The furthest corner. The finest care.

QUEENSLAND SECTION
2018/19
Providing excellence in, and access to, primary health care and aeromedical services across Queensland for 91 years.
Over the past year, the Queensland Section of the Royal Flying Doctor Service has made significant progress, and continues to expand its vital role in delivering aeromedical and primary health care services to people in regional, rural and remote parts of the State.

There’s no doubt if our founder, Reverend John Flynn, could see where we are today, he would be proud of how far we have come.

van under the innovative program we pioneered in 2012 with the support of Q-Coal.

In April last year, we were delighted to welcome His Royal Highness, The Prince of Wales to the Cairns base during the Gold Coast Commonwealth Games for the dedication of VH-FDD as “Outback Angel”.

Last year, we also celebrated the 90th Anniversary of the Royal Flying Doctor Service and the occasion was marked by a birthday tribute dinner in Cloncurry attended by our Patron, His Excellency the Hon Paul de Jersey AC, Governor of Queensland.

As part of the celebrations, we witnessed the Antique Aircraft association first flight re-enactment from Cloncurry to Julia Creek, we held an exhibition at the National Museum, we were honoured with a Queensland Parliamentary reception and we celebrated our 90 years during Local Hero events around the state.

The RFDS Foundation was incorporated with effect from 1 July 2018. The Foundation is designed to encourage social venture capital investment and greater long term philanthropic support for the RFDS in perpetuity. It will provide a significant boost to our fundraising efforts, as we plan for a period of sustained growth.
In July last year, we farewelled outgoing Chief Executive Officer Nino Di Marco at the Wings for Life Gala. I would like to acknowledge Nino’s enormous dedication and contribution to the RFDS over an extended period of time. In August 2018, we welcomed our new Chief Executive Officer Meredith Staib. Meredith has made a great start in her role, refreshing our strategic plan and bringing new energy and focus to the organisation.

In early 2019, the RFDS played a leading role as part of a multi-agency network response to the flood crisis in the north and north west of Queensland. Our swift response and role in the provision of counselling and emotional support services in affected areas was outstanding.

Over the last 12 months, we have introduced four additional aircraft which has enabled us to reconfigure our fleet to provide dedicated clinic aircraft in Mount Isa, Cairns and Charleville, thereby enhancing our service capacity and responsiveness across the network.

We have also made encouraging progress in building better relationships with key stakeholders, especially forging partnerships with regional Hospital and Health Services and Primary Healthcare Networks. For example, successful Health Forums have been held with key stakeholders in Charleville and Cairns, in conjunction with away Board visits.

Other highlights this year include the opening of the Traeger Clinical Innovation and Learning Centre by His Excellency the Hon Paul de Jersey AC, Governor of Queensland and a subsequent visit by the Governor General His Excellency, Sir Peter Cosgrove and Lady Cosgrove.

This facility helps to deliver on our organisation’s promise to embrace innovation and best practice care, using cutting-edge technology and the highest possible standard of training for our frontline team members.

As well, a boost for the organisation and greater Wide Bay community has been the commencement of the Bundaberg development, our joint project with LifeFlight to construct a purpose-built Base and patient transfer facility which is on track to be fully operational early in 2020. Finally, we are delighted that the Federal Government has committed $15 million in new funding for the establishment of an aeromedical retrieval simulation centre, also in Bundaberg.

We have worked hard to strengthen our financial position. In addition to improved Federal funding, we were able to secure better funding arrangements for our inter-hospital transfer contracts with Queensland Health, and we have also made great advances in our fundraising efforts. As a result, we are now well placed to pursue our renewed strategy of “Towards 100” by investing in critical infrastructure that will enhance our service capacity and ensure that we are “future fit” to meet the ongoing challenges of improving health outcomes for the people we serve.

In particular, we are formulating 10-year plans for infrastructure investment and aircraft replacement which will include further expansion of our bases and improvements in patient transfer facilities, including potential developments of aeromedical super-hubs in Brisbane and Townsville.

I am sincerely grateful for the opportunity to have worked alongside RFDS Board Directors, the leadership team and RFDS staff, marvellous people who embody the spirit and the success of the organisation.

With the hard work that has been done to put the building blocks in place, I can be confident that the RFDS in Queensland will continue to go from strength to strength in providing the finest health care to the furthest corners of our vast state.

It has been an honour and a privilege to serve as your Chairman.

Mark Gray
Chairman
RFDS (Queensland Section)

I am sincerely grateful for the opportunity to have worked alongside RFDS Board Directors, the leadership team and RFDS staff, marvellous people who embody the spirit and the success of the organisation.
2018/19 has been a significant year for the RFDS in Queensland and we have made some incredible strides. Thanks to your support, we provided 98,191 occasions of care across Queensland which went beyond helping people in an emergency.

Primary health care is a growing area for the RFDS and attributed to over 41% of our activity, something we are very proud of. This primary health care focus covers traditional GP consultations, nursing clinics, mental health consultations and dental clinics. We are committed to continuing to invest in these areas to ensure better health outcomes for regional, rural and remote Queenslanders.

Now, as we move towards 100 years of operation we have refocussed our organisational strategy to evolve with our changing community and stakeholder needs. This will ensure patients, our people and innovation remain at the forefront of everything we do.

With your help we purchased and brought four new clinic aircraft into service, enhancing our fleet and service delivery for patients across Queensland.

Queensland. The flood and ongoing drought has been tough on communities and now more than ever, our expanded mental health services play a pivotal part in supporting those in desperate need.

And finally, our commitment to best practice across the organisation saw Cairns, Charleville and Mount Isa Bases achieve full Royal Australian College of General Practitioners (RACGP) accreditation standards this year. We successfully transitioned to CASA Part 141 permitting the RFDS to conduct flight training and achieved IS-BAO Stage 2 and ECAAS accreditations.

The RFDS has a history of innovation at its core and it remains an important part of who we are today. With your help, through the passion and dedication of our staff and in the spirit of John Flynn and Alfred Traeger we will continue to innovate and drive the service towards long-term sustainability in aeromedical and primary health care services.

Meredith Staib
Chief Executive Officer
RFDS (Queensland Section)
Locations we travelled to within Queensland

Aviation statistics for 2018/19

- Number of landings: 21,021
- Hours flown: 22,796
- Kilometres flown: 7,671,244
More than emergency aeromedical retrievals, RFDS provides primary health care services to more than 41,000 people in 109 locations across Queensland.
Top 10 aeromedical evacuation flight paths for each base

Aeromedical and emergency services | Number of transports for 2018/19
--- | ---
Clinic Opportunistic | 41
Inter-Hospital Transfer | 10,560
Primary Response | 1,099
Repatriation | 77
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 98,000 occasions of care to people across the state each year.

Strategic Priorities

- Continuous, ongoing focus on best practice
- Support our people
- Operational excellence in aviation and other delivery platforms
- Consolidate and pursue expansion of our primary health care services and aeromedical program
- Stakeholder and partnership development
- Build and foster a culture of continuous innovation
Our complete, multi-disciplinary approach to health care

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

Our ability to access some of the most remote parts of the country over the past 91 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.

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 11,700 patients each year.

GP Clinics
Comprehensive full and half day clinics are regularly conducted at more than 30 throughout Queensland. With more than 26,970 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 15 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 11,915 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.

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. We have extended our telehealth service to include the use of videoconferencing technology 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 16 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 more than 15,600 patients at a notional cost of around $8.8 million.

Immunisations
Through our Child and Maternal Health program, we administer over 3,000 immunisations a year.
At a glance - 2018/19

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<th>Base</th>
<th>Primary Health Care Consultations*</th>
<th>Mental Health Service</th>
<th>Aeromedical Retrievals</th>
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**Service**

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* 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.

98,000+ episodes of care across Queensland each year

3,000+ immunisations administered in the past year

11,915 consultations conducted by RFDS mental health clinicians in the past year

1,200 medical chests provided to remote Queensland communities by the RFDS
Providing excellence in, and access to, primary health care and aeromedical services across Queensland.

11,700+ patients transferred each year via aeromedical services

26,970 patients seen by RFDS GP Clinics in Queensland in the past 12 months

16,640 remote consultation calls through our telehealth service

2,272 consultations per year provided by RFDS Dental Service
RFDS Bases

RFDS Brisbane Base
12 Casuarina Street
Brisbane Airport QLD 4008
T 07 3860 1100
F 07 3860 1122
E rfds_bne@rfdsqld.com.au

RFDS Bundaberg Base
Aeromedical Hangar
Childers Road
Bundaberg QLD 4670
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
T 07 4040 0444
F 07 4040 0199
E rfds_cns@rfdsqld.com.au

RFDS Charleville Base
John Flynn Way
Charleville QLD 4470
T 07 4654 1233
F 07 4654 1629
E rfds_cvl@rfdsqld.com.au

RFDS Longreach Base
137 B and C Eagle Street
Longreach QLD 4730
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F 07 4652 5899
E rfds_lng@rfdsqld.com.au

RFDS Mount Isa Base
11 Barkly Highway
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F 07 4743 0521
E rfds_mtsa@rfdsqld.com.au

RFDS Rockhampton Base
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F 07 4921 2277
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RFDS Roma Base
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RFDS Townsville Base
Hangar 117
Corner Gypsy Moth Court and Viscount Drive
Townsville Airport QLD 4810
T 07 4775 3111
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E rfds_tsv@rfdsqld.com.au

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 and State Governments.

The money donated to the RFDS helps to:
> 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/qld