



# Rising to the Challenge

Royal Flying Doctor Service Victoria  
Annual Report 2019-2020

Q In the immediate aftermath of the bushfires, it was important that our services reached people as soon as possible.

It's a long journey, but we will be there with them every step of the way.<sup>Q</sup>

Scott Chapman, RFDS Victoria Chief Executive



**Contents:**

Chair and Chief Executive message 2 Board of Directors 4  
Revenue Distribution 7 Our Operations 10 Our Stories 16  
Our Community 32 Our Supporters 44 Our Reporting 54  
Summary Financial Statements 58





## Chair message >

In times of crisis, the spotlight shines on RFDS. For more than 90 years we have been there for people when they need us most – and with the extraordinary challenges we have experienced this year, hundreds of thousands of people across Australia have called on the Flying Doctor.

Through the bushfires of last summer and then into the global pandemic of COVID-19, we have worked closely with Federal and State Health Departments so that our services remained not only coordinated to, but indeed supplementing, the broader efforts of government. Our adaptability was recognised by government as we were called on to provide services on short notice, with the quality of our processes ensuring the safety of staff and patients at all times.

The Flying Doctor's national response to COVID-19 was swift and collaborative. Two taskforce working groups were formed; the RFDS COVID-19 Response Group and the Personal Protective Equipment (PPE) Response Group. A stockpile of PPE was established at RFDS Victoria's Essendon base, leveraging our inventory capability to fulfill stock requirements for RFDS operations right across the country.

Despite enormous challenges, the Flying Doctor continued to serve our communities and nationally undertook a total of 320,100 patient contacts. That is an average of 877 per day and included some of the very first COVID-19 transports in Australia.

This adaptability does not come by chance – it is built on strong strategic plans and a clear vision. We have a commitment to improve and develop no matter what challenges we face and so I am very proud that many significant projects continued throughout this difficult time.

RFDS commenced the development of a national RFDS Electronic Health Record – a crucial innovation to better connect our patients and health providers. Similarly, RFDS Victoria's custom-built telehealth platform, Mantle, was advanced with a national roll-out to other RFDS sections.

In Victoria, our commitment to quality care and continuous improvement took a meaningful step forward when we successfully achieved accreditation against The National

Safety and Quality Health Service Standards for three of our primary health services. This was a great effort given the varied delivery of our services, and it provides a pathway to undertake accreditation against more of our services into the future.

Achievements like these are important for the future of the Flying Doctor. When the Board and Executive set out our strategic plan, 'Vision 2020', in 2016 we set ambitious goals and I am proud to say that we have used that guiding document to grow and improve our people, performance and service delivery for the benefit of rural communities. It provided a focus for our development and a platform for agility; features that remain at the core of RFDS and proved to be vital in the last year.

I would like to take the opportunity to recognise and thank the tireless efforts of every staff member who continued to provide compassionate care to people in great need; upholding and enhancing the RFDS name.

I would also like to thank my fellow directors for their time and continued efforts; finding new ways to meet and work on challenges we could not have imagined at the start of the year. This includes their commitment to develop our new strategic vision for 2021-2024, which will guide us into the next chapter. Their passion and knowledge, combined with the experience and skills of the executive team, has provided guidance at all times.

While COVID-19 has dominated all of our lives in 2020, it is important to remember that RFDS Victoria still undertook more than eight months of traditional service across our wide range of programs. From dental to eye care, speech therapy, GP clinics, mental health services and more, we continued our efforts to take services to remote communities and remove the barrier of access to health care.

So while the crises of bushfires and COVID-19 have shone a spotlight on our services, the need for the Flying Doctor existed well before, and will remain just as important into the future.

**Denis Henry, Chair**



## Chief Executive message >

This year has impacted all of us. COVID-19 has placed restrictions on us and changed the way we work. It has physically separated us, yet in many ways united us.

I am confident that as a society we will overcome this international health and economic challenge. People want to, and will, do the right thing – and once again simple pleasures in life will be enjoyed without concern. The recovery will be long; but I also want to make sure we remember the resilience demonstrated and the innovation uncovered.

While the crises of bushfires and COVID-19 have dominated this year, the story of 2019/20 for RFDS Victoria also includes major developments, improvement projects and service expansion.

In July of 2019 we commenced implementation of the new Ambulance Victoria contract for our Mobile Patient Care (MPC) operations; shifting many of our operations into new regional locations. The extensive contract bid, followed by the logistical process of opening new bases and the movement of staff was enormous.

MPC was further strengthened in March when we acquired the Victorian Wilson Medic One patient transport business. This decision improved our metro footprint, provided additional resources and contracts, and welcomed almost 50 new staff.

A long term vision to provide employee surety and a path of development was realised when we officially launched our Capability Framework project in early 2020. This extensive piece of work provides a platform for staff growth and salary confidence, and is recognition that our staff are always at the forefront of what we do.

Projects such as these are important to strengthen the organisation and enable us to be agile and collaborative as required – something that was put to the test through summer and beyond.

As the bushfires raged through eastern Victoria early in 2020, our MPC crews were called upon to support the evacuation of aged care residents in high risk areas. At the request of State Government, a dental crew was flown into Mallacoota by the Australian Defence Force for emergency work in the immediate aftermath. Furthermore, with the support of Gippsland Primary Health Network we established a dedicated bushfire response wellbeing program, with RFDS mental health clinicians based in affected communities for local support.

Our response to support the battle against COVID-19 has been incredibly important, particularly in patient transport. Systems and processes were continually refined, and staff had to learn how to provide the same level of clinical and emotional care under the burden of full coverage PPE.

In collaboration with Robinvale District Health Services, we were able to provide the expertise in mobile care to deliver COVID-19 testing clinics to help protect some of the most vulnerable communities in rural Victoria, and to provide vital data for the Government.

Services such as Flying Doctor Wellbeing, GP Services and Speech Therapy adapted to telehealth and phone appointments to continue to provide care throughout the pandemic, providing more consultations than ever before.

While there is great positivity in these achievements, this was also a time of great uncertainty. Managers across every department were required to reforecast their budgets – multiple times – to provide options for our immediate future, and our long term sustainability.

Equally, the adaptability of our fundraising team was put to the test and the economic impact of COVID-19 may be felt for a long time. The need to cancel events was disappointing as we lost the ability to interact with, and hear from, our supporters in a traditional sense. However the team responded quickly, finding new ways to engage our supporters, and adapting campaigns that resonated with the public. I thank all our supporters and donors who have risen to keep services across Victoria going.

We must be honest and acknowledge that we face challenges ahead, but we are also in a strong position to overcome them.

Our services remain vital to regional and rural Victorians. Our staff are committed, determined and compassionate – and have demonstrated the ability to adapt and innovate in the most challenging of circumstances. Our volunteers have not wavered. And our Board has provided steadfast guidance throughout the year. Thank you.

Throughout our history, and into the future, we rise to the challenge.

**Scott Chapman, Chief Executive**

Board of Directors >



Denis Henry – Chair

Chair – People and Culture Committee

B.Tech (Biotech), Grad Dip Acc., CPA, MCIPS, FAICD

Appointed 10 June 2014

Denis has enjoyed a successful career which included 18 years as the Managing Director and then Chairman of Grosvenor Management Consulting. Denis was involved in the public and private sectors in sourcing and contracting, organizational transformation, operational centres of excellence and capability development. Between 2005 and 2013, Denis was a Director of the Outdoor Education Group.

Director of Contracts Online Pty Ltd

Member of Federation Board of Royal Flying Doctor Australia



Robyn Lardner – Deputy Chair

Member – People and Culture Committee

BHSc(Mgt)(NSW), MHA (NSW), GAICD

Appointed: 1 March 2011

Based in the Wimmera, Robyn’s expertise covers retail, social justice and rural health; she has a nursing background and has worked as a Director of Nursing and a Manager of Corporate Support. She has a long history of community service.

Business Owner Regional Victoria

Deputy Chair Western Victoria Primary Health Network Regional Integrated Council



W Bernard Delaney – Director

Member – Finance Audit and Risk Committee

BA, Grad Dip Mgt. FAICD

Appointed: 22 March 2011

Bernie is an experienced company director and corporate advisor mainly in the manufacturing, mining and oil and gas industries.

Director – DF Strategy & Advisory Pty Ltd

Chair – RSPCA Victoria

Member – RSPCA National Board



Susan Taylor – Director

Member – Finance Audit and Risk Committee

LLB, B Com (Economics), Grad Dip Corporations and Securities Law, GAICD

Appointed: 31 May 2017

Susan is a Principal of Hive Legal, and specialises in providing legal and regulatory advice to the energy sector. Susan was previously the General Counsel and Company Secretary for AusNet Services from 2008-2016.

Susan is currently also a Non-executive Director of East Gippsland Water Corporation and was previously a Director of AusNet’s subsidiary companies, Co-Chair of Yarra Energy Foundation and Director of St Kilda Football Club.



Damien Bruce – Treasurer

Chair – Finance Audit and Risk Committee

BComm/LLB (Hons), MBA, GAICD

Appointed: 14 October 2014

Damien is a Senior Partner in McKinsey & Company’s Australian office. He is the co-lead of its Australian public sector practice. He has extensive experience in serving healthcare entities, both public and private, in the UK, USA and Australia.



J Marianne Shearer – Director

Chair – Clinical Governance Committee

MBLeadership (Change Mgt), Grad Cert Commercial Law, Grad Dips Business and Computing, FAICD

Appointed: 27 March 2019

Recently returning from Gippsland to Melbourne, Marianne’s extensive senior executive and consultancy experience is in serving metropolitan and rural/ regional communities, working with general practice and health services and leading primary healthcare reform including workforce planning. Marianne’s expertise in cultural leadership, change management and data driven collaborative solutions is used to design sustainable health solutions through successful partnerships involving diverse communities and numerous service providers.

Chair Community College Gippsland



Michael Ben-Meir – Director

Member – Clinical Governance Committee

MBBS (Hons), FACEM, MBA, M.HlthEthics, Dranzcog, GCMA

Appointed: 6 February 2020

Associate Professor Ben-Meir is an Emergency Physician and has been Director of Cabrini ED since 2011 and appointed Director of Medical Services (Diagnostics and Pharmacy) in October 2019.

He sits on a number of Victorian Department of Health and Human Services (DHHS) and Australasian College for Emergency Medicine (ACEM) committees, including the ECCN (Emergency Clinical Care network), the State Trauma committee, the Victorian Clinical Council, and the ACEM National Steering and Health Reform committees.

He was the chair of the Emergency Medicine Working Group of the Medicare Review Taskforce.

He is the current chair of the ECCN governance committee at Safer Care Victoria.



Board of Directors >  
(continued)

Director’s First Program

Since 2017, RFDS Victoria has embarked on an initiative to introduce leadership growth opportunities to the RFDS Victoria Board. The RFDS Director’s First program encourages both Board diversity and a learning environment for aspiring Board Directors – particularly from regional areas.

The RFDS Director’s First program offers a 12-month position as a non-voting, observer Board Director. Offering first-hand exposure to the role of a Board and its decision-making process, this volunteer opportunity equips the next generation of leaders with the confidence and skills needed to lead Boards in the future.



Sharon Tooley

RFDS Victoria Director’s First Program 2019/20 and 2020/21

Sharon has a background in technology across multiple sectors including oil and gas, justice and higher education.

Currently CIO at Austroads.



Dr Dean Garnett

RFDS Victoria Director’s First Program 2019/20 and 2020/21  
BMedSc (Hons), OD

Dean is an optometrist currently working across metro Melbourne. His entry into the profession came through researching a novel treatment for dry age-related macular disease at the John Curtin School of Medical Research at the Australian National University.

Directors’ meetings

The following table sets out the number of directors’ meetings (including meetings of committees of directors) held during the financial year and the number of meetings attended by each director (while they were a director or committee member). During the financial year, 7 board meetings, 5 finance, audit and risk committee meetings, 3 people and culture committee and 4 clinical governance committee meetings were held.

Directors	Board of Directors		Finance Audit and Risk Committee		People and Culture Committee		Clinical Governance Committee	
	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>
Mr Henry (Chairman)	7	7	5	5	3	3	-	-
Mrs Lardner (Deputy Chair)	7	6	-	-	3	3	-	-
Mr Bruce (Treasurer)	7	6	5	5	-	-	-	-
Mr Delaney	7	6	5	4	-	-	-	-
Mrs Shearer	7	7	-	-	-	-	4	4
Ms Taylor	7	7	5	5	-	-	-	-
Dr Ben-Meir	3	3	-	-	-	-	1	1

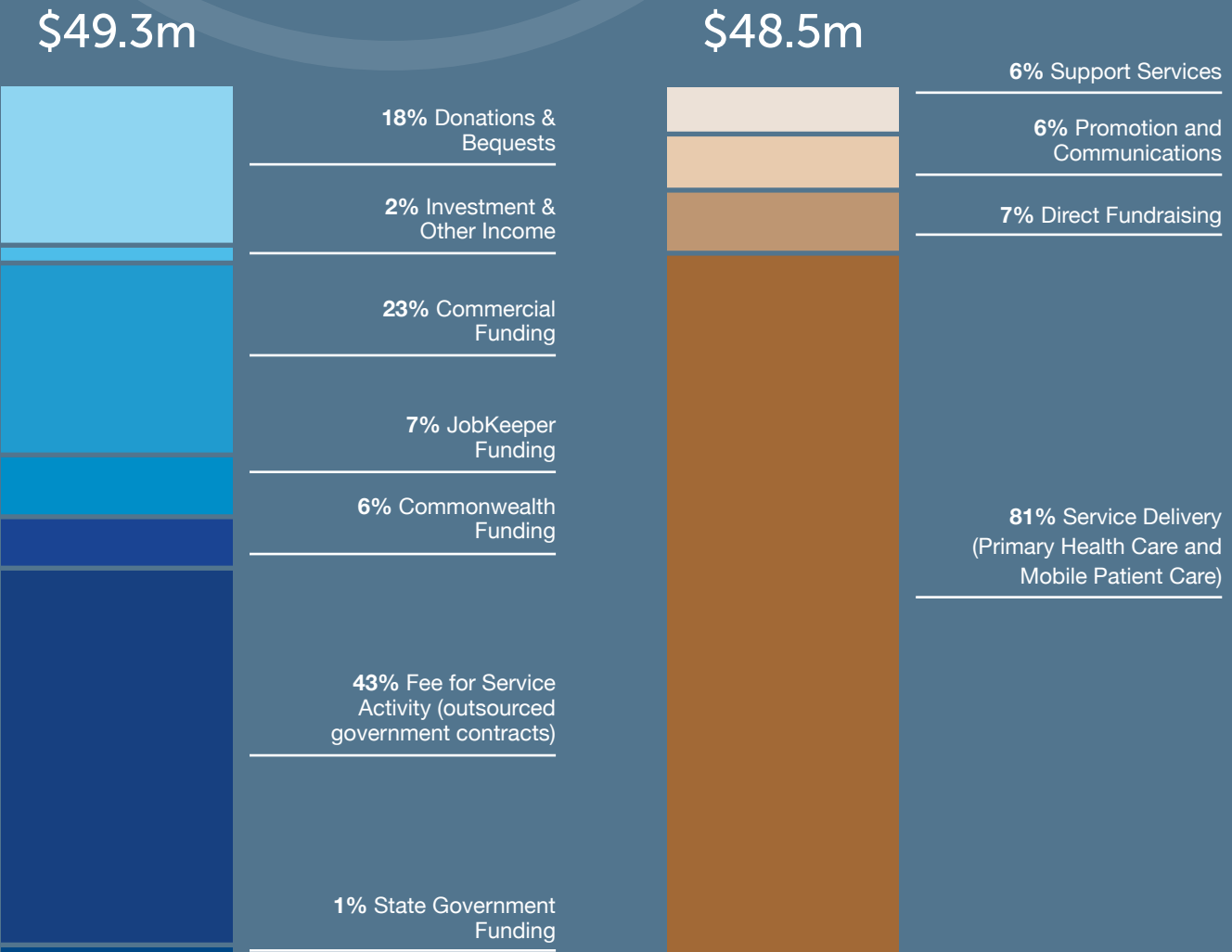
Revenue Distribution >

Where it comes from

RFDS Victoria is a not-for-profit organisation and relies heavily on fundraising, bequests and donations from the community to deliver essential health care services.

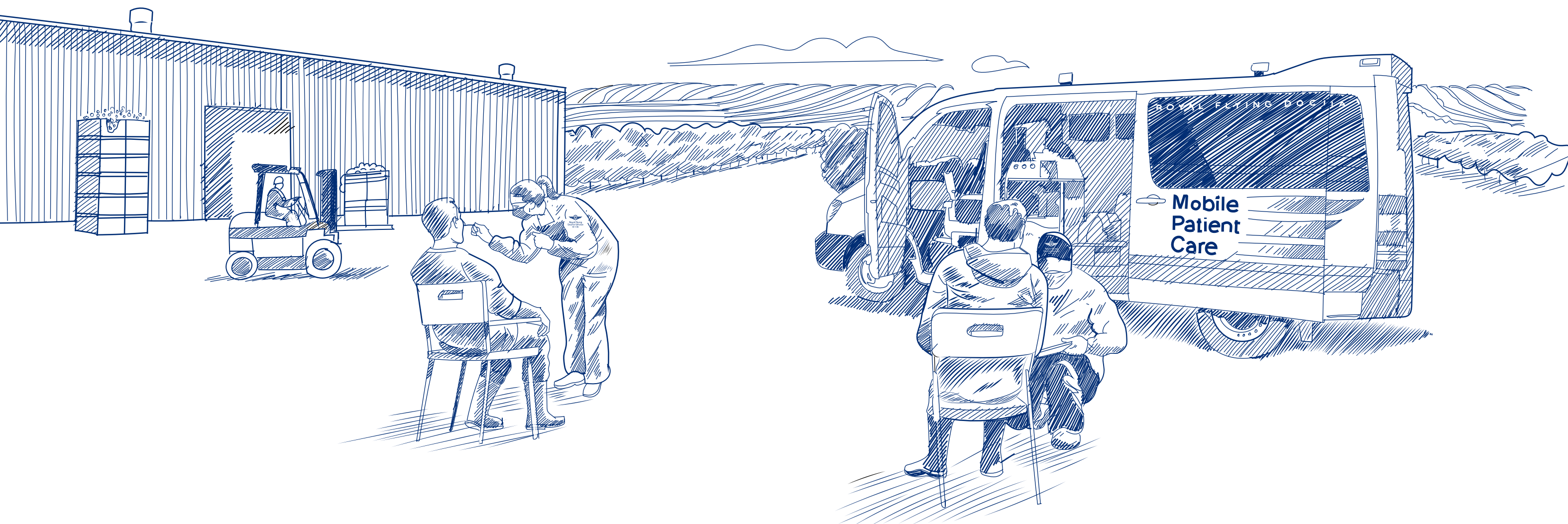
Where it is applied

RFDS Victoria delivers a range of tailored services responding to growing community needs. Providing rural health care services comes at a cost but our clinicians and specialists are determined to reduce the disparity in access to health care.



“The ability to take COVID testing literally to the farm gate, was incredibly important for such a vulnerable community.”

Dr Bec Jacobs, RFDS Victoria GP



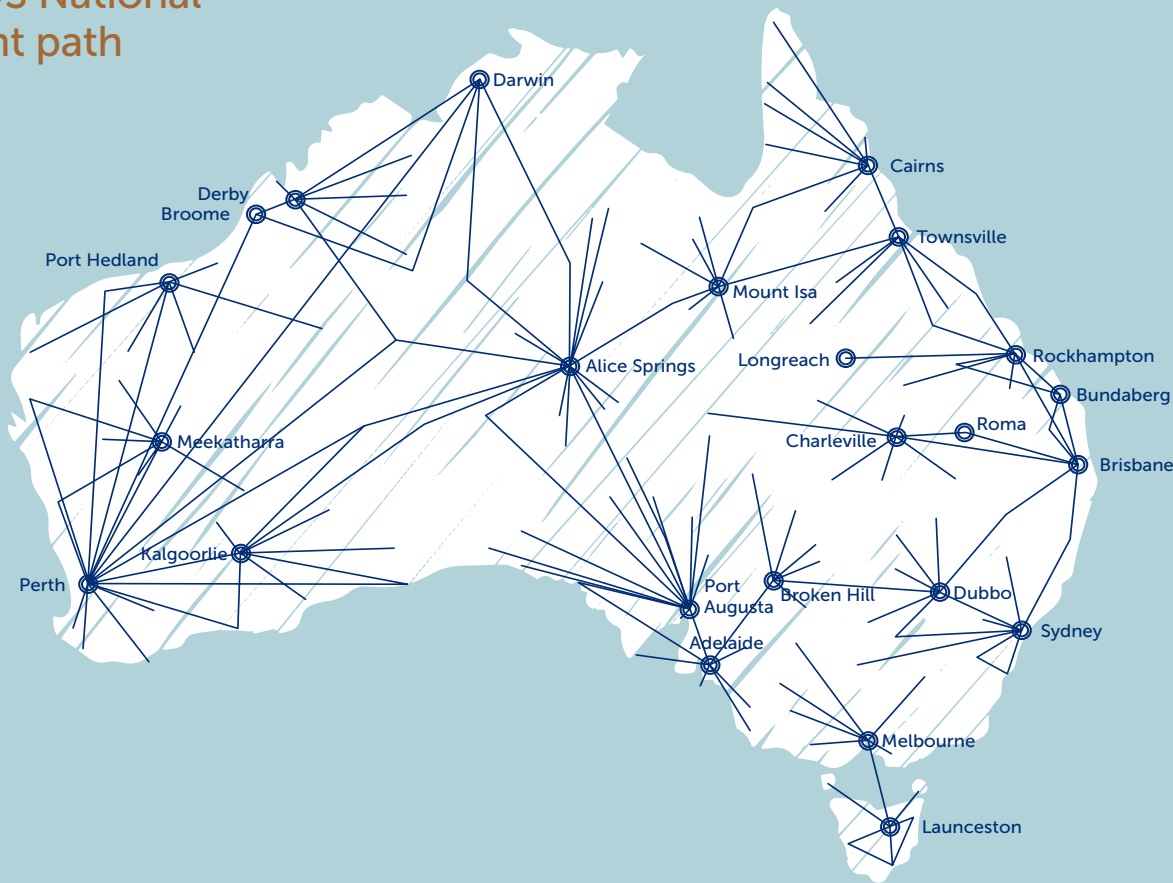
Our Operations >

# RFDS National Snapshot

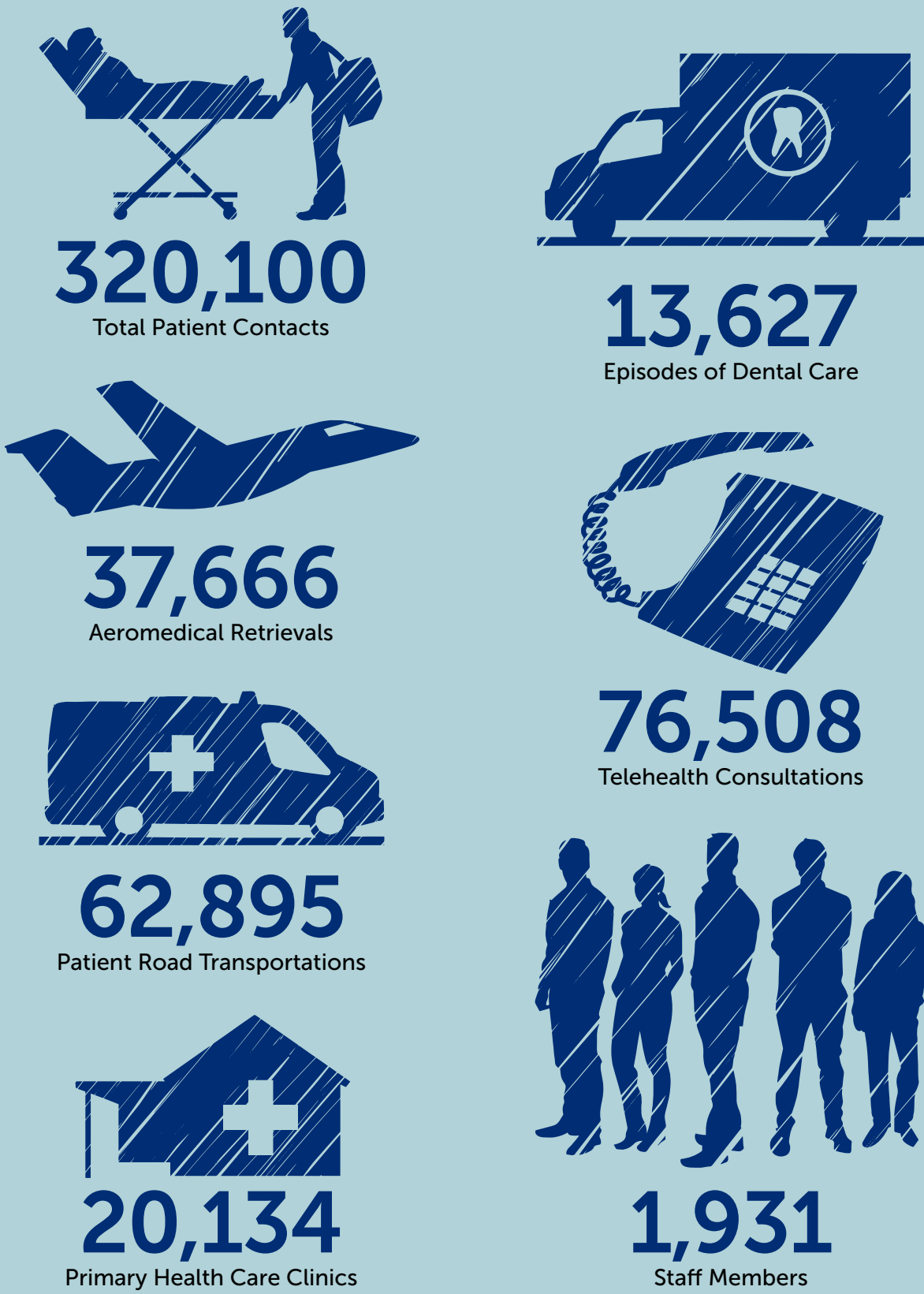
Our vehicle fleet



RFDS National flight path



Going above and beyond for rural and remote communities



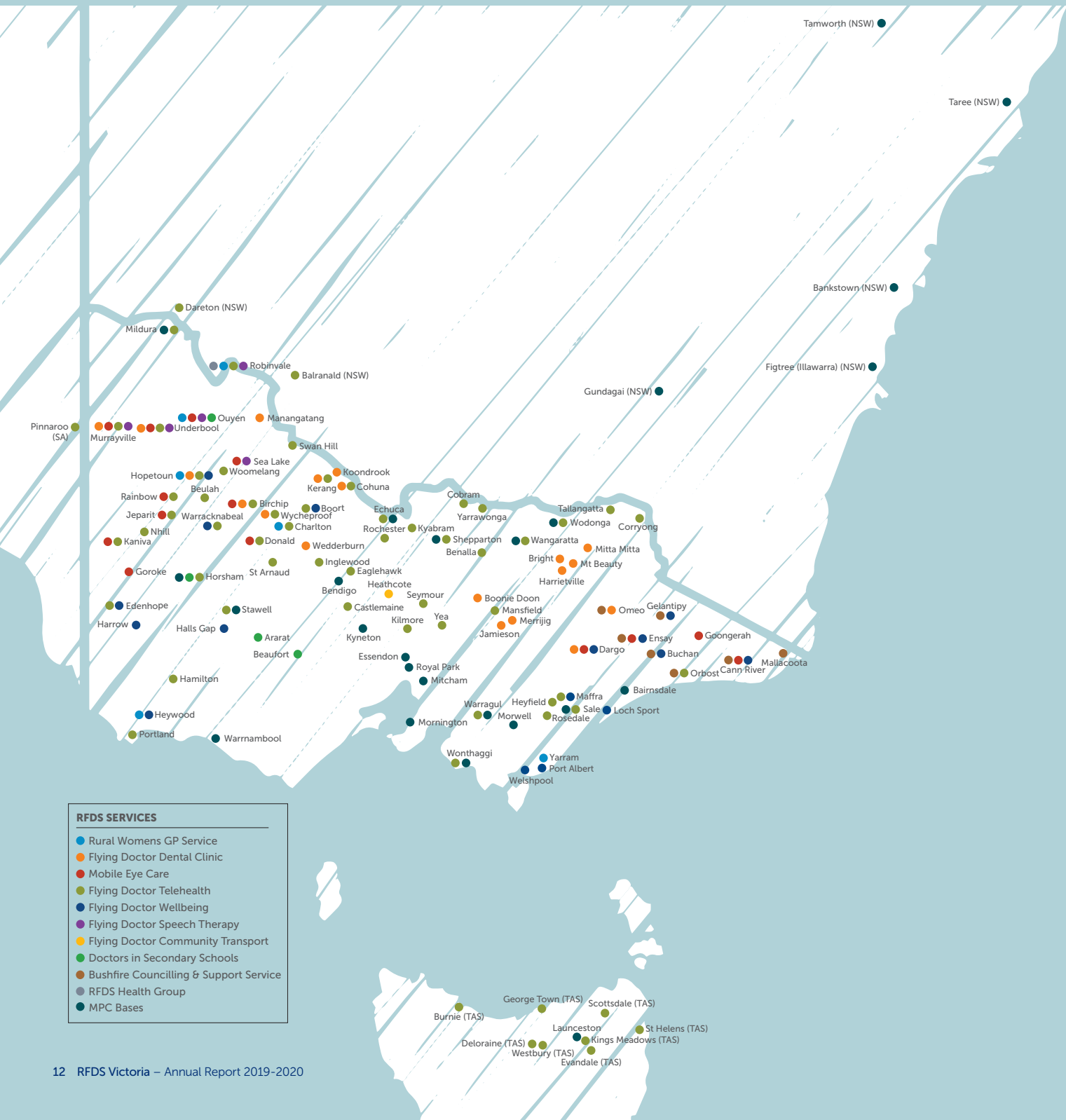
Acknowledgement of Country

The Royal Flying Doctor Service of Australia 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.

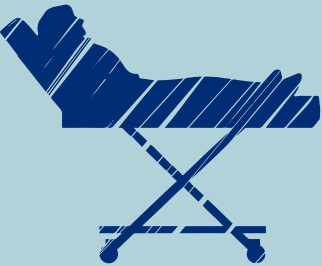


# RFDS Victoria Snapshot

RFDS Victoria Service Map



## RFDS Victoria Primary Health Care



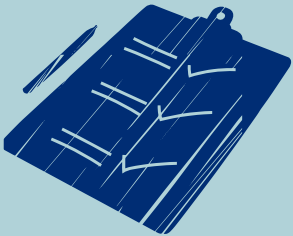
13,983  
Patient Contacts

22,440  
Patient Consultations



23,532

Hours of Travel Saved for  
patients and clients



98%

Patient Experience  
Survey – 98% were  
satisfied with quality  
of service

## Our services

2,451

Flying Doctor Wellbeing  
Consultations

203

Bushfire Counselling  
& Support Service  
Consultations

2,230

Flying Doctor Telehealth  
Consultations

276

Flying Doctor Eye Care  
Consultations

4,135

Flying Doctor  
Community Transport  
Journeys

2,933

Flying Doctor Dental  
Treatments

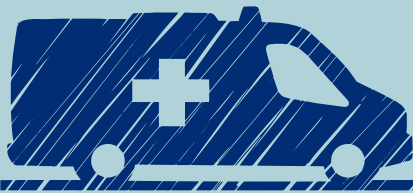
710

Flying Doctor Speech  
Therapy Consultations

1,045

Flying Doctor GP  
Appointments

## RFDS Victoria Mobile Patient Care



62,456  
Patients Transported  
by Road



250

Patients Transported by Air

450

Transports for  
suspected or  
confirmed  
COVID-19 patients



26

Road & Air Bases



Our Operations >  
(continued)

Our People



561

Total staff at 30 June

6,550

Volunteer hours  
contributed

201

New staff onboarded

97%

Staff Engagement –  
97% agreed “I am proud  
to be working here”

75,060

Patient Transport  
Control Room inbound  
& outbound calls

964

MPC Student  
placements

Teleconference Calls



4,181

Meetings / Webinars

14,746

Participants

578,781

Minutes

In an extraordinary year,  
our staff have risen to  
the challenge.

Scott Chapman, RFDS Victoria Chief Executive





## Our Stories >

# Going above and beyond >

With services that travel to the most remote areas, and dedicated staff who are relentless in their efforts to provide care with compassion, we are always going above and beyond to support those in need.

## Granting a final wish >

Being able to grant someone's dying wish is a wonderful opportunity.

When Warramunda Aged Care, based in the northern central Victorian town of Kyabram, reached out to RFDS Victoria about the case of John, an elderly resident of their facility, our Flying Doctor Mobile Patient Care team was eager to help.

A retired farmer with a passion for horses, John's health was declining quickly. He was asked by the team at Warramunda if there was anything he would like to do before he passed away, and his response was simple: one last cold beer at his farm, alongside his animals.

Not knowing who to turn to, Melitta Zobec, the Care Services Manager at Warramunda, got in touch with the Flying Doctor to see if we could help.

Within half an hour, more than a dozen staff members offered to volunteer their time.

Time was in short supply so a date was quickly set and – only a few days later – John's last wish was in motion. Ian McKenzie and Rebecca Olle from our Bendigo base, alongside Faye Robinson (an enrolled nurse from Warramunda) and John's best mate Pete, accompanied John to his farm.

For Faye, the experience is something that will stay with her forever.

"John very rarely requested anything from staff so we knew this was something very near and dear to him," she says.

"It was very humbling to be part of John's last wishes. The sight of his eyes darting all around the land and horses is something I will remember."

After a quiet beer with Pete, Rebecca and Ian took John back to Warramunda – both feeling incredibly moved by the experience.

Faye believes that the visit to his beloved farm brought John peace and closure in his final days.

"Thank you from the bottom of our hearts for being a huge part of this end of life wish for John; giving him peace where nothing else would have been a close second," she adds.

"The dignity shown towards John was beautiful to be part of."

John passed away peacefully the next night.





Our Stories >  
(continued)

More than just transport >

A love of water-skiing brought Allan and his family to the central Victorian town of Heathcote in 1977, but a love of the town and its people led him to stay.

The strength of this community is evident through RFDS Victoria's Community Transport service, which has been embraced by locals – many of whom volunteer with the service. It is run in partnership with Heathcote Health who recognised the value it would make to the local community. It relies on the support of local volunteer drivers, and facilitates transport for eligible clients who are going to-and-from medical appointments and planned activity group sessions.

"I am absolutely blown away by the service that you provide here in Heathcote. It's absolutely brilliant," says 90-year-old Allan.

Despite still being able to drive, a recent fall and some eye issues have meant that Allan's solo travelling is largely confined to local drives, with the service providing a vital link to specialist appointments in Bendigo – some 45kms away.



"It means the world to me," says Allan.

He cites a recent example where volunteers Lorraine and Willie took him to an eye appointment early in the afternoon and – due to unavoidable doctor delays – ended up staying with him until well into the evening.

"Willie and Lorraine just waited and waited – I did not get home that night until quarter past seven. I'm so appreciative," he says.

Having volunteered for most of his life, including a 30+ year membership with the Heathcote Lions Club, it seems fitting that this gentle nonagenarian is now benefitting from the same community spirit that he played such a strong role in developing in the town.

Supporting the volunteers >

Working with our wonderful volunteers and helping people like Allan is what makes Nicholas Hamilton's job so special.

Nicholas is RFDS' Community Transport Coordinator, operating out of Heathcote due to the generosity of partners Heathcote Health. His role sees him setting up transports and making sure the wheels keep turning on this vital service.

Nicholas has been a volunteer firefighter with the CFA for 10 years, and loves the community spirit that defines the central Victorian town.

"The community of Heathcote is a tight knit group of people who go out of their way to help others," he reflects.

"Our volunteers are the most amazing people that anyone can come across. They give the most valuable thing anyone can give: their time."

This investment of time not only connects people with important health services, but it also creates strong social bonds.

"The volunteers and clients get to know each other on trips and they form special friendships with each other," Nicholas says.





Our Stories >  
(continued)

# In the Community >

Local knowledge and community support is vital in remote and rural locations. We are proud of the community relationships we have across the state, and grateful for the collaboration with health services to ensure that services meet local needs.

.....

## Partnering for speech therapy >

The north-western Victorian town of Sea Lake is an agricultural hub with a population of around 640 people. While the town has local aged care facilities and access to a GP, seeing an allied health specialist can require travel.

Local kindergarten teacher Bron, who has lived in the area for 20 years, had previously found that this element of travel could create a barrier for local families when it came to accessing important services like speech pathology.

“It’s a big financial commitment to travel,” Bron says. “Especially for the more vulnerable families – it is more challenging for them to access resources.”

Fortunately, Flying Doctor Speech Therapy enables families to access care in their local community with no travel required.

The service works closely with the Mallee Track Health and Community Service, and the Robinvale District Health Service, facilitating a funnel through which teachers such as Bron can refer children for assessment. Once assessed, these children (with the consent of their families) can have their speech needs supported by the Flying Doctor team, who work in tandem with their school or kinder.

Bron has found that both the partnership and the reaction of families to the service has been incredibly positive.



“Overwhelmingly our families have engaged and kept engaging; so that says a lot about the therapist they’re working with. The families have felt like they can access ongoing support and are comfortable in doing that.”

Access to these kinds of services also has very real-world implications for the children too, with Bron commenting on the benefits of early speech intervention.

“It assists with their self-esteem, their engagement with other children and with the educational setting they’re in. It gives them a richer vocabulary, which means that when they start reading and writing, they have a better skill set behind them and a wider range of words that they can draw on to make sense of the text they’re reading.

“The services offered by Royal Flying Doctor Service are targeted exactly at the needs of these small rural communities. Optometry, dental health, speech - they are the areas that we really struggle to have access to, especially in a financially secure way. Families often can’t afford to access these services. Being able to partner with someone like the RFDS is amazing for our communities. It’s a really amazing resource.”

## The annual visit to Coopers Crossing >

The annual Show and Shine Festival in the north-west Victorian town of Minyip is a highlight of the town’s social calendar. The two-day event sees the town’s population swell from a couple of hundred to more than two and a half thousand people, as car and bike enthusiasts pour in to check out vintage vehicles and raise money for the Flying Doctor – the event’s charity partner.

The Show and Shine Festival has been running for the past six years, with event organiser and local business owner Dale Maggs starting the event as a way of bringing the community together after enduring a devastating drought followed by floods.

Perhaps one of the most unusual vehicles to attend the Show and Shine Festival each year is the Flying Doctor aircraft simulator, towed into town by RFDS Victoria Education Manager Tom Ryan.

The event is a staple in Tom’s calendar, providing an opportunity for him to connect with the community and wow a new generation of Flying Doctor supporters.

Tom has been attending the festival since its inception. In addition to chatting to locals about RFDS and showing off the RFDS Aeromedical Simulator during the festival, Tom also uses the opportunity to visit local primary schools and take students through his curriculum-aligned, Flying Doctor Education program. The Simulator is a life sized replica of the fuselage of a Flying Doctor plane and is fully equipped with stretchers, communications, oxygen, suction and the other equipment used every day by RFDS. Students get the chance to hear stories, land a plane, rescue a patient and climb on board, strap themselves in, and enjoy a unique experience.

No matter how far he travels, Tom always loves coming back to Minyip. The town’s passion for the Flying Doctor is second to none.

“It’s great to be able to visit Minyip,” Tom says. “The town is so incredibly passionate about the work we do and have provided so much support over the years.”

Minyip has strong links to the Flying Doctor, with the original TV series filmed in the town during the 1980s and 90s. As a bike enthusiast himself, and a fan of Australian history, Dale thought the event would serve as a brilliant way to merge two local loves. Legend has it, the filming of the Flying Doctor series came about after a local spotted a couple of scouts wandering around the main street. After confirming they weren’t lost, a cup of tea was had and the town was put forward as a great place to film the series.

While he didn’t live in the town at the time, Dale recalls hearing fondly-told stories of red sand being trucked in to construct the fictional Flying Doctor town of Coopers Crossing.

“Local kids were paid by the arts department to spread sand on the street to make it look like red dirt,” he says.

This showbiz link, as well as an appreciation for the services the Flying Doctor provides to local areas, has meant that the service – in Dale’s words – has become “ingrained” in the town.

“The Royal Flying Doctor Service does a great deal of good for people in regional Australia,” Dale says.

“We have a fairly large group of elderly people [in town]. A lot of them become patients and need transportation down to different places for medical reasons. The Flying Doctor does patient transfers in our region and we know they are a vital link to the community. It’s good for us to be able to help.”





# The Importance of Agility >

The agility of our services has always allowed us to adapt to meet local needs. Through the challenges of 2020, the importance of this agility has never been stronger.

## An appointment on the tractor >

By speaking with Tess Howells, one of the psychologists from RFDS Victoria's Wellbeing program, Steven feels better-equipped to manage his wellbeing.

Steven, a fifth generation farmer, is open about living with depression and makes sure that his wellbeing is a priority in his life. He's even had one of his appointments on the tractor while sowing a paddock.

"I had an appointment set up with Tess over video but I didn't realise I was supposed to use the web link and ring in. So I was doing a few things with the tractor just thinking to myself 'They'll be ringing shortly'," Steven says.

"When Tess rang I joked that, 'Oh you're a few minutes late.' But, it turns out I was supposed to call her.

"Tess said, 'Are you happy to do a phone conversation?', and I said, 'Yeah! Are you happy to let me keep doing a round of this paddock?'"

While he's relaxed about it now, talking about his mental health hasn't always been this easy for Steven.

"I think I got depression when mum died. Mum was probably my confidante when I had things about the farm that I didn't want to burden my wife with, especially when my kids were younger. My wife had her own pressures and was bringing up the kids, and I'm thankful she did because it allowed me to go on and try to make a living for us."



For a long time after his mum passed, Steven felt he had to shoulder those burdens alone. This took a toll on his mental health, and his relationships with others.

It wasn't easy, but Steven continued to seek help. Unlike in a metropolitan area, he didn't have the option of going to multiple doctors for a second opinion – it took a new doctor joining the practice to get his diagnosis.

Getting the diagnosis was only the first step, and finding mental health workers in the local area wasn't possible at that time.

"When I first got depression, if I wanted to get a counsellor we had to go to Hamilton or Horsham, which are both an hour away. At that point I was so tired and worn out, to get to Hamilton I'd have to have two naps in an hour's drive. Or if my wife drove I'd sleep the whole trip."

With Flying Doctor Wellbeing available locally, Steven has been able to keep regular appointments.

"It had been really hard to see someone ongoing. Eventually the nurses at the Harrow Bush Nursing Centre put me on to Flying Doctor Wellbeing, saying they will be continual. Now I've got Tess.

"With Flying Doctor Wellbeing I can meet Tess face to face in Harrow or Edenhope, or talk on the phone."

This relaxed approach to connecting allows Steven to make his appointments with Tess just an everyday part of his life.

## Managing health online >

Susan and her partner live in the small New South Wales town of Moulamein, near Swan Hill.

Although unfamiliar with the area, they fell in love with its bucolic charm on a trip up from their home in Gloucester – a good 11 hour drive away in New South Wales' Hunter region.

The farming region has battled drought in recent years but through it all Susan says the community of approximately 400 would still "do anything for you".

Susan has lived with diabetes for more than 40 years, and one of her most pressing tasks after moving to Moulamein was working out how to best manage the condition.

While the town has a country nurse, a visiting GP and is only 45 minutes to Swan Hill, the specialist care Susan needs is in Melbourne – and that would require a four-and-a-half hour drive each way, a costly accommodation stay, and the threat of roos on the road at night.

That's where Flying Doctor Telehealth steps in.

Susan's local diabetes educator in Swan Hill connected her to the Flying Doctor Telehealth platform. Flying Doctor Telehealth then linked Susan with Dr Nanayakkara, an endocrinologist who's based in Melbourne.

Susan is able to have online face-to-face consultations with Dr Nanayakkara through the RFDS' custom, secure, telehealth platform – without the long commute.

"It's brilliant," says Susan.

"The telehealth I had last week – I got new tablets. Without that sort of information I wouldn't know what's happening."

While COVID-19 has changed her appointments from Swan Hill to home, Susan isn't complaining.

"I can be in my jamies!" she jokes.



## The face you see to connect your care >

Meagan Clark is one of the friendly faces many Flying Doctor Telehealth clients see on the other end of their virtual connection.

As a Program Support Officer, Meagan provides administrative, IT and customer service support to the clients, RFDS' partner practices and specialists across rural Victoria, New South Wales and Tasmania. At a personal level, she says that her favourite part of the role is hearing the impact the service has on clients' lives.

"For most people, this is life changing. Getting into a bulk-billed specialist is hard enough in Melbourne, imagine being 400km away?!" she says.

While COVID-19 has changed life for all of us, the one thing it hasn't changed is the need for ongoing medical conditions to still be well-managed.

"Diabetes doesn't go on hold until after the lock down. Mental health, in some cases, is worse during this time," says Meagan.

Flying Doctor Telehealth has adjusted to the changing circumstances, modifying appointments – which are usually conducted out of a local partner clinic – to now be able to take place from clients' homes.

"While we wait [for the specialist] we get to chat. I have met beautiful greyhound dogs, been on tours of people's houses, seen grandchildren's artwork on fridges and found out how people are coping in isolation. It's lovely and my favourite part of my day now," she adds.

By taking telehealth into people's homes, the service is ensuring that people living in rural and remote areas are still able to access the specialist care they need, without being at a financial disadvantage or taking an undue health risk by leaving their home.



# Overcoming Isolation >

This year has highlighted the enormous impact of isolation. Whether it be physical, social or emotional, we are always working hard to overcome the barrier of isolation and connect people to the care they need.

## From counselling to counsellor >

Flying Doctor Wellbeing has “completely changed” Sandy’s life.

Sandy lives in the northern Victorian town of Wedderburn, with her husband and five children.

While incredibly fond of the close-knit community, she is well-aware of the barriers residents face looking to access mental health support.

“It’s an hour’s drive minimum to get to the nearest regional city [Bendigo]. You have psychologists and psychiatrists there, but you’re limited – and have long wait times as well,” she says.

“You’ve got to travel an hour one way. It’s not like ‘well I can do that in my lunch break!’ you know.”

Sandy also acknowledges the additional barrier this distance places on those who don’t have their own means of transport, adding, “If you’re heavily reliant on public transport it would be a lot harder to access those services.”

When Sandy came across a brochure for Flying Doctor Wellbeing at a local sporting club, she first thought that the service might be helpful for her husband. He had recently had a breakdown and was looking for a new counsellor to talk to. The local nature of the service was also encouraging, saving the family the two-hour round trip to Bendigo. David, our Flying Doctor Wellbeing clinician, was only half-an-hour up the road at Boort District Health (our local partner clinic) and could do phone consultations too.



Having seen firsthand the difference David had made to her husband’s life, Sandy soon found herself opening up to the idea of talking to him too.

“I was going through a bit of stuff and David just happened to call,” she says. “We could talk through it and move forward.”

Living in a small community, Sandy found it comforting that she was able to talk to someone who understood the area, but also lived outside it.

“They’re external. You’re not going to bump into them down the street while you’re shopping!”

Sandy is incredibly grateful to the people who make services like this possible for Victorian communities, saying “Thank you, it changes people’s lives.”

Nothing underlines this more than her own journey. Sandy is now studying to become a counsellor herself, and looks forward to providing the same comfort and understanding to others that Flying Doctor Wellbeing brought to her.

## Feeling a long way from home >

As a Senior Innovation Analyst with Credit Union Australia (CUA), Kelsey’s job sees her on the frontline of technology – working with start-ups and other businesses to accelerate and support their progress.

The organisation is a passionate advocate for community initiatives, offering a community leave program to employees which entails three days of paid community leave to use for volunteering each year. It was through this program in 2018 that Kelsey volunteered with the RFDS’ Queensland section (which has a longstanding partnership with CUA and regularly host volunteers from the organisation). The volunteering opportunity gave Kelsey a greater understanding of the Flying Doctor’s work – an understanding that she didn’t expect to have a firsthand experience of a few months later!

While visiting Melbourne for a conference, Kelsey took a tumble down a flight of stairs while in her wheelchair. The fall severely injured her leg, and she was rushed to The Alfred Hospital.

Metal rods were inserted into her injured leg, but Kelsey’s prognosis also involved weeks of hospital care and rehab – something she understandably wanted to do at home.

“The hospital and my family started making some calls to see how I could fly out. With the complication of me being in a wheelchair, I can’t do commercial flights because you can’t stick me in an aisle chair when I have metal sticking out of a broken leg,” says Kelsey.

After 20 days in hospital in Melbourne, Kelsey was eager to return home. Fortunately, with the support of CUA – who generously offered to pay for her flight – this was able to happen through the RFDS.

An RFDS Mobile Patient Care (MPC) road vehicle crew carefully transported Kelsey to the RFDS airbase at Essendon, before gently helping her on to her RFDS flight using a custom-built hoist mechanism.

“It brought a smile to my face,” says Kelsey.

“I was thinking ‘small world’ because I got to volunteer with you guys around a year and half ago. It made me very grateful that you are so accommodating and able to do this. It’s not just for urgent flights, it’s also for helping you get back to where you can recover better.”

With the support of her family and CUA, Kelsey has made it through weeks of rehabilitation in Brisbane and is now happily back at work.

Reflecting on her experience, Kelsey feels incredibly grateful to our crews for getting her home – despite some unsettling turbulence!

“We hit strong turbulence and [the crew] were super calm and handled it well. Being a passenger in the back, being injured, it’s nice to know how calm and steady everyone is,” says Kelsey.

“They made it an absolutely pleasant experience.”





## Rising to the Challenge >

From the devastating bushfires of last summer, through to the challenge of COVID-19, we have been at the frontline of healthcare. Through our staff, our partners, our agility and communities – this is how we have been rising to the challenge.

### Transporting patients through COVID >

A lot has changed since Allison Cole (Alli) first hit the road as part of RFDS Victoria's Mobile Patient Care team in late 2019.

COVID-19 has changed how Alli and her colleagues interact with patients. The need for additional personal protective equipment (PPE) has diminished the amount of contact they can have, and added a degree of additional stress to transports.

Despite the unusual circumstances, Alli is quick to mention her team's commitment to making clients feel comfortable.

"You're still going to meet someone in their most vulnerable state, and you're still going to help, and you're still going to give them the optimal care you can give," she says.

"When we wear a mask – it takes that intimacy away. When I walk in and see a patient, they can't see me smile. You've really got to make eye contact and connect with them that way. When you go in to a patient and you have a mask on, it's important to be like 'We're so sorry about this, it's just protocols right now. I promise I'm smiling under here!' – things like that."

Alli also says that patients take added comfort in knowing that they are being cared for by the Flying Doctor.

"As soon as their eyes land on our logo, it's like they know they're going to be in good hands. They know that we're recognised for patient care, whether it's rural or metro."

Quips about the lack of plane are common too.

"They all think we're pilots and say 'where's the plane?'" she laughs.

Once a COVID-19 transport is completed, the crew then spends 30 minutes to an hour decontaminating the vehicle, and ensure they remove their PPE in a safe manner. It is a tiring process, but one that must be followed to the exact instruction to ensure that colleagues and future patients are protected from the virus.

Many months on and Alli knows that we will be living with COVID for some time to come, but says that quality procedures – mixed with the support and respect of her colleagues – is enabling the team to provide the best care.





Our Stories >  
(continued)

Support for vulnerable communities >

Responding to a global pandemic like COVID-19 requires a coordinated effort from a wide range of stakeholders. This has another layer of complication when based in a small rural community as part of a new service and where there are less resources and services to draw on.

When COVID-19 first started to appear on the horizon, RFDS GP Dr Bec Jacobs – in close consultation with other local health providers – swung into action to best prepare the north-western Victorian town of Robinvale.

Robinvale draws a wide range of people, many seeking short-term work in the local fruit and veg-picking industry. This makes for a vibrant, multicultural population, but can also create unique challenges when it comes to public health messaging and limiting the spread of a highly contagious virus.

To prepare, Dr Jacobs worked closely with other local health providers, regularly meeting to discuss the town’s approach and provide support where needed.

Some of this support included helping the local Aboriginal co-op. With locum doctors unable to get in to the town due to travel restrictions, Dr Jacobs took care of the clients they normally saw at the co-op, while also supporting the organisation’s nurses and Aboriginal health workers.

With most consultations shifting to telehealth, Dr Jacobs also worked closely with the local pharmacy. Safe delivery and collection plans were implemented for high-risk clients needing scripts filled.

Pathology support was provided for testing clinics, and plans were set in place should a member of the health care community fall ill with the virus. Dr Jacobs worked closely with members of RFDS Victoria’s Mobile Patient Care team and staff from the Robinvale Urgent Care Centre to provide support for the state government’s state wide testing blitz.



For Dr Jacobs, patient health and safety is at the heart of everything she does. This immediate, agile response is all part of the job.

“I have the privilege of seeing people on some of the best days of their life and some of the worst days of their life. We can make a real difference – even on the worst day. I get the privilege of being there to share that, and being able to change that,” she says.

“We do that in locations that people wouldn’t have had a service otherwise.”

Flying in the dental team >

When the Flying Doctor Dental team received a request to travel to the recently fire-ravaged town of Mallacoota to provide emergency dental care, they didn’t hesitate to offer assistance.

David Wilson, a senior dentist, and Tracey Muston, a dental assistant with Flying Doctor Dental, quickly made themselves available to help a Victorian community in crisis.

David and Tracey departed from our Mitcham base at 4am, travelling to the RAAF Base at Sale. They were flown in to Mallacoota with police, mental health workers, Red Cross staff and locals who were returning home post-evacuation. Once in Mallacoota, they were connected with a local operations manager and shown the dental clinic from which they’d be working.

Despite the challenging scenes they encountered upon arrival, David speaks of the kindness and appreciation of local community members.

“We found that everyone did what was needed as a team effort to get the job done,” he says. “We found a strong sense of community, and people who welcomed and supported us throughout our time there.”

In addition to treating emergency dental complaints like stress-induced fractures and dental abscesses, Tracey and David also provided a friendly, supportive ear for locals. They liaised with mental health services to ensure support got to those who needed it.

Despite the long days, David says it was rewarding to assist and provide a sense of “normality” to locals during a stressful, uncertain time.

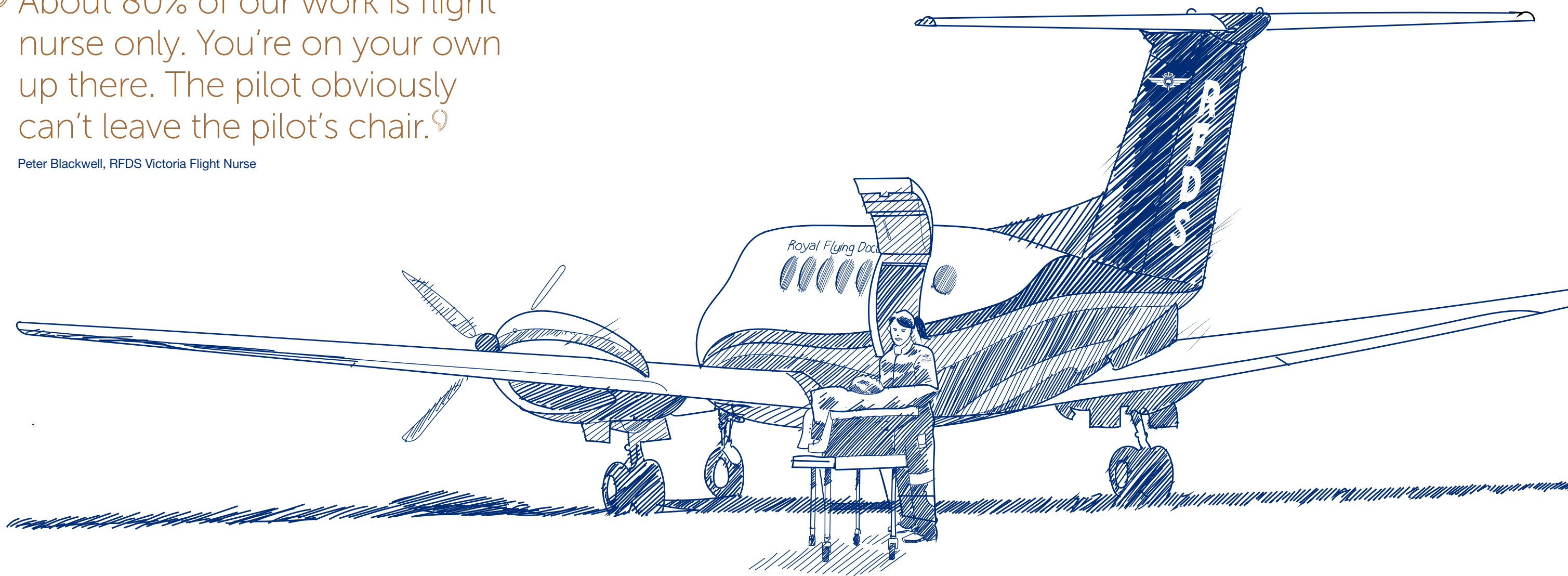
“It was a rich and rewarding experience and we felt privileged to be there.”





Q About 80% of our work is flight nurse only. You're on your own up there. The pilot obviously can't leave the pilot's chair. Q

Peter Blackwell, RFDS Victoria Flight Nurse



Our Community >



RFDS Bayside Auxiliary

100+ Participants

Each year the RFDS Bayside Auxiliary raises almost \$25,000 through a range of activities including street stalls, a fashion parade and an annual luncheon.

\$24,000 raised



Sunraysia Support Group

Based in Mildura, the Sunraysia Support Group undertakes many fundraising activities in support of the Flying Doctor for both Central Operations and Victoria.

\$23,500 raised



Outback Car Trek

118 vehicles, 250 participants

The Outback Car Trek reached a milestone 30th trek this year with an incredible \$30m raised.

\$1,683,217 raised (nationally)



Emu Bottom Biscuits

This unique partnership saw the team at Emu Bottom Biscuits collaborate with RFDS to create a Flying Doctor themed snack pack for QANTAS. The snacks were served to more than 500,000 passengers on QANTAS domestic flights.

\$16,500 raised



Drive 4x4 the Doc

14 Vehicles, 28 Participants

From the creators of Outback Car Trek, Drive 4x4 The Doc is a four-day experience for supporters of the Flying Doctor. Participants toured regional Victoria, starting out at Oakdene Vineyard on the Bellarine Peninsula, raising funds and creating new friendships.

\$35,000 raised



Peninsula Grange Retirement Village

Australian Unity hosted their annual Better Together Cup at Peninsula Grange Retirement Village in September 2019. Teams representing Australian Unity retirement communities competed in Lawn Bowls, Golf, Table Tennis, Cards 500 and Trivia culminating in a Grand Final in each sport.

\$26,000 raised



Rowathon

159 Rowers, 19 clubs across Australia

On 5 October 2019, dedicated rowers made a splash on the Murray and Darling Rivers for the 28th Rowathon, raising funds for Flying Doctor Wellbeing services.

\$67,000 raised



Delaware North

Proud partners, Delaware North, continued to raise funds through their hospitality and entertainment operations across Australia as well as sponsoring RFDS events.

\$51,000 raised



Ground Crew

60 Participants

Flying Doctor Ground Crew team members took part in the Melbourne Marathon and Run Melbourne.

\$12,000 raised



Outback Morning Tea

In its inaugural year, more than 65 community groups tapped into their home baking skills to host a traditional Outback Morning Tea.

\$16,000 raised



# Our Community > (continued)



Above clockwise from top left: Australian professional golfer Adam Scott; Mental health advocate Ben Brooksby; The cast of the new RFDS TV show; Emma Hamilton toured the RFDS Victoria Essendon Fields Hanger; Husk Distillers donated 500L of hand sanitiser to RFDS.

## Businesses’ generosity alleviating PPE pressure

As COVID-19 began to rise across the country, the need for Personal Protective Equipment (PPE) grew to an all-time high putting strain on supplies across the world. The increased use and additional costs created obvious challenges for RFDS Victoria, but thankfully there was support from some unlikely sources.

In March 2020, UNIQLO Australia donated 150,000 medical-grade face masks to RFDS Victoria for distribution across RFDS operations nationwide. The announcement was made on Instagram by renowned golfer and UNIQLO global ambassador Adam Scott after he returned to Australia when the PGA tour was cancelled.

“Watching the news and seeing the spread of the virus, I wondered if there was anything I could do,” says Adam. “I reached out to my partners at UNIQLO and they were only too happy to help.”

The gift is part of a global initiative by UNIQLO’s parent company Fast Retailing, which has donated 10 million masks to high-priority medical facilities worldwide.

Similarly, boutique, New South Wales-based distillery Husk Distillers lent their support to the Flying Doctor, donating 500L of hand sanitiser – another crucial component in keeping staff and clients safe.

For co-founder Mandy Perkins, the donation was motivated by a longstanding passion for the work of RFDS.

“The RFDS not only saves lives, it gives people in the bush peace of mind to know that when the worst happens, help is not so very far away. It’s just a wonderful organisation.”

Husk Distiller’s donation was further supported by Peter Shoobridge from Shoobridge Transport in Murwillumbah who donated his time and resources to transport the sanitiser to the RFDS – free of charge.

The ability for companies to adapt their operations and support the broader efforts against COVID-19 was exceptional and provided great inspiration and hope for those in need.



## Ben Brooksby, AKA The Naked Farmer, goes above and beyond

Ben Brooksby, a fifth generation lentil farmer from St Helens Plains in western Victoria aims to break down the difficult conversational barriers around mental health in rural Australia. By using the liberating combination of nudity and farm work, the Naked Farmer is starting conversations about mental health, because at the end of the day it’s easier to talk about what’s inside once someone has bared everything on the outside.

He has been incredibly open about his own struggles with mental health and how it led to his advocacy and fundraising work. As he notes, it takes courage to take off your clothes and it takes courage to talk about mental health issues – and he has used this attitude to tap into social media and mainstream media.

Founded back in 2017, Ben’s Instagram account now has a following of more than 113k people. Ben has been raising funds through the sale of underwear, calendars and his new book. To date, Ben has raised more than \$30,000 for the Flying Doctor.



## Cameras roll

RFDS, Australia’s newest drama, commenced filming out of Broken Hill in March 2020 with full input provided by the Flying Doctor team on script development, medical knowledge and on-set support.

Channel Seven, Screen Australia and Endemol Shine Australia commissioned the gripping new action-drama, based in Australia’s red heart, where the modern-day heroes of the Royal Flying Doctor Service navigate private lives as turbulent and profound as the heart stopping emergencies they attend.

Leading the cast will be acclaimed actress and award-winning singer Justine Clarke, Logie Award-winning star of stage and screen, Rob Collins and Logie Award-winning actor Stephen Peacocke.

RFDS Victoria was pleased to welcome cast member Emma Hamilton for a tour of our Essendon Fields Hangar in February in preparation for filming.



Our Community >  
(continued)

Events



Going the Distance Dinner

The annual ‘Going the Distance Dinner’ took place on 22 August 2019 at the iconic Plaza Ballroom in Melbourne CBD. More than 350 guests enjoyed a special performance from The Australian Girls’ Choir, an address by the Hon. Lord Mayor of Melbourne Sally Capp, and a key note address by the ‘Unbreakable Farmer’ who spoke about his mental health journey.



John Flynn Luncheon

RFDS Victoria hosted more than 250 guests at the John Flynn Luncheon in November 2019 as we celebrated some of the great women of RFDS past and present. Hosted by Annette Allison OAM, we heard legendary stories from Anne Lewis’ who was the first female pilot for RFDS.

Workplace Giving



RFDS Victoria attracts the best people to work for our organisation; delivering the highest quality work while also supporting the Flying Doctor. Last year, team members contributed more than \$16,000 via Workplace Giving; that’s \$150,000 since the staff Workplace Giving program began. RFDS Victoria is continually proud of its people and the passion and commitment they bring to their work every day. We thank staff for their generosity. Workplace Giving is a simple and tax effective way for staff to donate to the Flying Doctor with small regular donations made through pre-tax pay.

Support Crew



Generating a consistent income stream to provide stronger planning for the future has been a major focus for RFDS Victoria in 2019/20. With this in mind, we were pleased to have been able to grow our regular giving program, Flying Doctor Support Crew by more than 100%, with more than 12,000 individuals now donating to us on a monthly basis. This reliable source of revenue from our dedicated supporters enabled the Flying Doctor to continue providing vital health care services, while also positioning us to respond to crisis events. We acknowledge your contributions which were crucial in FY20, totalling over \$2.5million.

RFDS Vic Ambassadors

RFDS Victoria would like to recognise and thank our Ambassadors for their continued support.

- Michala Banas
- Steve Bastoni
- Emma Blomfield
- Jane Bunn
- Tiffany Cherry
- Stefan Dennis
- Samantha Gash
- Cam Knight
- Molly Meldrum
- Catriona Rowntree
- Mark Wales
- Dani Venn

Memberships

- Australian Human Resource Institute
- Australian Industry Group
- Committee for Melbourne
- Fundraising Institute of Australia
- Melbourne Chamber of Commerce
- Rural Health Alliance
- Victorian Chamber of Commerce
- Victorian Farmers Federation
- Rural Workforce Agency Victoria



Our Community >  
(continued)

Awards



2019 Bernice Jenkins Volunteer Award  
– Lindsay Cracknell

This award is named after one of the Flying Doctor's longest serving, inspirational and most influential volunteers, the late Bernice Jenkins who received an Order of Australia medal for her services to charity.

The Flying Doctor is blessed with the dedication and commitment of volunteers throughout our entire history which makes the Bernice Jenkins Volunteer Award so meaningful.

Our 2019 winner, Lindsay Cracknell is a retired dentist who has given committed service to RFDS Victoria working in our most rural and remote communities. He provides dental check-ups and oral health education to young people – improving oral health and education across rural Victoria.



2019 Outstanding Contribution Award  
- Barry and Joan Medwin

This award recognises and honours individuals who have made the single most outstanding contribution to RFDS Victoria in the last year.

Barry and Joan Medwin have been dedicated supporters of the Flying Doctor for more than 16 years. As individuals, and as a couple, they are inspirational in their attitudes and their actions – culminating in extraordinarily generous support of a Living Gift in Will. Their gift went on to benefit the lives of thousands of clients and patients of RFDS.



Public Oral Health Clinic of the Year

The RFDS Victoria Flying Doctor Mobile Dental team was honoured to be named as the recipient of the 2019 Public Oral Clinic of the Year Award. The award recognises Dental Health Services Victoria (DHSV) agencies and teams working to improve the health outcomes of Victorians.

As part of its submission, RFDS Victoria had to present the ways in which our service has demonstrated excellence in public dentistry, going up against other public dental clinics across metropolitan, regional and rural areas.

For Dr Melanie Trivett, RFDS Victoria General Manager, Primary Health, the award is the culmination of the work done by the dental team over the last few years, while also reflecting the strength of the Flying Doctor's partnerships with local communities.

"We are incredibly proud to bring world-class, mobile dental treatment and an exceptional level of client care to people all across the State, and to have this formally recognised is a huge achievement for the team and our partners, and a wonderful endorsement of the services we provide," says Dr Trivett.

The RFDS Victoria dental service operates in partnership with DHSV and the Australian Dental Association Victorian Branch (ADAVB). It has been operating since January 2016 and provides examinations, oral health promotion and treatment services, with the scope of service spanning dental trucks and fixed clinics.

Fundraising Institute of Australia  
(FIA) Awards

**Best Supporter Experience (FINALIST)**  
Royal Flying Doctor Service Victoria  
– Surveying for Success

Volunteering Victoria State Awards

**Collaboration for Community Impact (FINALIST)**  
Flying Doctor Community Transport

Above clockwise from left: Lindsay Cracknell (left) with RFDS Victoria Deputy Chair Robyn Lardner; Joan (left) and Barry (right) Medwin with RFDS Victoria Chair, Denis Henry; RFDS Victoria GM Primary Health Care Dr Melanie Trivett, and Health Services Manager Kate Storr, joined by DHSV Chair, Dr Zoe Wainer.



## Our Community > (continued)

### Education

The Flying Doctor Education Program continued to inspire and educate children across Victoria and Tasmania, providing primary school students with an engaging exploration of rural Australia. In support of the school curriculum, the Education Program brings Australian geography and history to life through the stories of the iconic Royal Flying Doctor Service.

Starting the year with traditional school visits utilising the full size plane fuselage simulator, the program was forced to quickly adapt as the impact of COVID-19 took hold.

For many households, schooling moved into the home, with the role of many ‘parents’ expanding to include such descriptions as ‘English teacher’, ‘mathematics tutor’ and ‘IT trouble-shooter’. It was a challenge for parents, teachers and children alike, and all involved should be commended for pushing through to ensure education remained a focal point for every child.

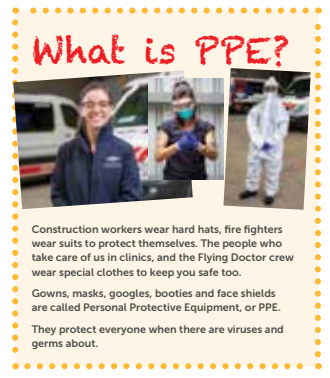
Supporting the home learning structure, *Look! Up in the Sky’s* online offering included a “virtual classroom” where students could watch engaging videos, have a virtual look through an RFDS plane, submit photos to the online community noticeboard and play games – all while learning about the Flying Doctor.

The resources are all based on Australian curriculum materials and cover topics spanning history, geography and health education.

### Flying Doctor Kids Club

The Flying Doctor Kids Club aims to inspire and educate the next generation of Australians about the vital role of the Flying Doctor.

Sharing stories from Kids across Australia in quarterly newsletters, the Flying Doctor Kids Cub and mascot Flynn the Flyer, showcase the innovation of the modern Flying Doctor, the history of this iconic service and the people who make our work possible through their support.



### Give Them Wings

With regions and communities cut off by lock-down zones, the important role of local health care teams and sustainable services in regional communities was emphasized over the past financial year.

RFDS Victoria supports local health care teams and communities to overcome shortages of medical and healthcare professionals in rural and regional Victoria through four Give Them Wings scholarships. The scholarships offer financial support to first year health care students, recognising the extra challenges that many of them face when undertaking studies; such as accommodation or additional travel expenses.

By supporting young health students from country Victoria to complete their studies, and return to rural communities, RFDS Victoria is looking to the future and improving the sustainability of local services to deliver better health outcomes in rural areas.

Congratulations to our Give Them Wings scholarship recipients of 2020:

**Nikki Watts, Yea**  
*Bachelor of Applied Science/Master of Physiotherapy at LaTrobe University*

**Tilly Lang-Ashworth, Barongarook**  
*Bachelor of Nursing, Deakin University*

**Tanika Moore, Druin**  
*Bachelor of Paramedicine, Australian Catholic University*

**Lydia Reiske, Yinnar**  
*Bachelor of Biomedical Science, LaTrobe University*

“These students are our next generation of health workforce. We are looking for students that understand the challenges of being part of a rural community but who also appreciate the strengths and what these give to a rural lifestyle,” says Dr. Melanie Trivett, General Manager Primary Health Services, RFDS Victoria.

“Our four recipients demonstrated passion and commitment about the part they could play in creating sustainable health services in rural Victoria.”

The Give Them Wings Scholarships are proudly funded by the Bayside Auxiliary.

### Thank you!

Each year, individuals and organisations go above and beyond to raise funds for the Flying Doctor. Whether volunteering time and/or talent, donating gifts of money or giving in-kind support, all contributions to the Flying Doctor have a positive impact on the health care provided to regional and rural Australians. Our heartfelt thanks to:

Mooroolbark College	DBM Consultants Pty Ltd
JinuG And Sons Pty Ltd.	COS Group
Bunnings Bairnsdale	Penguin Group Australia
Carnbourne Old Time Dance Club	Chrome Consulting Pty Ltd
La Trobe Rural Health Club (LARHC)	Rotary Club of Keilor Inc.
Fluke Comedy	Creswick Victoria Craft Group
Gippsland Lakes Community Health	Chelsea Uniting Parish Opportunity Shop
PayPal Giving Fund Australia	Mr Kevin McCoy
Biccys Op Shop Supporters Inc	Overlanders 4WD Club
Mr Ken Junor	The Blokes Tour
Melbourne Jeep Owners Club	St Andrews Uniting Church Berwick
Nextgen Motorsports	Lions Club of Warragul
Norwood Secondary College	Probus Club of Melbourne Inc.
Warren Opportunity Shop	Rotary Club of Horsham
St Andrews Opportunity Shop	Ms Jennifer Dunstone
Wesley College	Belgrove Hire
MedEntry	
Hallam Senior Citizens Centre Inc	
All Souls’ Opportunity Shop	
Freemasons Lodge Trentham	
Defence Force School of Languages	
Lodge of the Great Ocean Road	
Wildfire Rural Health Club	
Mr Gary Weddall	
Mr John Schmoll	
Yering District Archers	



Our work takes us through some amazing landscapes, like the incredible silos at Sheep Hills created by Melbourne-based artist, Adnate.

Kathleen Ryan, RFDS Victoria Mobile Patient Care





# Our Supporters >

## Major Donors >

Thank you to the following donors for the support they have given us during the past year. It is this generosity, and the cumulative impact of all our donors that enables the Flying Doctor to provide quality health care to people across Australia.

B Baird
Bank of America Merrill Lynch
W Barnett
C Batrouney & J Batrouney AM
M Burston
A Campbell
E Carroll
M Collins & C Schilling-Collins
M Evans
M Fletcher-Savage & T Lear
I Harper AO & R Harper
B & P Hedt
F Hogg
K Johnston AM
N Kearney

J Kerr
B Long
Martanna Pty Ltd
E McGain
Y Mee
E Metcalfe
N Moore
J Murphy
V Newman
S Ng
J & S North
G R Organ
G Paton
B & S Peake
W Peart

M R Richards
S M Richards AM
C & V Robb
J Sheridan
P Siminton
J Smith
B & R Squire
E & G Thomson
J Thomson OAM
M Tsuji
L Tyack
D Weir
Anonymous (67)





Our Supporters >  
(continued)

Flying Doctor  
Foundation >

The Foundation exists as an investment in the future of the Flying Doctor and the services it provides. As a legacy across generations, assets in the Foundation are invested in perpetuity. Thank you to our Foundation donors. We acknowledge your generosity.

Aileen Fitzpatrick Gift	Peter & Ila Franklin Gift
Annette Allison OAM	R & B Mountain
Arthur & Cis Jane Brown Gift	RA & A Curry
Aston and Pearson Endowment	RFDS Victoria Staff Gift
Brunton Family Gift	Robert & Josephine Shanks Gift
Denise & Doug Reynolds	Rogers Family Gift
Douglas Family Gift	Rosemary Mitchelhill Gift
Gras Foundation Trust	Ted Payne Gift
J & B Medwin Family Gift	The Goding Foundation
J Bickford Endowment	The Spirit of James Clacy Green
Janet & Mervyn Brumley	Thomas Family Gift
Jean Williamson	UCA Brighleigh Gift
JW Swinnerton	Verhagen Family Gift
Leaper Family Gift	Anonymous (2)





Our Supporters >  
(continued)

Trusts and Foundations >

Thank you to the trustees who manage and direct funds to the Flying Doctor. Funding from Trusts and Foundations is vital to ensuring that RFDS Victoria can continue to deliver vital health care to rural and remote Australians.

Annie Rose & Andrew Lazar Foundation
Australian Communities Foundation
Australian Unity Trustees Foundation - Rona Kruger Charitable Fund
Bell Charitable Fund
Dennis Osborne Clarke Charitable Trust
E C Curwen-Walker Charitable Trust
Gaudry Gift
Giving Hope Pty Ltd
Guthrie Family Charitable Trust
H & K Johnston Family Foundation
Helen Macpherson Smith Trust
Helping Hand Foundation Pty Ltd
HMA Foundation Pty Ltd
ISTAT Foundation
Johnson Fmaily Foundation
M Attwood Testamentary Trust
Olive Woods Trust
Perpetual Foundation
Perpetual Foundation - Amanda Joy Dickson Endowment
Perpetual Foundation - Axel Peterson Trust
Perpetual Foundation - John and Margaret Schneider Charitable Trust
Perpetual Foundation - Marles & Manning Charitable Endowment
Perpetual Foundation - The Russell & Yvonne Mee Endowment

Rae & Peter Gunn Family Foundation
Robert C. Bulley Charitable Fund
Scots' Church
State Trustees Australia Foundation - Edith Helen Sedlar
State Trustees Australia Foundation - Mary Nicholls
State Trustees Australia Foundation – Robert William Hazlewood Bequest
Sueda Foundation
Sunraysia Foundation
The Amelia Eliza Holland Trust
The Bob & Emma House Foundation
The Ian and Marilyn McColl Charitable Trust Fund, managed by Equity Trustees
The Isabel & John Gilbertson Charitable Trust
The John Shaw Legacy, managed by Equity Trustees
The Joyce Adelaide Healey Charitable Trust Fund, managed by Equity Trustees
The Kimberley Foundation
The Marian and E.H. Flack Trust
The Marion Popplewell Charitable Trust
The McPhee Charitable Trust
The Shulu Foundation
The Toni Kaye Foundation
V N Sanders Charity Trust
Anonymous (4)

Estates >

Many people remembered the Royal Flying Doctor Service in their Will. In their memory, we acknowledge their extraordinary generosity and the lives they will impact.

Eileen Mary Birch
Robert Walter Burden
William George Chambers
Trisha Coue
Margaret Hanniford Cracknell
Joyce Isobel Gillespie
John Grant
David Ernest Hill
Oswald Reuben Huf
R B Jones
Allen Otto Lehman
Arthur Thomas Manly
Margaret McDonald
Margaret McNeill

George Findon Miller
Keith Nolan
Daphne Hazel O’Hanlon
Margaret Porter
Miriam Myra Schilling
Helen Sykes
Lynnette Thomas
Jane Roberts Tilley
Maree Veitch
Verna Joyce Waylen
Evon Patricia Whalen
Andrew Wilson
Anonymous (6)



Our Supporters >  
(continued)

Acknowledging our Patient  
Transport Customers



Corporate and  
Community Partners





Our Supporters >  
(continued)

Health Care and Service  
Delivery Partners





















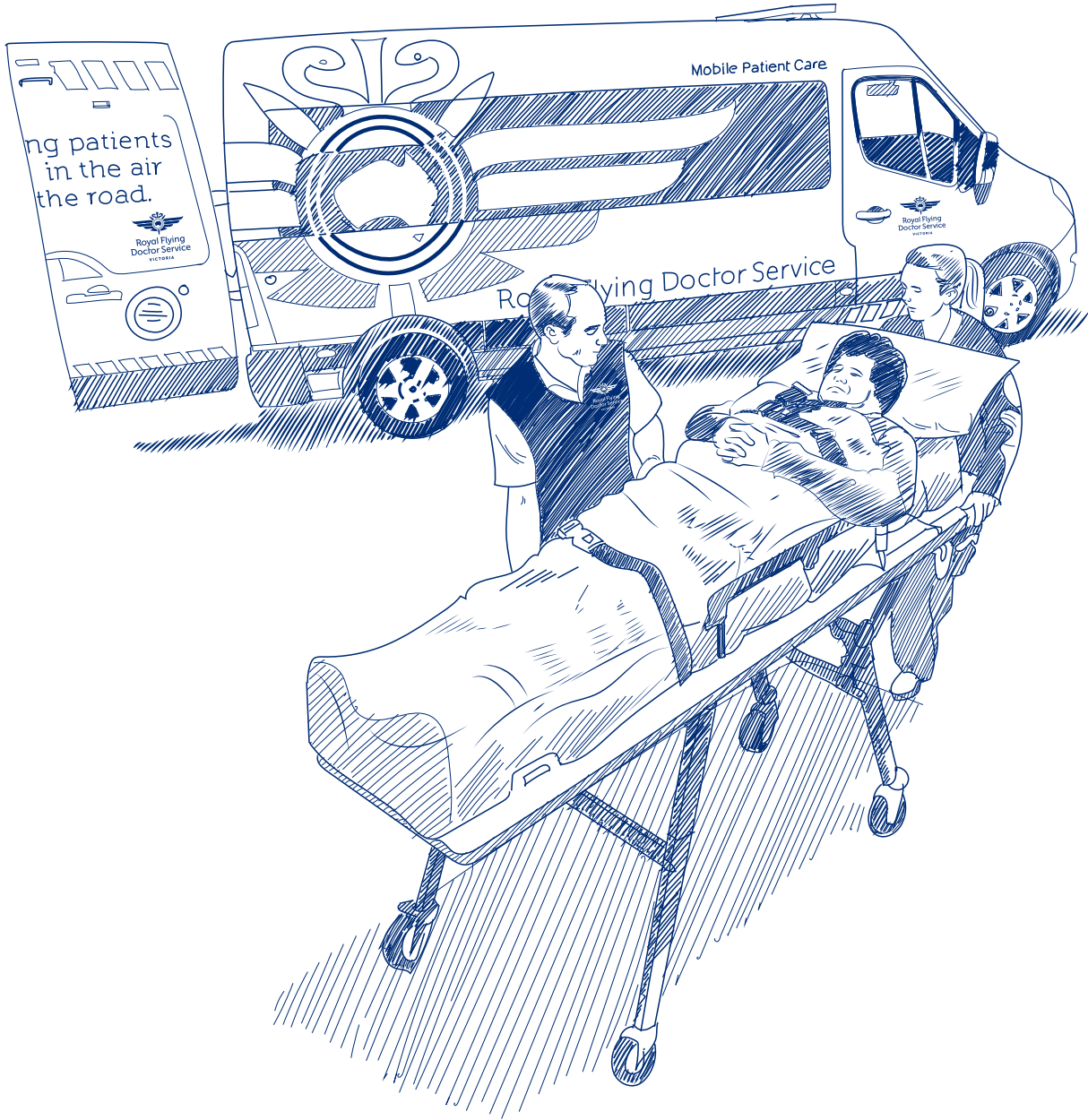




National  
Corporate  
Partners







As soon as their eyes land on our logo, they know they're going to be in good hands.

Allison Cole, RFDS Victoria MPC



Our Reporting >

Vision 2020 report back  
(2016-2020)

Strategic Area	Progress Goals (as per Vision 2020)	Outcomes/Highlights Vision 2020
Delivering Quality Services and Programs	Extend services to rural and isolated communities	<ul style="list-style-type: none"><li>• 7 Primary Health programs now cover 88% of Victoria.</li><li>• Annual growth in patient numbers from 6-56% per annum.</li><li>• Client contacts peaked in 2019 with almost 14,000 occasions of services, saving rural Victorians 23,548 hours of travel.</li></ul>
	Deliver quality evidence based care across all our services	<ul style="list-style-type: none"><li>• Flying Doctor Dental services recognised in 2019 with Public Oral Health Agency of the Year Award.</li><li>• Flying Doctor Wellbeing, Telehealth and Speech services now hold accreditation under the National Safety and Quality Health Service Standards.</li><li>• Impact of volunteer drivers from our Community Transport program recognised at the 2019 Volunteering Victoria Awards.</li></ul>
	Help people take responsibility for their health	<ul style="list-style-type: none"><li>• Each year, more than 80% of our service users agreed that the amount of information our staff provided them allowed them to manage their health and care after their appointment, and that accessing our service had improved their health and wellbeing.</li></ul>
	Pursue technology and innovation to better meet needs	<ul style="list-style-type: none"><li>• RFDS Victoria enabled high performance through IT advancements and technology including development of custom-built platforms – ‘Traeger’ for patient transport bookings and ‘Mantle’ as our telehealth platform.</li><li>• Mantle telehealth platform adapted to GPs and Mental Health services to support patients during COVID-19.</li><li>• Mantle adopted by RFDS nationally in 2020.</li><li>• Telehealth specialist consultations up 890% on 2016 figures and offering 6 new specialties in FY20.</li></ul>
Enhancing Reputation and Brand	Measure, monitor and report on our performance against real world outcomes	<ul style="list-style-type: none"><li>• RFDS recognised by public as Australia’s #1 Most Reputable Charity in 2016, 2017, 2018 and placed second in 2019.</li><li>• Successfully transitioned to the new ISO 9001 Standard, to ensure strength of our systems in monitoring performance.</li></ul>
	Communicate our impact through real stories	<ul style="list-style-type: none"><li>• Education program reached 20,000 students and RFDS presented at more than 100 community and corporate events to extend brand and story to new audiences.</li><li>• Media coverage grew from \$1.2m ASR value in 2016 to \$4.6m in 2020.</li></ul>
	Advocate for equal access to quality health services	<ul style="list-style-type: none"><li>• Implemented new models of care in rural communities to support the local health workforce and improve access to care in GP and Speech Therapy services.</li></ul>

Strategic Area	Progress Goals (as per Vision 2020)	Outcomes/Highlights Vision 2020
Enhancing Reputation and Brand (continued)	Manage risk	<ul style="list-style-type: none"><li>• Approved our first Risk Appetite Statement in 2018, articulating our commitment to innovate and manage risk.</li><li>• Risk-based thinking continued to embed itself within our daily operations with a reconfigured risk register.</li></ul>
	Be known for our expertise and pursue industry leadership	<ul style="list-style-type: none"><li>• We shared our expertise through conference presentations for mental health, telehealth and community transport as well as contributing to service planning in Gippsland, Mallee and the Wimmera.</li><li>• Our staff have partnered with universities with an interest in rural health so the outcomes of our work are accessible to others in rural health.</li></ul>
Strengthening Communities & Partnerships	Work in close collaboration with health providers and the community	<ul style="list-style-type: none"><li>• We now have services in more than 152 communities and work with local health providers to deliver coordinated care.</li></ul>
	Pursue intersectional collaborations	<ul style="list-style-type: none"><li>• IT support extended to Federation Office.</li><li>• IT and Payroll services extended to RFDS Tasmania.</li><li>• RFDS Victoria participates in sharing of Marketing and Fundraising IP and 4 joint campaigns.</li></ul>
	Immerse donors and stakeholders in the RFDS family	<ul style="list-style-type: none"><li>• Increased engagement with supporters and stakeholders through new events, including regional roadshows.</li><li>• Pivoted to virtual events in 2020.</li><li>• New campaigns engaged 90 new community groups and 5 new corporate partners since 2016.</li></ul>
	Establish new and appropriate partners	<ul style="list-style-type: none"><li>• As our services have grown, so have our relationships.</li><li>• We work with rural Primary Health networks in different ways; as a direct service provider, a partner on pilot projects or as a third party contractor.</li><li>• We now have formal contracts for service delivery with GP clinics, Community Health Services, other not-for-profit health organisations and private allied health providers.</li></ul>
	Be responsive to stakeholder needs	<ul style="list-style-type: none"><li>• MPC Net Promoter score of 67 in FY20 - an increase of 31% on FY19.</li><li>• Customer Relationship Manager system implemented to support account management and customer engagement in 2019.</li></ul>



Vision 2020 report back  
(2016-2020) (continued)

Strategic Area	Progress Goals (as per Vision 2020)	Outcomes/Highlights Vision 2020
Funding our Ambition	Invest in our growth	<ul style="list-style-type: none"><li>• New patient transport contracts achieved with Ambulance Victoria and NSW Health Share for MPC operations.</li><li>• Acquisition of the Victorian branch of Wilson’s Medic One patient transport business provided new contracts, resources and staff for business synergies.</li><li>• Realisation of benefits impacted by COVID-19</li></ul>
	Ensure financial sustainability and diversify our financial base	<ul style="list-style-type: none"><li>• Responsibly managed investment in acquisition of new monthly givers saw program membership grow from 500 to more than 12,000 in 2020.</li><li>• Consequently, monthly giving revenue grew from 4% to 20% of annual donation revenue.</li></ul>
	Manage our investment responsibly	<ul style="list-style-type: none"><li>• Investment portfolio is managed externally by professional financial advisers.</li><li>• 8 year average return has exceeded investment policy hurdles.</li><li>• Tender process every 5 years for investment partner.</li></ul>
	Build our foundation	<ul style="list-style-type: none"><li>• RFDS Victoria Foundation grew from \$8.3m to \$11.8m in 2020.</li></ul>
	Grow our supporter base across Victoria	<ul style="list-style-type: none"><li>• 17,000 new supporters welcomed as a result of Fundraising campaigns from 2016-2020.</li></ul>
Organisational Excellence	To attract and retain highly skilled, motivated and passionate staff	<ul style="list-style-type: none"><li>• New initiatives piloted to support recruitment, learning and development, career opportunities and staff recognition.</li></ul>
	Be better every year at what we do	<ul style="list-style-type: none"><li>• Quality management system underpins processes and monitoring to identify continuous improvement opportunities.</li><li>• Roll out of a capability framework skills-based staff development tool.</li></ul>
	Manage our resources to ensure sound and sustainable business processes	<ul style="list-style-type: none"><li>• Business continuity and pandemic response planning reviewed and actioned.</li><li>• Outsourced internal audit program implemented in 2017 to ensure good governance.</li></ul>
	Live our values and invest in our people	<ul style="list-style-type: none"><li>• “I feel proud to work for RFDS Victoria” (MPC) 2016 84%, 2017 83.97%, 2019 85% - staff satisfaction score.</li><li>• “I feel proud to work for RFDS Victoria” (Richmond office) 2016 96%, 2017 93%, 2019 97% - staff satisfaction score.</li></ul>
	Ensure customer focus culture	<ul style="list-style-type: none"><li>• Donor NPS above industry averages including 4.8/5 satisfaction score for regular giving sign up experience.</li><li>• High net promoter scores in 2019 for Primary Health; rated 90 by clients/patients and 83 by our stakeholders.</li></ul>

Quality and Improvement

RFDS Victoria is committed to providing safe and quality health services. We are committed to improvement and will always hold ourselves accountable to the highest standards expected in any health care setting.

To measure and support this position, RFDS Victoria again achieved accreditation against ISO 9001 in the last financial year to ensure we have the processes in place to identify risks and opportunities; to understand the expectations of stakeholders; to monitor the quality of services; and to continually seek improvement.

Further strengthening this commitment, RFDS Victoria also achieved accreditation against the National Safety and Quality in Health Service (NSQHS) Standards for Telehealth, Speech Therapy and Wellbeing.

NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations. RFDS Victoria is proud to achieve this accreditation; particularly due to the complexity of providing services in remote and rural locations.

**RFDS Victoria Clinical Safety and Quality Report Card**  
A requirement of the NSQHS Standards accreditation is to share clinical safety and quality data with our stakeholders. While not all services were included in the accreditation, the organisation has started collecting consistent clinical safety and quality measures across all clinical services. These indicators are reported in the table beside.

Service delivery	Annual Total	KPI Target
Occasions of Service	77,482	-
Number of incidents reported	1,814	-
Patient experience survey, quality of service	98%	90%
High severity incidents investigated within 2 weeks	85% (n= 17)	100%
<b>Infection control</b>		
Percentage of staff completed Hand Hygiene training (completed annually in February)	78%	80%
Percentage of client-facing staff immunised for influenza	92%	80%
<b>Medication management</b>		
Number of adverse drug reactions	0	-
<b>Comprehensive care</b>		
Number of falls reported	7	-
Number of skin tears reported	2	-
<b>Communicating for safety</b>		
Percentage of notifiable privacy breaches	0	-
Percentage of interpreter services accessed for appointments	61	-
<b>Response and Deterioration</b>		
Percentage of occupational violence incidents reported	8	-



# Summary Financial Statements >

## Statement by the Board

The Summary Financial Statements are a summary of and have been derived from the Royal Flying Doctor Service of Australia (Victorian Section) full financial report for the financial year. Other information included in the Summary Financial Statements are consistent with the organisation's full financial report.

The Summary Financial Statements do not, and cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the organisation as the full financial report.

A copy of the organisation'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 organisation recorded a surplus for the year ended 30 June 2020 of \$776,297 (2019: deficit \$239,568).

The operating revenue for the financial year was \$48,771,395 (2019: \$44,786,310).

Significant features of the year's operations have been:

- Primary Health services currently provided in 66% of Victorian local government areas
- Primary Health delivered 15% more occasions of service than last year, despite the impacts of bushfires and COVID-19
- 96% of patients self-reported access to service improved their health and wellbeing
- Bequest and Planned Giving Income \$1,391,012 (2019: \$4,143,550)

- Donation Income \$6,923,691 (2019: \$6,278,065)
- Income from Services \$31,164,401 (2019: \$30,323,710)
- Reduction in revenues triggered eligibility to access Federal Government "JobKeeper" funding resulting in receipt of \$3,476,036
- During the year, cash and other financial assets increased by \$3,861,035 (2019: \$25,703)

Signed in accordance with a resolution of the directors on behalf of the Directors



**Denis Henry**  
Chairman

Melbourne, 6 October 2020

The Board of Directors  
Royal Flying Doctor Service of Australia  
(Victorian Section)

## Summary statement of profit or loss and other comprehensive income for the year ended 30 June 2020

	2020 \$	2019 \$
Revenue	48,771,395	44,786,310
Other income	506,757	637,394
Employee benefits expense	(33,576,721)	(32,845,719)
Depreciation expense	(2,650,779)	(1,737,140)
Direct fundraising activities	(1,311,353)	(2,775,123)
Merchandise costs	(145,723)	(116,723)
Patient care expenses	(5,904,354)	(3,992,781)
Program expenses	(602,525)	(499,924)
Rent and premises expenses	(489,978)	(1,118,036)
Office operating expenses	(2,571,119)	(2,137,203)
Finance expense	(237,651)	(116,867)
Fair value loss on financial asset at FVTPL	(1,011,652)	(323,756)
<b>Net surplus/(deficit) before income tax expense</b>	<b>776,297</b>	<b>(239,568)</b>
Income tax expense	-	-
<b>Surplus/(deficit) for the year</b>	<b>776,297</b>	<b>(239,568)</b>
<b>Other comprehensive income for the year</b>	<b>-</b>	<b>-</b>
<b>Total comprehensive surplus/(deficit) for the year</b>	<b>776,297</b>	<b>(239,568)</b>



## Summary Financial Statements > (continued)

### Summary statement of financial position at 30 June 2020

	2020 \$	2019 \$
<b>Current assets</b>		
Cash and cash equivalents	6,777,696	2,768,967
Trade and other receivables	3,576,024	5,111,744
Inventories	23,503	36,008
Other financial assets	9,499,251	8,135,584
<b>Total current assets</b>	<b>19,876,474</b>	<b>16,052,303</b>
<b>Non-current assets</b>		
Other financial assets	9,698,521	11,209,882
Property, plant and equipment	8,128,647	6,943,752
Right-of-use assets	1,354,410	-
<b>Total non-current assets</b>	<b>19,181,578</b>	<b>18,153,634</b>
<b>Total assets</b>	<b>39,058,052</b>	<b>34,205,937</b>
<b>Current liabilities</b>		
Trade and other payables	3,815,655	5,084,223
Lease liability	2,472,098	971,270
Provisions	2,076,314	1,434,109
Other liabilities	1,469,252	116,667
<b>Total current liabilities</b>	<b>9,833,319</b>	<b>7,606,269</b>
<b>Non-current liabilities</b>		
Lease liability	3,179,633	1,619,854
Provisions	597,420	308,431
<b>Total non-current liabilities</b>	<b>3,777,053</b>	<b>1,928,285</b>
<b>Total liabilities</b>	<b>13,610,372</b>	<b>9,534,554</b>
<b>Net assets</b>	<b>25,447,680</b>	<b>24,671,383</b>
<b>Equity</b>		
Accumulated funds	25,447,680	24,671,383
Investments revaluation reserve	-	-
<b>Total equity</b>	<b>25,447,680</b>	<b>24,671,383</b>

### Summary statement of changes in equity for the year ended 30 June 2020

	Accumulated funds \$	Investments revaluation reserve \$	Total \$
Balance at 1 July 2018	22,220,455	2,690,496	24,910,951
Net reversal of revaluation of financial assets on adoption of AASB 9	2,690,496	(2,690,496)	-
Adjusted opening balance at 1 July 2019	24,910,951	-	24,910,951
Deficit for the year	(239,568)	-	(239,568)
Total comprehensive income for the year	(239,568)	-	(239,568)
<b>Balance at 30 June 2019</b>	<b>24,671,383</b>	<b>-</b>	<b>24,671,383</b>
Balance at 1 July 2019	24,671,383	-	24,671,383
First time adoption of AASB 15	-	-	-
First time adoption of AASB 16	-	-	-
Profit for the year	776,297	-	776,297
Total comprehensive income for the year	776,297	-	776,297
<b>Balance at 30 June 2020</b>	<b>25,447,680</b>	<b>-</b>	<b>25,447,680</b>



Summary Financial Statements > (continued)

Summary statement of cash flows for the year ended 30 June 2020

	2020 \$	2019 \$
Cash flows from operating activities		
Receipts from appeals and merchandise sales	10,183,242	11,073,473
Receipts from commercial sales	40,906,731	32,213,071
Payments to suppliers and employees	(46,889,748)	(42,114,085)
Interest received	113,166	134,175
Interest paid	(237,651)	(116,867)
Dividends received	985,081	1,085,625
Net cash provided by operating activities	5,060,820	2,275,392
Cash flows from investing activities		
Net payments for investments	(270,693)	(7,172,987)
Proceeds from disposal and sale financial assets	1,322,582	7,712,792
Payments for plant and equipment	(3,224,904)	(2,061,211)
Proceeds from sale of plant and equipment	12,748	49,827
Net cash used in investing activities	(2,160,267)	(1,471,579)
Cash flows from financing activity		
Payments for Lease Liability/Right-of-Use Asset	(580,710)	-
Net proceeds/(repayments) from of borrowings	1,688,886	(793,034)
Net cash generated by /(used in) financing activities	1,108,176	(793,034)
Net increase in cash and cash equivalents	4,008,729	10,779
Cash and cash equivalents at the beginning of the year	2,768,967	2,758,188
Cash and cash equivalents at the end of the year	6,777,696	2,768,967

Note 1: Basis of preparation of the Summary Financial Statements

The Summary Financial Statements have been prepared based on the organisation’s full financial report. Other information included in the Summary Financial Statements are consistent with the organisation’s full financial report. The Summary Financial Statements do not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the organisation as the full financial report.

The Summary Financial Statements have been prepared on the basis of historical cost, except for certain non-current assets and financial instruments that are measured at revalued amounts or fair values. Historical cost is generally based on the fair values of the consideration given in exchange for assets.

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

The Summary Financial Statements are presented in Australian dollars, which is the organisation’s functional currency.



Deloitte Touche Tohmatsu  
ABN 74 490 121 060

477 Collins Street  
Melbourne VIC 3000  
GPO Box 78  
Melbourne VIC 3001 Australia

DX: 111  
Tel: +61 (0) 3 9671 7000  
Fax: +61 (0) 3 9671 7001  
www.deloitte.com.au

Report of the Independent Auditor on the Summary Financial Statements to the Members of Royal Flying Doctor Service of Australia (Victorian Section)

Opinion

We report on the Summary Financial Statements of Royal Flying Doctor Service of Australia (Victorian Section) (the “Entity”) for the year ended 30 June 2020. The Summary Financial Statements comprise the summary statement of financial position as at 30 June 2020, the summary statement of profit and loss and comprehensive income, the summary statement of changes in equity and the summary statement of cash flows for the year then ended and related notes, and are derived from the audited financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2020 (the Audited Financial Report).

In our opinion, the accompanying Summary Financial Statements of Royal Flying Doctor Service of Australia (Victorian Section) 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.

Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by the Australian Accounting Standards applied in the preparation of the Audited Financial Report. Reading the Summary Financial Statements and the auditor’s report thereon, therefore, is not a substitute for reading the Audited Financial Report and the auditor’s report thereon. The Summary Financial Statements and the Audited Financial Report do not reflect the effects of events that occurred subsequent to the date of our report on the Audited Financial Report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor’s report dated 6 October 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 for the purpose of fulfilling the Directors’ financial reporting responsibilities under the *Australian Charities and Not-for-Profits Commission Act 2012* (the *ACNC Act 2012*). As a result, the Summary Financial Statements 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 (Victorian Section) and should not be used by parties other than the Directors of Royal Flying Doctor Service of Australia (Victorian Section). 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 (Victorian Section) or for any other purpose than that for which it was prepared.

Liability limited by a scheme approved under Professional Standards Legislation.

Member of Deloitte Asia Pacific Limited and the Deloitte Network



## Other Information

The Directors are responsible for the other information. The other information comprises the information included in the Entity's Annual Report obtained at the date of this auditor's report, but does not include the Summary Financial Statements and our auditor's report thereon.

Our opinion on the summary financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the Summary Financial Statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the Summary Financial Statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed on the other information that we obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

## Directors' Responsibility 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 Entity for the year ended 30 June 2020.

## Auditor's Responsibility 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 based on our procedures, which were conducted in accordance with Australian Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

## Independence

In conducting our audit, we have complied with the independence requirements of subdivision 60-C of the *Australian Charities and Not-for-Profits Commission Act 2012*. We confirm that the independence declaration required by subdivision 60-C of the *Australian Charities and Not-for-Profits Commission Act 2012*, which has been given to the directors of Royal Flying Doctor Service of Australia (Victorian Section) would be in the same terms if given to the directors as at the time of this auditor's report.

*Deloitte Touche Tohmatsu*  
DELOITTE TOUCHE TOHMATSU

*Isabelle Lefevre*

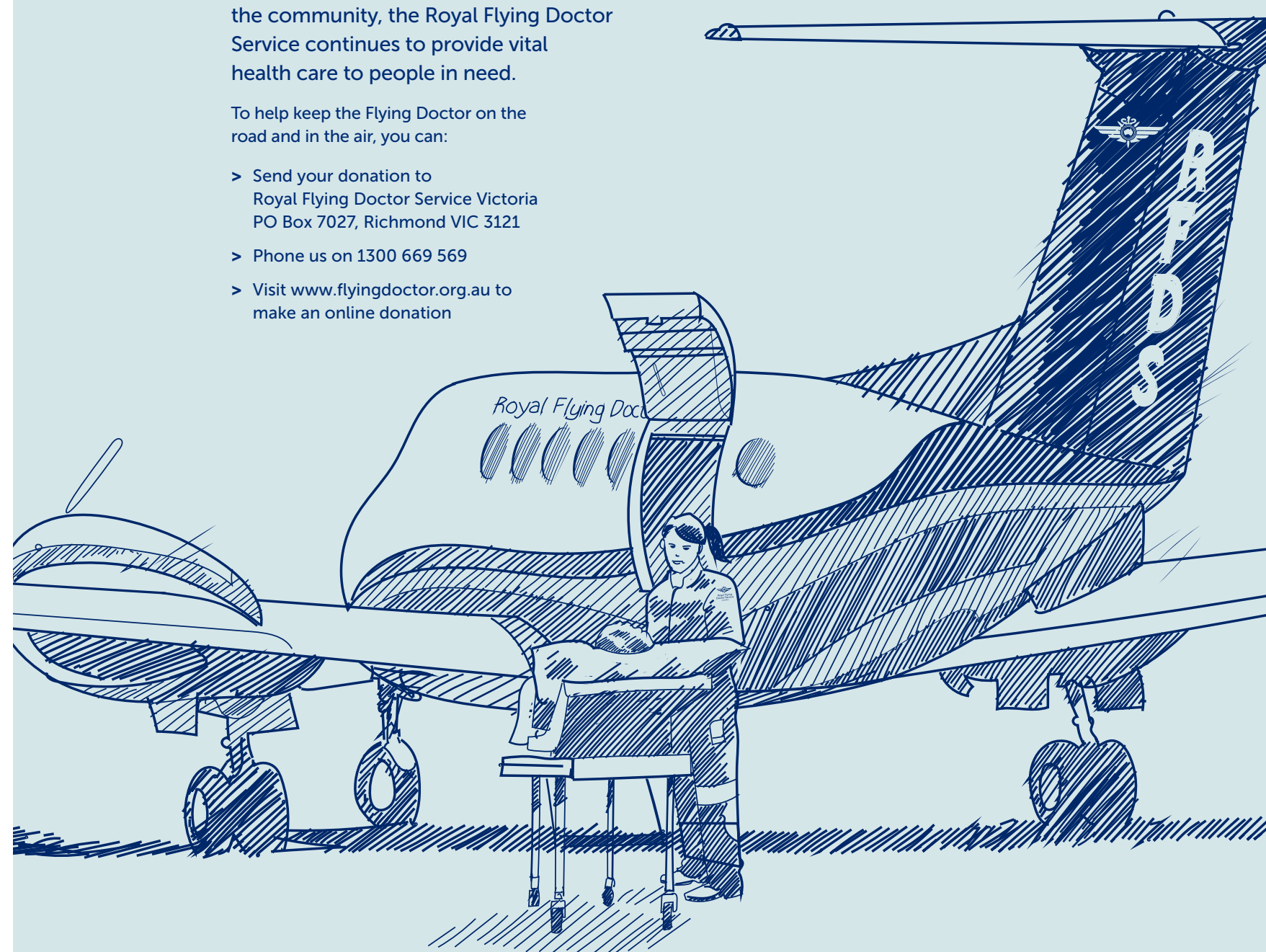
Isabelle Lefevre  
Partner  
Chartered Accountants  
Melbourne, 6 October 2020

## How you can help >

Thanks to the kind support of individuals, families, corporations, governments and the community, the Royal Flying Doctor Service continues to provide vital health care to people in need.

To help keep the Flying Doctor on the road and in the air, you can:

- > Send your donation to  
Royal Flying Doctor Service Victoria  
PO Box 7027, Richmond VIC 3121
- > Phone us on 1300 669 569
- > Visit [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au) to make an online donation



## Royal Flying Doctor Service Victoria

Level 1, 345 Bridge Road  
(entry via Gleadell Street)  
Richmond VIC 3121  
T 03 8412 0400  
E [info@rfdsvic.com.au](mailto:info@rfdsvic.com.au)  
[www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)

ABN 71 004 196 230



