

Annual Report 2020



Royal Flying Doctor Service
WESTERN OPERATIONS



Snapshot 2019/20



9,033 **Aeromedical retrievals**, including 1,754 primary evacuations, 7,121 Inter-Hospital Transfers and 158 repatriations.



1,234 **Patients were retrieved** and aero medically treated on the Rio Tinto LifeFlight PC-24 jets from 30 June 2019 to 1 July 2020.



44,436 **Medical consultation and retrieval advice calls.**



5,153 **Patients treated by** the Royal Flying Doctor Service Western Operations at **556 clinics.**



>9,500 **Patients treated at** 1,573 Royal Flying Doctor Service Western Operations facilitated clinics.



7.96 million km **Distance travelled** by the Royal Flying Doctor Service Western Operations integrated fleet.



16,047 landings

Highlights 2019/20



Emergency Healthcare

- Invested in preparation and standing ready to support WA throughout COVID-19 and beyond:
 - Developed an evolving best practice COVID-19 Clinical Guideline for infection control and decontamination processes; including referral, assessment, transport and post-flight management.
 - Invested in comprehensive training for our crews on the frontline of our 24-hour emergency service.
 - Formed a national COVID-19 working group to optimise our service response to the pandemic and deploy RFDS resources to outbreak areas.
 - Worked alongside the State Health Incident Coordination Centre (SHICC) as a key ally in WA's coordinated emergency response to COVID-19.
 - Bolstered our frontline workforce with extra doctors, flight nurses, pilots and engineers.
 - Transferred more than 100 suspected and confirmed COVID-19 patients.



Community healthcare

- Developed mining-specific medical chests to suit the needs of the industry.
- Partnered with BOAB Health Services and Youth Focus to deliver mental health services in the Kimberley and Midwest.
- Expanded our primary healthcare footprint across regional WA.
- Harnessed new technology for telehealth platforms; integrated new video telehealth capability to our service delivery via GoodSam and trialling diagnostic equipment to support the health needs of remote and rural communities in WA.
- Supported rural and remote communities with the distribution of 551 medical chests across WA.



Building capacity and capability

- Response Ready for WA Appeal saw nearly \$5m raised through the Chamber of Minerals and Energy members to support our COVID-19 response.
- Leveraged our aviation expertise to support WA during COVID-19, transporting essential workers, supplies and pathology samples.
- Marked the first anniversary of the first two Rio Tinto LifeFlight PC-24 jets 'Victory' and 'Kimberley'.
- Secured partnership with Rio Tinto for a further six years for the purchase of a third PC-24 jet to join our fleet in 2022.



Health equity and advocacy

- Increased analytics to support data-driven approaches to advocacy.
- Supported remote Aboriginal communities with specific COVID-19 education and hand hygiene awareness.
- Worked with Aboriginal Community Health Organisations in Wiluna, Warburton and the Kimberley region to authentically engage with Aboriginal communities.

Message from our Chairman and CEO

On behalf of Royal Flying Doctor Service (Western Operations), we are pleased to present the Annual Report for the financial year ended 30 June 2020.

2019-2020 has been an extraordinary year with record levels of activity for the Flying Doctor in Western Australia.

Launching our **Next Century Strategic Direction: 2020 and beyond** after extensive consultation with our people across the regions and with our health and emergency service partners was a major milestone.

Our Strategic Direction reaffirms our promise to regional Western Australia to provide excellence in aeromedical and primary healthcare and to advocate for health equity for some of our most vulnerable and isolated communities.

The Strategic Priorities and Enablers set out in the plan unlock opportunities for the Flying Doctor to continue to innovate, adapt and work in partnership to advance

our mission. It is pleasing to see the Strategic Direction already being put into action with new technologies and new service delivery partnerships. **As always, excellent patient care remains at the centre of everything we do.**

In late February, as the outbreak of COVID-19 reached our shores, we rapidly adapted our ways of working to ensure continuous service throughout the pandemic and beyond; developing and embedding new COVID-19 infection protocols and practices into every aspect of our operations.

Much work was done to boost our service capacity to cope with potential surges in demand, with the health and safety of our people and patients remaining paramount.

The RFDS is proud to be a frontline responder and a key ally in the State's successful health response to the pandemic. We have a seat at the table of the State Health Incident Coordination Centre (SHICC) and continue to work



closely with our major funders - the WA Country Health Service (WACHS) and the Commonwealth Government. The RFDS is also sincerely grateful for the support provided by its corporate and community supporters in 2019-20. In particular, the swift and generous support of members of the Chamber of Minerals and Energy of WA to our **Response Ready** campaign that enabled us to rise to the challenge of COVID-19 is greatly appreciated.

Today, we are the only service still operating aeromedical retrieval for suspected COVID-19 patients in WA, so far retrieving 106 suspected or confirmed cases.

All this was achieved as the Flying Doctor in Western Australia recorded its busiest year on record.

In this financial year our crews travelled close to eight million kilometres to retrieve and aero medically treat 9,033 patients across WA. **That's an average 25 men, women and children flown to safety each day.**

We acknowledge the tremendous work of all our people who are our greatest asset and constantly strive to achieve excellent patient outcomes. There is an unwavering commitment to ensuring anyone who lives, works and travels throughout WA's vast and remote regions have equal access to quality healthcare no matter where they are. This year, this promise has been fulfilled in unparalleled circumstances.

We extend our sincere thanks to all who have served, supported and donated to the Flying Doctor in Western Australia.

Strategic Direction: 2020 & Beyond

Priorities

Emergency healthcare



Community healthcare



Building capacity and capability



Health equity and advocacy



Enablers



Healthy people and culture



Adaptive service models



Partnerships and relationships



Resource sustainability

Sam Walsh AO
Chairman

Rebecca Tomkinson
CEO

The Western Operations Annual Financial Report is available at flyingdoctor.org.au/wa

Our service delivery partners

We are proud to work with the Australian and Western Australian Governments and other service delivery partners as a vital link in our health network.



Government of Western Australia
Department of Health



Government of Western Australia
WA Country Health Service

Thank you to our supporters

On behalf of our patients, we extend a sincere thank you to our donors, community fundraisers and corporate partners who generously support the Royal Flying Doctor Service. Our corporate supporters with whom we have formal agreements include:

ALTITUDE PARTNER



MAJOR PARTNER



MAJOR SUPPORTER



KARARA
MINING LTD



HORIZON
POWER



Thrifty
Car & Truck Rental



RAMELIUS
RESOURCES



Response Ready supporters

Our rapid response to COVID-19 was aided by those who supported our **Response Ready** call for assistance. We particularly thank members of the Chamber of Minerals and Energy of WA including Albemarle Lithium, AngloGold Ashanti Australia, BHP, CBH Group, Chevron Australia, CITIC Pacific Mining, EMR Golden Grove, Fortescue Metals Group, Gold Fields Australia, Gold Road Resources, IGO, Mid West Ports Authority, Mount Gibson Iron, Newcrest Mining, Northern Minerals, Pilbara Minerals, Ramelius Resources, Regis Resources, Rio Tinto, Roy Hill, Sandfire Resources, Saracen Minerals, Shell, South32, St Barbara, Talison Lithium.



Acknowledgement of Country

The Royal Flying Doctor Service (Western Operations) is committed to improved health outcomes and access to health services for all people. We respect and acknowledge Aboriginal and Torres Strait Islander peoples as the first Australians and our vision for reconciliation is to provide an organisational culture that strives for unity, equity and respect.

Our mission

To provide excellence in aeromedical and primary healthcare.

Contact us

(08) 9417 6300
westops@rfdswa.com.au
Royal Flying Doctor Service
3 Eagle Drive, Jandakot WA 6164
flyingdoctor.org.au/wa



Royal Flying Doctor Service
WESTERN OPERATIONS