



Royal Flying Doctor Service  
TASMANIA

# ANNUAL REPORT

2018/2019



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## Inside



**The Royal Flying Doctor Service is the most reputable Australian charity for the 8th year running.**

(2018 AMR Charity Reputation Index).

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## NATIONAL MISSION

To provide excellence in  
aero-medical  
and primary healthcare  
across Australia.



## TASMANIAN VISION

To improve health  
outcomes for all  
Tasmanians  
with a specific focus on  
remote and rural areas.



# About the RFDS

## ACROSS AUSTRALIA

Our fleet of  
 **77** aircraft  
flew **27,286,414**  
kilometres

**97,602**  
telehealth  
consultations

Waiting room  
size of  
**7.69**  
**million**  
square kilometres

**370,706**  
total patient  
contacts were  
 made



124 health road  
vehicles made  
**82,429**  
journeys into  
rural areas

**21,323**  
Nurse, GP and  
Dental clinics were  
conducted  
across Australia  


RFDS helps  
more than  
**1000**  
**people**  
every day





## ACROSS TASMANIA

7867



primary  
health  
consultations

11

airstrips  
utilised

around the state to  
transport patients

15,143

dental  
treatments

One King Air  
Beechcraft  
200 plane  
under contract  
to Ambulance  
Tasmania

207

patients  
transports by  
road

— — — — —

2347

flights in  
a year



**Created out of need 91 years ago, the Royal Flying Doctor Service is just as vital to country Australia today.**

In the early 20th Century Reverend John Flynn witnessed the struggle of pioneers living in remote areas and recognised the need for medical services in the outback. He launched the first aero-medical service in 1928 in Queensland and since then the RFDS has grown into the largest aero-medical organisation in the world with a fleet of more than 70 aircraft, 24 aero-bases, 115 road patient vehicles, and a waiting room spanning 7.69 million square kilometres.

While the RFDS is best known for emergency retrieval work, the delivery of vital primary healthcare services has become a key focus for the RFDS in the 21st Century. Using the latest in aviation, medical and communications technology, the Flying Doctor delivers primary healthcare and 24-hour emergency services to those who live, work and travel in rural and remote Australia, with more than 290,000 patient contacts in the last year.

The Royal Flying Doctor Service is made up of seven organisations, called sections or operations, working around Australia and under a federated structure (with its head office in Canberra). These are the Queensland Section, South Eastern Section, Victorian Section, Central Operations, Western Operations and the youngest and smallest but no less important Tasmanian Section which will celebrate 60 years of operation in 2020.

The RFDS is a charity, registered with and regulated by the Australian Charities and Not-for-profit Commission.



## Patron's Message

**It is my pleasure to write this foreword for the 2018/2019 Royal Flying Doctor Service Tasmania Annual Report.**

This has been an auspicious year for RFDS Tasmania, with the service becoming formally statewide through the opening of the Hobart office; as Patron I was delighted to host an event at Government House in February to mark the occasion.

In June the Governor's Winter Ball was generously supported by Tasmanians as a fundraising event for the new RFDS Mobile Dental Vehicle. As I noted at the time, in support of the new service, Australia's dental health has not improved in recent years: 42% of Australian children aged 5-10 have decayed baby teeth; one third of adults have untreated decay. And this is worse in rural and remote areas, and worse for the disadvantaged. Moreover, poor oral health is linked to heart infections, coronary heart disease, stroke, poor outcomes in pregnancy and obesity. Hence the importance of the RFDS mobile dental van, which will significantly help to reduce these medical problems in Tasmania.

Expanding RFDS services into the future is equally important when considering Tasmania's ageing population, many of whom have limited access to the types of medical care that we tend to take for granted. I therefore commend the decision to broaden the reach of the Royal Flying Doctor Service operations throughout Tasmania.

RFDS TASMANIA PATRON  
HER EXCELLENCY PROFESSOR THE HONOURABLE  
KATE WARNER, AC, GOVERNOR OF TASMANIA

## Year in review

**We are very pleased to report on a further year of growth in services to the people of rural and regional Tasmania.**

The primary health care program, funded by Primary Health Tasmania, was successfully expanded into the south of the state effective January 1, 2019.

Building on our existing primary health care services in the local government areas of George Town, Dorset, Flinders, Break O'Day and Glamorgan Spring Bay, services were extended to Tasman, Huon and on Bruny Island.

This program provides a coordinated and integrated approach to prevention and optimal management of chronic health conditions in the community and is coordinated with local health care practitioners and community leaders. Many RFDS primary health care staff reside in the regions they serve.

Dental outreach services, funded by the Commonwealth Government and RFDS supporters, grew in geographical coverage over the year in review. Our two dental teams relocated from Circular Head to Scottsdale and the North East in early 2019 and then moved to Swansea, with return visits to Circular Head.

The dental teams are working with adults, school students and residents of aged care facilities. Since the commencement of the dental service, more than 2000 patients have been seen and in excess of 25,000 dental treatments provided.

We are grateful for the warm welcome and support we receive from the communities we visit. In particular the staff of the Circular Head Aboriginal Corporation have proven to be wonderful partners in the delivery of oral health care.

During the year the Board approved the purchase of a dental vehicle that will enhance the dental program by allowing the therapy team to drive up, plug in and commence dental treatments in regions where facilities are limited both in terms of space and clinical requirements. The vehicle will be funded from corporate sponsors, donations and fundraising. It is expected to be ready for operation in February 2020.

A highlight for the year was achieving accreditation under the National Safety and Quality Health Standards and the National Mental Health Standards. This conformed to a decision taken by the RFDS nationally in respect of clinical governance. The achievement of gaining accreditation is a credit to RFDS Tasmania staff and the Clinical Health & Safety Committee.

Community outreach programs for young people, 8 – 16 years, living with, or vulnerable to, mental health illness began early in 2019. The services are directed to young people identified as not accessing clinical services and residing in rural and remote locations in Tasmania.

MALCOLM WHITE,  
CHAIR

JOHN KIRWAN,  
CHIEF EXECUTIVE OFFICER

# OUR BOARD



**Mr Malcolm White**

Chair, Chair – Governance  
& Nominations Committee



**Ms Caroline Wells**

Deputy Chair, Chair –  
Clinical Advisory Committee



**Mr Tony Gray**

Chair – Finance, Risk  
& Investment Committee



**Dr James Cretan**

Director



**Ms Jan Davis**

Director



**Prof Kim Rooney**

Director



**Mr Robert Grey**

Director



**Dr Roderick Roberts**

Director



**Dr Tim Mooney AM**

Director



**Mr John Kirwan**

CEO



# In the spotlight



## As Royal Flying Doctor Service Tasmania continued to build its strength and reputation in rural health care during the past year, so too the media spotlight swung more regularly onto its services, staff and events.

The opinion and analysis of CEO John Kirwan was regularly sought by media outlets across all platforms and Tasmania featured in national media in relation to research, health promotion and education and during a particularly intense time during the lead-up to the 2019 Federal Election.

The RFDS is apolitical, and we work with all political parties and the independents. We are, however, not only a primary care provider, but increasingly

an advocate and voice for the need to improve health outcomes for remote and rural communities.

This is becoming more critical with continued growth in the big cities, relative to rural and remote areas.

The majority of RFDS Tasmania programs are directly and indirectly Commonwealth Government funded, for which we are very grateful on behalf of the communities we serve.

At a local level we hosted visits to the Launceston base by the Prime Minister Scott Morrison and the State Liberal team, including Bridget Archer, the successful candidate for Bass. A commitment of \$100,000 was given to fund the fit-out of two buses donated by the State Government to be turned into mobile youth mental health services by Rotary Health.

Just over one week later, the Leader of the Opposition, Bill Shorten, and the ALP MPs for Bass and Lyons, Ross Hart

and Brian Mitchell, visited and gave a commitment of \$7 million to upgrade the Launceston base should they gain power.

Despite a barrage of media attention and political “doorstops” it was business as usual for the RFDS team.

We expanded our primary health care services into the south of the state, featured at agricultural shows and other community events, achieved national accreditation and demonstrated we work at best practice in all of our programs.

We also hosted a steady stream of school groups and service groups eager to tour the base in Launceston.

National attention also came when Tasmania hosted RFDS counterparts from around the country at the 15th annual National Rural Health Conference in Hobart in March.

Our aero-medical training simulator was put to good use as an eye-catching backdrop outside Parliament House for



# Media Report 2018/2019

**Number of mentions: 243**

**Potential audience: 2.5 million**

**Top three outlets: Examiner Newspaper, ABC Radio Hobart, Burnie Advocate**

**Equivalent advertising space rate (ASR): \$480,000**

**Number of media releases: 16**



a national press conference with then RFDS Australia CEO Martin Laverty, National Rural Health Alliance Chair Tanya Lehmann and National Rural Health Alliance Chief Executive Mark Diamond addressing the media.

This major event came on the back of the release of the RFDS research report Looking Ahead: Responding to the Health Needs of Country Australia in 2028 - the Centenary Year of the RFDS. This paper forecasts health needs in rural and remote Australia over the next decade and specifically investigates population changes, health needs and health workforce for rural and remote Australia.

In relation to this an ABC TV report included interviewing RFDS Tasmania clients in North-East Tasmania, with our mental and physical health care programs well publicised.

The past year has seen word go out through the media that the RFDS, in its 90th year last year, once again topped the Reputation Institute's annual

charity reputation index for the eighth consecutive year.

The RFDS Tasmania dental program won the Building Communities Award at the Launceston Chamber of Commerce Business Excellence Awards and our amazing pilot Stan Griffiths notched up 30 years of aero-medical service.

Country music singer Lee Kernaghan let us raffle his hat at a concert to raise more than \$4000 and social media influencer Ben Brooksby, best known as the "Naked Farmer", literally auctioned the shirt off his back and promoted an event at Forcett that raised more than \$8000 towards our mental health program.

But the event that took over the social pages and had the whole state talking was the Governor's Winter Ball, resurrected after a long hiatus with \$19,000 raised and generously directed towards RFDS mobile dental services.

**"Among the headlines and highlights pilot Stan Griffiths quietly notched up 30 years of aero-medical service"**

# Our services

## Covering remote and rural Tasmania with care

### Mobile Patient Care TAS

### Supporting Aero-Medical Services

### Primary Health Care in TAS

### Dental Care in TAS

### Education in TAS




The RFDS in Tasmania now has just under 40 staff operating across the state.

This map shows the services we now offer and where they are located.

## KEY

### DENTAL CARE

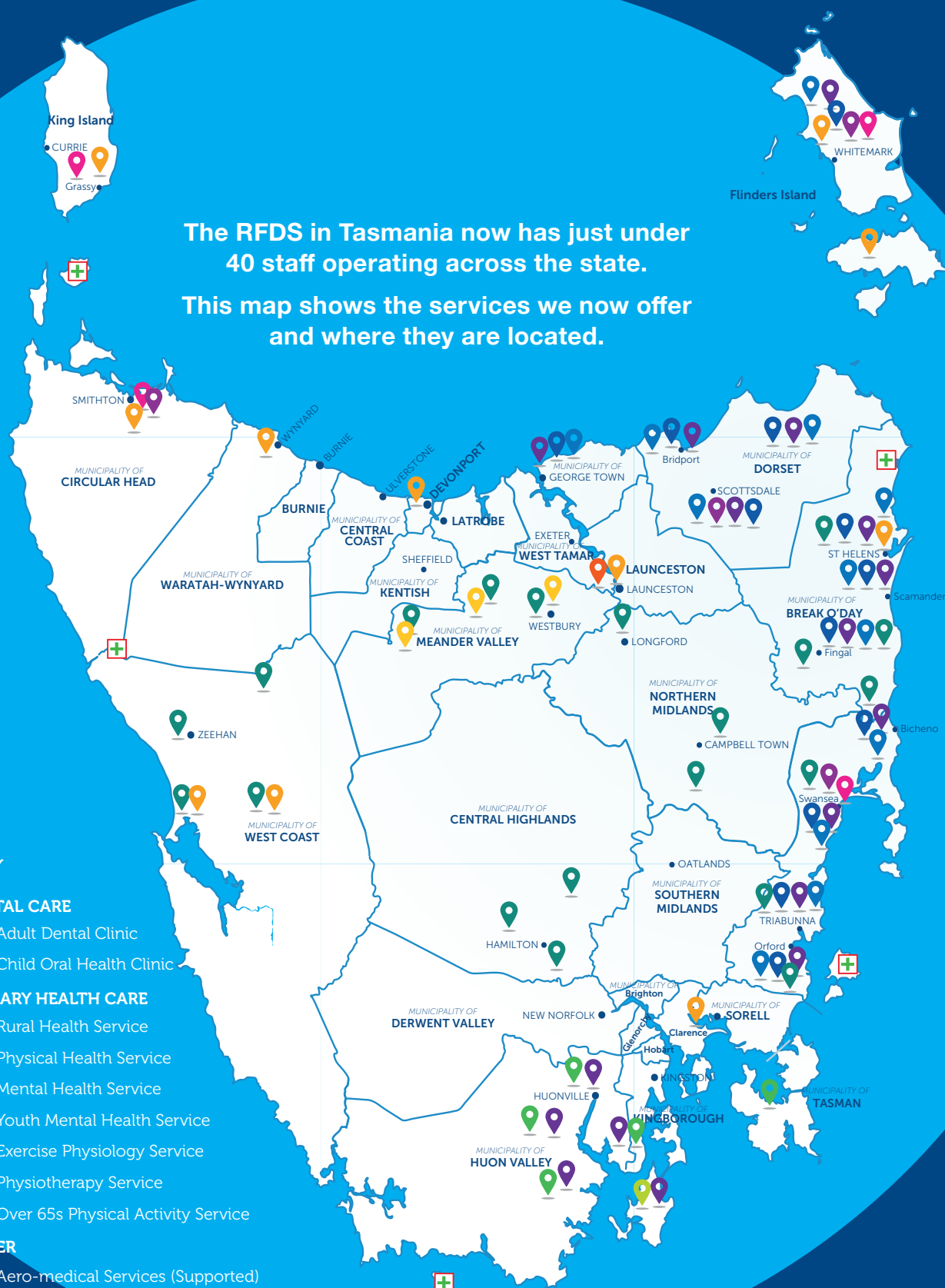
-  Adult Dental Clinic
-  Child Oral Health Clinic

### PRIMARY HEALTH CARE

-  Rural Health Service
-  Physical Health Service
-  Mental Health Service
-  Youth Mental Health Service
-  Exercise Physiology Service
-  Physiotherapy Service
-  Over 65s Physical Activity Service

### OTHER

-  Aero-medical Services (Supported)
-  Non-Emergency Patient Transport Service
-  Medical Chest



# AERO-MEDICAL SERVICES

## RFDS Tasmania supports the aero-medical contract between RFDS South East and Ambulance Tasmania for the delivery of emergency evacuation services and inter-hospital transfers.

Our Beechcraft King Air aircraft is based at Launceston and is one of the busiest planes in the 70 plus fleet operating around Australia, with a crew of seven pilots on roster to keep it flying 24/7, every day of the year.

With an RFDS pilot and Ambulance Tasmania paramedics on board it utilises 11 airports/airstrips around Tasmania to retrieve and deliver patients to hospital - mainly to Launceston

General Hospital and Royal Hobart Hospital, however regular flights to Essendon Airport provide access to specialist care at Melbourne hospitals and occasionally a flight is made to Sydney.

We fly into Launceston, Hobart, Devonport, Wynyard, Smithton, St Helens, Queenstown, Strahan and on King Island, Flinders Island and Cape Barren Island.

RFDS Tasmania provides engineer Greg Foot to maintain the plane and the hangar in Launceston.

This year, In the interests of safety and helping Greg maintain a spotless hangar, RFDS Tasmania purchased a Nilfisk BR752 ride-on scrubber to replace the old floor sweeper that had seen better days.

The \$18,000 floor cleaner uses substantially less water than the old version when sluicing the hangar floor - consequently increasing the drying time and reducing the risk of accident/injury to employees.

The machine significantly increases the operator's efficiency and ability to clean the floor more often, removing dirt, oil, and bird droppings far more effectively

than old fashioned methods given the active scrubbing brush, water and vacuum functions.

The purchase was made possible due to generous donations from RFDS Tasmania supporters, and will help ensure the safety of patients as they're transported through the hangar to the awaiting aircraft and while on board.

Community donations were also used to purchase a \$9000 i-STAT Biochemical Analyser for use by doctors and paramedics on the plane - a state-of-the-art piece of equipment that provides instant blood analysis and improved treatment while patients are in flight.

Recently base manager Simon Froude was advised that the Launceston base has been recognised for its excellent safety record over the past 10 years.

"Our record demonstrates no major injuries or incidents in that period. A truly outstanding achievement. We should all be very proud we've kept each other safe from harm," he said.

South Eastern Section CEO Greg Sam has provided a framed Certificate of Appreciation that now hangs in the tearoom at the base.







**"We should all be  
very proud we've  
kept each other  
safe from harm"**

# NON-EMERGENCY PATIENT TRANSPORT SERVICE (NEPTS)



## Royal Flying Doctor Service Tasmania partners with RFDS Victoria to offer non-emergency patient transport services throughout Tasmania.

Based at building 85 at Launceston Airport, three modern vehicles and well-trained staff transport low acuity, non-emergency patients who often fall into the following categories:

- Patient transport for the Tasmanian Health Service
- Domestic transfers to appointments or social engagement
- Nursing home transfers

These are patients who might be too sick or frail to drive or use a regular taxi service or who don't have a friend or relative available to help them get to where they need to go.

Mobile Patient Care can provide a timely and efficient range of transport options for patients; including admission, discharge, medical appointments and inter-facility transfers across hospitals, rehabilitation facilities, specialist medical services, nursing and retirement homes.

Our vehicle configurations make it cost effective to carry between one and four patients to multiple drop-off points within the same region.

For most of the past 12 months NEPTS has been managed by RFDS Victoria and the number of vehicles has increased from two to three and the number of staff has increased from five to 11.

More than 207 patients have been transported and staff have covered more than 79,000km.

In May NEPTS staff underwent their annual competency at Kings Meadows under the watchful eye of RFDS Victoria training and development manager David Bodnar.

Some of the learning areas covered were BLS (basic life support), stretcher handling, low-risk driving and the new NEPTS protocols, with everyone passing all aspects of training on the day.

Feedback forms from patients continually highlight the appreciation of the high level of service they receive.

*"The care and attention I received on recent trips with RFDS was of an excellent standard. Nothing was too much trouble and my care was obviously the staff's prime concern."*

*"Their attitude to patient's physical and emotional welfare was excellent. RFDS should be proud of them and themselves for the training of their staff."*

**207 patients**  
transported and staff have  
covered more than  
**79,000km**



# MOBILE DENTAL CARE

## Oral health care a priority

**Dental service delivery by the Royal Flying Doctor Service and continued development of programs to communities of disadvantage across the nation was ensured when the Commonwealth Government announced recurrent program funding through to 2022.**

This will enable RFDS to sustain its current suite of dental services and expand current service provision, granting access for more rural and remote Australians in underserved areas.

Tooth decay is Australia's most prevalent health problem even though it is largely preventable. Rural Tasmanians experience poorer oral health at significantly higher rates than people living in major centres. Using a partnership model, the RFDS Mobile Dental Care program focuses on areas of Tasmania where there is the greatest unmet need and where there is a relatively low level of eligible patients.

Dental activity for 2018/2019 has again seen a large volume of patients through our clinics.

Our staff of four provide both a fixed clinic model and a visiting service to the schools and aged care environments. Our dental outreach program visits multiple areas including Circular Head (Smithton), East Coast (Swansea) and the North East (Scottsdale). Future plans to increase the program coverage, program awareness and expand delivery has begun with the provision of services to both King and Flinders Island.

A purpose-built mobile dental vehicle is required to expand services to schools, aged care facilities and more remote communities. The vehicle will also enable service delivery in areas where there are no – or sub-standard – built facilities, while maintaining accredited standards of work health and safety issues, infection and sterilization controls.

RFDS staff can drive the dental vehicle to a location, plug it into power and commence operations, negating the need for moving valuable equipment, including heavy infrastructure such as dental chairs. It also allows for on-site sterilisation.

The RFDS Board has approved the purchase of this vehicle, the first of its kind in Tasmania, following the successful operation of similar dental vehicles by the RFDS from Queensland to Victoria. The manufacture of the rear module operating area has been contracted to Mader International, based in Penguin, so we can support local Tasmanian businesses and employment. The total cost is estimated to be \$350,000.

During the past 12 months our dental teams treated a total of

more than  
**1479**  
patients

over  
**2767**  
visits

in excess of  
**15,143**  
dental  
treatments

to patients in need



# PRIMARY HEALTH CARE

**Since 2017 Royal Flying Doctor Service Tasmania has provided support for people living with chronic obstructive pulmonary disease, cardiovascular disease, mental illness and dementia living in the Glamorgan Spring Bay, Break O'Day, George Town, Dorset and Flinders Island local government areas through funding from Primary Health Tasmania.**

In 2019 we expanded services into the Huon Valley, Tasman Peninsula and Bruny Island local government areas to support people living with chronic musculoskeletal, cardiovascular disease and chronic obstructive pulmonary disease.

The Primary Health Program is a coordinated and integrated approach to chronic disease management and was designed in partnership with our original five local government authorities.

Many of our clients no longer need to travel to receive essential health services, which has led to a decrease in social, emotional and financial burdens.

RFDS Tasmania's Primary Health Program is a free service for people living in selected remote and rural areas of Tasmania with a total of 1569 clients having 7867 consultations in 2018/19. The average consultation time was 90 minutes and clients have, on average, 10 consultations.

In early 2019, funding from the Commonwealth allowed Royal Flying Doctor Service Tasmania to design and implement a mental health program for youth aged between 8 and 16 years of age living in the West Coast, East Coast, Central Highlands, Northern Midlands and Meander Valley communities.

Successful inaugural accreditation against the National Safety Quality Health Service Standards, and certification against the National Mental Health Standards, ensures our services are high quality, safe and client-centred.



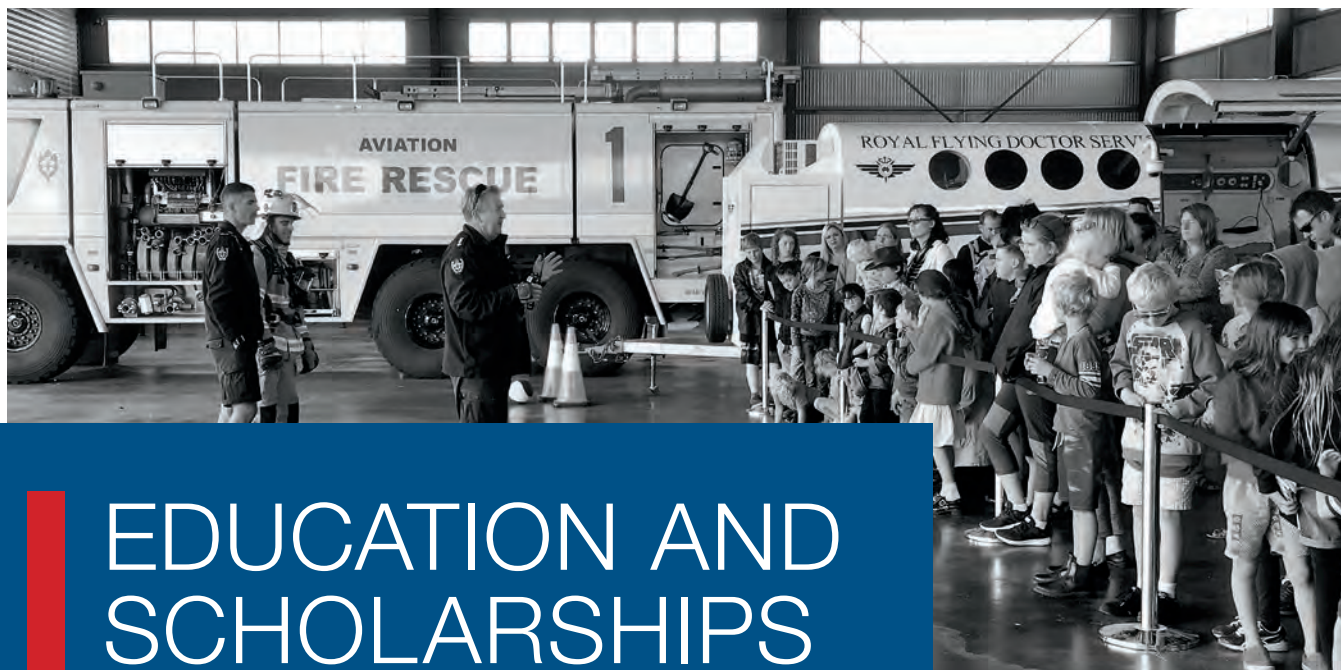
**25 Primary  
Health Care  
staff saw  
1569 clients during  
7867 consultations**



**"Working in remote and rural areas can mean we have workers on the East Coast supporting people trying to cope with a drought, while another worker on the West Coast is snowed in at Queenstown."**

**- Primary Health Care manager Nicole Grose**





## EDUCATION AND SCHOLARSHIPS

# Life lessons with a health focus

RFDS Tasmania's education program has reached more than 3200 students across the state this past year.

### **The RFDS Tasmania Education Program runs from kinder through to year twelve and beyond, incorporating opportunities for students engaged in higher education.**

The aim of the program is twofold; to raise awareness of who we are and what we do and to achieve our overall goal of improving health knowledge and outcomes.

#### **Primary Schools**

This year Primary schools have had the opportunity to participate in a variety of programs both in and out of the classroom. Our education website, ([www.flyingdoctor4education.org.au](http://www.flyingdoctor4education.org.au)), provides teachers with access to a variety of curriculum based programs, covering key learning areas such as humanities and social sciences and reading comprehension. New to the website is our Oral Health Curriculum Program, the first of our health-based curriculum units.

Eleven schools took the opportunity to travel to the base for an excursion. An excursion to the base offers two types of tours. The older students hear the story of the Royal Flying Doctor Service, incorporating history and geography and learn how it has evolved to what we currently offer in Tasmania.

They then participate in a variety of hands-on activities designed to complement what they have learned. Younger students participate in a new early learning program which focuses on our primary health work. After hearing about what we do to help Tasmanians improve their health, they then participate in hands-on activities and investigations focusing on movement, diet and oral health.

In addition to the excursion, this year we held our biannual simulator tour, where 1950 students, across the state, had the opportunity to participate in one of the 66 sessions of this highly sought after excursion.

The RFDS interactive aero-medical simulator is a life-sized replica of the fuselage of a Flying Doctor plane. It is fully equipped with stretchers,

communications, oxygen, suction and the other equipment used every day by our heroes - the doctors, nurses and pilots of the Royal Flying Doctor Service. Students hear stories, climb on board, land a plane, rescue a patient and strap themselves in to enjoy a unique experience.

Primary school aged children are also eligible to join our RFDS Kids Club where they can download our RFDS Kids Club App and play games relating to oral health, diet and hydration and hand hygiene.

#### **Secondary Schools**

More than 250 students have participated in sessions to investigate careers with the RFDS through our senior health studies presentations.

This year 400 senior health studies students attended a presentation examining the gaps in health outcomes of Australians living in rural or remote locations, and detailing the work the Royal Flying Doctor Service and what it does to provide a mantle of safety for all.





## Scholarship Recipients

### RFDS FRED MCKAY MEDICAL SCHOLARSHIP

Awarded to a student studying in their fifth year of a Bachelor of Medicine and Surgery at the University of Tasmania. The recipient spends two weeks flying with the RFDS from our Broken Hill Base. This year's recipient was Hannah Forde.

### RFDS ROBIN MILLER NURSING SCHOLARSHIP

Awarded to a student studying in their final year of a Bachelor of Nursing at the University of Tasmania. The recipient spends two weeks flying with the RFDS from our Port Augusta Base. This year's recipient was Rebecca Flanagan.

### RFDS JOHN FLYNN DENTAL ASSISTANT SCHOLARSHIP

Awarded to a student studying as a dental assistant with TasTAFE. The recipient spends two weeks with the RFDS dental at the Dubbo base. This year's recipient was Lauren Stevenson.

This year we were fortunate to have two exemplary applicants for the John Flynn Dental Assistant Scholarship. As a result, we decided to award a second scholarship to Molly Forster. She will spend two weeks with the RFDS dental team at Tara in Queensland.

### RFDS COMMERCIAL TRAVELLERS ASSOCIATION (CTA) 4TH YEAR MEDICAL SCHOLARSHIP

Three scholarships are awarded to students studying in their fourth year of a Bachelor of Medicine and Surgery at the University of Tasmania. The recipient receives \$4000 to assist with the costs of the rural or remote placement. This year's recipients were Faryal Qureshi, Declan Hilder and Claire Mackintosh.

### RFDS FAIRBROTHER 1ST YEAR NURSING SCHOLARSHIP

This year saw the introduction of a new scholarship. This scholarship is awarded to a student from a rural or remote area who is commencing their first year of a Bachelor of Nursing at the University of Tasmania. The recipient receives \$5000 to assist with the costs of relocating and commencing their degree. They also participate in a week's work experience with RFDS Tasmania. This year's recipient is Sharni Walker from Currie, King Island.



**"I was very happy and appreciative to learn that I was selected as the recipient of your scholarship. This was mainly due to the experience I was offered with the RFDS in**

**my semester break. This experience allowed me to get one on one time with a Primary Health Care Leader who taught me life long skills/knowledge that I will take into my future Nursing practice. This experience inspired me to work in rural Australia as a registered nurse in the near future."**

Sharni Walker - Scholarship Recipient

# Volunteers

## Many hands making important work

**From just a handful of exceptional volunteers - the past year has seen the steady building of a volunteer base of more than 30 people.**

This was achieved by a combination of promotion at events, an ABC statewide radio interview with David who talked about the history of RFDS and the benefits of volunteering, and by signing up to Volunteering Services Australia (Tasmania).

Having undergone induction at the Launceston base volunteers have quickly shown their enthusiasm and skills and taken on various roles that have greatly assisted in areas of administration, education, promotion and fundraising.

They have put in time on stalls to sell raffle tickets at Woolworths and the Summer Moon Country Music Concert and man a display outside Officeworks during the Round Up To Make A Difference Campaign.

They have constructed showbags, attended a Reconciliation Week breakfast, Bothwell Bushfest, a Wellness Expo, towed the aero-medical simulator and mentored high school children as part of the Beacon Foundation Polish program.

They receive a regular e-newsletter and notification of upcoming events for them to potentially get involved.

Education officer Jocelyn McLean has been particularly grateful for the assistance during large school tours where volunteers help monitor children, operate the virtual reality headsets and unpack and pack up all the necessary equipment.

Volunteer Carol Merriman has been able to man the Launceston office in times of staff shortages.

On a more informal basis we have several people around northern Tasmania who volunteer their time to knit, crochet and craft soft toys which are kept at the base to give to young patients - something to cuddle while they're en-route to hospital.

In the case of UTAS nursing student Nina Kristinsson volunteering is also



helping her achieve qualifications for the Vice-Chancellor's Awards and helping her gain experience for her ultimate goal of working health promotion.

Another volunteer, Christine Larrissey, has a strong connection to RFDS Tasmania through her father (former pilot and past president of RFDS Tas) Vern Pennefather.

The age range of volunteers is from high school to retirement and the skill set is just as broad, ensuring that as a task or event comes along there is someone willing and able to put up their hand to help out.

With their red shirts and name badges the volunteers both look and act like a team and already there is a strong social feeling among the group.

We are lucky to have such passionate people helping out when they can and becoming involved in RFDS Tasmania.





# WHAT DO YOU GET OUT OF VOLUNTEERING?

Volunteering can be very meaningful and enjoyable, and in turn be good for your mental health and wellbeing.

## Volunteering can:

- ✓ give you a sense of achievement and purpose
- ✓ help you feel part of a community
- ✓ help you feel better about yourself by improving your self-esteem and confidence
- ✓ help you share your skills, learn new skills and create a better work-life balance
- ✓ help combat stress, loneliness and social isolation, and depression
- ✓ help you meet new people, which can help you feel more connected and valued.

## How to volunteer?

If you would like to volunteer with RFDS Tasmania please contact Lana Best on (03) 63910504 or email [Lana.Best@rfdstas.org.au](mailto:Lana.Best@rfdstas.org.au) or go to the Volunteering Services Australia website or contact [Susan.Musgrave@vsaaustralia.org.au](mailto:Susan.Musgrave@vsaaustralia.org.au)



## Volunteer Zhi Wen Neoh

Zhi Wen Neoh, originally from Malaysia, is a second year University of Tasmania student, studying a Bachelor of Laboratory Medicine.

Referred by Volunteering Services Australia's community engagement officer Sue Musgrave, who described his "lovely personality", Zhi had experience working with Tasmanian students as part of the University Students in Schools Program and also in fundraising and events.

Despite not having a driver's licence Zhi is regularly picked up from the UTAS Newnham Campus to help out with school tours at the Launceston base where his pleasant manner and excellent English are well tested.

He said he enjoys the fun and excitement of working in the hangar and being part of an organisation that he admires.

"As a student living on campus I know it's important that I find ways to give my mind a break from study and keep connected to the community that I'm living in," he said.

Zhi is also an international student ambassador for Study Tasmania, and is working with a group on a project to connect international students to volunteering organisations and by extension the general community of Launceston.

The project entails listing appropriate organisations on a website as a one stop shop for volunteering, and will be heavily promoted to international students, particularly for the incoming cohort in February 2020.

He has recommended RFDS Tasmania be on that list and we look forward to seeing more students among our volunteers in the future.

# Events



## Royal Flying Doctor Service TASMANIA

### Jul

Visit by Federal Minister for rural health, Bridget McKenzie.

### Aug

Launceston Distillery Whisky tasting and auction.

### Aug

National Museum opening of RFDS exhibition, including 90th year awards, Greg Foot received the Alf Traeger Award for Dedication having served the South Eastern and Tasmanian Sections as the sole engineer in Launceston since 1997.

### Sept

National Look Up! In The Sky (LUITS) education program, featuring an educational plane simulator, visited 18 Tasmanian schools.

### Oct

Airport Safety Week simulator display at Launceston Airport.

### Nov

Bushfest at Bothwell with simulator and children's activities.

Scottsdale Show, featuring primary health care display.

### Nov

50th Scholarship presentation at Launceston base.

Ringarooma Show, featuring primary health care display.



### Dec

Christmas Cocktail Party and annual presentations including 30 year service award to pilot Stan Griffiths.

### Dec

Strathmore Open Garden fundraiser by Sue Gillon.





From auctioning whisky in Launceston to running over the Tasman Bridge in Hobart to providing free health checks at Ringarooma Show, the staff, Board, volunteers and supporters of RFDS Tasmania worked hard all year to raise awareness of its services and promote community support – all with a good dose of fun and camaraderie! Here's some of the major events held during the year:



## Jan

Outdoor Lifestyle Expo with stall and simulator.

## Feb

Accreditation Presentation by the Australian Council on Healthcare Standards for dental outreach and primary health care services achieving accreditation against the National Safety and Quality Health Service Standards.

## Feb

Rotary Health and Wellbeing Expo in Hobart.

## Feb

Run The Bridge in Hobart with RFDS team.

## Feb

Wings 'N'Things at George Town with simulator and primary health care display.



## Mar

Enduro World Series raffle stall at Derby.

## Mar

National Rural Health Conference in Hobart with national display as major sponsor and simulator display.

## Jun

Launceston Officeworks Round Up To Make A Difference fundraiser and display.

## Jun

Governor's Winter Ball at Government House ballroom, Hobart.

# Our caring Community

## **RFDS Tasmania could not operate without the support of the community it serves and in 2018/2019 we gratefully received 2131 private donations from around Tasmania.**

Donations come to us in many forms, such as one-off gifts, recurring and workplace giving, and bequests. We were also fortunate to receive several significant donations in lieu of flowers and in memorial gifts. No matter how large or small, every donation helps us to provide much-needed services to rural and remote areas.

In February certificates were presented by Her Excellency Professor the Honourable Kate Warner AC, Governor of Tasmania, to two of RFDS Tasmania's most committed supporters.

June Hughes of Hobart was awarded for 15 years of continuous giving and Dugald McDougall OAM, also from Hobart, was awarded for 20 years of continuous giving.

Their generosity and commitment is exceptional and we thank them both, and all of our long-time donors.

Equally as important, community groups and enterprises around the state continued to actively raise funds on our behalf last year, including: Strathmore Open Garden, Summer Moon Country Festival, Cam-Somerset Country Music Jam Session, Break O'Day Stitchers, Port Sorell Tennis Club, St Helens Stallholders Market, North West Regional Hospital Burnie Auxiliary, BIG4 St Helens Holiday Park, Order of the Eastern Star, Heartbeat Tasmania, Lions Club of St Helens, Lady Barron Meat Raffle Committee, Penguin Village Stitchers, Inner Wheel Club of Burnie, Elders Scottsdale, Country Women's Association Brighton, Rotary Club of Evandale, Scamander Garden Club, Inglis District Country & Variety Music Association, St Helens Pharmacy, Channel Christian School, RSL Women's Auxiliary St Helens, ANZ Retired Officers Club and Ladies Latrobe Bowls Club.

Valuable ongoing support from the Commercial Travellers Association trust enabled us to once again offer three scholarships to 4th year medical students, and Fairbrother Foundation sponsored a new scholarship in 2019 for a first year nursing student from a rural or remote area.

Several groups and enterprises provided RFDS with donations of goods, services and in-kind support.

One spectacular example of this was the prizes donated for a major raffle - Sprung MTB/Rocky Mountain, Tailored Trails and The Postmasters Accommodation combined to produce prizes to the value of \$6800 towards a raffle which ultimately helped raise more than \$13,000.

Rotary Health and Rotary Clubs around Tasmania also earn our gratitude for their ongoing assistance – this year we took delivery of two buses that will be converted and outfitted by Rotary and used by our Youth Mental Health teams on the east and west coasts as well as for general health screening around the State.

The entire rural community of Forcett also got on board this project through the 'Naked Farmer' Tour of Tasmania by holding a fundraising event that not only provided a fun night out for all but also raised \$9000 for our mental health program.

From making soft toys to give to patients to cooking and selling food at the Ross Market to flipping pancakes at the St Helens Caravan Park the ways and means of contributing has been as varied as the reasons for doing it yet every cent has been equally as important.



Mr Dugald McDougall OAM of Hobart receiving an award for 20 years of continuous giving to RFDS Tasmania.



Ms June Hughes of Hobart receiving an award for 15 years of continuous giving to RFDS Tasmania.



# Every Drop Counts



Retrieval doctors and paramedics receiving specialist training in the use of the i-Stat Biochemical Analyser donated to Ambulance Tasmania.

**RFDS Tasmania was proud to have been able to donate an amazing piece of equipment to Ambulance Tasmania's Retrieval Division to improve the care and safety of patients transported by road and air.**

Money raised by our generous donors was used to purchase a \$9000 i-STAT Biochemical Analyser which provides a mini biochemistry laboratory in the aircraft, enabling critically ill patients to have their blood tested during flight and appropriate treatment given.

Paramedics were thrilled to receive the equipment and have undergone specialised training in its use of the i-Stat Biochemical Analyser donated to Ambulance Tasmania.

The i-STAT analyser can perform essential biochemical, haematological and blood gas assays on seriously ill patients. These tests include serum sodium, potassium, calcium, glucose, pO<sub>2</sub>, pCO<sub>2</sub>, pH, haemoglobin and a number of other calculated parameters.

Intensive Care Flight Paramedic David Grant said that only a 0.2 ml sample of blood is required, which is put into a small cartridge and then inserted into the i-STAT analyser.

"Two minutes later the test results are shown and they can be printed out on an infrared linked portable printer. The results are extremely accurate and the units are regularly calibrated and tested with reference samples to ensure accuracy - it's an amazing piece of equipment to have on board," he said.

"This information it gives is extremely helpful in managing critically ill patients on ventilators where the

ability to monitor blood gases ensures that ventilation is maintained within appropriate parameters for the patient.

"The measures of electrolytes such as sodium and potassium are very helpful in patients with acute and chronic renal disease and in children with severe gastroenteritis and dehydration. The haemoglobin level in the blood is useful in a range of patients."

**"It's an amazing piece of equipment to have on board"**

**— Intensive Care Flight Paramedic David Grant**

# Concise Financial Report

For the  
financial year  
ended 30 June  
2019

## Director's Report

The entity reported on is the Royal Flying Doctor Service Tasmania Limited.

The Directors present their report for the year ended 30th June 2019,

The names of each person who has been a director during the year ended 30th June 2019 are:

### Dr James Cretan

**Qualifications:** B. Med Sci, MBBS, FAIC

**Appointed:** 1 January 2019

### Prof. Kim Rooney

**Qualifications:** FRACP, MBBS

**Appointed:** 20 June 2019

## Company Secretary

### Ms Jan Davis

**Qualifications:** Masters of Agribusiness  
& Environmental Planning, B Econ, GAICD

**Special Responsibilities:** Member,  
Governance & Nominations Committee

### Ms Caroline Wells

**Qualifications:** GAICD ; MBA

**Special Responsibilities:** Deputy Board  
Chair; Chair, Clinical Advisory Committee;  
Member, Governance & Nominations  
Committee

### Mr John Kirwan

**Resigned** 31 December 2018

### Ms Jacqui Fryett

**Appointed** 21 January 2019

### Mr Tony Gray

**Qualifications:** B. Coin, LLB, GDipAppFin,  
CFP, DipFP, DipEM, FFin

**Special Responsibilities:** Chair, Finance  
Risk & Investment Committee

### Mr Malcolm White

**Qualifications:** Cert Coinm Eng;  
MBA; ATPL

**Special Responsibilities:** Board Chair;  
Chair, Governance & Nominations  
Committee

### Mr Robert Grey

**Qualifications:** Masters of Defence  
Studies, CPL

### Dr Tim Mooney AM

**Qualifications:** RACGP, MBBS,  
FRSCGP, RMP

**Special Responsibilities:** Member,  
Clinical Advisory Committee

### Dr Roderick Roberts

**Qualifications:** B. EC, M. B. A.

**Special Responsibilities:**  
Member, Finance Risk & investment  
Committee



Royal Flying Doctor Service  
TASMANIA



# Review of Operations

The principal activity during the year was the delivery of primary health care in rural and regional Tasmania and support for aero-medical operations for the State.

The primary healthcare program, funded by Primary Health Tasmania, was successfully expanded into the South of the State effective 1 January 2019. Services were extended to Tasman, Huon and Bruny island. RFDS Tasmania continued to provide primary health care services in the local government areas of George Town, Dorset, Flinders, Break O'Day and Glamorgan Spring Bay. This program provides a coordinated and integrated approach to prevention and optimal management of chronic health conditions in the community. Many RFDS primary healthcare staff reside in the regions they serve.

Dental outreach services, funded by the Commonwealth Government and RFDS supporters, grew in geographical coverage over the year in review. The two dental teams relocated from Circular Head to Scottsdale and the North East in early 2019 and then moved to Swansea. The dental teams are working with adults, school students and residents of aged care facilities. Since the commencement of the dental service, over 2,400 patients have been seen and in excess of 30,000 dental treatments provided.

During the year the Board approved the purchase of a Dental Vehicle that will enhance the dental program by allowing the therapy team to drive up, plug in and commence dental treatments in regions

where facilities are limited both in terms of space and clinical requirements. The Vehicle is being funded from donations and is expected to be ready for operation in February 2020.

A highlight for the year was achieving accreditation under the National Safety and Quality Health Standards and the National Mental Health Standards. This conformed to a decision taken by the RFDS nationally in respect of clinical governance. The work in achieving accreditation was significant and is a credit to RFDS Tasmania staff and the Clinical Health & Safety Committee.

Community outreach programs for young people, 8 - 16 years, living with, or vulnerable to, mental health illness commenced early in 2019. The services are directed to young people identified as not accessing clinical services and residing in rural and remote locations in Tasmania. This important program has been made possible by funding from the Commonwealth Government and our donors and supporters. The program has also benefited from a State Government donation of a metro bus which, in partnership with Rotary Health, will be transformed into mobile consulting rooms.

RFDS Tasmania transferred its non-emergency road transport service to the Victorian Section of RFDS in October 2018.

It will be noted from the financial reports that revenue and expenditure have increased compared to the 2018 financial year, reflecting continued

growth in operations. Income from donations, fundraising and bequests has increased, benefiting from generous local bequests and an increase in giving received through the national office.

This important part of our revenue has allowed RFDS Tasmania to build its financial capability over the last 5 years and be in a position to support vital programs particularly with capital items.

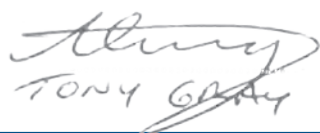
In what has been a very busy and successful year, the Directors acknowledge the work and expertise of our CEO, Mr John Kirwan, our valued staff and our donors, volunteers and supporters.

## Short Term Objectives & Strategy

RFDS Tasmania will continue to provide primary health care services and support for aero-medical operations in Tasmania. In doing this we will seek to provide high quality outcomes in the most cost effective and sustainable manner. New opportunities will be considered where RFDS Tasmania is able to enhance health outcomes in underserved rural areas. We will continue to work closely with Commonwealth, State and local governments and advocate for the healthcare needs, including aero-medical infrastructure, of people in Tasmania who live outside the major cities.

## Basis of Preparation

The concise financial statements have been prepared in accordance with Accounting Standards AASB 1039 'Concise Financial Reports'. The concise financial statements are an extract from the full financial statements and the specific disclosures included in the concise financial statements have been derived from the full financial statements of Royal Flying Doctor Service Tasmania Ltd. All amounts are presented in Australian dollars.



TONY GRAY

SIGNED BY TONY GRAY – CHAIR – FINANCE, RISK AND INVESTMENT COMMITTEE

8-10-19

DATED

# Auditor's Report

For the  
financial year  
ended 30 June  
2019



## Independent Auditor's Report

To the Members of Royal Flying Doctor Service Tasmania Ltd

### Report of the Independent Auditor on the Summary Financial Statements

The summary financial statements, which comprise the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and related notes, are derived from the audited financial report of Royal Flying Doctor Service Tasmania Ltd for the year ended 30 June 2019.

#### Opinion

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report.

#### Summary Financial Statements

The summary financial statements do not contain all the disclosures required by *Australian Accounting Standards* and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

#### The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 8 October 2019.

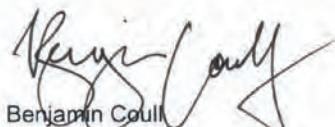
#### Directors' Responsibility for the Summary Financial Statements

The directors of Royal Flying Doctor Service Tasmania Ltd are responsible for the preparation of the summary financial statements on the basis described in Note 1.

#### Auditor's Responsibility

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

  
Synectic Audit & Assurance Pty Ltd

  
Benjamin Coull  
Director

Date: 8 October 2019

Synectic Audit & Assurance Pty Ltd

Authorised Audit Company 385720 | ABN 30 116 220 215

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# Concise Financial Report

For the  
financial year  
ended 30 June  
2019

## Statement of Profit or Loss and Other Comprehensive Income

	2019	2018
Operating Revenue	\$	\$
Commercial activities	17,965	14,555
Donations, bequests and fundraising	474,947	223,864
Government funding	3,928,929	2,496,132
Interest and dividends	556,226	493,676
Market value movements - investments	107,856	300,226
Other revenue	18,875	6,871
Rent	30,000	35,000
Share of Federation fundraising and sponsorship	808,958	519,842
	<b>5,943,756</b>	<b>4,090,166</b>
Operating Expenses	\$	\$
Employment costs	2,328,812	1,642,939
Contractor cost - Bass Strait Islands	1,050,000	-
Program costs	664,674	749,296
Administration and other	247,058	225,666
Depreciation	102,782	126,604
Facilities costs	234,075	190,308
Fundraising and marketing	105,754	95,878
Federation contribution	285,000	285,000
	<b>5,018,155</b>	<b>3,315,691</b>
<b>Net surplus/(deficit) for the year</b>	<b>925,601</b>	<b>774,475</b>
Other comprehensive income		
<b>Total comprehensive income/(loss) for the year</b>	<b>925,601</b>	<b>774,475</b>

# Concise Financial Report

For the  
financial year  
ended 30 June  
2019

## Statement of Financial Position

	2019	2018
<b>Assets</b>	<b>\$</b>	<b>\$</b>
<b>Current Assets</b>		
Cash and cash equivalents	959,950	668,079
Trade and other receivables	447,137	377,295
Inventories	5,679	3,986
Other financial assets	500,000	1,212,271
<b>Total Current Assets</b>	<b>1,912,766</b>	<b>2,261,631</b>
<b>Non-Current Assets</b>		
Stan Merrett Foundation portfolio	8,465,331	6,438,408
Property, plant and equipment	624,302	849,837
<b>Total Non-Current Assets</b>	<b>9,089,633</b>	<b>7,288,245</b>
<b>TOTAL ASSETS</b>	<b>11,002,399</b>	<b>9,549,876</b>

<b>Liabilities</b>	<b>\$</b>	<b>\$</b>
<b>Current Liabilities</b>		
Trade and other payables	627,529	272,951
Deferred income	319,183	65,000
Employee benefits	84,002	29,706
<b>Total Current Liabilities</b>	<b>1,030,714</b>	<b>367,657</b>
<b>Non-Current Liabilities</b>		
Finance leases	-	147,684
Employee benefits	11,548	-
<b>Total Non-Current Liabilities</b>	<b>11,548</b>	<b>774,475</b>
<b>TOTAL LIABILITIES</b>	<b>1042,262</b>	<b>515,341</b>
<b>NET ASSETS</b>	<b>9,960,137</b>	<b>9,034,535</b>

<b>Equity</b>	<b>\$</b>	<b>\$</b>
Reserves	9,065,331	7,038,408
Accumulated funds	894,806	1,996,128
<b>TOTAL EQUITY</b>	<b>9,960,137</b>	<b>9,034,536</b>



## Statement of Changes in Equity

	Retained Earnings	Capital Maintenance Reserve	Stan Merrett Foundation	Total
Balances	\$	\$	\$	\$
<b>Balance at 1 July 2018</b>	1,996,128	600,000	6,438,408	9,034,536
Net surplus/(deficit) for the year	925,601	-	-	925,601
Transfer of bequests received	(199,265)	-	199,265	-
Earnings on foundation investments	(597,857)	-	597,857	-
Investments transferred to foundation	(1,229,801)	-	1,229,801	-
<b>Balance at 30 June 2019</b>	<b>894 806</b>	<b>600,000</b>	<b>8,465,331</b>	<b>9,960,137</b>
<b>Balance at 1 July 2017</b>	1,638,116	600,000	6,021,945	8,260,061
Net surplus/(deficit) for the year	774,475	-	-	774,475
Earnings on foundation investments	(616,463)	-	616,463	-
Foundation funds utilised in operations	200,000	-	(200,000)	-
<b>Balance at 30 June 2018</b>	<b>1,996,128</b>	<b>600,000</b>	<b>6,438,408</b>	<b>9,034,536</b>

# Concise Financial Report

For the  
financial year  
ended 30 June  
2019

## Statement of Cash Flows

	2019	2018
Cash Flows From Operating Activities	\$	\$
Grant and program funding	4,506,162	2,037,214
Payments to suppliers	(2,446,596)	(1,639,305)
Interest and dividends received	478,751	493,676
Donations and contributions received	1,283,905	636,164
Payments to employees	(2,282,735)	(1,626,326)
Other receipts	66,840	163,969
GST recovered/paid	(160,206)	144,165
<b>Net cash provided by/(used in) operating activities</b>	<b>1,446,121</b>	<b>209,557</b>
Cash Flows From Investing Activities	\$	\$
Proceeds from sale of plant and equipment	-	(635,262)
Purchase of property, plant and equipment	-	564,730
(Purchase)/redemption of financial assets	(629,321)	(141,113)
<b>Net cash used by investing activities</b>	<b>(629,321)</b>	<b>(211 645)</b>
Cash Flows From Financing Activities	\$	\$
Repayment of finance leases	(24,930)	(25,705)
<b>Net cash used by financing activities</b>	<b>(24,930)</b>	<b>(25,705)</b>
Net increase/(decrease) in cash and cash equivalents held	791,870	(27,793)
Cash and cash equivalents at beginning of year	668,080	695,873
<b>Cash and cash equivalents at end of financial year</b>	<b>1,459,950</b>	<b>668,080</b>



# How you can help

Thanks to the kind support of individuals, families, corporations, governments and the community, the Royal Flying Doctor Service has proudly served Australia for 91 years.

Next year will mark 60 years since its foundation in Tasmania and we look forward to a special year where our services on the ground and in the air, our history and our connection to rural communities will come to the fore.

We look forward to celebrating and thanking our many loyal supporters.

## If you would like to support RFDS Tasmania

Make provision in your will for a bequest to Royal Flying Doctor Service Tasmania.

or

✉ **Send your donation to:**

Royal Flying Doctor Service Tasmania  
PO Box 140, Evandale TAS 7212

☎ **Phone us:** on 1300 669 569

or

Visit [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au) to make an online donation.





## Royal Flying Doctor Service TASMANIA

[www.flyingdoctor.org.au/tas](http://www.flyingdoctor.org.au/tas)

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