



# A promise delivered.



In times of change and uncertainty, the power of keeping a promise becomes more important than ever.

Your Flying Doctor has confronted the challenges of the present with confidence and compassion, while remaining steadfast in our vision for the future.

In 2019/20, we have been proud to deliver on our promise of the finest care to the furthest corner, serving our community at a time when they need us the most.

A promise delivered.



9,053

Patients transported by aeromedical aircraft



75

Patients transported by road ambulance



10,425

Face-to-face primary health consultations



1,111

Face-to-face mental health consultations



647

Face-to-face oral health consultations



6,268

Digital health consultations



948

Immunisations administered at remote clinics



106

Patients supported by Aboriginal Health Coordinator

OUR COVER: Mental Health Clinician Niamh Gallagher and General Practice Nurse Abbe Rejack check the blood pressure of a station worker at Mobella Station, outback SA. Flight Nurse Jasmin Poole dons full PPE for a COVID-19 transfer at Adelaide Base.



# OUR STORY >

The Royal Flying Doctor Service of Australia (RFDS) has been saving lives in rural and remote Australia for more than 90 years.

Using the latest in aviation, medical and communications technology, the RFDS delivers emergency aeromedical and essential primary health care services to people who live, work and travel throughout Australia, every day (and night) of the year.

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

Nationally, its vital services are delivered via a fleet of 77 aircraft, through the operation of 23 aeromedical bases and five remote primary health facilities across the country.

Today the RFDS delivers more than 370,000 episodes of care across Australia every year – equivalent to someone every two minutes.

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

RFDS Central Operations began in 1939 and delivers 24/7 emergency aeromedical and essential primary health care services throughout South Australia and the Northern Territory.

It operates four aeromedical bases in Adelaide, Alice Springs, Darwin and Port Augusta, as well as three remote primary health care facilities in Andamooka, Marla and Marree in outback South Australia.

The RFDS is a not-for-profit organisation. While supported by Commonwealth, State and Territory governments, the RFDS depends on bequests, fundraising and donations to bridge the gap in operational funding and to finance its capital-raising program for the replacement of aircraft, medical equipment and other major capital initiatives.

## Our Vision >

A mantle of health care services for improving and saving lives in rural, remote and regional South Australia and the Northern Territory.

## Our Mission >

Providing excellence in aeromedical and primary health care across South Australia and the Northern Territory.

## Our Promise >

The furthest corner.  
The finest care.

## Acknowledgement >

The RFDS acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures and to elders past, present and emerging.

## Our Patrons >

His Excellency  
the Honourable  
Hieu Van Le AC,  
Governor of  
South Australia  
  
Her Honour  
the Honourable  
Vicki O'Halloran AO,  
Administrator of the  
Northern Territory

HIGHLIGHTS 2019/20 >



Winner of  
**2019 SA Health  
Supplier Award**

**South Australia's  
first** regional Patient  
Transfer Facility opened  
in Mount Gambier

**Improved blood  
glucose levels of  
Diabetes patients**  
managed remotely  
during COVID-19  
lockdown

Darwin Tourist Facility  
wins NT Brolga Award for  
**Best Visitor Experience**

Finalist in the  
**2019 SafeWork**  
South Australia  
Awards

**\$2 million  
donation from the  
Rinehart Medical  
Foundation** to ensure  
response-readiness  
for COVID-19

**\$12.54 million**  
generated from  
fundraising &  
bequests

*RFDS Medi-Jet 24*  
**slashes mission times  
by one hour** over first  
year of service

**Doubled digital  
mental health  
consultations**

**Expansion of  
oral health care  
services in the  
Northern Territory**

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"We are truly privileged to have **the trust of the community in times of crisis** and in times of good health."

In a year in which our approach to service delivery changed irrevocably, the Flying Doctor's promise to provide the finest care to the furthest corner has continued to be delivered.

As the COVID-19 pandemic ground the world to a halt in early 2020, RFDS Central Operations reliably delivered its signature patient-centred care – and much more – right through the central corridor of Australia.

This was achieved in spite of myriad challenges presented for cross-border travel, community access and social contact.

As the first aeromedical organisation to manage a COVID-19 case on Australian soil, our team invested significant energy and expertise in establishing a swift and best-practice clinical and operational response to the crisis.

In the space of five months, our aeromedical teams airlifted 69 confirmed or suspected COVID-19 patients in South Australia and the Northern Territory.

This focus, however, did not compromise the sustained delivery of vital emergency and primary health services relied upon by our remote and rural communities.

In many respects, the pressing need to deliver on our core promise inspired new thinking and new outcomes, opening the door for permanent enhancements to our model of care.

The results have been far-reaching.

Digital health consults doubled in the latter half of 2019/20 as our teams sought non-traditional channels to connect with isolated communities.

Our expanded mental health team delivered interventional care through to social support events hosted via Facebook and ZOOM videoconferencing. Outback venues such as the Glendambo Hotel in SA's Far North helped the Flying Doctor undertake socially-distanced wellbeing sessions on large screens for older residents.

In primary health, our team combined telephone and videoconference calls with SMS alerts to keep patients on track with at-home chronic disease management during community lock-down periods. This method, over a four-week period, delivered a 7.5% improvement in blood glucose levels for patients living with Type 2 Diabetes.

The digitisation of clinical information accelerated, providing greater access for our clinicians to deliver the best care, anywhere.

Our partnerships with State, Territory and Commonwealth Governments strengthened and expanded as we worked together to deliver above and beyond in the rapidly-evolving COVID-19 environment.

In addition to regular aeromedical retrievals and primary health delivery, our teams assisted our funding partners with vaccination programs in locked-down communities, air freight of urgent pathology tests, as well as the transport of medical specialists to country and cross-border hospitals when commercial flights were unavailable.

Our endeavours to respond whenever and wherever required was met favourably by others, at all levels.

At a national level, the Commonwealth Government matched the additional financial demands of resourcing the COVID-19 response with a \$2.7 million contribution (to 30 June 2021) as part of its national support package to the RFDS Federation.

Mrs Gina Rinehart and the Rinehart Medical Foundation supported our COVID-19 surge capability through the generous provision of \$2 million in funds directly to RFDS Central Operations (\$6 million across the

Federation) for the purchase of additional life-saving equipment across all sites including ventilators, heart monitors, ventilators, iSTAT machines, IV infusion pumps, Automated External Defibrillators, and telehealth hubs.

This investment has also provided seed funding for development of a national *RFDS Electronic Health Record* – another technological innovation that will well and truly bridge the tyranny of distance between patient and health provider.

We thank and acknowledge the selfless support of our 24 Auxiliaries and Support Groups, community fundraisers, individual donors and our dedicated corporate partners – all of whom assisted our marketing and fundraising team to generate \$12.54 million in fundraising and bequests in 2019/20.

These funds underpin the essential work of the Flying Doctor – firstly, in meeting the shortfall in our operational deficit and secondly, in the ongoing investment in our capital asset program.

Our long-term development of assets that are purpose-built for enhanced patient care ensures we can consistently deliver the finest possible treatment, as well as demonstrate value and flexibility for our service delivery partners.

In 2019/20, our capital investment included:

- › acquisition of 'Hotel' (VH-FNH), a \$7 million new medically-equipped Pilatus PC-12 aircraft to replace an older aircraft in the fleet;
- › redevelopment of Marree Remote Area Clinic into a state-of-the-art health precinct in response to the region's increase in tourist numbers; and
- › investment in the *RFDS Mount Gambier Patient Transfer Facility*, the first of its kind in regional South Australia designed to improve response times and enhance comfort and care for patients.

I have been privileged to serve as Chairman since April 2020 and I wish to acknowledge Loretta Reynolds' significant contribution to this role over the past three years. Loretta continues to serve the Board in the capacity of Deputy Chairman and as our delegate on the RFDS Federation Board.

I would also like to highlight the tireless contribution of retiring Directors Paul Prestwich OAM and Dr Ian Gould AM who, with over four decades of volunteer service between them, have and will always be true friends of the Flying Doctor.

As an organisation, we are truly privileged to have the trust of the community in times of crisis and in times of good health.

Finally, I would also like to take this opportunity to thank the RFDS Central Operations workforce for honouring our collective promise to the community and delivering on this promise in all that you do.



*Peter de Cure*

**Peter de Cure**  
Chairman



CHIEF EXECUTIVE’S REPORT >

It is my pleasure to introduce the RFDS Central Operations 2019/20 Annual Report and reflect upon an extraordinary year for our workforce and our patients.

In the last 12 months, we have delivered more than 46,000 episodes of care including:

- › 9,053 aeromedical evacuations;
- › 6,268 digital health consultations;
- › 10,425 face-to-face primary health consultations;
- › 1,111 face-to-face mental health consultations;
- › 647 face-to-face oral health consultations; and
- › 948 immunisations administered at remote clinics.

While these numbers proudly signify the breadth and scope of our service provision across South Australia and the Northern Territory, I want to highlight some of the compelling patient outcomes behind the statistics.

We consolidated our position as a leading prevention-based oral health provider in remote Australia, increasing our periodontal services by 87% and our preventative and restorative services by 50%.

Importantly for long-term health outcomes, the RFDS Oral Health Care team recorded an increase in return visitation for clients in remote areas.

Our Port Augusta-based Mental Health & Wellbeing team provided expertise and compassion to patients in twice as many consultations compared to the previous year. Almost half of these consultations linked patients with a psychologist, mental health nurse or social worker through telephone, video or online conferencing – a vital connection during a time where many communities felt more isolated than ever.

Thanks to the support and advocacy of our RFDS Aboriginal Health Coordinator, 85 per cent of Aboriginal patients transferred from remote communities to Port Augusta stayed for the duration of their treatment – exceptional outcome in the face of COVID-19 ‘worries’ among Indigenous patients and biosecurity lockdowns in community.

Further examples of the impact of our work can be found in the following pages.

Already a priority outlined in our Strategic Plan, enhancing our patient-centred care through the adoption of technology and innovation became even more salient as the COVID-19 pandemic challenged traditional delivery models.

Ongoing work in the clinical governance space provided additional opportunities for the organisation to invest in best-practice data collection and reporting.

We introduced the *Whispir* messaging platform and developed the *Content* and *Evac* apps to digitally house and communicate new and updated procedures and patient data to ensure seamless information transfer.

Our team also commenced a trial of *PS Trax*, a digital asset management tool to defragment our approach to quality assurance from consumables to engineering.

The Flying Doctor’s signature fundraising event – the ‘Wings for Life’ Gala Ball – even went online for the first time, evolving into an interactive quiz night attracting more than 700 participants.

More than \$10,000 was donated through this event, contributing towards the incredible \$12.54 million raised during the financial year – a truly humbling testament to the loyalty and support of our donors, fundraisers, volunteers, bequestors and corporate sponsors.

Of course, one of the most tangible outcomes attributed to technology and innovation is surely the report card of the *RFDS Medi-Jet 24* following its inaugural year of service.

Our first purpose-built aeromedical jet exceeded all expectations, significantly cutting mission time for each of its 320 tasks in 2019/20.

Collectively, the jet saved 360 flying hours in getting patients to specialist care – time that saves lives.

This achievement was realised by our newly-developed Long Haul Aeromedical team in Adelaide, a group of specially trained jet nurses, pilots and doctors and specialist engineers who understand the specific needs of patients over long distances.

It was our honour to win the Innovation category of the 2019 SA Health Supplier Awards thanks to the successful introduction of the *RFDS Medi-Jet 24*.

Our second *RFDS Medi-Jet 24* commenced operations in August 2020 and will complement the RFDS’ fleet of turbo-prop flying intensive care units, linking the RFDS network of dedicated patient transfer facilities in Darwin, Alice Springs, Adelaide, Port Augusta and beyond.

When I reflect upon this year, I do so in appreciation of our exceptional health service partners – particularly SA Health and NT Health.

In a year where traditional models were challenged, our strong partnerships with SA Ambulance Service and SAAS MedSTAR made all the difference to our capacity to deliver the finest care.

Equally, our long-standing partnership with the Central Australian Retrieval Service marked Alice Springs as one of the country’s busiest RFDS aeromedical retrieval locations in 2019/20.

As leaders in rural health, we also worked to educate and inspire the next generation of health innovators.

Alongside partners at National Critical Care and Trauma Response Centre, we developed the Charles Darwin University’s Master of Public Health (Aeromedical Retrieval) program and together with the University of Adelaide and the National Rural Health Commissioner, we continue to be involved in establishing a state-of-the-art Rural Medical School.

We look forward to working with all of our partners in the coming year and working together in our shared vision for better health outcomes for rural and regional Australians.

I would like to acknowledge the Board, chaired capably by Loretta Reynolds and Peter de Cure throughout this financial year, for its consistent support of our activity.

In closing, I want to thank our dedicated Executive Leadership Team and every member of our outstanding workforce.

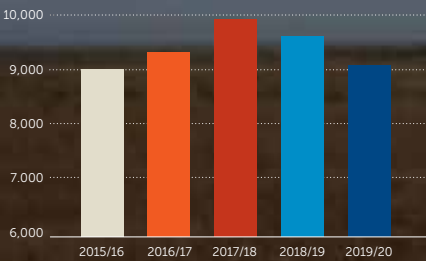
At the start of 2020, we all committed to step towards the challenge of COVID-19 with confidence and compassion. I am proud to say we delivered on this promise and will continue to pivot with purpose well into the future.



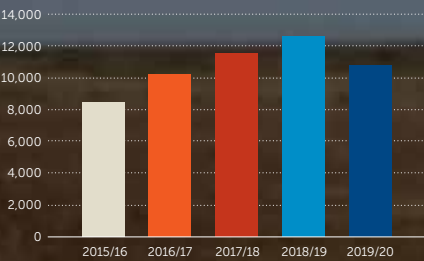
Tony Vaughan

Tony Vaughan ASM  
Chief Executive

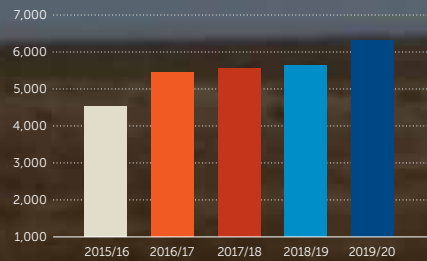
Patient Evacuations >



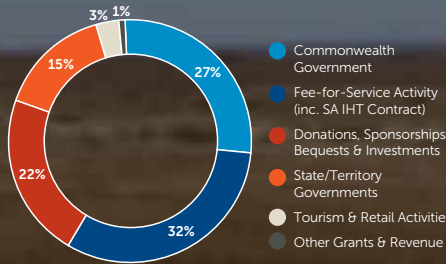
Primary Health Consultations >



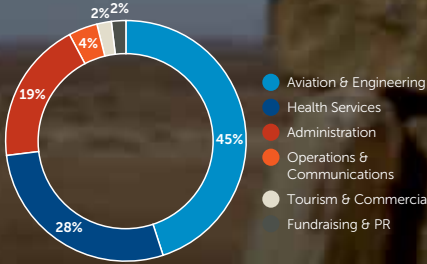
Digital Health Consultations >



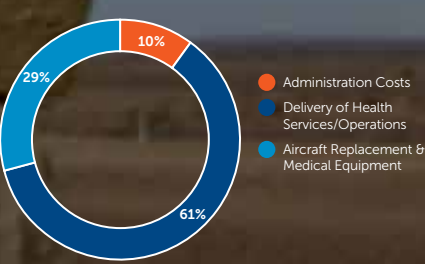
Source of Funds >



Application of Funds >



Where Fundraising is Applied >





# OUR SERVICES >



### Aeromedical Evacuations >

Integrated 24/7 aeromedical evacuation and coordination service spanning outback patient retrievals to inter-hospital transfers of patients from country hospitals to major metropolitan hospitals.



### Long-Haul Medi-Jet >

Long-haul (interstate) transfers of critically ill patients between major hospitals using the world's first purpose-built aeromedical jet, the *RFDS Medi-Jet 24*.



### GP/Nurse Health Clinics >

Regular 'fly-in' health clinics delivered by Medical Officers and Registered Nurses with specialties in chronic disease, child and maternal health, midwifery, Aboriginal health, breast cancer and mental health operating under a shared model of care.



### Remote Area Nursing >

Remote Area Nurses providing in-clinic primary health care, home visits, referrals, 24/7 medical consultations and 4WD emergency ambulance services to residents and tourists in outback communities.



### Telehealth & Digital Health >

Medical Officers and Registered Nurses providing 24/7 emergency telehealth and digital health consultations to people living, working or travelling in rural and remote areas.



### Medical Chests >

Provision and administration of Medical Chests to isolated individuals, communities and businesses in conjunction with 24/7 on-call emergency telehealth and digital health services.



### Oral Health >

Dentists and Dental Hygienists delivering a complete suite of preventative, early intervention and treatment services ranging from simple check-ups, x-rays and hygiene services through to fillings and extractions.



### Immunisations >

Delivery of public health immunisation programs, including child and maternal health, targeted 'high risk' adult and disease outbreak campaigns.



### Mental Health & Wellbeing >

Psychologists, Mental Health Nurses, Social Workers and Community Liaison Officers working under a stepped model of care to provide culturally appropriate preventative and early intervention mental health services to isolated communities.



### Aboriginal Health >

Providing advice and advocacy for Aboriginal patients from remote areas during their treatment in hospital or within their own community, including support to navigate social and health systems and language/cultural barriers.



### Clinic Charter Service >

Reliable aircraft transport of government and service delivery partners to deliver primary and allied health care services to outback communities.



### Health Promotion >

Community engagement to build awareness and understanding of chronic disease, cancer self-screening, diet and nutrition, exercise and mental health and wellbeing.



### Emergency Training >

Provision of emergency medical skills training for service delivery partners as well as First Aid training for people living and working in rural and remote communities.



### Professional Placements >

Workplace placements in partnership with professional institutions such as the RACGP GP Registrar Program, as well as short-term placements for medical and nursing students to encourage and attract the future workforce to the rewards of rural and remote medicine.

The Flying Doctor meets the locals at Commonwealth Hill Station, outback SA, during a regular 'fly-in' station visit.





Aeromedical Bases & Tourist Facilities >

Alice Springs

Serving a 1.25 million square kilometre area from Marla in South Australia's Far North to Elliott and Barkly Tableland, the Alice Springs Base provides 24-hour emergency retrievals, inter-hospital transfers, mental health services and regular charter services for NT Health into Central Australia. It is also home to the award-winning RFDS Alice Springs Tourist Facility, marking the history of the Flying Doctor since its 1939 arrival into the Territory. The Bill and Dawn Prior Village, which provides accommodation for staff and visiting clinicians, is also in Alice Springs.

Port Augusta

Headquarters for our primary health care services, the Port Augusta Base serves a 840,000 square kilometre area spanning South Australia's Far North and Far West. Services include telehealth services and remote 'fly-in' primary health clinics offering specialist chronic disease management, mental health, oral health, maternal health, Aboriginal health and community health services. The Operations Communications Centre is also located in Port Augusta, from which our Operations Coordinators receive emergency calls and plan and assign all 24-hour emergency retrieval and inter-hospital transfer missions throughout South Australia and Northern Territory.

Adelaide

The Adelaide Base and its operational team of pilots, clinicians and engineers provide 24/7 emergency retrievals and inter-hospital transfer across all regions of South Australia and the Sunraysia region of Victoria. The base also houses the Operations, Health Services Development & Clinical Governance, Medical & Retrieval Services, Corporate Services, Marketing & Stakeholder Relations, People & Culture and Executive teams of the organisation.

Darwin

Darwin Base provides 24-hour inter-hospital transfers in addition to regular charter services for NT Health for the transport of health professional throughout the Top End. The RFDS Darwin Tourist Facility at Stokes Hill Wharf – winner of two Brolga NT Tourism Awards – uses virtual reality technology to showcase the Flying Doctor story and the historic 1942 Bombing of Darwin.

Remote Clinics >

Marree, Andamooka & Marla

Located in South Australia's Far North, the Marree, Andamooka and Marla Health Services provide in-situ primary health care, home visits, referrals and 4WD ambulance services. Each staffed by a Remote Area Nurse and Health Services Assistant in line with Gayle's Law, the remote clinics also provide a platform to promote and deliver other RFDS primary and preventative health programs as an extension to the RFDS Port Augusta Primary Health Care Service.

Flight Nurse Jackie Matear at Adelaide Base.



RESPONSE READY DURING COVID-19 >

Stepping up to the challenges to meet the needs of Australians.

With patient-centred care at the core, our organisational response to the COVID-19 pandemic spanned clinical services, safety and quality, operations and people and culture – taking into account the unique environments in which our crews work.

From the outset, our Business Continuity Plan ensured we maintained our frontline workforce and resources to safely and efficiently deliver our contractual and community obligations, while retaining capacity to deploy additional resources to outbreak areas as required.

- › Creation of an Incident Management Team to lead organisational response, liaise with service partners and to monitor and manage risk.
- › Formation of a national RFDS COVID-19 Working Group, led by RFDS Central Operations chief executive Tony Vaughan ASM, to collaborate and coordinate Flying Doctor resources across the country.
- › Implementation of specific COVID-19 procedures spanning operational, clinical and OHS requirements supporting flight clinicians, pilots, engineers, primary health and remote area nursing teams.
- › Transition of all aeromedical bases into lock-down, relocating our non-operational workforce to working from home.
- › Expansion of mental health telephone and digital health services to replace and/or supplement traditional face-to-face patient contacts in remote communities.
- › Increased patient access and clinical response capacity to deliver 24/7 primary health consultations by video conference from Port Augusta Base between scheduled 'fly-in' health clinics.
- › \$2 million investment in additional vital medical equipment for COVID-19 response in SA/NT, including heart monitor/defibrillators, ventilators, iSTAT machines, IV infusion pumps and AEDs through the generosity of Mrs Gina Rinehart and the Rinehart Medical Foundation.
- › Application of ZOOM video conferencing to maintain communication and seamless operations between staff working on base and from home.
- › Development of a stand-by aircraft charter service for oil/gas and mining companies to assist with the swift removal of suspected COVID-19 employees from remote mine camps.

We remain on stand-by to deploy additional resources to outbreak areas if and when they are needed.



69

Patients airlifted under COVID-19 procedure



1,294

Digital mental health consultations



4,510

Digital primary health consultations

Frontline staff prepare for a COVID-19 patient transfer in full PPE.



COMMUNITY LEADERSHIP DURING COVID-19 >

A trusted presence in the community when it's needed the most.



As our teams focussed on our operational and clinical response to the COVID-19 pandemic in the first half of 2020, we remained steadfast in fulfilling our purpose of supporting healthier and happier Australians – no matter where they live.

When commercial regional and interstate flights were cancelled and face-to-face access became significantly limited through biosecurity measures, RFDS Central Operations led a number of new and adapted COVID-19 response activities to assist isolated communities across South Australia and the Northern Territory:

- › Interstate transport of outpatients by commuter aircraft between Darwin, Alice Springs and Adelaide hospitals for specialist medical treatment.
- › Clinic charter flights to remote NT communities in Central Australia and the Top End in partnership with Specialist Outreach NT and NT Carers.

- › Air transport of Top End countrymen at Purple House to return home to their communities to attend funerals in Elcho Island and Borroloola.
- › Freight transport of urgent pathology tests from remote communities and country hospitals for processing by NT Health and SA Health.
- › Interstate transport of Territory students by commuter aircraft between Darwin, Alice Springs and Adelaide to resume their secondary education.
- › Supported young hospitality workers in isolation through the Yulara Workforce Development Program.

- › Partnered with SA Arid Lands Natural Resources Management to engage remote station communities in online ZOOM social events and self-care sessions.
- › Creation of a Mental Health & Wellbeing Group page on Facebook to keep remote South Australian residents connected to preventative advice and professional services.
- › Partnered with SA Health to administer flu vaccinations in 11 communities in lockdown due to biosecurity measures.
- › Created and mentored a COVID-Safe Plan for volunteers to ensure a safe transition back to fundraising activities.

We remain steadfast in fulfilling **our purpose of supporting healthier and happier Australians** – no matter where they live.

Indigenous health practitioners from Tiwi Island and East Arnhem Land chartered an RFDS flight to travel to Borroloola (Roper Gulf region) for a funeral service.



EMPOWERING OUR COMMUNITY >

Supporting remote Australians to respond in a medical emergency.

The Flying Doctor serves a vital role in empowering remote communities to respond effectively in the event of an emergency.

Along with providing education and advice around remote airstrip procedures that enable crews to land safely at all times of the day and night, the RFDS also provides three key programs that support community first responders.

First Aid Training >

Responding to consumer feedback regarding barriers to access, we streamlined our accredited First Aid training packages in 2019/20 to offer single-day sessions for the first time.

Provide First Aid (PFA) and Cardiopulmonary Resuscitation (CPR) training was delivered to 118 remote residents at 10 locations across outback South Australia.

In addition, third-party AUSCompliance First Aid trainers were orientated in aeromedical retrievals, emergency contacts and the RFDS Medical Chest network to provide its own course participants with situational awareness of RFDS services and capabilities in the event of a medical emergency in outback areas.

Automated External Defibrillators (AEDs) >

Investment in AED distribution and remote user training continued in 2019/2020 to enhance the capability of first responders – before the RFDS arrives.

AEDs are designed for use by first responders with little or no medical training. Applied to a patient, the AED can automatically deliver an electrical current through the chest to shock the heart into a normal rhythm.

Twenty-five new AEDs were donated as part of a COVID-19 response funding package generously provided by Mrs Gina Rinehart and the Rinehart Medical Foundation.

These additions brought the total of AEDs under RFDS management to 105, located in selected RFDS Medical Chests, stations, tourist facilities and licenced venues across outback SA.

In addition, RFDS Central Operations donated five AEDs to the Kangaroo Island community to replace five AEDs that were destroyed by the devastating bushfires in February 2020.

Medical Chests >

A staple of remote life for decades, the RFDS Medical Chest program underwent internal review and update to align with best practice guidelines for drug safety and quality.

Supported by new pharmaceutical provider HPS, a new Drug Register and auditing system were introduced to the program, making it easier for RFDS Medical Chest custodians to safely track and manage the contents.

“One of the most valuable things in our day-to-day life is the First Aid courses the RFDS runs for us every year in remote locations.”

– Anna Nunn, Wertaloona Station

92% of survey respondents felt confident to assist in a medical crisis following RFDS First Aid training.



118

Participants in First Aid training



105

AEDs managed in isolated locations



148

Medical Chests under management

Three-year-old Roy joins adult attendees in learning resuscitation at an RFDS First Aid training session in Arkaroola, Flinders Ranges, SA.



IMPROVING ACCESS TO ORAL HEALTH CARE >

A mobile dental service providing a suite of preventative, early intervention and treatment services.



“We are making great in-roads in **educating and encouraging patients to maintain their dentition and gum health**, leading to positive long-term health outcomes.”

– Senior Dentist Vaibhav Garg

While the COVID-19 pandemic disrupted the 2020 schedule of ‘fly-in’ visits to remote communities, the RFDS Remote Oral Health Care team continued to deliver a program focused on accessibility and strong, inclusive patient-provider relationships.

The team conducted 647 scheduled consultations across six remote communities, including Mutitjulu – its second established service location in the Northern Territory.

Supported by funds through the SA Country Primary Health Network, an additional telehealth service was introduced to screen medical histories and assess patient complaints prior to remote appointments.

Services were also significantly expanded in Marree to accommodate increased demand from the local community living on outback South Australia’s Birdsville Track.

In partnership with Pintupi Homelands Health Service, the RFDS Remote Oral Health Care team reported a demonstrated rise in return visits from patients in Kintore, a remote community 530 kilometres west of Alice Springs on the NT/WA border.

“Our return visitation has been a credit to the work undertaken in co-creating a culturally appropriate patient environment in Kintore over multiple visits in the past 12 months,” says Senior RFDS Dentist Vaibhav Garg.

“For some patients, this is the first time there has been a regular connection with oral health professionals who track and celebrate their improved oral health,” Dr Garg says.

“It is a real shift in how patients are able to view their oral health – from a perspective of pain and inconvenience to a mindset of empowerment and improvement.”

The delivery of quality care in all locations was supported with the introduction of the NSK VIVA Ace Mobile Dentistry Set, combining the high functionality of a dental treatment centre with a compact, lightweight design ideal for long distance travel.

The team also worked closely with the RFDS Port Augusta Primary Health Service to develop an early intervention model of care for patients with risk factors for poor general and oral health.

In its first year, this integrated program proactively targeted patients living with diabetes and chronic kidney disease.

“We’re a proud prevention-based service. We have conducted 647 consultations in six remote locations this year and are actively planning to expand the program into another community that has not received regular oral health services in a decade,” Dr Garg says.



87%

Increase in periodontal services



50%

Increase in prevention-based services



50%

Increase in restorative services

Dental Hygienist Kelly Fargher treats a young patient in the remote community of Kintore in the Northern Territory.



SETTING BENCHMARKS IN OUTBACK HEALTH >

Connecting with leading health partners to provide reliable, innovative care.

The Port Augusta-based Primary Health Service maintained a consistent and essential presence within rural and remote communities in the face of COVID-19 restrictions this year.

As well as delivering 10,425 face-to-face consultations, the team also partnered with fellow health care organisations to deliver a wide-ranging program of services including chronic disease management, nutrition and palliative care.

Remote Area Clinic Care >

- › RFDS Remote Area Nurses (RANs) at Marree, Andamooka and Marla Remote Area Clinics served an important role in educating their communities about COVIDSafe procedures, liaising regularly with councils and other health providers.
- › Introduction of Health Service Assistants at remote RFDS clinics in line with *Gayle's Law*, ensuring a second responder is available for unscheduled or out-of-hours remote call-outs.
- › RFDS RANs engaged more than 50 patients in the 'Talking In The Bush' program, an inaugural partnership with Palliative Care Australia to encourage older Australians or those with chronic disease to start considering 'End of Life' wishes.

Chronic Disease Management >

- › Despite COVID-19 biosecurity measures limiting access into Yalata and Oak Valley, the RFDS was able to continue to deliver chronic disease management to patients in the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands of remote SA in partnership with Yalata and Tullawon Health Services.

- › With face-to-face consultations restricted during COVID-19, Type 2 Diabetes patients were monitored via text messages and phone calls. The team combined remote real-time monitoring with daily texts/calls to achieve a 7.5% blood glucose improvement in patients during lockdown.
- › Together with Adelaide's Queen Elizabeth Hospital Liver Clinic, the RFDS is developing a care coordination 'one stop shop' for Aboriginal and non-Aboriginal patients diagnosed with Hepatitis B or C. The service will provide specialist access to abdominal ultrasounds and fibroscans, negating the need for remote patients to spend up to a week in a major city to undertake these tests.

Vaccination Program >

- › Additional flu clinics were set up to account for cancelled community events and 626 flu vaccinations were administered in rural and remote communities, including 93 vaccinations undertaken across a multi-day visit to the APY Lands in partnership with SA Health.

Allied Health >

- › Supported by Sports Australia's Move It Australia Grant, the RFDS introduced a 'Better Ageing Program', engaging more than 80 participants in Andamooka, Hawker and Yalata. Prior to the program, only 17% of participants had been practicing any form of strength, resistance or balance exercises. Sessions were supplemented with group nutrition education with a focus on healthy lifestyles.
- › The team also introduced 'Yoga on the Fly' utilising telehealth services to reach and engage remote communities in fortnightly yoga sessions. Community venues such

as the Glendambo Hotel supported the program by screening the sessions.

- › One-on-one dietetic consults were introduced, providing tailored advice around a range of conditions including Type 2 Diabetes, hypertension, high cholesterol, weight loss and gain and coeliac disease.

"I was so happy when I heard about this program because being out here, we always seem to miss out on these opportunities."

- Andamooka participant in the inaugural RFDS 'Better Ageing Program'

Type 2 Diabetes patients reported a **7.5% improvement in blood glucose levels** through at-home tests tracked with daily RFDS phone or SMS check-ins.



MEETING DEMAND FOR IMPROVED WELLBEING >

Culturally appropriate preventative and early intervention mental health services to support healthier and happier communities.

Demand for RFDS mental health and wellbeing support in outback South Australia surged in 2019/2020, with almost half of patient consultations undertaken via digital platforms.

Supported through additional funding from the Commonwealth Government and the Country SA Primary Health Network, the expanded Port Augusta-based RFDS Mental Health & Wellbeing team conducted 2,670 consultations including patient support services this year under a stepped model of care – more than doubling the services provided in 2018/19.

Of these, 1,294 consultations connected a psychologist, mental health nurses and social workers with patients via telephone, online and video conferencing.

COVID-19 Outreach >

As the COVID-19 pandemic challenged traditional modes of service delivery, the RFDS also sought different ways to engage and support remote and rural patients.

A dedicated Facebook Group page for remote South Australians was set up in early March as a central source of relevant pandemic information and wellbeing advice as a preventative approach to the amplified isolation caused by the pandemic.

The public page connected and engaged existing patients and those new to the RFDS Port Augusta Primary Health Service in online social engagement activities, including art and self-care ZOOM sessions coordinated in partnership with the SA Arid Lands Natural Resource Management Board.

The Alice Springs-based team continues to work closely with Central Australian communities. The Yulara Indigenous Trainee Program has been supported by the RFDS through regular group wellbeing activities and guided discussions around healthy relationships, nutrition and work/life balance.

Service Expansion >

A dedicated wellbeing clinic was established in Oodnadatta, resulting in 330 face-to-face consultations and a total of 547 patient contacts over the past year. A new drive-in, drive-out clinic was also launched in Andamooka, with the team visiting the regional centre on a monthly basis. The clinic undertook 113 patient contacts in its first year, including familiarisation events to promote service availability within the community.

Stronger Partnerships >

In partnership with headspace, the RFDS Mental Health & Wellbeing team continued to deliver child and youth support to isolated families in Marree and Oodnadatta in 2019/20, and developed plans to expand the program into additional communities over the next 12 months.

More than 80 community members participated in 'R U OK?' events coordinated by the RFDS in Mintabie, Oodnadatta, Marree and Yalata, focusing on empowering people to broach mental health issues.

RFDS Aboriginal Health Coordinator >

The RFDS Aboriginal Health Coordinator continued to provide medical, cultural and logistical support to patients requiring treatment in Port Augusta, encouraging improved wellbeing during a time where COVID-19 'worries' impacted on remote communities. In 2019/20, 106 clients benefited from this service.

85% of Aboriginal patients supported by RFDS remained in Port Augusta Hospital for completion of their treatment despite 'worries' of COVID-19.



80

Participants in R U OK? events



1,294

Consultations undertaken via digital channels



547

Engagements via new Wellbeing Clinic in Oodnadatta



BEST-PRACTICE CARE THROUGH CLINICAL GOVERNANCE >

Continually improving the quality and consistency of our patient-centred care.

In pursuit of continuous improvement of patient-centred care – informed and supported by specialist sub-committees – our internal Governance Committee led extensive clinical systems redesign in 2019/20.

Credentiailling & Skills Development >

- › Creation of a credentiailling framework for clinical roles to ensure our in-house expertise aligns with changing health care needs.
- › Increased integration of task review recommendations in ongoing clinical training.

Enhanced Access >

- › Integration of the *Content* app, a digital platform providing our health teams with easy access to clinical procedures and guidelines in the air and at bases and remote clinics.
- › Introduction of a High Risk Medicines list and an organisational formulary to streamline the use of approved drugs in treatment.
- › Creation of a single source for aeromedical patient documentation supporting a seamless patient experience, including structured handover tools for pre and post flight.

Best Practice Care >

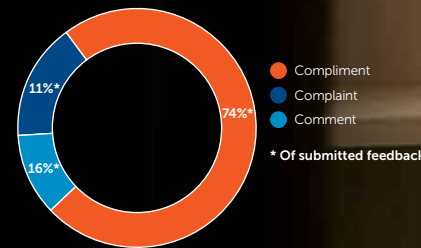
- › New clinical policies introduced to our Health Services Manual to reflect best-practice patient treatment.
- › Introduction of a Harm Minimisation Procedure developed specifically for patients undergoing aeromedical transfer.

Patient First Approach >

- › Formalising the procedure and escalation pathway to care for deteriorating patients, including the roll-out of a new escalation process for concerned loved ones.
- › Introduction of new patient collateral in Aboriginal languages including Arrernte, Pitjantjatjara and Yankunytjatjara.

Consumer Feedback >

- › The RFDS captures consumer feedback, both positive and critical, for presentation and review at internal forums such as the Health Advisory Sub-Committee.





INTEGRATING TECHNOLOGY TO IMPROVE OUR SERVICES >

Harnessing the digital environment to deliver services more reliably and efficiently

We have continued to embrace digital transformation across all areas of the business, developing improved communication and collaboration solutions for our modern workforce.

Technology has also significantly helped to bridge the gap between patient and provider, complementing existing face-to-face health platforms by:

- › An increase in ZOOM video-conferencing use across the organisation for workforce communication and training, as well as remote patient consultations and group lifestyle and wellbeing sessions.
- › Collaboration with RFDS Federation on the development of *Mantle*, a national program scheduled for 2020/21 to bring consistency and efficiency to RFDS telehealth services across the country.
- › Introduction of a network of ProEX Visionflex videohealth hubs, engineered to enable RFDS clinicians to confidently carry out detailed medical examinations on patients based in remote and rural areas.

- › Trial of *PS Trax*, a digital platform for the real-time tracking and maintaining of RFDS clinical and aviation assets. In its early weeks of trial, 99.8% of asset checks were completed on time via this platform.
- › Expanded use of the *Content* app, housing clinical procedures and training videos for health teams working in the air and on the ground.
- › Introduction of the *Whisper* messaging platform as a primary channel to advise frontline staff of new and updated procedures, particularly effective during the fast-paced COVID-19 environment.
- › Development of an *Evac* app to provide a central source for patient data pre-flight and post-flight, ensuring seamless information transfer.
- › Development of an Electronic Health Record system, a web-based software application with offline capability for use in-air and on-road to better assist clinical teams in the tracking and service of patients.

All RFDS policies and procedures are **accessible in real-time** on digital platforms.

Mental Health Clinician Niamh Gallagher uses telehealth technology at the Port Augusta Base.



A promise delivered.

BUILDING ASSETS THAT SUPPORT THE FINEST CARE >

Investing in infrastructure and innovation to enhance the patient experience.



Mount Gambier Patient Transfer Facility >

The first of its kind in regional South Australia, the new RFDS Mount Gambier Patient Transfer Facility will enhance patient care and operational response times for hundreds of critically ill patients a year.

RFDS crews land twice a day in South Australia's South East region – at least once a day at Mount Gambier Airport.

To improve patient comfort and care, the RFDS purchased an existing aircraft hangar on site and refurbished half the structure into an indoor patient care facility and retained the other half as a traditional hangar for aircraft parking.

The converted hangar assists both RFDS and SAAS MedSTAR crews to stabilise a deteriorating patient more

effectively prior to flight or, more simply, enables the transfer of patients into the aircraft under cover and protected from extremes of weather.

The significant infrastructure investment by the RFDS will be supported by the SA Ambulance Service contribution of an ambulance on site which will enable RFDS and SAAS MedSTAR teams to improve response times and jointly deliver a better patient experience.

The \$500,000 project was funded solely by the RFDS Capital Asset Program through fundraising and cash/in-kind donations from the local community, including major contributions from Bendigo Bank's Mt Gambier & District Community Bank and the Barry Maney Group.

The first patient was transferred through the facility in June 2020.

Marree Remote Area Clinic >

The Marree Remote Area Clinic project is set to establish a new state-of-the-art health precinct servicing South Australia's Far North region.

The existing clinic provides primary health care to residents and pastoralists as well as an increasing number of tourists visiting the region. A RFDS 'fly-in' GP/Nurse clinic team also visits fortnightly from Port Augusta Base.

The project has received a \$716,000 boost from the SA Government's Regional Growth Fund, with more than \$1 million for the redevelopment to be funded by the RFDS Capital Asset Program through corporate sponsorships, fundraising and donations from the community.

Modular and prefabricated construction will be used to create a purpose-designed agile health infrastructure precinct featuring:

- › treatment spaces for mental health, dental, general treatment, sterilisation, dispensary and patient hold/emergency;
- › reception, office administration, training and conference facilities and staff breakout spaces;
- › an external ambulance drop-off space; and
- › a new staff dwelling comprising two bedrooms, two bathrooms, shared living quarters and car parking.

The Marree Remote Area Clinic project is due to open in early 2021.

"The establishment of the Mount Gambier Patient Transfer Facility and the redevelopment of the Marree Remote Area Clinic are important steps towards enhancing the quality of care we deliver every day to patients in every corner of our footprint,"

– RFDS Chief Executive Tony Vaughan ASM

SA Ambulance Service's Andy Thomas (second from left) with RFDS team members Karina Pascoe, Tony Vaughan ASM and Steve Cameron at the announcement of the Mount Gambier Patient Transfer Facility project.



A promise delivered.

SLASHING MISSION TIMES THROUGH JET INNOVATION >

Celebrating one year of service of the *RFDS Medi-Jet 24*.

Our first purpose-built aeromedical jet, the *RFDS Medi-Jet 24*, has established itself as a game changer in aeromedical care with an impressive first year of operational service and recognition in the 2019 SA Health Supplier Awards.

The \$14 million flying intensive care unit conducted its inaugural mission on 6 June 2019 with the emergency transfer of a critically-ill patient from Alice Springs Hospital to Royal Melbourne Hospital for life-saving neurosurgery.

The direct flight took just three hours – two hours faster than previously achieved in a turbo-propelled aeromedical aircraft.

The *RFDS Medi-Jet 24* also has played a role in the nation's response to the COVID-19 pandemic. In February the jet transferred infected patients from the *Diamond Princess* cruise ship docked in Darwin.

It has demonstrated superior aeromedical capability by transporting three stretchered patients on the same mission, and it has completed the first aeromedical mission utilising two Mansell Neocots concurrently for the interstate transfer of premature twins.

Setting a new benchmark in operational versatility, the *RFDS Medi-Jet 24* can land on an unsealed airstrip to airlift a critically-ill patient from a remote community through to transferring a high acuity patient from Darwin direct to Adelaide or Melbourne.

The purchase of the *RFDS Medi-Jet 24* was funded solely by fundraising, bequests, donations and corporate sponsorships, including inaugural Jet Partner S. Kidman & Co.

In 2019/20, the *RFDS Medi-Jet* saved **360 flying hours** in getting patients to life-saving care.



Airlifted  
320 patients



Flew 230,000  
kilometres



Landed in 31  
locations

Crews load a patient into the *RFDS Medi-Jet 24* for aeromedical transfer.



A promise **delivered.**

## CELEBRATING THE CONTRIBUTION OF OUR PEOPLE >

Acknowledging nurses and midwives as the lifeblood of rural and remote Australia.

The year 2020 marks the International Year of the Nurse & Midwife, as announced by the World Health Organisation.

RFDS Central Operations has more than 70 dedicated nurses and midwives delivering the finest care to rural and remote communities throughout South Australia and the Northern Territory.

They are the faces our patients see when they visit a remote clinic for a primary health appointment, when they are pregnant and receiving antenatal care, when they seek mental health and wellbeing support, and when they are being airlifted in a Flying Doctor aircraft.

To celebrate this milestone year, all RFDS aircraft and 4WD ambulances were badged with custom 'We Love Our Nurses & Midwives' branding to acknowledge the significant contribution our nursing workforce makes.

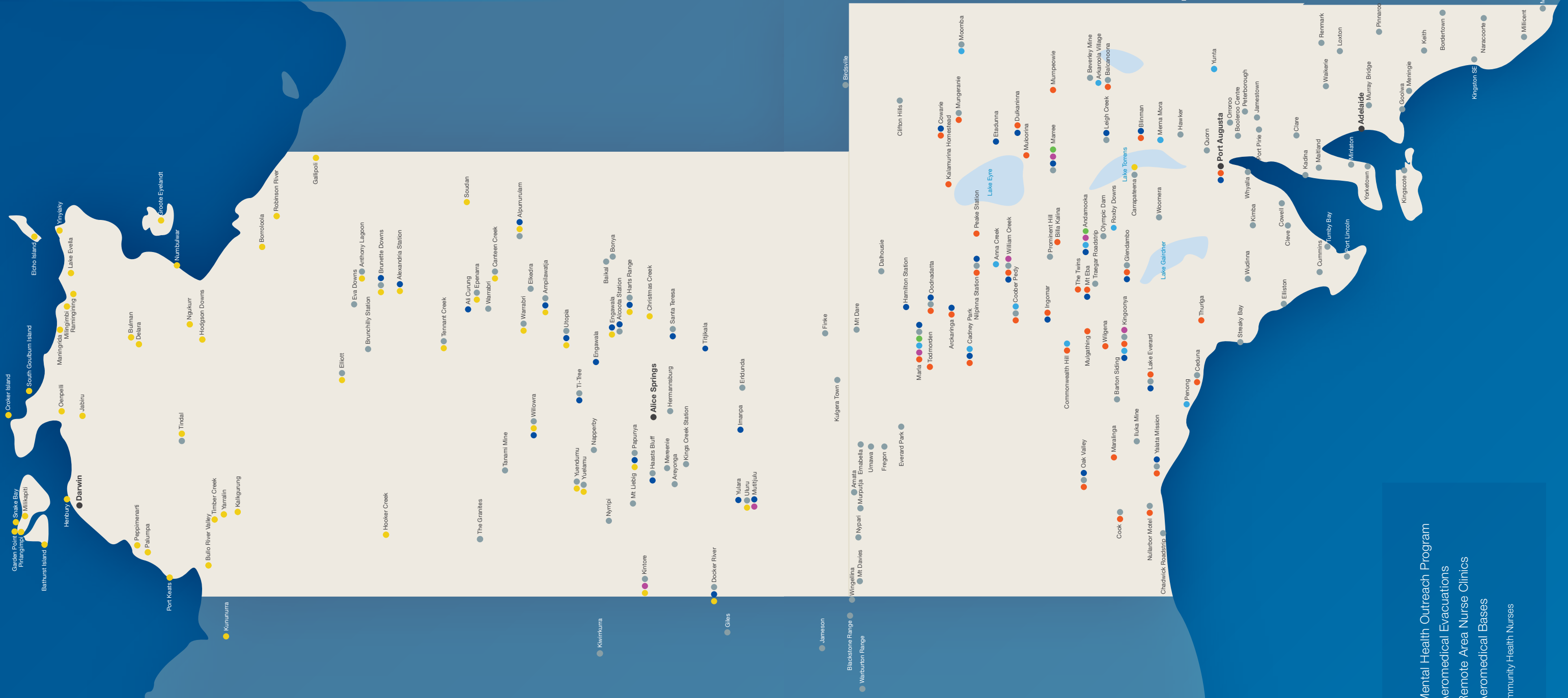
This message also carried across to special-edition lapel pins and stickers for staff and supporters to demonstrate their personal appreciation throughout the calendar year.



Flight Nurses Chloe Wehlow, Derani Burns and Michael Penno with a badged PC-12 aircraft.



OUR FOOTPRINT 2019/20 >



Top 20 Landing Locations*	
Mt Gambier	618
Whyalla	562
Port Pirie	517
Renmark	500
Tennant Creek	428
Kadina	403
Port Lincoln	394
Ceduna	250
Kingscote	219
Yorke town	163
Marla	146
Yuendumu	136
Naracoorte	130
Coober Pedy	123
Ayers Rock	121
Maitland	120
Waikerie	112
Papunya	103
Oodnadatta	96
Olympic Dam	91
Top Interstate Landing Locations	
Essendon, VIC	67
Kiwickurra, WA	24
Mildura VIC	22
Broken Hill, NSW	15
Sydney, NSW	5
Delara, QLD	4
Giles WA	4
Brisbane, QLD	2
Mt Isa, QLD	2

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

- First Aid Training Program
- Facilitated Clinics
- GP/Primary Health Clinics\*
- Remote Oral Health Care Program
- Mental Health Outreach Program
- Aeromedical Evacuations
- Remote Area Nurse Clinics
- Aeromedical Bases

\* Primary Health clinics include clinics conducted by RFDs Community Health Nurses



OUR ACTIVITY 2019/20 >

Health >

	Northern Territory		South Australia					SA/NT
	Alice Springs	Darwin	Adelaide	Port Augusta	Andamooka Health Service	Marla Health Service	Marree Health Service	Total
Digital Health^ Consultations								
Primary Health Consultations	-	-	-	4,510	147	130	187	4,974
Mental Health Consultations	-	-	-	1,294	-	-	-	1,294
Total Digital Health Consultations	-	-	-	5,804	147	130	187	6,268
Patients Attended								
RFDS General Practice (GP) Clinics	-	-	-	2,177	-	-	-	2,177
RFDS Nurse Clinics*	-	-	-	1,675	1,518	1,051	4,004	8,248
RFDS Facilitated Clinics**	8,952	9,024	-	389	-	-	-	18,365
Remote Mental Health Outreach Program	361	-	-	750	-	-	-	1,111
Remote Oral Health Care Program	227	-	-	420	-	-	-	647
Aboriginal Health Coordinator	-	-	-	106	-	-	-	106
Total Patients Attended	9,540	9,024	-	5,517	1,518	1,051	4,004	30,654
Patients Transported								
Primary Evacuations	1,386	-	41	147	-	-	-	1,574
Inter-hospital Transfers	943	-	4,564	1,893	-	-	-	7,400
Repatriations	23	-	44	12	-	-	-	79
Road Ambulance	-	-	-	-	35	27	13	75
Total Patients Transported	2,352	-	4,649	2,052	35	27	13	9,128
Total Patient Contacts	11,892	9,024	4,649	13,373	1,700	1,208	4,204	46,050
Immunisations	-	-	-	716	154	28	50	948
Total Immunisations	-	-	-	716	154	28	50	948
Clinics Conducted								
RFDS General Practice (GP) Clinics	-	-	-	316	-	-	-	316
RFDS Nurse Clinics*	-	-	-	409	492	492	492	1,885
RFDS Facilitated Clinics**	1,119	1,128	-	59	-	-	-	2,306
RFDS Mental Health Outreach Clinics	108	-	-	423	-	-	-	531
RFDS Oral Health Outreach Clinics	4	-	-	15	-	-	-	19
Total Clinics Conducted	1,231	1,128	-	1,222	492	492	492	5,057
Health Program Participants	-	-	-	-	-	-	-	
Medical Chest Program	-	-	-	148	-	-	-	148
First Aid Training Program	-	-	118	-	-	-	-	118
Central Australian Retrieval Training	40	-	-	-	-	-	-	40
Healthy Lifestyle Program	-	-	-	365	-	-	-	365
Total Health Program Participants	40	-	118	513	-	-	-	671

\* RFDS Nurse Clinics include clinics conducted by RFDS Community Health Nurses & Remote Area Nurses.

\*\* RFDS Facilitated Clinics utilise RFDS aircraft to transport non-RFDS health clinicians.

^ Digital Health consultations comprise telephone, video, internet/email, SMS etc.

Aircraft Register >

Registration	Description	Year of Manufacture	Date of Acquisition	Dedication	Major/Jet Sponsor
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#	
VH-FVB	Pilatus PC-12	2010	April 2010		BHP
VH-FVD	Pilatus PC-12	2010	July 2010	Our Inaugural Doctors#	
VH-FVE	Pilatus PC-12	2010	September 2010	Our Pioneering Women#	IGA
VH-FVF	Pilatus PC-12	2010	October 2010	Barry Lodge OAM^	OZ Minerals
VH-FXJ	Pilatus PC-12	2015	August 2015		Hackett Foundation
VH-FXN	Pilatus PC-12	2016	June 2016		Senex Energy
VH-FXW	Pilatus PC-12	2016	October 2016		Elders Limited
VH-FXZ	Pilatus PC-12	2017	June 2017		7 NEWS
VH-JDN	Pilatus PC-12	2018	March 2019	John Schirmer^	Beach Energy
VH-FNH	Pilatus PC-12	2019	January 2020		
VH-FMP	Pilatus PC-24	2018	April 2019	John Francis Lynch^	S Kidman & Co

Registration \*: Aircraft re-fitted to commuter configuration for delivery of remote health clinic services

Dedication ^: Badging remains in line with life of aircraft only

Dedication #: Badging remains forever

Major Sponsor: Badging remains for term of sponsorship

Jet Sponsor: Badging remains for term of sponsorship

Aviation >

	Northern Territory		South Australia		SA/NT
	Alice Springs Base	Darwin Base	Adelaide Base	Port Augusta Base	Total
No. of Aircraft	8	3	6	3	20
No. of Landings	3,937	639	7,437	4,347	16,360
Kilometres	2,026,609	232,557	2,321,162	1,330,352	5,910,680
Block Time (hrs)	5,766	672	7,360	4,162	17,960



# OUR BOARD & MANAGEMENT >



**Peter de Cure**

(BEc Adel FAICD FCA)

**Chairman (from 7 April 2020) / Treasurer**

**Commenced on Board – June 2018**

- › Attended 9/9 meetings
- › Chair Board Executive Committee (from 7 April 2020)
- › Chair Finance Committee
- › Member Board SQR Sub-Committee
- › Member Board Tender Sub-Committee.

An experienced non-executive director and chairman, with strong technical skills in governance, finance, accounting, taxation, mergers, acquisitions and practical business knowledge across many industries. Chairman, Australian-American Fulbright Commission; Chairman, Accord Property Holdings; Chairman, Gifford Hill Joint Venture & Gifford Hill Pty Ltd; Member, Tax Practitioner's Board; Advisory Board Chairman, Tim Adams Wines; Director and Past Chairman, Variety the Children's Charity; Chairman RG&RT Trott Pty Ltd, Wirra Wirra Vineyards.

Fellow, Australian Institute of Company Directors; Fellow, Institute of Chartered Accountants Australia & New Zealand. Previously a Partner with KPMG.

**Loretta Reynolds**

(BEc LLB SFFin FAICD)

**Deputy Chairman**

(held position of Chairman to 7 April 2020)

**Commenced on Board – 2011**

- › Attended 8/9 meetings
- › Member Board Executive Committee (Chair of Committee to 7 April 2020)
- › Chair Board Tender Sub-Committee.

Corporate Partner and Chairman of national law firm, Thomson Geer; Non-Executive Director, ASC Pty Ltd; Member RFDS Federation Board.

**Dr Tim Cooper AM**

(MSc MD MBA FAICD)

**Commenced on Board – 2005**

- › Attended 6/9 meetings
- › Member Finance Committee (from 31 October 2019)
- › Member Health Advisory Committee (to 31 October 2019).

Managing Director, Coopers Brewery Ltd; Chairman, Morgan's Brewing Pty Ltd; Chairman, Coopers DIY, LLC (USA); Past President, Institute of Brewing & Distilling (UK); Deputy Chair, Brewers Association of Australia Inc; Governor, Coopers Brewery Foundation Inc; Deputy Chair, Liberal Foundation Inc.

**Dr Ian Gould AM\***

(PhD DUniv FTSE FAusIMM)

**Commenced on Board – 1998**

- › Attended 8/9 meetings
- › Member Board Executive Committee (to 11 June 2020).

Former Chancellor, University of South Australia; Chairman, St Andrew's Hospital Board; Member & Past Chairman, South Australian Minerals & Petroleum Expert Group; Former Member, South Australian Premier's Science & Industry Council; Former Member, Economic Development Board; Former Managing Director, Normandy Mining Ltd; Former Managing Director, Rio Tinto - Australia; Past President, Australasian Institute of Mining & Metallurgy; Twenty-eight years' service to the RFDS including terms as an Independent Councillor and President, RFDS Australian Council and Deputy Chairman, RFDS Central Operations. \*Retired 11 June 2020



**Hon Graham Gunn AM (JP)**

**Commenced on Board – 2010**

- › Attended 8/9 meetings
- › Member Finance Committee

Farmer and grazier at Mount Cooper on Eyre Peninsula; Councillor District Council of Streaky Bay; Current Member Commonwealth Parliamentary Association; Justice of the Peace; Former Member South Australian House of Assembly (1970-2010); Parliamentary Natural Resources Committee; Former Speaker House of Assembly and Deputy Speaker; Former Chairman Economic & Finance Committee.

**Dr Christine Lesnikowski**

(FRACGP BMBS BSc Hons)

**Commenced on Board – July 2018**

- › Attended 9/9 meetings
- › Chair Health Advisory Committee

Resides in Alice Springs. A General Practitioner and a Medical Educator (HealthPathways Clinical Lead for Northern Territory Primary Health Network) with a strong interest in primary health care for all across both rural and remote settings.

Lived, worked and trained in remote Central Australia and the Top End including Alice Springs, Katherine and Darwin in a variety of settings from public hospitals, private GP clinics and Central Australian remote community health clinics involving clinic visits and medical retrievals via NT Department of Health and RFDS Alice Springs.

Fellow, Royal Australian College of General Practice.



**Geri Malone**

(BNSc, MPH, Grad Cert Remote Health)

**Commenced on Board – August 2019**

- › Attended 7/8 meetings
- › Member Health Advisory Committee (from 8 August 2019)
- › Member Board Tender Sub-Committee.

Registered Nurse and Midwife with a Masters in Public Health and vast experience in clinical, management, advocacy and leadership roles, including consultancy and project work within the health sector, focusing on rural and remote health.

Currently, Board Director Flinders & Upper North Local Health Network Governing Body; Board Director Resthaven Incorporated; Member, Australian Institute of Company Directors. Previous roles include but not limited to; Chair National Rural Health Alliance (NRHA) as CRANaplus representative; Member of National Enhanced Response to BBV/STI in Indigenous Populations Governance Group; Member of the Commonwealth Government Distribution Working Group; Past Board Director National Rural Women's Coalition.

**Peter Nottage**

(FAICD)

**Commenced on Board – June 2019**

- › Attended 8/9 meetings
- › Member Board SQR Sub-Committee (from 8 August 2019);
- › Member Board Tender Sub-Committee.

Current part owner/Director, LTM Aerospace Pty Ltd; Director, The Helicopter Company (operations based in Saudi Arabia). Served the aviation industry as President and Chief Executive Officer of Cobham Aviation Services global business (an aviation career spanning more than 30 years) with substantial experience in Government and Defence contracting and considerable exposure in managing large and complex projects in the industry.



**Michael O'Neill**

(BCom, Adv Dip HR Mgt, Dip Proj Mgt, FAICD MRMIA)

**Commenced on Board – October 2018**

- › Attended 8/9 meetings
- › Chair Board SQR Sub-Committee
- › Member Board Executive Committee (from 8 August 2019).

Fellow Australian Institute of Company Directors; Fellow Governors Leadership Foundation; Member Risk Management Institute of Australasia; Member Police Commissioned Officers Mess. Director Police Health Group.

Held senior positions in the field of risk and governance across a range of industry sectors including Mineral Resources, Defence, Professional Services, Tourism and Public Safety.

**Paul Prestwiche OAM\***

(BEc MBA FCPA FAICS FGIA FAICD RegTA Dip Fin Planning)

**Commenced on Board – 1995**

- › Attended 1/1 meetings
- › Deputy Chairman (to 8 August 2019)
- › Member Board Executive Committee (to 8 August 2019)
- › Member Board SQR Sub-Committee (to 29 August 2019)
- › Member Finance Committee (to 2 September 2019).

Principal of an accounting firm, company Director and management consultant in the areas of financial and management accounting, risk management, organisation review, investment and asset management, strategic planning and development. Former General Manager of a large pharmacy group and Chief Financial Officer with a significant South Australian member service organisation. \*Retired 8 August 2019



**Peter Read**

(B App Sci (Ag), JP)

**Commenced on Board – June 2020**

- › Attended 0/0 meetings

Director, Nut Producers Australia Pty Ltd; Director, Riverland Almonds Pty Ltd; Director, Century Orchards Ltd; Board Member, Pembroke School; Justice of the Peace. Held various managerial positions with National Australia Bank (NAB) regional and metro based. Past Member, NAB State Leadership Team SA; Past Member, Eyre Regional Development Board. Promoted corporate volunteering throughout career at NAB, supporting various RFDS events, Bedford Industries and bushfire recovery programs.

**MANAGEMENT > Executive Leadership team**

- › **Tony Vaughan ASM** Chief Executive
- › **Stephen Batt** Chief Financial Officer
- › **Steve Cameron** Executive General Manager Operations
- › **Charlie Paterson** Executive General Manager Marketing & Stakeholder Relations
- › **Dr Mardi Steere** Executive General Manager Medical & Retrieval Services
- › **Natalie Szabo** Executive General Manager Health Services Development & Clinical Governance
- › **Josie Vartuli** Executive General Manager People & Culture



# OUR PEOPLE >

## Staff Employed >

	Full Time	Part Time*
Management and Administration	36	7
Engineers / Engineering Support	20	3
Health Promotion	1	
Community Health Workers	2	9
Oral Health	1	5
Mental Health / Drug and Alcohol Workers	3	
Medical Practitioners	2	6
Pilots	42	1
Fundraising	7	
Marketing and Communications	2	
Operations Coordinators	13	1
Registered Nurses	35	37
Tourist Facilities / Merchandising / Other	3	17
General Hands		1
<b>Total Staff</b>	<b>167</b>	<b>87</b>

\*Part Time staff includes Casual Staff

## Milestones >

### Staff, 35 years >

**Adam Andrews**, Engineer, Alice Springs

### Staff, 30 years >

**Ray Mundy**, Pilot, Adelaide

### Staff, 25 years >

**Steve Davis**, Pilot, Adelaide

### Staff, 15 years >

**Matt Cosier**, Head of Training & Checking, Adelaide

**Helen McLachlan**, Operations Support Officer, Port Augusta

**Kate Guerin**, People & Culture Advisor, Adelaide

### Staff, 10 years >

**Adam Cattonar**, Pilot, Adelaide

**Alana Daw**, Operations Coordinator, Port Augusta

**Trudi Kluge**, Flight Nurse, Adelaide

**Adam Ind**, IT Manager, Adelaide

**Sonia Lyon**, Flight Nurse, Port Augusta

**Denise Martin**, Aboriginal Health Coordinator, Port Augusta

**Lesley Prince**, Manager, Alice Springs Tourist Facility,  
Alice Springs

**Alistair Singh**, Flight Nurse, Alice Springs

### Board, 10 years >

**Graham Gunn AM**

## Employee Wellbeing >

Introduced this year, the RFDS Employee Wellbeing Framework comprises a program of activities endorsed by the National Mental Health Commission and the Mentally Healthy Workplace Alliance. The framework outlines a multi-faceted approach across topics such as resilience training, pre-employment screening, wellbeing checks, peer support schemes and post-trauma interventions underpinned by key initiatives including:

- **Critical Incident Response** – All people leaders have undergone training in Psychological First Aid response to assist peers in the case of a critical incident or traumatic event.
- **Psychological Wellness Checks** – Psychological Wellness Checks have been introduced to enhance and maintain the psychological wellbeing and physical health of employees working in remote area clinics and other remote settings.
- **Mental Health Awareness** – People leaders, employees and their immediate family members have participated in training on mental health awareness. This training covered identifying signs and symptoms of depression and anxiety, how to approach a person with concern and aspects of self-care.

## Culture Survey >

RFDS Central Operations conducted an organisation-wide Culture Survey in September/October 2019, utilising the Human Synergistics culture diagnostic tool.

The purpose of the survey was to assess our current culture, identify our desired culture and understand how to align our culture to ensure the achievement of our strategic goals.

All staff were invited to participate and 68% completed the survey.

Engineer Adam Andrews has worked at Alice Springs Base for 35 years.



In a year in which many traditional fundraising channels were challenged, our **donors, fundraisers, volunteers, bequestors and corporate sponsors** demonstrated an amazing level of support for their Flying Doctor.

**\$12.54**  
million generated from fundraising and bequests

**11%**  
Increase in active donors

**\$893,000**  
raised by volunteer RFDS Auxiliaries/Support Groups

**143%**  
growth in online donations

**700**  
registrations for inaugural online fundraising event

**10%**  
growth in our regular giving program



## OUR FUNDRAISING >



### IGA Simulator Roadshow >

In the first corporate/community activation of its kind, the Flying Doctor joined forces with Major Partner IGA Supermarkets to launch an RFDS Simulator Roadshow.

The Simulator Roadshow visited 13 IGA and Foodland stores in regional South Australia across six days in November 2019, providing franchisees, staff and local communities the unique opportunity to step inside a fully-equipped replica RFDS flying intensive care unit and feel what it is like to be a patient at 30,000 feet.

Funds were raised by gold coin donations, Tap 'n' Go card donations, merchandise sales, as well as donations direct from the stores or local communities.

The IGA Simulator Roadshow coincided with the annual Streaky Bay Rodeo By The Sea and raised more than \$5,000 for the RFDS.

In the Northern Territory, the Simulator also visited IGA Zuccoli as part of a community activation promoting IGA's Christmas Hamper Food Drive.

Across both South Australia and the Northern Territory, the RFDS Simulator visited more than 50 locations in 2019/20.

6

Days on the road

1,873

Kilometres travelled

13

Stores visited

### 'A Night In Hollywood' Online Quiz Night >

With COVID-19 restrictions impacting major events in 2020, RFDS Central Operations made the decision in late March to cancel its annual Wings for Life Gala Ball, which was scheduled in May.

In place of a physical event, the "Night In Hollywood" theme and original event date were retained and ticket-holders were instead invited to take part in the inaugural RFDS Online Quiz Night.

Invitations to the event were extended to the general public, with attendance on the night topping 700 participants and close to 200 teams logging in from Sydney to Switzerland.

RFDS Ambassador Jessica Adamson hosted the evening and prizes were generously donated by Edible Blooms and IGA Supermarkets.

One of the first online fundraising events launched by a major not-for-profit in response to COVID-19, the Quiz Night was free to attend but raised more than \$10,000 to support the Flying Doctor's ongoing work.



### Patient Transfer Facility Appeal >

More than 800 South East individuals and businesses donated almost \$400,000 in cash and in-kind services to the Royal Flying Doctor Service's first Patient Transfer Facility in regional South Australia, located at Mount Gambier.

Championed by the RFDS Mount Gambier & District Support Group, the infrastructure project was heartily embraced by the local community.

Among the corporate contributors were Barry Maney Group, Mount Gambier & District Community Bank (Bendigo Bank), SA Power Networks, Origin Energy, MGA Insurance Brokers and Beach Energy.

Head contractor Ahrens Group demonstrated significant cash and in-kind support during construction, supported by in-kind contributions from local painter Greg Saunders and his assistant Aaron Knowles, concreter Angus Roulston and Dulux Paints' Dean Flett, who donated the paint for the interior and hangar floor.

At a local government level, Mount Gambier City Council provided generous financial support and the District Council of Grant has pledged support for the ongoing maintenance of the facility through the waiver of utilities costs, lease fees and rates.



### S. Kidman & Co extends Jet Partnership >

Outback icon S. Kidman & Co announced an extension of its \$1 million-plus RFDS 'Jet Partner' sponsorship to support the Flying Doctor's work in remote communities.

The investment, spanning another four years, benefits both the inaugural RFDS Medi-Jet 24 and the second purpose-built aeromedical jet, which was scheduled to join the Central Operations fleet in August 2020.

David Larkin AM, Chief Executive Officer of Hancock Agriculture, said S. Kidman & Co was delighted to continue the alignment of its famous brand alongside Australia's leader in aeromedical and primary health care in rural and remote Australia.

"Like the Royal Flying Doctor Service, S. Kidman & Co has a rich history and a strong future invested in the Territory," Mr Larkin said.

"We are delighted to be the inaugural Jet Partner of the RFDS Medi-Jet 24s – one in South Australia and the other in the Northern Territory – and to dedicate our ongoing community support to the life-saving work undertaken by this essential Australian service."





OUR COMMUNITY PARTNERS >

Auxiliaries & Support Groups >

Adelaide Auxiliary
Alice Springs Auxiliary
Ceduna Support Group
Clare Support Group
Copper Coast & District Support Group
Cowell & District Support Group
Fleurieu Support Group
Gawler & District Support Group
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
Port Pirie & District Support Group
Riverland Support Group
Roxby Downs Auxiliary
Southern Yorke Peninsula Support Group
Sunraysia Support Group
Tatiara Support Group
Whyalla Support Group

Photography >

Shane Reid, Fotonaut
----------------------

Volunteers >

Speaker Program Volunteers
Adelaide Office Volunteers
Simulator Volunteers
Operational Volunteers
Event Volunteers

Ambassador >

Jessica Adamson
-----------------

Patrons >

His Excellency the Honourable Hieu Van Le AC, Governor of South Australia
Her Honour the Honourable Vicki O'Halloran AO, Administrator of the Northern Territory

Awards & Acknowledgements >

Gary Bastin – NT Government Chief Minister's Volunteer of the Year Award
RFDS Clare Support Group – Clare & Gilbert Valleys Council Australia Day Award

Community Fundraisers >

Agribusiness Australia
Alice Springs Town Council 'Pets on Parade'
Anna Nunn 'Where is Cowboy Roy's Hat?'
Anna Villa Ram Sale
Arthur Brinsley
Austin 7 Club of SA Inc 'Austins over Australia 2019'
Australian Stud Sheep Breeders Association
Beach Energy Corporate Team
Blinman Progress Association
Border Village Roadhouse – Border Dash
Bordertown Golf Club
Burra Picnic Races
Campbelltown Rotary Outback Experience
Cummins Wool Show
David Meyer (Car 150) Outback Car Trek
Funke's Ram Sale
Gawler Ranges Progress Association
Geoff Richmond Fundraising Dinner
Gloria Bristow-Miell
Graham Abbott
Harry Butler Centenary Celebrations
Henley & Grange Community Woodworkers
Keith RFDS Op Shop
Keyneton Primary School 'Wheels Day'
Kingoonya Amateur Racing Club
Lewis Bruhn Memorial & Long Lunch
Lions Club of Rostrevor Black Hill Challenge
Lower Lakes Stockmans Challenge & Bush Festival
Loxton Golf Club
Mambray Creek Progress Association
Mick O'Brien Groovy Memorial Weekend
Mount Lofty Rangers 4WD Club
Mundulla Concert Committee
Murray Bridge Hangar Op Shop
NT Athletics
Oodnadatta Racing & Horse Sports Inc
Petroleum Exploration Society of Australia (PESA) Golf Day
RAA
REDARC Electronics
Renmark Rovers Football Club
Rockleigh Uniting Church
Royal Adelaide Show Wool Exhibitors
Seymour College Boarders
Simpson Desert Bike Challenge
Southern Grassfed Carcase Classic
Stealth Tools
Strathalbyn Campdraft
Summit Trax 4WD Club Inc
SYP Community Shop Incorporated
The Annual Ranger Meetup 2019
The Teakle Foundation
The Wanderers Car Run
Tunarama entrant, Belinda Currie
Welly's Poker Run
William Creek Gymkhana
William Creek Hotel
Winery Engineers of Australia
Wudinna Bowling Club

OUR COMMUNITY PARTNERS >

We are grateful to the many individuals, organisations and community groups who fundraise, host events and volunteer for their Flying Doctor. Here are just a few of our community fundraisers who have helped keep our crews in the sky this year.



Southern Grassfed Carcase Classic > \$27,700

As the largest competition of its kind in Australia, the Southern Grassfed Carcase Classic attracted a record 1619 beef cattle entries, with one per cent of sale proceeds from each carcase donated to the RFDS. Over \$170,000 has been raised across the 12 years of the competition.



Petroleum Exploration Society of Australia (PESA) > \$18,500

More than 100 golf buffs teed off at the 40th annual PESA Golf Tournament in March 2019. The event, hosted at Flagstaff Hill Golf Club, has raised more than \$380,000 over the last 12 years.



A Night at the Movies > \$1,500

More than 150 people attended the Flying Doctor's two movie fundraising evenings in 2019. Hosted at GU Filmhouse at Glenelg, screenings of 'Ride Like A Girl' and 'Last Christmas' raised more than \$1,500.



REDARC Electronics > \$10,000

To celebrate 40 years of Australian electronics manufacturing, REDARC Electronics raised \$40,000 for the community, shared between the RFDS and three other charities.



Where is Cowboy Roy? > \$2,200

Anna Nunn's first foray into children's literature Where Is Cowboy Roy? was inspired by her son and raised a dollar for the Flying Doctor from every copy purchased.



Henley & Grange Community Woodworkers > \$50,000

The Henley & Grange Community Woodworkers celebrated a major milestone in November, marking a total of \$50,000 in donations to the RFDS over 14 years. The group handcrafts wooden toys, furniture and artwork for sale with all proceeds to the Flying Doctor.



Mount Lofty Rangers 4WD Club > \$4,000

A four-day 4WD event hosted in the Flinders Ranges raised more than \$4,000 for the RFDS.



NT Fire & Rescue Service Car Wash > \$1,500

Fifty cars and half a dozen dogs were washed and buffed to a high shine to raise money for the RFDS at a fundraising car wash at the Yulara Fire Station in October.



Burra Picnic Races > \$15,000

The Burra Picnic Races – a staple in the Clare Valley events calendar – raised \$15,000 for the Flying Doctor at its successful October race meet, bringing its total donation to \$75,000 since 2015.



Border Dash > \$12,000

More than 30 participants dashed the 13-kilometre stretch along the Eyre Highway between the Eucla Motel and the SA/WA border in October in aid of the Flying Doctor. The 13th annual event, together with auction and raffle, raised more than \$12,000.



Mambray Creek Progress Association > \$14,100

The Association's stand-alone fundraiser event 'Doin' it for the Doc' featured live music, auctions, raffles and a BBQ at the local Trapper Bar. An auction highlight was an RFDS baseball cap that attracted a \$500 donation.



RFDS Hangar Op Shop > \$17,100

Dorothy Head, who operates the Murray Bridge RFDS Hangar Op Shop, generously donates part proceeds to the Adelaide Auxiliary. The shop sells quality second-hand goods to the local community and has raised more than \$300,000 for the Flying Doctor since 2002.



OUR CORPORATE PARTNERS >

Jet Partner



COVID-19 Response Partner



Major Partners



National Partners



Program Partners



Aircraft Partner



Community Partners



Supporting Partners



Media Partners



OUR HEALTH PARTNERS >

We thank the following partners for working with and supporting RFDS Central Operations in 2019/20.

Funding Partners



Service Delivery >

- Central Australian Aboriginal Congress
- Central Australian Retrieval Service
- Child and Family Health Service (Women's & Children's Hospital)
- Country & Outback Health
- GPEX – Australian General Practice Training
- headspace
- McGrath Foundation
- MedSTAR Emergency Medical Retrieval
- Oak Valley Health Service
- Office of the Chief Psychiatrist (SA)
- Pintupi Homelands Health Service Aboriginal Corporation
- Palliative Care Australia
- Rural Doctors Workforce Agency
- SA Arid Lands Natural Resource Management Board
- Sports Australia
- St John Ambulance NT
- Tullawon Health Services

Skills Training >

- Adelaide University
- Aus Compliance - First Aid
- Australian Resuscitation Training
- Charles Darwin University
- Flinders University
- Guardian Personal Safety Training
- Skilled Manual Handling

Aviation >

- Adelaide Airport Limited
- AirBP
- Air Services Australia
- Civil Aviation Safety Authority
- Flight Safety International
- Pilatus Australia
- OzRunways
- NT Airports

AWARDS >







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Acting Operations Manager Sam Bennett with Base Coordinator Mark Edwards at Darwin Base.



# OUR FINANCIAL REPORT >

For the year ended 30 June 2020

## 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 2020 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 a surplus for the period ended 30 June 2020 of \$4.7 million (\$12.1 million in 2019)

The result excluding donations and sponsorship of \$7.9 million (\$6.5 million in 2019), legacies and bequests of \$4.7 million (\$7.8 million in 2019), net financial expense of (\$0.3) million (net financial income of \$3.7 million in 2019) and capital grants of \$2.2 million (\$2 million in 2019) is a deficit of \$9.8 million (\$7.9 million in 2019). This deficit represents the funding shortfall from operational activities.

The surplus generated from non-operational activity (donations and sponsorship of \$7.9 million, legacies and bequests of \$4.7 million and net financial expenses of (\$0.3) million) has contributed to total cash and investments of \$68.8 million (\$70.2 million in 2019). 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 \$68.5 million at current values including the final payment of a second medically-equipped twin engine Jet PC24, three medically-equipped PC-12s, together with medical, aviation and general equipment upgrades in excess of \$2.5 million per annum.

Dated at Adelaide this 10th day of September 2020.  
Signed in accordance with a resolution of the Board of Directors

**P de Cure**  
Chairman

**L Reynolds**  
Deputy Chairman

## Statement of Profit and Loss and Other Comprehensive Income >

For the year ended 30 June 2020

	2020	2019
	\$	\$
Revenue	48,386,052	43,663,394
Other income	16,407,891	18,769,017
	64,793,943	62,432,411
Employee expenditure	28,668,302	25,687,041
Aviation fuel	5,524,727	5,912,953
Aviation maintenance	4,605,487	3,145,369
Depreciation and amortisation	8,402,969	7,002,761
Amortisation of engine and propeller overhaul	2,427,532	2,232,932
Other expenses	10,181,306	10,128,461
	59,810,323	54,109,517
<b>Surplus before financial income and expense</b>	<b>4,983,620</b>	<b>8,322,894</b>
Financial income	1,837,278	3,736,800
Financial expense	(2,117,857)	-
	(280,579)	3,736,800
<b>Surplus for the year</b>	<b>4,703,041</b>	<b>12,059,694</b>
<b>Other comprehensive income</b>		
<b>Items that will never be reclassified to profit or loss</b>		
Revaluation of Land & Buildings	-	738,028
Equity securities - net change in fair value	(962,015)	206,500
	(962,015)	944,528
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>3,741,026</b>	<b>13,004,222</b>



## OUR FINANCIAL REPORT >

### Statement of Changes in Equity >

For the year ended 30 June 2020

	Asset Revaluation Reserve	Asset Realisation Reserve	Capital Grant Reserve	Fair Value Reserve	Retained Earnings	Total Equity
	\$	\$	\$	\$	\$	\$
<b>Balance at 1 July 2018</b>	8,910,806	6,580,285	39,707,004	2,101,343	105,994,372	163,293,810
<b>Total comprehensive income for the year</b>						
Surplus for the year	-	-	-	-	12,059,694	12,059,694
Changes in fair value of financial assets	-	-	-	206,500	-	206,500
Change in fair value of land and buildings	738,028	-	-	-	-	738,028
Total comprehensive income for the year	738,028	-	-	206,500	12,059,694	13,004,222
Transfer (to)/from reserve	(6,796,170)	(6,580,285)	1,996,109	-	11,380,346	-
Total recognised income and expense	(6,058,142)	(6,580,285)	1,996,109	206,500	23,440,040	13,004,222
<b>BALANCE AT 30 JUNE 2019</b>	2,852,664	-	41,703,113	2,307,843	129,434,412	176,298,032

<b>Balance at 1 July 2019</b>	2,852,664	-	41,703,113	2,307,843	129,434,412	176,298,032
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<b>Total comprehensive income for the year</b>						
Surplus for the year	-	-	-	-	4,703,041	4,703,041
Changes in fair value of financial assets	-	-	-	(962,015)	-	(962,015)
Total comprehensive income for the year	-	-	-	(962,015)	4,703,041	3,741,026
Transfer (to)/from reserve	-	-	2,222,115	-	(2,222,115)	-
Total recognised income and expense	-	-	2,222,115	(962,015)	2,480,926	3,741,026
<b>BALANCE AT 30 JUNE 2020</b>	2,852,664	-	43,925,228	1,345,828	131,915,338	180,039,058

### Balance Sheet >

For the year ended 30 June 2020

	2020	2019
	\$	\$
<b>Current Assets</b>		
Cash and cash equivalents	37,633,128	4,099,720
Trade and other receivables	3,612,800	2,845,856
Inventories	910,203	471,065
Investments	31,172,864	66,146,941
<b>Total current assets</b>	<b>73,328,995</b>	<b>73,563,582</b>
<b>Non Current Assets</b>		
Property, plant and equipment	120,660,767	113,743,516
Intangibles	265,877	220,612
Right-Of-Use Assets	19,397,911	-
<b>Total non-current assets</b>	<b>140,324,555</b>	<b>113,964,128</b>
<b>Total assets</b>	<b>213,653,550</b>	<b>187,527,710</b>

<b>Current Liabilities</b>		
Trade and other payables	4,259,043	5,352,441
Lease Liability	893,788	-
Contract liabilities – Grant funding	4,226,954	1,405,419
Employee benefits	4,034,496	3,274,235
<b>Total current liabilities</b>	<b>13,414,281</b>	<b>10,032,095</b>
<b>Non Current Liabilities</b>		
Lease Liability	19,045,350	-
Long service leave	1,154,861	1,197,583
<b>Total non-current liabilities</b>	<b>20,200,211</b>	<b>1,197,583</b>

<b>Total liabilities</b>	<b>33,614,492</b>	<b>11,229,678</b>
--------------------------	-------------------	-------------------

<b>NET ASSETS</b>	<b>180,039,058</b>	<b>176,298,032</b>
-------------------	--------------------	--------------------

<b>Equity</b>		
Reserves	48,123,720	46,863,620
Retained earnings	131,915,338	129,434,412
<b>TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER</b>	<b>180,039,058</b>	<b>176,298,032</b>



Statement of Cash Flows >

For the year ended 30 June 2020

	2020	2019
	\$	\$
<strong>Cash flows from operating activities</strong>		
Cash receipts from grants	29,165,208	24,834,034
Cash receipts from customers	20,966,626	20,326,837
Cash paid in the ordinary course of operations	(47,922,828)	(39,015,778)
Cash receipts from tourist activities	1,633,811	2,450,538
Cash receipts from donations, legacies and bequests	12,321,218	9,595,683
Cash paid for tourist activities	(1,373,133)	(1,833,405)
Cash paid for fundraising activities	(1,299,928)	(1,267,211)
<strong>Net cash from operating activities</strong>	<strong>13,490,974</strong>	<strong>15,090,698</strong>
<strong>Cash flows from investing activities</strong>		
Acquisition of property, plant and equipment and intangible assets	(11,226,671)	(22,172,149)
Acquisition of engine & propeller overhaul	(5,365,952)	(3,167,815)
Proceeds from sale of fixed assets	4,000	10,000
(Acquisition) / Proceeds of investments	34,423,443	8,355,011
Proceeds from capital grants	2,248,465	1,996,109
Interest received	34,586	62,472
Dividends received	499,497	109,443
<strong>Net cash (used) in investing activities</strong>	<strong>20,617,368</strong>	<strong>(14,806,929)</strong>
<strong>Cash flows from financing activities</strong>		
Repayment of lease liability	(659,702)	-
<strong>Net cash (used) in financing activities</strong>	<strong>(659,702)</strong>	<strong>-</strong>
Net increase / (decrease) in cash and cash equivalents	33,448,640	283,769
Cash and cash equivalents at 1 July	4,099,720	3,773,824
Effect of movements in exchange rates on cash held	84,768	42,127
<strong>CASH AND CASH EQUIVALENTS AT 30 JUNE</strong>	<strong>37,633,128</strong>	<strong>4,099,720</strong>

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.



Independent Auditor’s Report

To the members of Royal Flying Doctor Service of Australia Central Operations

Report on the Summary Financial Statements

Opinion

We report on the Summary Financial Statements of Royal Flying Doctor Service of Australia Central Operations (the Service) as at and for the year ended 30 June 2020. The Summary Financial Statements are derived from the audited financial report of Royal Flying Doctor Service of Australia Central Operations (the Audited Financial Report). In our opinion, the accompanying Summary Financial Statements of Royal Flying Doctor Service of Australia Central Operations are consistent, in all material respects, with the Audited Financial Report, in accordance with the basis of preparation described in Note 1 to the Summary Financial Statements.

The Summary Financial Statements comprise:

- Balance sheet as at 30 June 2020;
- Statement of profit and loss and comprehensive income, Statement of changes in equity and Statement of cash flows for the year then ended; and
- Related notes.

Scope of the Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by Australian Accounting Standards applied in the preparation of the Audited Financial Report. Reading the Summary Financial Statements and this Auditor’s Report thereon, therefore, is not a substitute for reading the Audited Financial Report and our auditor’s report thereon.

The Audited Financial Report and our auditor’s report thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor’s report dated 10 September 2020.

Emphasis of matter – basis of preparation and restriction on use

We draw attention to Note 1 to the Summary Financial Statements, which describes the basis of preparation. The Summary Financial Statements have been prepared to assist the Directors of Royal Flying Doctor Service of Australia Central Operations for the purpose of fulfilling the Directors’ financial reporting responsibilities under the ACNC Act 2012. As a result, the Summary Financial Statements and this Auditor’s Report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

This Auditor’s Report is intended solely for the Directors of Royal Flying Doctor Service of Australia Central Operations and should not be used by parties other than the Directors of Royal Flying Doctor Service of Australia Central Operations. We disclaim any assumption of responsibility for any reliance on this Auditor’s Report, or on the Summary Financial Statements to which it relates, to any person other than the Directors of Royal Flying Doctor Service of Australia Central Operations or for any other purpose than that for which it was prepared.

Other information

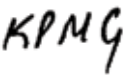
Other Information is financial and non-financial information in Royal Flying Doctor Service of Australia Central operations’ annual reporting which is provided in addition to the Financial Report and the Auditor’s Report. The Directors are responsible for the Other Information. Our opinion on the Financial Report does not cover the Other Information and, accordingly, we do not express any form of assurance conclusion thereon. In connection with our audit of the Financial Report, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Report or our knowledge obtained in the audit, or otherwise appears to be materially misstated. We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor’s Report we have nothing to report.

Responsibilities of the Directors for the Summary Financial Statements

The Directors are responsible for the preparation of the Summary Financial Statements in accordance with the basis of preparation described in Note 1 to the Summary Financial Statements, including their derivation from the Audited Financial Report of the Service as at and for the year ended 30 June 2020.

Auditor’s responsibilities for the Summary Financial Statements

Our responsibility is to express an opinion on whether the Summary Financial Statements are consistent, in all material respects, with the Audited Financial Report/Statements based on our procedures, which were conducted in accordance with Australian Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.



KPMG

Sheenagh Edward  
Partner  
Adelaide, 10 September 2020

KPMG, an Australian partnership and a member firm of the KPMG network of independent member firms affiliated with KPMG International Cooperative (“KPMG International”), a Swiss entity.

Liability limited by a scheme approved under Professional Standards Legislation.



Image Credits >

This spectacular bird's-eye view of everything that we transport inside an RFDS PC-12 was captured at Alice Springs Base by Dr Tom Huang.

We thank the following photographers for use of their images in this publication:

- › Jacqui Bateman
- › Russell Millard
- › Shane Reid
- › Matt Turner (The Advertiser)





## How you can help >

Thanks to the kind support of individuals, corporations, governments and the community, the Royal Flying Doctor Service has proudly served Australia for over 90 years. Help us continue to deliver the finest care to the furthest corners of Australia.

- › Mail your donation to:  
Royal Flying Doctor Service  
PO Box 381  
Marleston SA 5033
- › Call us on 1800 813 318
- › Email us at [enquiries@flyingdoctor.net](mailto:enquiries@flyingdoctor.net)
- › Visit [flyingdoctor.org.au/sant](http://flyingdoctor.org.au/sant) to make an online donation

 [flyingdoctor.org.au/sant](http://flyingdoctor.org.au/sant)  
 [facebook.com/royalflyingdoctorservice](https://facebook.com/royalflyingdoctorservice)  
 [@RoyalFlyingDoc](https://twitter.com/RoyalFlyingDoc)  
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## Where to find us >

### Adelaide Base

1 Tower Road, Adelaide Airport SA 5950  
t 08 8238 3333 f 08 8238 3395  
e [enquiries@flyingdoctor.net](mailto:enquiries@flyingdoctor.net)

### Alice Springs Base

Alice Springs Airport, 28 Davis Drive,  
Alice Springs NT 0870  
t 08 8958 8400 f 08 8958 8680

### Darwin Base

Darwin Airport, 10a Lancaster Road,  
Eaton NT 0820  
t 08 8998 9940 f 08 8998 9942

### Port Augusta Base

Port Augusta Airport, Airport Road,  
Port Augusta SA 5700  
t 08 8648 9500 f 08 8648 9591

### Andamooka Health Service

Hospital Road, Andamooka SA 5722  
t 08 8672 7087 f 08 8672 7222

### Marla Health Service

8 Cockatoo Crescent, Marla SA 5274  
t 08 8670 7007 f 08 8672 7007

### Marree Health Service

First Street, Marree SA 5733  
t 08 8675 8345 f 08 8675 8385

### Alice Springs Tourist Facility

8-10 Stuart Terrace, Alice Springs NT 0870  
t 08 8958 8411 w [rfdsalicesprings.com.au](http://rfdsalicesprings.com.au)

### Darwin Tourist Facility

39 Stokes Hill Road, Darwin NT 0800  
t 08 8983 5700 w [rfdsdarwin.com.au](http://rfdsdarwin.com.au)



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