, gives you a great sense of satisfaction,” Dennis reflects.

“You don’t know the patients, but you know they’re loved by their friends and family – to play any role in that important time just makes you feel enormously proud to be part of the RFDS.”

Dennis joined RFDS Central Operations as Senior Base Engineer at Alice Springs

in 1988 before moving to Adelaide in 2000 and taking up the role of Chief Engineer. In 2005, he was promoted to Engineering Manager, a position he held until retirement.

Dennis’s service coincided with an era of enormous expansion within the organisation, including development of a fully ‘in-house’ engineering structure and significant increases in the aircraft fleet, the frequency of flights and the diversity of health services beyond traditional aeromedical emergency evacuations.

After a career spent in hangars far and wide, Dennis is looking forward to retirement tinkering in his own shed while spending more time with his children and grandchildren.

We thank Dennis for his dedication and contribution to the RFDS over the years, and we wish him a well-earned and enjoyable retirement.



Staff - 25Years >

Dennis Caddies (Engineering Manager, Adelaide Base)
Dr Ash Thomas (Medical Practitioner, Port Augusta Base)

Staff - 15Years >

Greg McHugh (Flight Nurse Manager, Adelaide Base)
Karen McBain (Flight Nurse, Adelaide Base)
Leanne Napier (Operations Coordinator, Port Augusta Base)
Ian Gould (Board Member, Voluntary Service)

Staff - 10Years >

Dr Andy Killcross (Medical Practitioner, Port Augusta Base)
Chris Boyd (Line Pilot, Alice Springs Base)
Craig Van Cooten (Senior Engineer, Adelaide Base)
Ben Satterley (Finance Manager, Adelaide Office)
David Marshman (Line Pilot, Alice Springs Base)

> RFDS Adelaide Base Flight Nurse
Trudi Kluge and Line Pilot Paul Field.



The RFDS celebrates its amazing Corporate and Community Partners, Donors, Bequestors, Volunteers and Staff who combined to raise an extraordinary \$7.20 million during 2012/13.

Auxiliaries & Support Groups >

Adelaide Auxiliary
Alice Springs Auxiliary
Ceduna Support Group
Clare Support Group
Copper Coast & District Support Group
Cowell & District Support Group
Gawler & District Support Group
Holdfast Bay Dinner Club
Jamestown & District Support Group
Kangaroo Island Support Group
Kingston & District Support Group
Marree Support Group
Millicent & District Support Group
Mount Gambier Support Group
Naracoorte & District Support Group
Port Augusta Auxiliary
Port Lincoln Auxiliary
Riverland Support Group
Roxby Downs Auxiliary
Fleurieu Support Group
Southern Yorke Peninsula Support Group
Sunraysia Support Group
Tatiara Support Group
Whyalla Support Group

RFDS Meritorious Service Awards >

Coral Allan
Sheila Cotton
Beth Hayes
Ken Lamb
Val Lamb
Beth Martin
Leo McCormack
Marie McCormack
Gypsey Sandow
Helen Taylor

Community Fundraisers >

Arkaroola Sanctuary
Arrium Mining
Blinman Cook Out Back
Campbelltown Rotary Outback Experience
Cars 492 & 293 (RFDS Outback Car Trek & Salmon Run)
Combined Sheep Breeders Social Function
Convoy to Daly Waters
DXNRD.com Takes on Larapinta
Gibb River Challenge
Hangar Op Shop, Murray Bridge
Lions Club of Rostrevor Black Hill Challenge
Lions Club Bush Bash
Mt Gambier Dinner at the Drome
Murray Town Auction
Nicky Gallas No More Excuses Solo Walk
Oodnadatta Racing & Horse Sports Inc
Old Timers Mine, Coober Pedy
Pelicans on Posties
Petroleum Exploration Society of Australia
Port Augusta City Council
Seymour College Boarders
SBJV Darwin Triathlon
Simpson Desert Bike Challenge
Southern Grassfed Carcase Classic
SYP Community Shop Incorporated
Thiess Prominent Hill Social Club
Welly's Fun Poker Run
William Creek Gymkhana Committee
Wings on the Road 2013

Photography >

SA – Shane Reid
NT – Grenville Turner

Volunteers >

Badge Day Volunteers
Speaker Program Volunteers
Adelaide Office Volunteers
Wilpena Under the Stars Committee
Wings for Life Ball Committee

Our Corporate Partners >

Major Partners



Program Partners



Community Partners



Supporting Partners



Media Partners





Board & Management >



David Hills (FAICD)

Chairman

Commenced on Board – 2005

Attended 12/12 meetings

Chairman Executive Committee; Chairman Board Aviation Resource Committee.

Executive Chairman of Pacific Marine Defence Pty Ltd. Former Chairman of Rural Solutions SA. Former Chairman of Australian Agricultural Co. Ltd and Managing Director of Elders Australia Ltd.

Loretta Reynolds

(B.Ec, LLB, SFFin, FAICD)

Deputy Chairman

Commenced on Board – 2011

Attended 9/12 meetings

Member Finance Committee; Member Board Aviation Structure Review Committee.

Current Corporate Partner and Chairman of national law firm, Thomsons Lawyers and Non-Executive Director of the State Theatre Company of South Australia. Former Non-Executive Director of Arafura Resources Limited and MTAA Super. Current representative of RFDS National Board.

Paul Prestwich

(BEc, MBA, FCPA, FAICS, FAICD, RegTA)

Treasurer

Commenced on Board – 1995

Attended 12/12 meetings

Member Executive Committee; Chairman Board SQR Management Committee; Chairman Finance Committee, Member Board Aviation Resource Committee; Member Board Aviation Structure Review Committee.

Company Director and management consultant in the areas of financial and management accounting, risk management, organisation review, strategic planning and development. Former General Manager of a large pharmacy group and Chief Financial Officer with a significant South Australian member service organisation.

Senior Management

Chief Executive Officer **John Lynch**

General Manager, Aviation Services **Peter Docking**

General Manager, Corporate Services **Stephen Batt**

General Manager, Health Services **Dr John Setchell**

General Manager, Human Resources **Robynne Hall**

General Manager, Marketing & Public Relations **Charlie Paterson**

General Manager, Northern Territory **Michael Toomey**

General Manager, Safety, Quality & Risk **Daniel Collingwood**

General Manager, Strategic Projects **Ollie Kratounis**


Janet Chisholm (BCom, MAICD)

Commenced on Board – 1996

Attended 11/12 meetings

Member Executive Committee; Chairman Marketing Advisory Committee.

Current pastoralist at Napperby Station, via Alice Springs. Has broad Board experience including 16 years' service to the RFDS, and a marketing career in Sydney specialising in advertising and strategic planning.

Dr Tim Cooper AM (MSc, MD, MBA)

Commenced on Board – 2005

Attended 10/12 meetings

Member Finance Committee.

Current Managing Director of Coopers Brewery Ltd; Chairman of Premium Beverages Pty Ltd; Chairman of Morgan's Brewing Pty Ltd; Chairman of Marine Stores Pty Ltd; Chairman of Coopers DIY LLC (USA); Board Member of Coopers Brewery Foundation Inc; Deputy Chairman of the Brewers Association of Australia and New Zealand; Chairman of Archbishop's Appeal.

Glenise Coulthard

Commenced on Board – 1995

Attended 9/12 meetings

Member Health Advisory Committee; Member Marketing Advisory Committee.

Churchill Fellow 1997. Manager of Aboriginal Health Port Augusta Hospital. Has broad Board experience including 17 years' service to the RFDS. Current Board Director of Ninti One (formerly Desert Knowledge Cooperative Research Centre); Board of Directors of the Flinders Ranges National Park Co-Management Board.

Dr Ian Gould AM (BSc (Hons), PhD, FAusIMM, FTSE, CompIEAust, MAICD)

Commenced on Board – 1998

Attended 10/12 meetings

Member Board SQR Management Committee.

Current Chancellor of the University of South Australia; Chairman of the South Australian Minerals and Petroleum Expert Group. Member of the South Australian Premier's Science and Research Council; Member of the Resources Industry Development Board; Member of the Economic Development Board. Former Managing Director of Normandy Mining Ltd; Former Managing Director of Rio Tinto – Australia; Past President of the Australasian Institute of Mining and Metallurgy. 20 years' service to the RFDS, including terms as an Independent Councillor and President of the RFDS Australian Council and Deputy Chairman of RFDS Central Operations.

Brendan Eblen (MAICD)

Commenced on Board – 1995

Attended 10/12 meetings

Member Board SQR Management Committee; Member Marketing Advisory Committee.

Current owner and operator of outback tour company Wedgetails Tours and Charter. Managing proprietor of B.M Eblen & Co, multi-award winning painting and decorating business. Has provided over 35 years' service to the RFDS and outback communities. Past Chairman of the RFDS Port Augusta Regional Committee (1979–1985); Past Chairman (1981–1985) and Life Member of the William Creek Gymkhana Club.

Hon Graham Gunn AM (JP)

Commenced on Board – 2010

Attended 12/12 meetings

Chairman Board Aviation Structure Review Committee; Member Marketing Advisory Committee; Member Board Aviation Resource Committee.

Farmer and grazier at Mount Cooper on Eyre Peninsula. Former Member of the South Australian House of Assembly (1970–2010); former Speaker of the House of Assembly and former Deputy Speaker. Former Chairman of the Economic and Finance Committee; Former member of the Parliamentary Natural Resources Committee. Current Member of the Commonwealth Parliamentary Association and the South Australian Cricket Association.

Financial Reports >

FOR THE YEAR ENDED 30 JUNE 2013



> The view from RFDS VH-FGT on approach to Ayers Rock Airport.



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Summary Financial Report >

FOR THE YEAR ENDED 30 JUNE 2013

Royal Flying Doctor Service of Australia Central Operations

Statement by the Board

The financial statements and other specific disclosures are a summary of and have been derived from the Royal Flying Doctor Service of Australia Central Operations full financial report for the financial year. Other information included in the summary financial report is consistent with the Service's full financial report.

The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.

A copy of the Service's 2013 Annual Financial Report, including the independent audit report, is available to all members, and will be sent to members without charge upon request.

Review of Operations and Results

The Directors report that the Service recorded total comprehensive income for the period ended 30 June 2013 of \$8.1 million. Total comprehensive income excluding Donations and Sponsorship of \$4.6 million, Legacies and Bequests of \$2.6 million, Interest and Dividends of \$3.1 million, Revaluation of land and buildings of \$0.8 million and net change in fair value of financial assets of \$0.8 million is a deficit of \$3.8 million. This deficit represents the funding shortfall from operational activities.

The surplus generated from non-operational activity (Donations and Sponsorship of \$4.6 million, Legacies and Bequests of \$2.6 million, Interest and Dividends of \$3.1 million), has enabled the growth in investments to \$68.8 million. The Service requires this level of investment holdings to support its capital replacement program. In the next five years it is anticipated the capital replacement program will require \$65.2 million at current values including the building of a new Base at Adelaide Airport to accommodate all our Operations and

Administration staff under one roof, the construction of staff housing in Alice Springs to assist in recruitment and retention of staff and the replacement of five medically-equipped aircraft.

Discussion and analysis of the Statement of Comprehensive Income

The total comprehensive income for the period of \$8.1 million is influenced by the receipt of Interest and Dividends of \$3.1 million, Donations and Sponsorships of \$4.6 million and Legacies and Bequests of \$2.6 million.

Discussion and analysis of the Statement of Changes in Equity

Net assets have increased to \$132.5 million due to the current year surplus. The Capital Grant Reserve remains unchanged at \$33.0 million to recognise equity for future capital application

Discussion and analysis of the Balance Sheet

The Service holds investments of \$68.8 million to support its capital replacement program. In the next five years it is anticipated the capital replacement program will require \$65.2 million at current values including the building of a new Base at Adelaide Airport, to accommodate all our Operations and Administration staff under one roof, the construction of staff housing in Alice Springs to assist in recruitment and retention of staff and the replacement of five medically-equipped aircraft.

Discussion and analysis of the Statement of Cash Flows

Net cash used in investing of \$12.7 million reflects the acquisition of property, plant and equipment and the setting aside of funds for future capital commitments. The positive cash balance provides the Service with the capacity to meet its share of planned capital expenditure.

Date at Adelaide this 12th day of September 2013.

Signed in accordance with a resolution of the Board of Directors



D G W Hills
Chairman

PR Prestwich
Treasurer

Statement of Comprehensive Income > FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Revenue	32,975,423	32,570,146
Other income	8,483,483	7,672,011
	41,458,906	40,242,157
Employee expenditure	18,025,351	16,963,711
Aviation fuel	4,647,117	4,847,616
Aviation maintenance	2,559,323	2,208,575
Insurance	501,594	443,829
Depreciation and other amortisation	4,377,183	4,132,402
Amortisation of engine overhaul	772,576	751,100
Other expenses	7,181,496	7,786,848
	38,064,640	37,134,081
Surplus before financial income and expense	3,394,266	3,108,076
Financial income	3,085,917	3,416,559
Surplus for the period	6,480,183	6,524,635
Other comprehensive income		
Items that will not be reclassified to profit and or loss		
Revaluation of land and buildings	858,167	(44,633)
Net change in fair value of financial assets	786,392	(380,871)
	1,644,559	(425,504)
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	8,124,742	6,099,131

Summary Financial Report >

Statement of Changes in Equity > FOR THE YEAR ENDED 30 JUNE 2013

	Asset Revaluation Reserve \$	Asset Realisation Reserve \$	Capital Grant Reserve \$	Fair Value Reserve \$	Retained Earnings \$	Total Equity \$
Balance at 1 July 2011	11,369,175	6,580,285	32,962,570	208,519	67,121,778	118,242,327
Total comprehensive income for the period						
Surplus for the period	-	-	-	-	6,524,635	6,524,635
Changes in fair value of financial assets	-	-	-	(380,871)	-	(380,871)
Change in fair value of land and buildings	(44,633)	-	-	-	-	(44,633)
Total comprehensive income for the period	(44,633)	-	-	(380,871)	6,524,635	6,099,131
Total recognised income and expense	(44,633)	-	-	(380,871)	6,524,635	6,099,131
BALANCE AT 30 JUNE 2012	11,324,542	6,580,285	32,962,570	(172,352)	73,646,413	124,341,458

Balance at 1 July 2012	11,324,542	6,580,285	32,962,570	(172,352)	73,646,413	124,341,458
Total comprehensive income for the period						
Surplus for the period	-	-	-	-	6,480,183	6,480,183
Changes in fair value of financial assets	-	-	-	786,392	-	786,392
Change in fair value of land and buildings	858,167	-	-	-	-	858,167
Total comprehensive income for the period	858,167	-	-	786,392	6,480,183	8,124,742
Total recognised income and expense	858,167	-	-	786,392	6,480,183	8,124,742
BALANCE AT 30 JUNE 2013	12,182,709	6,580,285	32,962,570	614,040	80,126,596	132,466,200

Balance Sheet > FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Current Assets		
Cash and cash equivalents	5,002,937	5,584,045
Trade and other receivables	3,416,373	4,098,729
Inventories	223,545	215,407
Investments	68,788,265	56,995,143
Total current assets	77,431,120	66,893,324
Non Current Assets		
Property, plant and equipment	64,359,089	64,403,408
Intangibles	218,137	155,963
Total non-current assets	64,577,226	64,559,371
Total assets	142,008,346	131,452,695
Current Liabilities		
Trade and other payables	5,315,802	3,104,383
Employee benefits	3,540,823	3,314,393
Total current liabilities	8,856,625	6,418,776
Non Current Liabilities		
Employee benefits	685,521	692,461
Total non-current liabilities	685,521	692,461
Total liabilities	9,542,146	7,111,237
NET ASSETS	132,466,200	124,341,458
Equity		
Reserves	52,339,604	50,695,045
Retained earnings	80,126,596	73,646,413
TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER	132,466,200	124,341,458

Summary Financial Report >

Statement of Cash Flows > FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
Cash flows from operating activities		
Cash receipts from grants	24,649,086	22,747,757
Cash receipts from customers	13,179,011	12,568,852
Cash paid in the ordinary course of operations	(32,296,446)	(32,756,196)
Cash receipts from tourist activities	1,453,679	1,152,777
Cash receipts from donations, legacies and bequests	7,289,862	6,820,160
Cash paid in the ordinary course of fundraising activities	(2,149,877)	(1,837,396)
Net cash from operating activities	12,125,315	8,695,954
Cash flows from investing activities		
Acquisition of property, plant and equipment	(2,330,262)	(4,812,435)
Acquisition of engine overhaul	(2,455,348)	(844,929)
Acquisition of investments	(10,652,819)	(9,102,680)
Interest received	2,628,839	2,849,323
Dividends received	103,167	225,422
Net cash (used) in investing activities	(12,706,423)	(11,685,299)
Net increase (decrease) in cash and cash equivalents	(581,108)	(2,989,345)
Cash and cash equivalents at 1 July 2012	5,584,045	8,573,390
CASH AND CASH EQUIVALENTS AT 30 JUNE 2013	5,002,937	5,584,045

Note 1 Basis of preparation of the summary financial report

The summary financial report has been prepared based on the Service's full financial report. Other information included in the summary financial report is consistent with the Service's full financial report. The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.

The financial report is prepared on an historical costs basis except for the following:

- land and buildings are stated at fair value;
- investments are stated at fair value; and
- liabilities for defined benefit obligation.

A full description of the accounting policies adopted by the Service may be found in the Service's full financial report. The accounting policies have been applied consistently to all periods presented in the financial report.

The financial report is presented in Australian dollars, which is the Service's functional currency.



Report of the independent auditor on the summary financial statements

The accompanying summary financial statements, which comprises the summary balance sheet as at 30 June 2013, the summary statement of comprehensive income, summary statement of changes in equity and summary cash flow statement for the year ended, note 1 and the statement by the Board, are derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations ("the Service") for the year ended 30 June 2013. We expressed an unmodified audit opinion on that financial report in our report dated 12 September 2013.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the Royal Flying Doctor Service of Australia Central Operations.

Directors' responsibility for the summary financial statements

The directors of the Service are responsible for the preparation of the summary of the audited financial report on the basis described within the summary financial statements.

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of the Royal Flying Doctor Service of Australia Central Operations for the year ended 30 June 2013 are consistent, in all material respects, with the audited financial report, in accordance with the basis described in the summary financial statements.

KPMG

Paul Cenko
Partner

Adelaide

12 September 2013

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RFDS Offices & Bases >

South Australia

Adelaide Office

71 Henley Beach Road
Mile End SA 5031
Phone: 08 8238 3333
Fax: 08 8238 3395
Email: enquiries@flyingdoctor.net

Adelaide Base

James Schofield Drive
Adelaide Airport SA 5950
Phone: 08 8150 1300
Fax: 08 8150 1393

Port Augusta Base

Port Augusta Airport
Port Augusta SA 5700
Phone: 08 8648 9500
Fax: 08 8648 9591

Northern Territory

Alice Springs Base

Alice Springs Airport
Alice Springs NT 0870
Phone: 08 8958 8400
Fax: 08 8958 8680

Alice Springs Tourist Facility

8-10 Stuart Terrace
Alice Springs NT 0870
Phone: 08 8958 8411
Fax: 08 8958 8490

Health Facilities >

South Australia

Marree Health Service

First Street
Marree SA 5733
Phone: 08 8675 8345
Fax: 08 8675 8385

Northern Territory

Tennant Creek General Practice

Schmidt Street
Tennant Creek NT 0861
Phone: 08 8962 2622
Fax: 08 8962 3364



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