About the Royal Flying Doctor Service

The Royal Flying Doctor Service of Australia (RFDS) takes the finest care to the furthest corners of our land.

Established in 1928 by the Reverend John Flynn, the RFDS has grown to become the largest and most comprehensive aeromedical organisation of its kind in the world, delivering 24-hour emergency aeromedical and primary health care services to all those who live, work and travel throughout Australia.

Today, the RFDS conducts more than 290,000 patient consults across Australia every year – that’s one person every two minutes.

In Queensland, the RFDS currently operates from nine bases at Brisbane, Bundaberg, Cairns, Charleville, Longreach, Mount Isa, Rockhampton, Roma and Townsville. These bases form a strategic network of aeromedical services as well as delivering a broad range of health care programs including general practice, Aboriginal and Torres Strait Islander health, child and family health, social and emotional wellbeing, mental health, women’s health, oral health and health promotion activities.

The RFDS is a not-for-profit organisation. While supported by the Commonwealth, State and Territory Governments, the Flying Doctor relies heavily on fundraising and donations from the community to purchase and aeromedically fit-out our aircraft, purchase vital medical equipment and enhance our operational facilities.
Our mission
To provide excellence in aeromedical and primary health care across Queensland.
Our values

The values that underpin the work that we do include:

**Care and Respect** > For patients, employees, communities and cultures

**Reliable & Dependable** > Giving our best and fulfilling our promises

**Safety & Quality** > Continuous improvement through evidence based practices

**Socially & Ethically Responsible** > In all that we do

**Collaboration** > With teamwork, we can make an impact

**Innovation** > Encouraged and celebrated

Our vision

The furthest corner. The finest care.
Earlier this year, the organisation embarked on an aviation program designed to prepare our aeromedical operations for the impending changes to aviation regulations proposed by Civil Aviation and Safety Authority (CASA). While regulatory reform will be progressive, we are now well advanced in anticipation of these changes across our maintenance, flight standards and flight safety training areas, ahead of the expected mandated timeframe. This, we view as not only an investment in our future, but also of paramount importance to the continued safety of those who fly with us and our enviable aviation safety record. Throughout the year, our Health Services team has also taken giant strides in the preparatory journey towards full health service accreditation, with the organisation on track to have its first accreditation assessment in early to mid 2016. In seeking to now measure ourselves against the National Quality Health Service & Safety Standards, our staff have embraced the opportunity to translate our unique clinical settings into now well-defined and measured standards of patient care. While acknowledging there is still much to be done, it was gratifying to hear that an independent clinical review earlier this year acknowledged the considerable advances being made in our clinical governance. Although these significant change programs have received much focus, our core business in providing the finest care to the furthest corner continued to prosper, with our Queensland operations attending to in excess of 95,000 patient consults across our aeromedical, tele-health and primary health care programs.

In delivering these services, we heralded a number of service initiatives and milestones and completed some long awaited infrastructure projects including:

- The commencement, in October 2014, of our lead agency role for the Cairns based operations of national youth mental health foundation, headspace; further testimony to our commitment to advance our focus on mental health.
- Also in October, we opened our new RFDS Charleville Base redevelopment that now consolidates our hangar, administration and Visitor Centre.
- In November, two new B200 King Air retrieval aircraft were placed into service in Mount Isa and Cairns respectively.
- In March, we opened the doors of a new patient transfer facility at RFDS Rockhampton Base, at the same time commemorating the 20th anniversary of our service presence in this central Queensland coastal town.
- Then in June, we also celebrated the 20th anniversary of our RFDS Brisbane Base, which like Rockhampton, opened its doors on the same day – July 3, 1995.
- While delivering our services within the envelope of our State and Commonwealth governments’ funding sources remains a challenge, it’s through the continued generosity of our many donors, volunteers and corporate supporters, that the organisation was able to achieve a total surplus of over $8.1 million. Over the past year, a total of $9.1 million in community support was gratefully received. That has enabled us, amongst other priorities, to confidently pursue our next advance in aviation transportation – the ordering of two new B350c King Air aircraft. These new aircraft will come equipped with an increase payload capacity, the ability to travel from Cairns to Brisbane non-stop and with greater air speed potential. We anticipate that both of these new aircraft will be operational by mid-2016 and a tremendous addition to our patient care services.

Finally, on behalf of the Board, I would like to thank our Principal Sponsors Ergon Energy Retail, Brisbane Airport Corporation and QCoal Group. I would also like to acknowledge the efforts of our CEO, Nino Di Marco, his management team and all RFDS employees, for their continued commitment and tireless work this year towards positioning the organisation to continue to deliver quality health care to the people of Queensland, no matter where they live.

Chairman Mr William (Bill) Mellor joined the RFDS Qld Board in 2005 and was appointed as Chairman in November 2013.
The 2014/15 financial year proved to be another successful period of health service delivery for our Queensland operations, with sustainable demand for our 24/7 aeromedical services and primary health care programs and continued growth and emergence of some of our newer ventures in the areas of mental and oral health.

In the past year our RFDS (Queensland Section) has:
> performed over 11,550 aeromedical patient transfers with 1,033 being primary emergency evacuations
> conducted more than 4,935 health clinics in remote communities stretching right across the State
> administered over 4,052 immunisations
> provided dental treatments to 2,726 patients across 13 rural and remote communities
> provided close to 13,153 remote medical consultations by phone or video-link
> flew a total of 8.03 million kms in 24,242 hours flying time to deliver close to 95,000 patient consultations
> celebrated the 20th anniversaries of both our Rockhampton and Brisbane Bases
> opened a dedicated Patient Transfer Facility at our Rockhampton Base in April
> officially opened our new Charleville Base and Visitor Centre in the presence of His Excellency, the Hon. Paul De Jersey AC, Governor of Queensland in October 2014
> officially opened our ninth base at Roma in August in the presence of the Hon. Bruce Scott MP.

Delivering this breadth of services always presents some challenges, so we are indebted to our loyal and passionate individual donors, auxiliaries community and corporate groups for their unwavering support of our Queensland operations, who collectively raised over $9.1 million in 2014/15.

We are particularly grateful to Ergon Energy Retail, Brisbane Airport Corporation and the QCoal Group, our Principal Sponsors. Each of these organisations have a long and loyal history with the RFDS, so it was very pleasing that all agreed to extend their associations with us in 2015.

In addition to their sponsorship of the organisation, our innovative oral health partnership with QCoal Group and its philanthropic arm – the QCoal Foundation, celebrated its 5,000th patient milestone in 2015. The QCoal Community Dental Service has been in operation since early 2013, so we were thrilled that the Foundation has agreed to continue to fund the service at a cost of over $1 million per annum through until June 2018. That brings the total commitment from QCoal Group to $6 million.

This year, as part of our ongoing aircraft replacement plans, two new B200 King Air aircraft were introduced into operational service in Mount Isa and Cairns.

In addition, with an eye to the future, we have collaborated closely with our long time aviation partner, Hawker Pacific, to introduce even greater payload capacity and distance travel into our fleet. While the King Air B200’s have served us well, we will be progressively moving towards the larger B350C model – as these new airframes have the capacity to carry up to three stretchers and fly non-stop from Cairns to Brisbane, greatly improving our patient response times. We aim to bring two of these new aircraft into service in mid-2016, after having them medically fitted out.

This year, I would particularly like to acknowledge our Rockhampton team who have had a difficult time recently. Not only were they presented with significant operational challenges with Cyclone Marcia, they sadly farewelled their colleague, Captain Greg McNaughton who passed away in April. A small memorial stone was laid in his memory at the opening of the new Patient Transfer Facility at the Rockhampton Base.

Year Ahead
As the level of funding for health is increasingly under pressure, both state and federal governments, as well as private industry, are looking to partner with organisations that can demonstrate not only their capacity to meet a public need, but also do so in ways that are efficient, safe and cost effective.

With a view to continuing our influential role in the State’s aeromedical retrieval network, we have committed considerable energy this year, and next, towards a number of change projects across both our clinical and aviation operations, each designed to ensure that RFDS remains a patient focussed, innovative and best practice inspired health service organisation with the confidence of the community and public health authorities.

We are confident our enviable service record, commitment to continuous improvement and the addition of higher performing aircraft will position us to extend our current pivotal role in aeromedical services across Queensland well into the next decade.
2014/15 Highlights

celebrated
20th anniversary of Rockhampton Base

Visited around 130 remote communities each year providing more than 95,000 consultations

RFDS aviation and clinical teams flew around 8 million kilometres, conducted 23,468 landings and over 24,000 hours flying time to do so

Opened the Rockhampton Base Patient Transfer Facility

Transported over 11,550 patients to and from acute hospitals and specialist services.
celebrated the 20th anniversary of Brisbane Base

Administered over 4,050 immunisations

Improved the oral health of more than 2,700 regional Queenslanders through the QCoal Community Dental Service

over 13,150 remote medical consults by phone or video-link

Held more than 4,900 Remote Health Clinics stretching from the far north to south west Queensland.
2014/15 Overview

Health Services

The RFDS continued to experience sustained demand for its aeromedical and primary health care services, while exploring other avenues to contribute to the health and wellbeing of those living and working throughout rural and remote Queensland.

This year has seen a continued significant focus on the safety and quality of our health services with the organisation continuing its journey to achieve accreditation against the National Safety and Quality in Health Service Standards. This is a long journey of reflection that can only further strengthen the valuable services that are provided across regional, rural and remote Queensland. Our progress on this journey was tested earlier in 2015 in a clinical audit by Queensland Health which showed significant progress had been made and the organisation was well placed to be ready for its first survey against these standards in 2016.

Our expansion into the tertiary education sector also continued with our collaboration with Bond University, launching its first intake of Masters students this year. This follows the establishment of a Graduate Certificate and Graduate Diploma in Retrieval Medicine in the previous two years and sees the implementation of the full nested program. This now makes it the only Australian fully nested post graduate program in Aeromedical Retrieval. A full review of the STAR Program (Specialist Training in Aeromedical Retrieval) was undertaken to provide the opportunity for this program to be a pre-cursor to the tertiary studies, enabling participants to receive a credit towards the Bond University Graduate Certificate in Retrieval Medicine course.

The journey to progress towards electronic health records also continues in zest with a year that has focused on starting to attain and achieve better solutions. Improving connectivity at all of our health clinics has been a major priority as well as making final determinations on the best IT solution for our primary health care services. We look forward to these two areas, in particular, experiencing significant gains late in 2015.

Clinical Governance Highlights

PATIENT EXPERIENCE SURVEY: RESPONDENTS

- 87% > Got answers they understood to questions asked
- 82% > Found that information provided was consistent between staff
- 82% > Said that staff did not talk about them as though they weren’t there
- 98% > Felt they were treated with dignity and respect

CONSUMER FEEDBACK

RFDS responded to 77 instances of consumer feedback. 68% of consumers were happy with our process for managing and resolving their concerns. Summary of our responses to customer enquiries depicted here:

- 8.8% required explanation to the patient/family
- 2.4% new or revised policy or procedure
- 2.4% new or revised policy or procedure
- 9% quality improvement activity

- 20% 0% 5% 10% 15% 20%

- 87% Generative
- 15% Generative
- 18% Generative
- 82% Generative

EMPLOYEE SURVEY: MAPSAF RESULTS

We conducted two employee surveys measuring our patient safety culture. An increasing number of employees rated the organisation as generative in our approach to patient safety. Meaning that our culture is moving forward to ensure patient safety is embedded into everything RFDS does.

CLINICAL INCIDENTS

Our continued patient safety focus has led to improved incident reporting. It is an important task to report clinical incidents of all levels as we continue to learn and improve our patient safety culture.

CLINICAL GOVERNANCE TRAINING

A number of patient safety training modules were launched in 2014-15. Our staff are now well trained in Hand Hygiene, Patient Centred Care, Aseptic Non-touch Technique, Blood Safety and Open Disclosure to ensure that our patients are receiving the safest possible care.

CREDENTIALING

Right people, right job, giving the right care. 100% of our Doctors, Nurses, Dentists and Counsellors have the right qualification, education and experience to deliver the highest quality care to our patients.
2014/15 Overview

Integrated Operations

The core responsibility of the Integrated Operations Team is to ensure the optimal delivery of health care services across the organisation. Key focus areas for the Integrated Operations Team included:

> Cost savings and efficiencies
> Maximising internal capability
> Developing new and innovative service delivery methodology
> Service sustainability
> Cross discipline collaboration
> Coalface empowerment
> Performance planning and benchmarking and
> Continuous quality improvement

We achieved this by exemplifying the core values and behaviours of the organisation.

Operational Effectiveness

The last 12 months we have concentrated on operational effectiveness with the implementation of:

> Back office improvements with automated travel bookings
> Monthly reporting of aircraft availability across the network to manage performance
> Review of clinic and clinic schedules to optimise scheduled clinic delivery
> Review of roster process to begin standardised rostering across all bases in 2016

Aircraft Replacement Program

A total of eight aircraft will require replacement over the next five years due to age and/or the number of flight hours being close to the total 20,000 hours (cycles) per aircraft.

Two aircraft were purchased in April 2014 for replacement at Cairns and Mount Isa bases, and are now operational.

We have taken delivery of a further two B350C King Air aircraft currently undergoing aeromedical fit out in Cairns by Hawker Pacific. Both these aircraft will be operational in 2016.

RFDS Charleville Health Clinic

The RFDS Charleville Health Clinic is our first General Practice Clinic. With health professionals employed by the RFDS, the Clinic operates as a private, independent practice with patients claiming rebates through Medicare.

Our Clinic also engages with a range of health, community and disability services to plan and facilitate optimal patient care to patients whose health needs require integration with other services. Over this period, the RFDS Charleville Health Clinic conducted 7,293 patient consultations.

QCoal Community Dental Service

The RFDS’ partnership with the QCoal Group and the QCoal Foundation continued to grow this year. The QCoal Community Dental Service has continued to improve access to quality dental services for those in rural and remote areas.

Over this period, the QCoal Community Dental Service recorded the following:

> Total number of individual patients seen since inception: 5,218
> Number of Indigenous patients: 24% of patients identified as Indigenous
> Communities visited: Blackall, Bowen, Camooweal, Clermont, Collinsville, Dajarra, Dingo, Jundah, Monto, Richmond, Rolleston, Sapphire, Springsure, Theodore and Winton
> Total value of services provided: approx. $2 million

Women’s General Practice Services

The RFDS recognises the needs of women living in rural and remote communities in Queensland and continually strives to develop ongoing strategies to improve access to services and information. One of these strategies is the delivery of women’s GP services in rural Queensland.

This program undertook a significant change this year with it being integrated into and funded through the Government’s Rural Health Outreach Fund for another 12 months. The RFDS is proud to deliver this service, which promotes, maintains and improves the health and wellbeing of women living in rural and remote parts of Queensland by providing female general practitioner services.

More than 50 locations across rural and remote Queensland are visited as part of the program. Many clinics are conducted in areas where the RFDS does not provide any other general practice service e.g. Torres Strait Islands.

Medical Chests

The contents from the Medical Chests are prescribed remotely and onsite by RFDS Medical Officers. Patients can be treated for a range of conditions including antibiotics for infections or pain relief to prepare for an emergency evacuation. Many people living in rural and remote locations find it comforting to have a Medical Chest close at hand. In Queensland, the RFDS is responsible for nearly 1,300 Medical Chests located throughout the state. The proposed changes to the medical chest have now been implemented with much positive feedback from chest holders.

Our partnership with St John Ambulance to supply medicines and other items for the medical chest also continues to develop with more opportunities to improve the program coming in 2016.

Business Development

Drought Wellbeing Service (DWS)

The DWS commenced in early 2015 through a partnership with Queensland Health Mental Health Alcohol and Other Drugs Branch.

Through the DWS, the RFDS employs five clinical counsellors and three support workers across the state to provide targeted mental health services to those affected by the drought.

Santos

The RFDS has been contracted by Santos to provide onsite Registered Nurse support for their Roma GLNG Project. Key activity is the management of the onsite primary health care clinic. The term of the contract is three years.

Australian Defence Force

The RFDS provided aeromedical evacuation support for the Australian Defence Force through the provision of medical staffing (Critical Care Specialist and Intensive Care Paramedic). Support was provided for nine training activities (total of 125 days) in partnership with Australian Helicopters.
headspace Cairns

headspace Youth Health and Mental Health Centres can be found throughout Australia and in October 2014 the RFDS assumed the Lead Agency status of the headspace Cairns Centre. Along with the operational and administration team, the Cairns centre has a GP three days a week, a clinical team with psychologists, social workers, and a mental health nurse as well as a health promotion, education worker. A volunteer youth reference group and a consortium of invested stakeholders consult and guide the headspace operations.

headspace Cairns manages an increasingly high demand for services for youth aged between 12 and 25 years of age. In the 2014/15 year, the centre delivered 3,999 mental health assessments and counselling sessions, 1,314 GP sessions and 36 Tele-psychiatry sessions. Groups throughout the school terms include social groups like music, yoga and drama, as well as clinical groups for males and females in the 12-15 age groups. The health promotion officer held 25 mental health literacy sessions in high schools and promoted headspace at 11 community events. headspace Cairns is currently seeking fundraising and grant opportunities to be able to expand the services currently being offered.
### 2014/15 Overview

#### Integrated Operations continued

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New Aircraft

RFDS (Queensland Section) received $1 million in capital grants this financial year contributing to the fit out of two new King Air B200’s that became operational during the period.

During the year, RFDS (Queensland Section) placed orders for three B350C’s King Air aircraft which will become operational during the 2015/16 financial year. The total cost for these new aircraft will total approximately $33 million.

New Construction Projects

The construction of the combined aircraft hanger, office and patient transfer facility at Roma was completed during the 2014/15 financial year at a total cost of $1.28 million. The RFDS (Queensland Section) received $0.4 million in capital grant towards this construction during the 2014/15 financial year.

Construction was also completed of the consolidated base administration and operations centre in Charleville, as well as unit accommodation for fly in/fly out RFDS employees working at the Charleville Base. The combined cost of these projects totalled $5.03 million which also includes an interactive Visitor Centre located at the base. Capital funding received for these projects was $1.44 million during the 2014/15 financial year.

The RFDS (Queensland Section) Board opened the new Patient Transfer Facility located in Rockhampton in early 2015 after construction commenced in late 2014. The total cost of this project totalled $0.5 million.

People and Corporate Services

This year the People and Corporate Services team supported the organisation with a number of projects including the transition of headspace (a mental health service for young people) in Cairns. Information systems within the department were reviewed and research conducted into those required for the needs of the future.

Key activities included:

> Negotiation and approval by the Fair Work Commission of the Health Professional and Nursing Enterprise Agreements.
> Development and introduction of a two day face to face orientation and induction program to compliment the existing workplace and occupational orientation.
> Decentralisation from Federation Office of our payroll system, CHRIS 21, to enable a more efficient system better customised to the needs of Queensland Section.
> The research and purchase of a new Learning Management System (LMS) which will enable ‘online’ content to be developed in-house and will provide for a centralised portal for the organisation of its training programs and retention of all training records.
> Further development and enhancement of two programs that are now running for their second year, the ‘Above and Beyond’ reward and recognition program and the You@YourBest@RFDS Wellness program.
> Implementation of the Employee Engagement Project which involved a number of interviews with employees across the organisation to assess levels of engagement in areas such as their role, management, their team and the organisation.
> Workplace Gender Equality Act report lodgement and compliance.
> The 2015 Learning and Development program provided a suite of updated programs, with a focus on management skills training. Our Cultural Capability program was rewritten to ensure it was current and included the practical information required by our employees.
> Extensive SharePoint Site development enhancing records and information management, including the automation of business processes and meeting critical business demands. Enhancements include, but are not limited to:
  • New SharePoint look and feel with Site Map and Helpdesk built in to the Intranet Homepage;
  • Electronic Incident Reporting for Corporate and Clinical Incidents;
  • Document Management Centre syncing to Flight Nurse iPads for offline access to critical documentation;
  • Clinical Governance portal implemented to push vital clinical information out to staff;
  • Travel Site portal implemented to manage all travel requests, issues and reporting; and
  • Multiple electronic tools to assist staff such as recommendation monitoring, risk management, credentialing, case reviews, etc.
> The Health, Safety and Environment area participated in the ‘Injury Prevention and Management Program’ (IPaM). This is a joint initiative sponsored by WHS Queensland (Department of Justice and Attorney General) and WorkCover Queensland. IPaM’s goal is to assist employers with their injury management program and to improve health department and safety outcomes for workers. The assessment phase has now been completed and a Business Improvement Plan has been developed to further enhance WHS within the RFDS.
The ongoing support of these individuals and organisations has been particularly valuable during a period of considerable contractual, regulatory and health reform that the organisation has had to address.

Our goal remains to ensure that each donation we receive helps improve the quality and breadth of our health care services by providing an opportunity to continually re-invest in our important aviation assets, life-saving medical equipment and infrastructure needs.

So our sincere thanks must go to our Principal Sponsors who have not only maintained their financial support to the RFDS this year, but also re-committed to us with multi-year partnership agreements.

In January 2015, Ergon Energy Retail re-committed to its now 15 year association with the RFDS, for a further two year term. Soon, through the ongoing success of its voluntary donation scheme, Ergon will surpass $10 million in accumulated funds donated to our Queensland operations.

As a sign of the close affinity between our respective organisations, we worked with Ergon, in a popular, “name the plane” competition, where one of its loyal customers successfully named one of our newest B200 King Airs – Cooee, at operational launches in Townsville and Mount Isa, where it is now stationed as our primary retrieval aircraft in the state’s North West.

We were also pleased to see Brisbane Airport Corporation renew their support of the RFDS for a further two years, which extends their generous rebating of our commercial landing fees to a period of over five years. In 2014/15 there were 3,366 RFDS aircraft landings at Brisbane Airport underlining the strategic importance of us being able to have an aviation presence close to many of our leading tertiary hospitals.

We were also thrilled with news that Queensland coal mining company, QCoal Group, through its QCoal Foundation, agreed to a further three year extension of our successful oral health partnership that enables the RFDS to provide vital dental services to many isolated rural and remote communities. At an operating cost of around $1.1 million per annum the QCoal Community Dental Service continues to provide dental services free of charge to these appreciative remote communities. This year the service passed the impressive 5,000 patient milestone, since its inception in early 2013.

We were also supported throughout the year by a growing number of community groups and events who focussed their time and energy into raising funds for the Flying Doctor. Amongst these were the:

- M&K Bike Ride from Brisbane to Longreach, held every second year, raising $121,000.
- The iconic Birdsville Races Carnival where RFDS, as the event’s official charity partner received around $40,000 in funds through a combination of donations, auctions and competitions amongst racegoers.
- The Australian Wagyu Association held a charity auction as part of their annual dinner, held this year in May during Beef Week, raising the impressive total of $66,000.
- The popular Reedybrook Ashes cricket tournament, held near Greenvale in the state’s north, where 12 teams competed for the coveted Iron trophy and in the process raised $22,400.
- The annual Condon Treasure Ball held in Roma in May raised a further $40,000.

Our medical equipment, health programs and infrastructure needs were also generously supported through the past twelve months by many philanthropic trusts and foundations. The purchase of numerous items of medical equipment, including: pressure relieving devices; blood warmers; neo-natal cribs and several patient monitoring devices was made possible by the support shown by these philanthropic funds:

- Aurizon Community Giving Fund
- BHP Cannington Community Development
- Gambling Community Benefit Fund
- John Villiers Trust
- Mount Isa Mines Community Assistance
- Perpetual Trustees
- Julian Burton Burns Trust

Our thanks also go to our Volunteer Auxiliary Groups who collectively raised close to $300,000, contributing to the purchase of further medical equipment across our nine Bases. Often considered the “faces of the RFDS” in their respective communities, we remain indebted to these auxiliaries for the way they so clearly demonstrate their support of their local RFDS Base.

As highlighted by the Chairman and CEO, this past year has seen a number of important infrastructure projects concluded and service milestones reached.

In October, in the presence of our Patron, His Excellency, The Honourable Paul de Jersey, AC, Governor of Queensland, we celebrated the opening of our new Charleville Base and Hangar, which brought together our administration, medical and aviation teams under the one roof. This development was further enhanced by the opening of a new interactive Visitor Centre. This self-guided museum contains a rich history of RFDS artefacts, many synonymous with our 70 plus year presence in Charleville, as well as providing an insight into the modern day RFDS.

In April this year, we celebrated the opening of the new Rockhampton Patient Transfer Facility, and the 20th anniversary of our Rockhampton Base, with several local government and community stakeholders.

In June, we celebrated another significant milestone, the 20th anniversary of our aviation base at Brisbane Airport.

The inaugural RFDS “Wings for Life” Gala Ball, which was successfully held at the Brisbane Convention and Exhibition Centre, attended by 670 guests and raising in excess of $110,000. We thank all our sponsors, in particular our Diamond Event Partners, Hawker Pacific and Textrons Aviation, who together with our prize donors, in-kind supporters and guests made this a night to remember.
Bequests and Trusts In Perpetuity

The Royal Flying Doctor Service (Queensland Section) recognises with sincere gratitude the income received during 2014/15 from the following generous bequests and trusts in perpetuity.

<table>
<thead>
<tr>
<th>Estates that distributed in 2014/15</th>
<th>Perpetual trusts that distributed in 2014/15</th>
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<tbody>
<tr>
<td>Paul Victor Anderson</td>
<td>The Adastra Legacy</td>
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<tr>
<td>Kitty Ardley</td>
<td>William Angliss (Qld) Charitable Fund</td>
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<td>Sylvia Jean Balfour</td>
<td>Freda May Berndt Trust</td>
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<tr>
<td>Anthony (Tony) Bennett</td>
<td>Robert Owen Bishop Trust Fund</td>
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<td>Kathleen May Boston</td>
<td>CH Boden Memorial Trust</td>
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<td>John James Brennan</td>
<td>Estelle Dale Trust</td>
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<td>Robert Fabris Trust</td>
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<td>Keith William Canniford</td>
<td>Ruth Fagg Foundation</td>
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<td>Reginald Cantrell</td>
<td>Marjorie Geeves Trust</td>
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<td>Richard George Cooper</td>
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<td>Daphne Aileen Crawford</td>
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<td>Irene May Dallow</td>
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<td>Katherine Ellen Davidson</td>
<td>Robert &amp; Alison Hayles Charitable Fund</td>
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<td>Daphne Margaret Dowdle</td>
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<td>William Alan &amp; Dorothy Jane Langford Memorial Fund</td>
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<td>Tonia Carol Geary</td>
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<td>Dorothy Jean Herbert</td>
<td>Valerie Stoddart Memorial Endowment</td>
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<td>Nellie Hunter</td>
<td>Fay Howard Ussher Charitable Trust</td>
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<td>Enid Jeffrey</td>
<td>Jeanie Moffat Waddell Foundation</td>
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<td>Alfred ‘Bomber’ Johnson</td>
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<td>Christine Helen Kerven</td>
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<td>Harold William Skinner</td>
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<td>Joan Smith</td>
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<td>Noela Patricia Steenson</td>
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<td>Monica Mary Stuart</td>
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<td>Barbara Joan Thompson</td>
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<td>Anne Tolcher</td>
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<td>Jean Warren</td>
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<td>John Alan Wegner</td>
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<td>June Mary Wellard</td>
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<td>Margaret Hazel West</td>
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<td>Sylvia Gerda Zupp</td>
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Shannon Smithwick – Blackwater, Qld

When Shannon Smithwick’s waters broke suddenly on Australia Day in 2014, she needed the help of the Royal Flying Doctor Service to transport her from her home in Blackwater to Brisbane. At only 31 weeks pregnant with twin girls, Shannon required expert care to ensure she could safely give birth to daughters, Charlotte and Penny.

It was a sweltering summer’s day in Blackwater, located 190 kilometres inland from Rockhampton. Shannon, trying to stay cool, decided to lie down on her bed to rest. Her twins, however, had other plans and Shannon’s waters broke unexpectedly.

Shannon was taken to the local Blackwater Hospital, where staff began monitoring her closely. At only 31 weeks pregnant, the hospital was not equipped to meet the needs of premature twins, so, with Shannon’s labour advancing, it was clear they needed to get to the specialist care of the Royal Brisbane and Women’s Hospital (RBWH) urgently.

A Royal Flying Doctor Service crew from Bundaberg was dispatched. On board, Nurse Manager Jackie Hardy, an experienced midwife and nurse for almost 30 years, worked to relax Shannon’s contractions and ensure that Shannon and her daughters remained safe.

Shannon has nothing but praise for the crew that flew to her to Brisbane to the RBWH. Once in Brisbane, Shannon’s contractions quickened. At 9.58am and 9.59am, Charlotte and Penny were born via C-section. Shannon and her daughters spent the next three weeks in Brisbane, where Charlotte and Penny were cared for by the Neonatal Intensive Care team at the RBWH.

Once the girls were well enough, the Flying Doctor transported them to Rockhampton Mater Hospital, so they could be closer to family and friends.

Now home in Blackwater, Charlotte and Penny celebrated their first birthday earlier this year, and according to mother Shannon they are reaching all their milestones, and are walking or dancing everywhere.

“We have two beautiful, happy, healthy children going from strength to strength. They give us, and our extended family, so much joy every day. We cannot thank the Royal Flying Doctor Service enough for how much they have helped us. The kindness, generosity and care they show for their jobs, their patients, and their patients’ families is outstanding,” said Shannon.
Aviation statistics for 2014/15

Number of landings 23,468
Hours flown 24,242
Kilometres flown 8,033,187

Locations we travelled to within Queensland >

QLD

Mount Isa

Longreach

Charleville

Roma

Brisbane

Aviation statistics for 2014/15

Number of landings 23,468
Hours flown 24,242
Kilometres flown 8,033,187

Locations we travelled to within Queensland >
**Telehealth Consultations**

RFDS Medical Officers provide a 24 hour medical consultation service (using telephones and other means) to people living, working or travelling in remote and rural Queensland. RFDS Medical Officers also give advice to rural doctors, remote area nurses, allied health staff, Aboriginal and Torres Strait Islander health workers, patients and carers.

Many health facilities in rural and remote Queensland have video conferencing which continues to be integrated, along with other telehealth technologies, into rural and remote health service delivery. One focus in 2015/16 will be how to further improve access to a range of services through new telehealth opportunities.

| Telehealth calls | 13,153 |

**Aeromedical and Emergency Services**

All RFDS bases in Queensland, except Longreach and Roma, provide an aeromedical and emergency service. This service includes the provision of primary responses and the transport of patients between hospitals (inter-hospital transfers). This financial year, the RFDS conducted in excess of 11,550 patient transports including 1,030 primary response transports and 10,408 inter-hospital transfers to definitive hospital and/or specialist care. Aircraft are available to respond to calls 24 hours a day, 7 days a week at all bases except Longreach. Aircraft are staffed with a Pilot and Flight Nurse and a Medical Officer if required.

Beechcraft Super King Air B200s and Pilatus PC-12 aircraft are used for retrieval work within Queensland. All aircraft are pressurised and configured to resemble mini intensive care units. Aircraft are fitted with either the Lifeport or TAS systems, which incorporate oxygen, suction and power outlets and are fitted in each retrieval aircraft, to act as a stretcher loading system that is fully compatible with road ambulance systems. In 2016 we will see the exciting introduction of the new B350C King Air aircraft that can fly further and faster. This is a welcome addition to the fleet and will improve response time considerably.

| Inter-hospital transfers | 10,408 |

**Primary Response**

A primary response involves the RFDS responding to a call from the scene. Usually this call comes direct to the RFDS on its medical emergency lines. When calls go to the ambulance for these areas, the calls are referred to the RFDS. Primary responses occur when immediate first line treatment may not be available at the location of the patient. The RFDS provides telehealth support and management advice while flying to the scene, and then provides appropriate treatment upon arrival at the location, before retrieving the patient to the appropriate hospital. Isolated properties, remote health clinics or the scene of an accident are examples of possible retrieval locations.

| Primary response evacuations | 1,033 |

**Primary Health Care Services**

Primary health care has a broad focus and provides a comprehensive range of health services delivered by multidisciplinary teams. The teams include General Practitioners, Nurses, Allied Health Professionals and other health personnel including Aboriginal and Torres Strait Islander Health Workers and Health Promotion and Community Development Officers.

The RFDS provides primary health care services at a range of locations such as rural towns, remote stations, mines and oil fields, national parks throughout regional and remote Queensland.

RFDS aircraft, charter aircraft and road vehicles facilitate the transportation of RFDS employees to deliver primary health care services to 130 Queensland communities.

RFDS primary health care services include:
- General practice
- Child and family health
- Women’s health
- Aboriginal and Torres Strait Islander health including chronic disease management
- Mental health/social and emotional wellbeing

| Child and family health consultations | 11,978 |

**General Practice**

RFDS Medical Officers provide a comprehensive general practice service and are able to offer or facilitate all aspects of primary medical care. Medical Officers are experienced in providing health services in a rural and remote setting and many have special interests and skills.

General practice clinics are held on a regular basis in remote locations; the frequency of visits depends on local needs. Outside the regular clinic service, primary medical care/general practice is also provided as part of telephone consultations and RFDS Medical Chests are used to administer medication. Medical Officers work closely with other health professionals, both within and outside the RFDS, in order to provide the best quality care.

| General practice consultations | 18,410 |

**Child and Family Health**

RFDS Nurses provide valuable support to families living in rural and remote Queensland. Through regular community visits nurses provide a comprehensive child health service incorporating:
- Routine physical assessments of children
- Childhood vaccinations
- Health education and advice to parents and carers
- Referral to other health professionals
- Counselling and acting as a confidante to parents and carers
- School health screening programs
- Liaison and collaboration with other child health initiatives
- Facilitating projects which enhance child health services

Vaccination rates of children living in areas where RFDS child health services are provided continue to be some of the highest in the nation.

| Child and family health consultations | 11,978 |
The Furthest Corner. The Finest Care.

Counselling and Wellbeing programs
These programs provide social and emotional counselling services and community capacity building to rural and remote communities served. Many of the services are provided to Aboriginal and Torres Strait Islander families and communities, as well as supporting rural communities. Activities under the program form part of the RFDS primary health care service, with multiple professional disciplines bringing complementary skills to the range of activities.

The RFDS also helps build capacity in indigenous communities by employing and training local people in providing services. The RFDS Mental Health Service aims to be a leader in the field of Community-based Social and Emotional Wellbeing service delivery, and to this end is exploring partnerships with local service providers and tertiary institutions to undertake research projects to generate the evidence-base for the RFDS and the wider community.

Health Promotion
Health promotion is an essential aspect of the RFDS’s work, which underpins all of its primary health care services. Health promotion covers two broad areas: health promotion/illness prevention and community capacity building.

The RFDS Health Promotion program seeks to increase the integration of health promotion and illness prevention activities into the RFDS’s primary health care services.

A major ongoing commitment of the RFDS has been the holding of health promotion field days at smaller locations, such as isolated stations/properties, mining communities and tourist resorts. The field days involve community consultation, health education, skill development sessions and strengthening the relationship between the community and the RFDS. The field days have a focus on building skills to help people better manage health issues encountered in the remote context. The incorporation of health promotion activities into RFDS service delivery not only broadens the role of all health employees but also provides a more comprehensive health service to rural communities.

Aboriginal and Torres Strait Islander Health
In the primary health care context, Aboriginal and Torres Strait Islander people make up approximately 40 per cent of RFDS patients, hence, the RFDS has an important role to play in improving the health of Aboriginal and Torres Strait Islander people. The RFDS has a long-term and sustained commitment to providing services into Aboriginal and Torres Strait Islander communities in response to the issues facing each community. Services provided include mental health, social emotional and wellbeing, primary health care, GP services, oral health, health promotion and child health.
Our primary health care locations:

- General practice services
- Rural women’s general practice services
- Child and family health services
- Social and emotional wellbeing services
- Wellbeing Centres
- Community capacity building and training services
- Health promotion field days

Dedicated to taking the finest care to the furthest corners, the RFDS travelled to over 130 rural and remote locations across Queensland to provide primary health care services to those in need.
Our People

**Kate McGowan – Base Manager, Charleville**

The role of Base Manager at Charleville Base is a very busy and gratifying role. I have the pleasure of working alongside a team of three part-time staff who assist in covering all aspects of administration; from making appointments for patients, entering data and keeping on top of assets and placing orders for medical chests, there is always plenty to do.

Of course the highlight for all involved with Charleville Base was moving into our new facility in John Flynn Way at the Charleville Airport. At the end of September we will be celebrating our first year in this wonderful facility.

The Charleville Base will have been operating for 72 years on the 2 October. I’ve had the pleasure of leading the Support Services team for the past nine years and look forward to continuing for a few more years to come.

**Kent Burchard – Corporate Information and Privacy Co-ordinator**

I have eight years experience in information and privacy management in both government and private sectors and have been with the RFDS since the beginning of 2013.

As the Corporate Information and Privacy Coordinator, I am responsible for developing and maintaining a records and information management program to ensure compliance with applicable regulatory standards.

I believe records and information are key business assets, critical to the operations of the RFDS.

During my time at the RFDS, I have been integral in reviewing and developing systems utilised by the RFDS to manage vital documentation such as contracts, guidelines, policies, procedures and protocols, as well as all other corporate records generated in everyday business. I also provide advice on records management and privacy principles and legislation.

My role is all behind the scenes so I was delighted to receive the CEO Excellence Award recognising the significance my work has in supporting the front line people and operations of the RFDS.

**Justine Powell – Nurse Manager, Brisbane**

I commenced work with RFDS in July 2001 at the Rockhampton Base and have never looked back. The beauty of being a flight nurse is that you can utilise all your specialist skills in one day. I can transfer a critically ill patient from a remote area to specialist care in the morning and return a premature infant home to its family in the afternoon.

The most satisfying part of my job is the sense of community. We serve a specific area from each Base so you build a rapport with the people in that community as you may visit the area a few times a week. Your community extends to the hospital staff, the ambulance drivers, the SES people and the wonderful men and women who come out to turn the airstrip lights on in the middle of the night (often in their pyjamas and slippers!).

When disaster strikes we have always been part of the response from the Bali bombings to historic flood and cyclones. Mostly recently we ensured the burns patients from the Ravenshoe Café explosion were brought to Brisbane for life saving treatment.

I am proud to be part of highly skilled and dedicated Brisbane Base team. Whether it is that early 5am call for the premature baby in Roma, the 2pm call to go to Injune for the cardiac patient or the 10pm call to respond to a rollover at Goondiwindi – Queensland’s rural and remote communities are always relieved to know we are on our way and that expert clinical care will be available to them soon.

**Andrew Pratt – Line Pilot, Bundaberg**

I count myself as fortunate to have worked as a pilot for the RFDS for four and a half years including two years for the South East Section based in Launceston.

The RFDS seems to attract a certain type of professional; typically people who are goal oriented, I really enjoy working within a team of people who have a “yes we can” attitude to get the job done, safely, efficiently and to a high standard of patient care.

My work is primarily as a line pilot at Bundaberg base, I also act as base safety officer and carry out some internal aviation auditing. Previously I worked in the NT including a seven year stint in a remote Aboriginal community running my own aviation business.

I look forward to a long and rewarding career with the RFDS.
Tayla Law – Wandoan, Qld

Last October, when Tayla was just 15, her appendix ruptured and leaked septic fluid into her stomach. The pain was so great that she screamed and fainted every time she tried to move.

Tayla’s home was four hours drive from the nearest Intensive Care Unit, and she was in such agony there was a chance she might not have survived the journey by ambulance.

Thankfully, the Flying Doctor was on hand to fly her quickly and safely to hospital. She arrived just in time for surgeons to operate and save her life.

Above: Tayla Law
In Queensland, the RFDS operates from nine bases including Brisbane, Bundaberg, Cairns, Charleville, Longreach, Mount Isa, Rockhampton, Roma and Townsville. Forming a strategic network across the state, these bases help deliver the finest health care to all those who live, work and travel in Queensland’s regional, rural and remote areas.

<table>
<thead>
<tr>
<th>Base</th>
<th>Commenced operations</th>
<th>Services provided</th>
<th>Personnel employed</th>
<th>Number of aircraft</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane Base</td>
<td>1995</td>
<td>aeromedical and emergency services</td>
<td>Flight Nurses, Pilots, Management and Support Service employees.</td>
<td>1 Beechcraft King Air B200 and 1 Beechcraft King Air B200C.</td>
</tr>
<tr>
<td>Bundaberg Base</td>
<td>2002</td>
<td>aeromedical and emergency services</td>
<td>Flight Nurses, Pilots and Support Services employees.</td>
<td>1 Beechcraft King Air B200.</td>
</tr>
<tr>
<td>Cairns Base</td>
<td>1972, following relocation from Charters Towers.</td>
<td>telephone consultations, medical chests, aeromedical and emergency services and primary health care clinics incorporating general practice, child and family health, Aboriginal and Torres Strait Islander health, chronic disease management, mental health, social and emotional wellbeing, women’s health and health promotion.</td>
<td>Medical Officers, Registered Nurses (Flight and Primary Health Care), Community Liaison and Development Consultants, Pilots and Support Services employees.</td>
<td>3 Beechcraft King Air B200s and 2 Cessna Grand Caravan C208Bs.</td>
</tr>
<tr>
<td>Charleville Base</td>
<td>1943</td>
<td>telephone consultations, medical chests, aeromedical and emergency services, and primary health care clinics incorporating general practice, child and family health and health promotion.</td>
<td>Medical Officers, Registered Nurses (Flight and Primary Health Care), Pilots and Support Services employees.</td>
<td>1 Pilatus PC-12.</td>
</tr>
<tr>
<td>Longreach Base</td>
<td>2004</td>
<td>mental health services and health promotion to people living in central western Queensland.</td>
<td>Mental Health professionals, a Health Promotion Officer and Support Services employees.</td>
<td>1 Pilatus PC-12.</td>
</tr>
<tr>
<td>Mount Isa Base</td>
<td>1964, following relocation from Cloncurry.</td>
<td>telephone consultations, medical chests, aeromedical and emergency services and primary health care clinics incorporating general practice, child and family health, Aboriginal and Torres Strait Islander health, mental health and health promotion.</td>
<td>Medical Officers, Flight Nurses, Child Health Workers, Community Liaison and Development Officers, Pilots and Support Services employees.</td>
<td>3 Beechcraft King Air B200s and 1 Pilatus PC-12.</td>
</tr>
<tr>
<td>Rockhampton Base</td>
<td>1995</td>
<td>aeromedical and emergency services</td>
<td>Flight Nurses, Pilots and Support Services employees.</td>
<td>2 Beechcraft King Air B200s and 1 Beechcraft King Air B200C.</td>
</tr>
<tr>
<td>Roma Base</td>
<td>2014</td>
<td>Primary Health Care Clinics and emergency services for QLD Health Flying Specialist Services</td>
<td>3 Pilots.</td>
<td>1 Beechcraft King Air B200</td>
</tr>
<tr>
<td>Townsville Base</td>
<td>1996</td>
<td>aeromedical and emergency services</td>
<td>Flight Nurses, Pilots and Support Services employees.</td>
<td>2 Beechcraft King Air B200 and 1 Beechcraft King Air B200C.</td>
</tr>
<tr>
<td>QCoal Community Dental Service</td>
<td>2013</td>
<td>oral health maintenance, treatment for acute and pre-existing conditions and treatment for gum disease.</td>
<td>2 dentists and 3 dental assistants.</td>
<td>3 Beechcraft King Air B200s and 1 Pilatus PC-12.</td>
</tr>
</tbody>
</table>
Our Partners and Supporters

Funding Partners

Queensland Government
Australian Government Department of Health
QCoal Foundation

Principal Sponsors

Ergon Energy
Brisbane Airport
QCoal Group

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Hawker Pacific
Beechcraft
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Datacom
Rockhampton Regional Council
Glencore
How you can help

To help meet the costs associated with running a 24 hour emergency and comprehensive health care service, the RFDS relies on the generosity of individuals, community groups, business and the corporate sector as well as funding provided by the Commonwealth, State and Territory Governments.

The money donated to the RFDS helps to:

> buy vital medical equipment
> purchase and medically fit out aircraft
> develop a range of outback and rural health initiatives

Please donate today:

> Mail to 12 Casuarina Street
  Brisbane Airport QLD 4008
> Call us on 1300 669 569
> Visit our website www.flyingdoctor.org.au

A.B.N. 80 009 663 478

RFDS Bases

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F 07 3860 1122
E rfds_bne@rfdsqld.com.au

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T 07 4131 3000
F 07 4155 2372
E rfds_bdb@rfdsqld.com.au

RFDS Cairns Base
Royal Flying Doctor Street
General Aviation
Cairns Airport QLD 4870
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F 07 4040 0199
E rfds_cns@rfdsqld.com.au

RFDS Charleville Base
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E rfds_cv@rfdsqld.com.au

RFDS Longreach Base
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F 07 4652 5899
E rfds_lng@rfdsqld.com.au

RFDS Mount Isa Base
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F 07 4743 0521
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RFDS Rockhampton Base
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