The furthest corner. The finest care.

QUEENSLAND SECTION

Capability Statement
Our primary health care locations
Dedicated to taking the finest care to the furthest corners, we travel to over 79 rural and remote locations across Queensland to provide primary health care services to those in need.

- Mobile dental unit
- Health promotion field days
- Child and family health services
- General practice services
- Drought wellbeing services
- Social and emotional wellbeing services

Using the latest in aviation, medical and communications technology, the Royal Flying Doctor Service (Queensland Section) works to provide primary health care and emergency medical services to anyone who lives, works or travels in rural and remote Queensland.

We are governed by a skills-based Board of Directors with a strong connection to rural and remote Queensland. More than half of its members currently live in regional Queensland, with several of its representatives also being current or former rural GPs or Flying Doctors.

Operating from nine Bases across Queensland, our mission to provide excellence in and access to primary health care and aeromedical services sees us deliver more than 91,000 occasions of care to people across the state each year.

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Our ability to access some of the most remote parts of the country over the past 90 years places us in a privileged position of trust within these communities. With our background in aeromedical retrieval, we have grown to be one of the largest providers of primary health care services in the country. We actively collaborate with other like-minded health care partners such as Primary Health Networks, Hospital and Health Services and Aboriginal Community Controlled Health Organisations, to support and promote multidisciplinary, team-based care for the people of regional, rural and remote Queensland. We are committed and engaged in clinical design and innovation tailored for Queensland’s rural and remote populations.

We employ some of the most highly qualified medical officers, nurses and mental health professionals in the country.

Our complete, multi-disciplinary approach to health care

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Aeromedical Services
Our aeromedical operations include both primary retrievals and interhospital patient transfers across Queensland. Working in partnership with Retrieval Services Queensland and alongside other service providers, we provide access to emergency and specialist care for more than 11,400 patients each year.

GP Clinics
Comprehensive full and half day clinics are regularly conducted at almost 50 locations throughout Queensland. With more than 24,920 patients seen in the past 12 months, our GP Clinics include a range of additional services including skin and hearing checks. Our highly qualified GPs and PHC Nurses are enabling clinical leadership and patient centered care, specifically tailored for Queensland’s rural and remote population.

Child and Maternal Health
All of our PHC nurses are trained midwives, and alongside our Medical Officers, offer a comprehensive Child and Maternal Health service to expecting and new mothers across Queensland.

Field Day and Health Promotion
RFDS Field Days were conducted at about 18 cattle stations this year, tailored specifically around individual community needs. Held in conjunction with our GP Clinics, the Field Days provide a true social experience with a health promotion focus, covering areas such as first aid, diet and nutrition, mental health and exercise.

Mental Health
Our dedicated Mental Health Clinicians deliver comprehensive services to people suffering mental health issues. Working closely with local GPs under a Stepped Care approach, our clinicians provide a full range of interventions, from low intensity, through to the more severe and complex disorders. Our Mental Health program delivered 8,350 occasions of care in the past 12 months, predominantly across the Far North and Central Western regions of Queensland. The RFDS is also continuing its role as Lead Agency for headspace in Cairns, which is responsible for the provision of youth mental health and counselling services in the region. Further strengthening its provision of mental health services across the state, the RFDS also facilitates the Drought Wellbeing Service (DWS), a free counselling and support program for people living and working in drought affected areas across Queensland. Since its inception in 2015, the DWS has helped more than 5,000 people living through the effects of drought.

Telehealth
Our Medical Officers located in Mount Isa, Cairns and Charleville offer a 24-hour medical consultation service to people living, working or travelling in remote and rural Queensland. This past year, we have extended our telehealth service to include the use of videoconferencing technology, as we roll out this service from our Cairns Base, to people living in northern parts of the state. The telehealth service has also expanded over the past 12 months to include after hours and weekend consultation times.

Medical Chests
We provide more than 1,200 medical chests to remote communities (cattle stations, mining sites, off shore enterprises) across the state and into the Northern Territory. The contents of the chests are prescribed remotely by RFDS Medical Officers, with the support of a 24/7 aeromedical emergency and telehealth service.

RFDS Dental Service
Our custom built, mobile dental surgery travels to some 15-20 remote communities each year. This Commonwealth funded service provides X-rays and extractions, treatment for acute or pre-existing conditions, treatments for gum disease and referrals to specialist dental services. Since its inception in 2013, the service has provided free dental treatment to close to 10,000 people at a notional cost of around $6.4 million.

Immunisations
Through our Child and Maternal Health program, we administer over 3,600 immunisations a year.
Providing excellence in, and access to, primary health care and aeromedical services across Queensland.

At a glance - 2017/18

<table>
<thead>
<tr>
<th>Base</th>
<th>Primary Health Care consultations*</th>
<th>Mental Health Service</th>
<th>Aeromedical retrievals</th>
<th>Inter-hospital transfers</th>
<th>Tasking calls</th>
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</table>

**Primary Health Care consultations also includes Telehealth and immunisations.
**Our Roma Base facilitates a Queensland Government funded obstetrician program for people in south west Queensland.

Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Primary Health Care consultations*</th>
<th>Mental Health Service</th>
<th>Aeromedical retrievals</th>
<th>Inter-hospital transfers</th>
<th>Tasking calls</th>
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<tbody>
<tr>
<td>RFDS Dental Service</td>
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<td>Drought Wellbeing Service</td>
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<td>Total</td>
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<td>7,778</td>
<td>1,015</td>
<td>10,318</td>
<td>24,381</td>
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91,000+ episodes of care across Queensland each year
3,600+ immunisations administered in the past year
8,350 consultations conducted by RFDS Mental Health Clinicians in the past year
1,200 medical chests provided to remote Queensland communities by the RFDS
11,400+ patients transferred each year via aeromedical services
24,920+ patients seen by RFDS GP Clinics in Queensland in the past 12 months
13,330+ Remote consultation calls through our telehealth service
1,100 consultations per year provided by RFDS dental Service
Key contacts
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Visit our website www.flyingdoctor.org.au/qld