



Information for media outlets

We are always happy to try to arrange access to the front-line of our service and our dedicated staff. However due to the nature of our operations, there may be procedural, logistical, health and safety challenges that need to be overcome, especially when non-Royal Flying Doctor Service South Eastern (RFDS SE) Section personnel are present.

The safety and wellbeing of our staff and patients is always our number one priority and the following information is designed to assist you when planning a story about the RFDS SE Section.

A Federated Organisation

The first thing to consider when planning a RFDS media story is that we are a federated organisation. While we are all part of one RFDS brand, we comprise of different Sections. Each Section has its own unique services, policies and protocols. You should contact the RFDS Section in the state where you or the story is based. If yours is a national story requiring a wider perspective, our National Office in Canberra is the best first point of contact. [The RFDS website](#) contains a wealth of useful background statistics, stories and information and also has [contact details for each Section](#).

The South Eastern Section

The RFDS SE Section covers all of NSW, the North Eastern corner of South Australia and Southern Queensland. We also have bases in Essendon and Launceston where we work with the other RFDS sections there (and Ambulance services) to deliver some services.

Media Resources

The RFDS SE Section media team can connect you with one of our Doctors or clinic teams that can help you get the information you need. We try to facilitate as many media requests as we can. Whether we can collaborate depends on the project schedule, the workload of our small media team and availability of our medical staff and the capacity of our aircraft.

We can offer photographs and high definition B roll footage of our operations. In return, we do ask photographers and TV crews to donate their images to the RFDS for promotional purposes.

Getting There

As a medical organisation and a registered charity we are unable to offer media teams transportation to our bases on our aircraft. Media organisations must organise transport for their crew and equipment. Regional Express (REX) is currently the only

carrier servicing Broken Hill and only offers three return flights per day. Seats are limited. Being a larger regional centre, Dubbo enjoys a greater choice and frequency with 11 return flights per day on REX and Qantas.

Broken Hill

The RFDS SE Section has been at Broken Hill for over 80 years. It's our main hub and houses our corporate offices, most of our clinical and engineering staff, a medical and tourist centre.

As well as a 24/7 emergency evacuation and patient transport service, the mental health, dental, Post Hospital Care and Alcohol and Other Drugs teams, a GP service, a breast care nurse and a Women's Children & Family nurse all work out of the Broken Hill Base.

The RFDS SE facilitates these clinics in a number of communities from Broken Hill via fly-in clinic services and more recently a dental van, which allows us to hold clinics in communities without airstrips.

Our aircraft, particularly those based in Broken Hill, transport various clinical staff members to communities (often two or three in a single day), as well as medical students and therefore sometimes there are no spare seats for media on flights. The more advance notice we get, the greater the chance of finding you a seat.

If flying is not an option, there are clinics that can be reached by road. Wiawera, for example, is on a privately-owned station some two hours from Broken Hill. The aircraft does land here, allowing media teams to capture a take-off and landing. The RFDS SE also holds clinics at Menindee, just over 100kms from Broken Hill. This clinic can only be reached by road.

Dubbo Base

The Dubbo Base was established in 1999 and has undergone rapid development.

In addition to a 24/7 emergency evacuation service, we have dental and mental health and an Alcohol and Other Drugs clinic teams and a road ambulance service that connects people in surrounding areas with our Patient Transport Service.

As we currently have less clinical services in Dubbo, it can be easier to secure seats for media.

Flying with the Doctor

On the day of the flight media crews will be given a briefing by the pilot and possibly other RFDS SE Section staff before take-off and that they must adhere to these instructions at all times.

On the ground

The clinics in which we operate are not the property of the RFDS SE Section. They

are private property, run by an independent health organisation or a Local Health District.

These are longstanding relationships and while the RFDS SE Section can arrange access, the media enter as guests and are expected to follow the directions of our staff at all times. This applies especially in the event of an emergency.

The RFDS does have a privacy policy, which varies from Section to Section. With enough notice we are happy to try and arrange interviews with patients, through our staff or the clinic staff.

Clinics are public places and people may be there to access services other than those provided by the RFDS SE Section. They may not wish to be interviewed or filmed/ photographed and we ask that you respect their wishes. Release forms should be obtained for all interviewees and are the responsibility of media outlets.