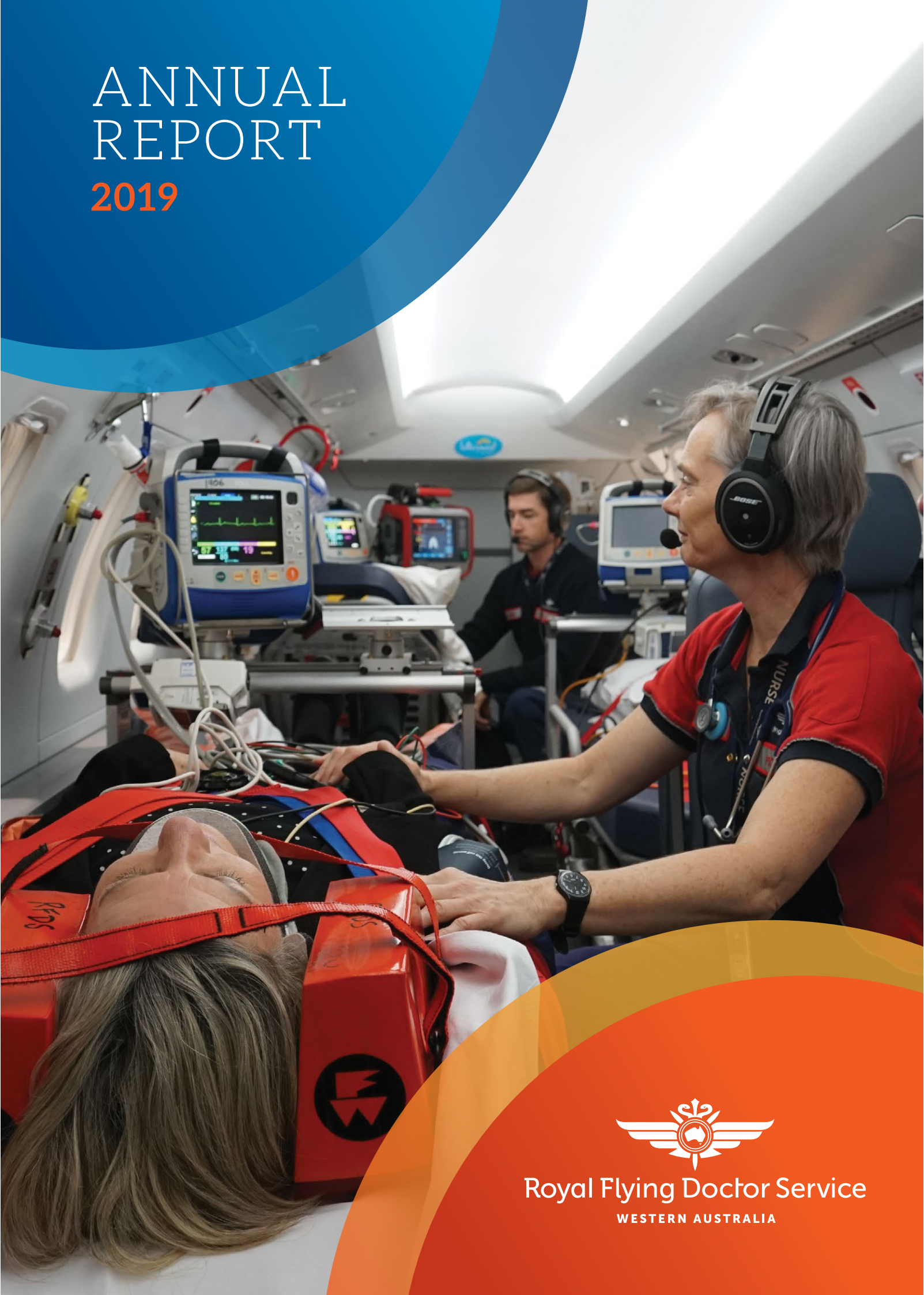


ANNUAL REPORT

2019



Royal Flying Doctor Service
WESTERN AUSTRALIA

Snapshot

2018-2019

8,682

Aero medical retrievals, including **1,650** primary evacuations, **6,913** Inter Hospital Transfers and **119** repatriations.

2

Rio Tinto LifeFlight PC-24 jets are added to the Royal Flying Doctor Service Western Operations fleet alongside the 16 PC-12 aircraft increasing the fleet **total to 18 aircraft**.

508

Patients were transferred by **Rio Tinto LifeFlight PC-24 jets** from 1 January – 30 June 2019.

50,052

Medical consultation and retrieval advice calls.

6,876

Patients treated by the Royal Flying Doctor Service Western Operations at **822** clinics.

>9,000

Patients treated at **1,332** Royal Flying Doctor Service Western Operations facilitated clinics, including **268** patients seen since January in our new Commonwealth Mental Health Programme.

7.8 million km

Distance travelled by Royal Flying Doctor Service Western Operations fleet.

15,957 landings

Highlights

2018-2019



Aero Medical:

- The first patient was transferred from the Kimberley to Perth for mechanical thrombectomy.
- Critically unwell infants were able to use the new Hamilton T1 ventilators during transfer.
- Innovative integration of fibrinogen concentrate into our management of patients with life-threatening haemorrhage
- Our active participation in national research projects and aero medical conferences.



Primary Health Care:

- We introduced the new Commonwealth Mental Health Programme in the Kimberley region and Meekatharra.
- We achieved accreditation as a training provider for rural GPs.
- Telehealth clinics to Eucla in the Eastern Goldfields continued.
- New Primary Health Care nurses joined our Broome and Kalgoorlie bases.
- Extended dental service contracts.
- Introduction of gender specific GP clinics at Yakanarra in the Kimberley.



Aviation and Engineering:

- The arrival and commissioning of two Rio Tinto LifeFlight PC-24 jets added increased capability to our fleet.
- Our innovation in aero medical care saw the Royal Flying Doctor Service Western Australia named WA Tech Company of the Year.
- Training of 6 engineers and 12 pilots for the Rio Tinto LifeFlight PC-24 jets.
- We commenced integration of our PC-12 aircraft to High Utilisation Maintenance Programme – an innovation in engineering.



Community:

- About 250 riders and more than 60 teams participated in the Gibb River Challenge in the Kimberley which raised much needed funds for the Royal Flying Doctor Service.
- The Goldfields Childrens Charity Ball and Altitude Ball brought our supporters together at gala events.
- We were out in force at the Royal Agricultural Show, Wagin Woolorama and Dowerin Field Day.

Message from our Chairman and CEO

On behalf of the Royal Flying Doctor Service (Western Operations), we are pleased to present the Annual Report for the financial year ended 30 June 2019.

It has been a momentous year for us.

An important milestone for Western Operations was achieved with the delivery of two PC-24 jet aircraft in December 2018 and February 2019 respectively. Their arrival was the culmination of years of planning, including the initial design process; aviation regulation clearance for Australian skies; international training for our pilots and engineers; extensive preparation and familiarisation for our clinicians and flight nurses; and involvement of our coordination and planning centre to enable effective integration into our network configuration. The arrival of the aircraft has impact on every area of the organisation and their successful commissioning is a credit to all involved.

I also acknowledge the significant financial contributions received from Rio Tinto, Lotterywest and the Commonwealth Government towards the capital and operating costs of the aircraft. Without their ongoing support, the people of regional and remote Western Australia would not have access to the world class aero medical services that are provided by these aircraft.

With the arrival of the Rio Tinto LifeFlight PC-24 jets, we retired the Rio Tinto LifeFlight Hawker jet after serving nearly 2,500 patients during its decade-long tenure. The decommissioning of the Hawker jet, coupled with the arrival of the two PC-24 jets marks the completion of our integrated fleet and signals a generational shift in our capabilities.

This past year has been one of consolidation for Western Operations as we embraced the many and diverse challenges and opportunities afforded by our complex operation. The Board and Executive are successfully transforming the organisation along a journey of rigour and innovation. So much so that the Royal Flying Doctor Service was named the 2018-2019 Dr Mal Bryce WA Tech Company of the Year and became an inductee into the WA Tech Hall of Fame at the WA Technology and Telecommunications Alliance INCITE Awards. The transformation of a 90 year old Australian icon is a remarkable achievement.



Thank you to our Board: Saul Harben, Sam Walsh AO (Chairman), Colin Heath, Robyn Sermon, Dr Ann Ward, Erica Smyth AC, John Walker, Rebecca Tomkinson (CEO). *We acknowledge our outgoing Board Directors Colin Heath, Robyn Sermon and Erica Smyth AC and we welcomed Dr Angus Turner, Professor Fiona Wood AM and Robert Slocombe to the Board during 2019.*

We acknowledge the tremendous work of all of our people who constantly strive to achieve excellence and ensure positive patient outcomes. There is an unwavering commitment to ensuring every person living, working or travelling in Western Australia's vast and remote regions has equal access to quality health care no matter where they are.

The 2018/19 financial year has resulted in an improved net surplus of \$1.8m, compared to a deficit of \$4.5m in the prior year. This result includes \$9.3m from fundraising and bequests from the Western Australian community, capital grants of \$5.2m from the Commonwealth Government and \$6.5m from Lotterywest and ongoing sponsorship from Rio Tinto of \$2.5m, as part of their \$10m support program over four years. This generous community and corporate social investment are essential to our ongoing service delivery and future growth.

Underlying this result however, is an operating deficit of \$9.89m. The Board and Management are actively addressing this deficit through increased funding and cost reduction strategies. In particular, it is crucial for the ongoing development of Western Operations to secure the necessary financial support from the Commonwealth and State Governments to meet the increasing demand and complexity of our services, and to develop long term strategies to meet these demands.

We extend our sincere thanks to each of our Board Directors, Executive Leadership Team and all who contribute their professional talents and generous support in so many ways to the Royal Flying Doctor Service Western Operations.

Sam Walsh AO
Chairman

Rebecca Tomkinson
CEO



Our purpose

Using the latest aviation, medical and communications technology, the Royal Flying Doctor Service works to provide life-saving aero medical and primary health care services to anyone who lives, works and travels in rural and remote Western Australia.

With sincere thanks

to our supporters and community volunteers, committees and fundraisers who generously donate their time and effort to fundraise for the Royal Flying Doctor Service. Thank you also to our highly valued partners.



Government of Western Australia
WA Country Health Service



Australian Government
Department of Health



The Royal Flying Doctor Service Western Operations respectfully acknowledges the Traditional Owners and Elders of the land we operate within, providing our service to all who live, work and travel across these lands.

Contact us:

(08) 9417 6300

westops@rfdswa.com.au

Royal Flying Doctor Service
3 Eagle Drive, Jandakot WA 6164

flyingdoctor.org.au/wa



Printed on recycled paper.