



Royal Flying Doctor Service
QUEENSLAND SECTION

Flying Doctor

QUEENSLAND >

A new era in
aviation p.14



Congratulating the 2016
RFDS Local Heroes p.3

A big fright and a first flight p.6

Message from the CEO



Nino Di Marco
CEO
Queensland Section

Welcome to the Winter edition of the Flying Doctor Magazine for 2016. The first half of this year has certainly been a busy and productive one for the organisation. I hope it has been a positive year so far for you, our loyal Flying Doctor supporters.

During May, we had the opportunity to recognise and reward those people in our communities who go out of their way to help us in our delivery of patient care. We presented Local Hero Awards at each of our Bases on Flying Doctor Day, 17 May 2016. The stories that came out of these Local Hero Awards were nothing short of inspirational. Without these dedicated members of the community, it would be impossible for our staff to do their jobs. It was also an opportunity for our staff to get together with the community and say "thank you". You can read more about the Local Hero Awards in this edition of the Magazine.

The celebrations continued in May, with the commencement of the handover of the first of our B350C Super King Airs from Hawker-Pacific, after the completion of the aeromedical fit-out. I travelled to

Cairns with our Chairman Bill Mellor, to commence the handover and be involved in demonstrations with Hawker Pacific, GVH Aerospace and RFDS staff. We are currently finalising aircraft training and licensing and expect the new aircraft to be fully-operational in August. This aircraft is the first of its kind in many aspects, including the fully-customised stretcher loading system and the three-stretcher configuration, allowing us to transport more patients, longer distances.

Another first for the organisation was the recent announcement of our achievement of full health service accreditation, under the National Quality and Health Safety Standards. Achieving clinical accreditation has been a two-year journey for this organisation and demonstrates that patient safety and care are at the forefront of everything we do. We are one of the first aeromedical organisations in Australia to have achieved clinical accreditation under the NQHSS and I am proud of the efforts which have been applied by our staff to help meet these standards. As an organisation, we are proud of the work of our people and the valuable contributions they make to the Queensland Health system, providing the highest possible care.

This aircraft is the first of its kind in many aspects, including the fully-customised stretcher loading system and the three-stretcher configuration, allowing us to transport more patients, longer distances.



ABOVE > Christine and Don Macdonald (seated front left) with Nino Di Marco and members of the RFDS Marketing team.

Coming up soon, we have our biggest annual fundraising event, the Wings for Life Gala Ball. This year's event is themed Rio Carnivale, with a night filled with colour and revelry. If you are interested in knowing more, please check our website.

Talking about major fundraisers, we were recently involved in this year's Outback Car Trek, where participants drove across much of outback Queensland in pre-1978 cars, to raise funds for the Flying Doctor nationally. This year, 110 vehicles drove 3,500km from Narrabri, in Northern NSW and finished up in Port Douglas, Queensland. I was privileged to co-host the half-way dinner for the event, in conjunction with the Cloncurry Council and the Friends of John Flynn Place Museum. The Car Trek was also a fantastic opportunity for participants to pour some funds into many of the drought-affected rural towns they visited, who are in dire need of the boost. All-in-all, a win for everyone involved.

As we move into the second half of 2016, I want to thank you all for your continued support. You help the Flying Doctor fly!

Best wishes,
Nino

RFDS

Local Hero Awards

ROYAL FLYING DOCTOR SERVICE
(QUEENSLAND SECTION)




Don and Dell Limpus
– Local Hero Award
(Rockhampton Region).



ABOVE > RFDS Doctor Dietz and Nurse Nolan presents Peter Blackburn (centre) with the Spirit of John Flynn Award (Cairns Region).

In conjunction with the 88th anniversary of the Flying Doctor, the RFDS (Queensland Section) launched the RFDS Local Hero Awards in May.

The awards, proudly supported by Ergon Energy Retail, provide public recognition for the outstanding volunteers who have tirelessly and selflessly donated their time to support the RFDS.

CEO Nino Di Marco, said “volunteers are at the heart of much of our service and success. Without their unconditional efforts and genuine enthusiasm, our job would be far more difficult. So this year we decided to give something back to those who give us so much.”

Local Hero nominations came from around the state and revealed what a broad range of volunteers the RFDS inspires. From a 14 year old boy who holds backyard races to raise funds, to a woman who donates hand-made quilts to keep new born babies warm, the volunteers’ contributions are an insight into the goodwill of Queenslanders.

Each Local Hero was presented with their award on ‘Flying Doctor Day’ 17 May at a special morning tea celebration at their local RFDS base.

The Board and management of the Royal Flying Doctor Service (Queensland Section) are proud to acknowledge this year’s award recipients.



RFDS Local Hero Awards are proudly supported by Ergon Energy Retail.

LOCAL HERO HONOUR ROLL FOR 2016:

- > Les Hancock, Founder RideWest - Local Hero Award (Brisbane Region)
- > Keith Ballantyne - Local Hero Award (Bundaberg Region)
- > Bohdi Wochnik - Traeger Youth Award (Bundaberg Region)
- > Phillip Marpoondin - Local Hero Award (Cairns Region)
- > Peter Blackburn - Spirit of John Flynn Award (Cairns Region)
- > Yowah SES and Rural Fire Service (RFS) - Local Hero Award (Charleville Region)
- > Residents of Stonehenge/Stonehenge Information Centre - Local Hero Award (Longreach Region)
- > Lake Dunn Community - Spirit of John Flynn Award (Longreach Region)
- > Pam Forster - Local Hero Award (Mount Isa Region)
- > Michelle Low Mow - Spirit of John Flynn Award (Mount Isa)
- > Don & Dell Limpus - Local Hero Award (Rockhampton Region)
- > Condon Treasure Charity Ball - Local Hero Award (Roma Region)
- > Jock & Kaye Macdonald - Local Hero Award (Townsville Region)

SPIRIT OF JOHN FLYNN AWARDS

Awarded to an individual who selflessly assisted a person during a medical emergency.

Michelle Low Mow

Michelle Low Mow is the Manager of Adel's Grove Camping Park in Mount Isa. It was her actions in 2015 that inspired the establishment of RFDS Local Hero Awards. Michelle used her first aid skills to help save the life of a patient. Late one afternoon, the RFDS Mount Isa team was called to respond to an incident, involving a man who collapsed at the Adel's Grove Camping Park. As the RFDS night crew prepared for an immediate departure, the on-duty doctor



ABOVE > Local Hero nominees and award recipients in Charleville celebrated at a morning tea held at the RFDS Charleville Base.

provided advice over the phone, as CPR was administered with defibrillation, by Michelle, and with the help of two nurses visiting the camp site. Fortunately the patient responded well and was transferred by the RFDS to Townsville Hospital. The patient has now fully recovered.

Peter Blackburn

Peter Blackburn was awarded the Spirit of John Flynn Award acknowledging his outstanding services in improving the healthcare of his community. He has held the RFDS medical chest in Mt Surprise for nearly ten years and during this time made himself available, day and night, to assist the RFDS staff in emergencies and during regular clinic days.

BELOW > Local Hero nominees celebrated at morning teas held across the state. Pictured (top to bottom) Brisbane, Townsville and Mount Isa morning teas. Ergon Energy Retail representative (pictured in Brisbane) celebrated along side community members and Local Hero nominees at each location.



BRISBANE



TOWNSVILLE



MOUNT ISA



Thank you
Ergon Energy Retail

Ergon Energy Retail extended its proud history as a regional Queensland company supporting the Royal Flying Doctor Service (Queensland Section) by getting behind the inaugural Local Hero Awards announced in May.

TRAEGER YOUTH AWARD

Acknowledging individuals under 18 years of age who have assisted the Flying Doctor through fundraising or volunteering.

Bohdi Wochnik

Bohdi, 14, has been raising funds for the RFDS for the past five years. He runs annual raft races in his backyard dam, as a result of the assistance the RFDS has provided to his family, including when: his sister was bitten by a snake; his grandad's finger was cut off; his uncle had a helicopter crash and more recently when his cousin fell off his horse and was unconscious. So far he has raised close to \$2,000 for the RFDS.

RIGHT > 14 year old Bohdi Wochnik (centre), recipient of the Traeger Youth Award accepting his award in Bundaberg.

BELOW > Local Hero Award recipients and nominees in Longreach.



BELOW > Local Hero Award recipients and nominees in Roma (left) and Cairns (right).



The awards attracted outstanding nominations from people who have achieved extraordinary things to support the Royal Flying Doctor Service and reinforced Ergon Energy's commitment to the essential services provided by the RFDS.

"It was fantastic to have representatives from Ergon Energy Retail at each of the nine awards ceremonies to celebrate the people who support the RFDS in communities across Queensland," Ergon Energy Acting Chief Executive Roslyn Baker said.

"Having such a broad range of nominations shows how much the RFDS means to regional Queenslanders and Ergon Energy Retail was proud to be able to celebrate their achievements with them."

Ergon Energy Retail began helping the RFDS's fundraising efforts in 2000 by providing its customers with the ability to make donations along with their electricity bill payments.

Since then the funds raised have contributed to the purchase of vital equipment and by 2014 \$8 million had been raised – equivalent to the cost of a new RFDS aircraft, a plane which was consequently named "COOEE" after the famous Australian bush call for help.

Late last year those donations reached \$10 million and the generosity of Ergon Energy Retail customers continues still with more than 127,000 active subscriptions, Ms Baker said.

"These were significant milestones, not just because of the money raised, but because they once again showed that when regional Queenslanders make a commitment - they are in it for the long haul and Ergon Energy Retail is with them."



A big fright and a first flight

One afternoon in February, Ric jumped on a quad-bike with daughter Clare for a short ride back to the house. The family had been working on their 54,000 acre property in south-west Queensland and had just finished in the yards, after a day of mustering.



Ric's wife Larissa was driving the truck back with the horses aboard, but Clare wanted to come home with her Dad.

"It was getting on close to 4pm and I was finishing up, so I told Larissa, Clare could ride back with me on the bike," Ric said.

Like any dad, Ric was driving carefully but the dirt road was rough, the result of some recent heavy truck traffic.

"There was a lot of bull dust and before I knew it, the tyre of the quad bike bit into one of the truck tracks and flipped on its side," Ric recalled.

Ric took the brunt of the fall, breaking a rib as he tried to save Clare from serious injury.

"I was so worried about her, I did my best to keep her off the ground as we tipped over, holding her out in front of me as we fell off, but she hit her head."

Ric was 10kms from home and with Clare getting sleepy and no one answering the 2-way radio, he had to keep driving.

"I just wanted to get her back home so we could call the Flying Doctor."

"I knew I had to keep her awake so I was asking her questions on the way."

Larissa, 32 weeks pregnant with their third daughter, was unsaddling horses at the horse shed when Ric pulled up at the house and yelled out.

"That blood curdling cry-out from Ric about Clare being injured... I will never forget. It was the scariest day of my life" Larissa said.

"I called the Flying Doctor straight away but I was in shock, so handed the phone over to a friend who took over the conversation. We were in constant contact with them until they landed about an hour-or-so later."

"We have an RFDS medical chest at home and while we had called the Flying Doctor for medical advice before, we had never needed them to fly out to the station until that afternoon," Larissa said.

TOP LEFT > Clare rested in her mum's arms for the short flight to Charleville Hospital.

BOTTOM LEFT > Clare seemed to have sustained only superficial injuries but overnight observation was important.

For the past 14 years we have been maintaining the Flying Doctor airstrip on our property and it had never been used. Then one afternoon it became the most important 1,000 metres on our property.



ABOVE > Ric and Larissa with daughters (left to right) Clare, Annie and Erica.

Nurse Diane Dowrick, Doctor Emma Leu-Marshall and Pilot Leonard Nicholas from the RFDS Charleville Base were working that day when the call came through.

“As soon as you hear about a quad bike accident you fear the worse, so I packed all the medical supplies we might possibly need and rushed to the aircraft,” Diane said.

Once the crew were airborne Pilot Leonard Nicholas contacted the homestead via the aircraft satellite phone to check on the condition of their landing strip.

“There was a record of the station having a landing strip but no one from the RFDS had landed there for some time, so I didn’t have many notes on what to expect,” Nicholas said.

“To their credit, the family were really well organised, they were up to date with airstrip maintenance and had already sent two men on motorbikes down to clear wildlife and cattle,” Nicholas recalled.

“I was able to give the station an accurate time of arrival and when we touched down, just before 6pm, the family were waiting at the strip.”

With nightfall quickly approaching, Doctor Emma Leu-Marshall tried to minimise the time on the ground and after some initial checks decided it was best to take Clare back to Charleville for overnight observation, pain relief and some stitches.

“We were airborne again within 15 minutes,” Emma recalls.

“During the flight, Clare rested in Larissa’s arms, and we kept monitoring her for signs of more serious injury,” Emma said.

“Fortunately, Clare seemed to have sustained only superficial injuries but overnight observation was important, particularly given the isolation of the property,” Emma said.

Miraculously Clare was released from hospital the next day with a black eye but no permanent injuries and Larissa and Ric couldn’t be more relieved.

“We are so grateful for the care the Flying Doctor team provided,” Larissa said.

“For the past 14 years we have been maintaining the Flying Doctor airstrip on our property and it had never been used. Then one afternoon it became the most important 1,000 metres on our property,” Larissa said.

“Although the airstrip hadn’t been used by the RFDS for a long time it shows how important it is to keep the runway and its surrounding approaches in good condition, when the time comes that we need to use the runway you won’t have time to make any improvements.”

“Well done to Richard and Larissa for the effort they put into the runway and on the purchase of a full set of runway lights so we can assist anyone in their area, day or night,” Nicholas said.



ABOVE > Flight Nurse Diane Dowrick with Pilot Leonard Nicholas from the RFDS Charleville Base.

RIGHT > Dentist, Callum Blackhall, ready to assist patient Christian Hayman.



QCoal Community Dental Service Looks to the Future

Earlier this year the QCoal Community Dental Service celebrated providing free dental treatment to its 7000th patient, highlighting both the overwhelming need in rural and remote Queensland and the success of the mobile dental service model.

In March, local Clermont resident Christian Hayman booked an appointment with the QCoal Community Dental Service for a routine check up and on arrival was greeted by the friendly dental team surprising him with the news that he was the 7,000th patient seen by the service.

“They are really good guys, they do a really good job and I’m really proud to visit the team. This is my third visit; I haven’t had to go to any other dentist ever since the first time I stepped in here. This service is really important, I have a disability from an accident I had back in 1996 and I don’t work now. I used to work but now I do a lot of physio, so if I have a toothache it’s a real bother for me and it just knocks me back. The team help me to get back on track so I can focus on other things. The service is awesome,” Mr Hayman said.

By visiting over 20 rural and remote Queensland towns, many on more than one occasion, the QCoal Community Dental Service can now transition patients from initial acute care to preventative care.

“Treating 7,000 patients in three years is an incredible milestone for the QCoal Community Dental Service,” QCoal Foundation Director Christopher Wallin said.

“The local communities that have supported the Dental Service since its inception and the incredible RFDS dental team who work so hard should feel very proud of delivering over \$2 million worth of free dental treatment to those in need.

“We believe this proves the success of this model of service provision – particularly in the flexibility it offers. For example, the mobile dental unit means that there is no need to invest significant capital in constructing or upgrading dental facilities and then searching for people to staff those facilities – something that is often a challenge in rural and remote communities.

“The QCoal Foundation sees this model as a sustainable alternative, staffed by experienced professionals, providing state of the art care.”

As an example of the value of the model, the Dental Service recently visited the small community of Greenvale, population 280, in partnership with the Townsville Hospital and Health Service (THHS) to provide services that are unavailable in local area.

The aim is to build on this visit as the beginning of a long partnership between QCoal Foundation, the RFDS and Queensland Health.

The QCoal Community Dental Service is committed to ensuring the sustainability of this unique dental service-delivery model for rural and remote Queenslanders. With the continued support of Queensland Health, in partnership with the RFDS, the Foundation hopes it will be ‘smiles all round’ in the coming years.

For more information visit www.flyingdoctor.org.au/dental.

The QCoal Foundation sees the mobile dental unit model as a sustainable alternative, staffed by experienced professionals, providing state of the art care.



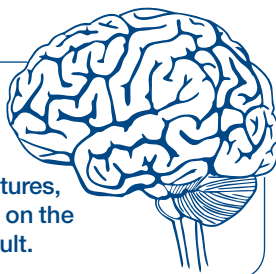
LEFT > Christian Hayman (centre) with parents Chris Hayman (left) and Lunette Hayman (right).



Emergency flight to save a life

When David crossed the 10km finish line, during the Gold Coast Marathon weekend, with daughter Julie and wife Bronwyn, he had more to celebrate than most. Only 10 short months before, David was on an emergency flight from Bundaberg to Brisbane having suffered a life-threatening brain aneurysm.

A brain aneurysm is a bulging, weak area in the wall of an artery, that supplies blood to the brain. Symptoms include sudden severe headaches, often so severe that it is unlike any previous experience of head pain. When an aneurysm ruptures, the result is called a subarachnoid haemorrhage. Depending on the severity of the haemorrhage, brain damage or death may result.



David is a fit and active 69 year-old but in September last year, while working out at the gym with wife Bronwyn, his life changed in an instant. David doesn't remember much of what happened next but Bronwyn will never forget that day.

"It was 7am in the morning and David and I had been at the gym for about 40 mins when he complained of a sudden and severe headache," Bronwyn recalls.

"He looked really pale and while I suggested we go to the hospital he said he just wanted to go home and try to sleep it off."

"By the time we had walked to the car the pain in his head had got a lot worse and he agreed to go to the hospital instead."

Bundaberg Base Hospital is only a five-minute drive from the gym and the emergency department team saw David straight away.

"The hospital staff there were great, they immediately identified what was happening to David."

David needed specialist care and equipment, something that could only be provided at a larger tertiary hospital so an emergency flight to Brisbane with the Flying Doctor was arranged.

"I was so shocked when I heard the RFDS was flying David to Brisbane. I never thought we would need their help but I was so grateful they were there when we needed them," Bronwyn said.

"The care David received on board was amazing, Nurse Jackie Hardy even sent a text to David's sister to say he has landed safely in Brisbane and was on the way to the hospital."

David spent two weeks at the Royal Brisbane Hospital, originally in the intensive care unit before moving to the Neurology Ward.

"It has been a long road to recovery, when David first got home he had trouble reading and wasn't able to drive, however I'm pleased to say he has returned to normal now and while still gets tired easily life is pretty much back to how it used to be."

DAVID

"Although my memory of the events of that day is a little hazy, I will never forget the care and compassion shown by the staff at both hospitals, the ambulance and the RFDS. The support of the RFDS staff on that flight to Brisbane provided me with much-needed hope and comfort, especially as I began to realise the seriousness of the situation. I know that without the speedy diagnosis and the skills of the RFDS, I would most probably not be alive to tell this story or would be suffering significant ongoing impairment. To see Jackie and the other staff, when my wife and I returned to say thanks, was an absolute joy. We will be forever grateful for what they did for me."

Flight Nurse Jackie Hardy

I first saw David at the Bundaberg Base Hospital, surrounded by family. He was awake and talking to us though complaining of a severe headache and his blood pressure was dangerously high. He was stabilised for flight and rushed to our awaiting aircraft.



During flight, the Doctor and I worked on lowering David's blood pressure while managing his pain levels. David was experiencing photophobia, an extreme sensitivity to light, due to the aneurysm. I kept the cabin as dark as possible to relieve some of his symptoms.

When we landed in Brisbane I sent a text message to David's sister to reassure her that David was close to specialist care and was still stable.

An ambulance met us in Brisbane and transported us to the Royal Brisbane and Women's Hospital where he was handed over to the Emergency Department staff.

A few months later, David called into the RFDS Bundaberg base with some flowers. I was so pleased to see him. It is great to get feedback especially with such a fantastic outcome.

TOP > David, with daughter Julie and wife Bronwyn after crossing the 10 km finish line.

RIGHT > Flight Nurse Jackie Hardy with the flowers from David and Bronwyn.



Outback Car Trek

In June, 85 pre-1978 2WD cars plus 26 4WD support vehicles left Narrabri in northern New South Wales bound for Port Douglas in Far North Queensland as part of the Outback Car Trek, raising money for the Royal Flying Doctor Service (RFDS).

This annual event, which started in 1990, has raised over \$25 million for the RFDS and is one of Australia's most successful charity motoring events.

Bill Patrick, Director of the Outback Car Trek, has been organising the Trek for the last eight years and said participants should be very proud of their efforts raising over \$1.3 million for the Flying Doctor this year alone.

"The trek community continue to amaze me with their dedication and generosity in supporting the Flying Doctor, but just as important, is the money spent in rural communities that have been struggling with the drought for a great many years," Bill said.

"When planning routes, I always try to support local communities that might be doing it tougher than most, and when I heard 12 months ago, that the Waltzing Matilda Museum had burnt down I made sure the Trek had an overnight stop in Winton this year," Bill said.

"Most nights, between fuel, car repairs, food and drinks for the 280 participants, the trek spends around \$70,000 each day, shared amongst the towns we travel through."

"For example, in Cunnamulla, the Cunnamulla Festival was at risk of closing down but in one night we were able to raise enough money to secure the future of the Cunnamulla Festival for the next two years at least."

"Smaller communities like Dirranbandi, 280 kilometres outside of Cunnamulla also benefited, with a lunch stop provided by the Dirranbandi P&C committee raising money for a shade sail for the local primary school," Bill said.

To participate or support the Outback Car Trek in 2017, visit www.outbackcartrek.com.au



MAIN PHOTO > Paul and Vicki Horner with Captain Nicholas Tully Senior Base Pilot (Charleville Base) in Jundah. FAR LEFT > Doctor Don Bowley gave an inspiring speech in Cloncurry. LEFT > Bill Patrick (left) at the start line of the Outback Car Trek



ABOVE > Team CX from the Outback Car Trek helping the Cloncurry State High School raise money for a school excursion.

The 2016 Trek Route

Narrabri - Cut-A-Rama - a team of stylists from Just Cuts salons flew in to help raise in excess of \$20,000 for the RFDS with some crazy hair cuts and colour on offer.

Cunnamulla - A stop in Cunnamulla raised \$12,500 for the Cunnamulla Festival through catering and bar sales.

Windorah - \$11,000 to the Windorah Development Board for dinner and breakfast.

Winton - A trek favourite, with several locals participating in the event over the years. \$15,000 raised from catering alone.

Cloncurry - \$7,000 raised for Cloncurry State High School for a school excursion to Townsville and Sydney/Canberra.

Karumba Point, Georgetown and Port Douglas

Other Towns Supported

Dirranbandi - \$3000 helped towards the cost of a shade sail for the local primary school.

Eromanga Natural History Museum - \$4,000

Augustus - \$4,000 to the Augustus Social Club for a lunch stop.

Coen - The trek community was diverted from Musgrave to Georgetown after recent rain made a river crossing unlikely for a number of the cars. 220 two-man meat packs intended for dinner that night were donated to the Coen community.

Special thanks to Queensland participants

- > Gavin and Stephen Scurr from Pinata Farms
- > Paul and Vicki Horner
- > Roger Wells and Brian Coffey
- > Rob Gerrard and Geoff Smith
- > Paul Gallant, Lindsay Dowie, Dick Hollis and Bob Gillespie
- > Jon New from Telstra and Tony Smith



BOOK NOW



An RFDS Event

WINGS FOR LIFE

I go to
RIO

GALA BALL 2016

WITH SPECIAL GUEST
TODD MCKENNEY

SAVE THE DATE

SATURDAY 27 AUGUST, 2016 • BRISBANE

6.30pm – 12 midnight

Royal International Convention Centre, 600 Gregory Terrace, Bowen Hills

PREPARE YOURSELF FOR... a night of music, dance and revelry as we celebrate the colour and glamour of Rio Carnivale, with a touch of 'Australiana' in support of the Royal Flying Doctor Service.

The *Wings for Life* Gala Ball is the signature fundraising event for the Royal Flying Doctor Service in Queensland, where our corporate and community supporters from across the State, come together for a night of world class entertainment, fine food, wine and friendship in support of our vital health services that provides around 95,000 patient consultations each year.

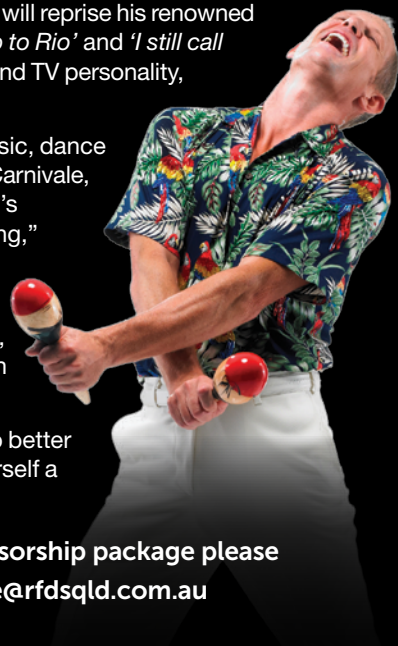
It will be a colourful event in 2016, with the theme **Rio Carnivale** and will be held on **Saturday 27 August**, at the **Royal International Convention Centre, RNA Showgrounds** with special guest, Todd McKenney as the headlining act. Todd will reprise his renowned stage performance featuring popular song favourites 'I go to Rio' and 'I still call Australia home'. Todd will be joined by Olympic medallist and TV personality, Hayley Lewis who will be our host for the evening.

"The **RFDS Wings for Life Gala Ball** will be a night of music, dance and revelry as we celebrate the colour and glamour of Rio Carnivale, providing a wonderful opportunity to enjoy a great night's entertainment while helping to keep the Flying Doctor flying," said RFDS Queensland Section's CEO, Nino Di Marco.

One lucky guest will also walk away with a fabulous trip for two to the world's newest Olympic city, Rio de Janeiro, including return flights and 5 night's luxury accommodation in this wonderfully festive city. Will this be you?

Tickets are on sale now for \$200 per person, so there's no better time to get together with a group of friends and book yourself a seat or a table at this popular charity Gala!

If you are interested in purchasing a table or sponsorship package please contact: Lynda Inglis 07 3852 7502 or wingsforlife@rfdsqld.com.au



Don't miss this memorable and inspiring event – tickets are limited.

Join an Auxiliary near you

RFDS Queensland Volunteer Auxiliaries are a group of community minded individuals who support the work of the Flying Doctor in their local communities.



From helping out at fundraising events, participating in community talks, holding arts and craft stalls, raffles and sausage sizzles; our RFDS Volunteer Auxiliary members help to keep the Flying Doctor flying.

In Queensland, we have active auxiliary groups that assist the RFDS raise close to \$250,000 each year. Every Auxiliary is a little different but the passion, commitment and dedication is what binds these groups together and makes them an invaluable support network for the RFDS.

If you have some spare time, would like to meet people who share your passion for supporting the work of the Flying Doctor, then please consider joining an RFDS Auxiliary.

Membership fees and activities of an RFDS Auxiliary will vary so please make contact with the group closest to you.



TOP INSET > The Near and Far Auxiliary is one of the largest RFDS auxiliary groups in Queensland. TOP > The Rockhampton Auxiliary hold monthly morning teas which raise over \$3,000 for the RFDS each month. ABOVE > The Sunshine Coast Auxiliary at their annual luncheon which is very popular with Sunshine Coast locals.

RFDS Brisbane Volunteer Auxiliary

Val Marlow, President
Phone: (07) 3353 1146 (after hours)

RFDS Bundaberg, Wide Bay & Burnett Volunteer Auxiliary

Joan Smith, Secretary
Phone: 0439 792 800

RFDS Darling Downs Volunteer Auxiliary

Lois Allan, President
Phone: 0418 210 441

RFDS Jundah Volunteer Auxiliary

Sue George
Phone: (07) 4658 6184

RFDS Mount Isa Volunteer Auxiliary

Mr Jay Austin, President
Phone: 0432 061 298
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RFDS Near & Far Volunteer Auxiliary

Margaret Godkin, Secretary
Phone: (07) 40911587
Email: nearandfarau@hotmail.com

RFDS Rockhampton Volunteer Auxiliary

Dell Limpus, Secretary
Phone: (07) 4928 6498

RFDS Stonehenge Volunteer Auxiliary


Leonie Nunn
Phone: (07) 4658 9155 (after hours)

RFDS Sunshine Coast Volunteer Auxiliary

Ken Nippres, President
Mobile: 0431 979 347
Email: rfdssuncoast@gmail.com

RFDS Thargomindah Volunteer Auxiliary

Tamie Warner
Phone: 07 4621 8026



Thanks to your generosity our new B350C is ready to take off!

📍 The newest B350C is fitted with a specially engineered patient loading system – at a cost of over \$500,000. This unique system ensures patients can be moved in and out of the aircraft smoothly and safely. 📍



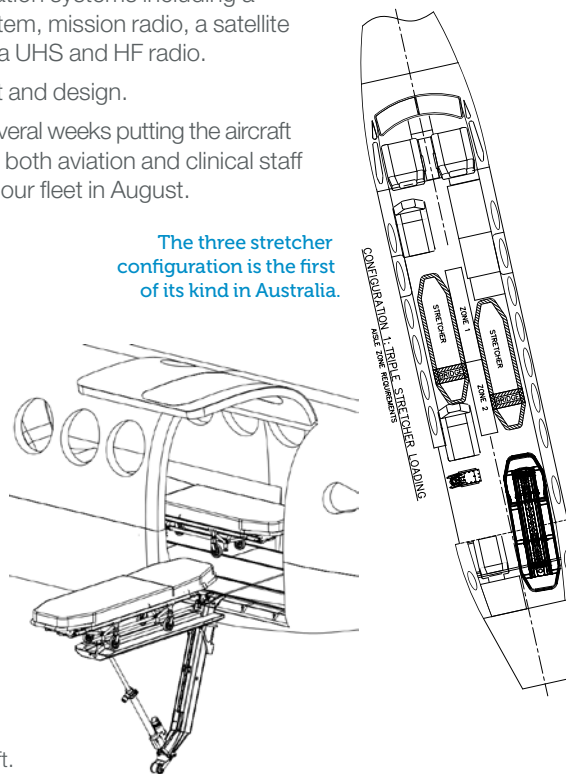
Thank you so much for your support, and for helping the Flying Doctor keep rural and remote Queensland safe for all who live, work and travel there.

- > The first of three new Beechcraft King Air 350C's is about to take flight.
- > \$1.5 million specialised aeromedical fit-out now complete.
- > Three stretcher configuration the first of its kind in Australia.
- > Infra-red capabilities to assist in safety and night-time flying.
- > Medical electrical system including oxygen and suction.
- > State-of-the-art communication systems including a cockpit and cabin audio system, mission radio, a satellite phone, a mobile phone and a UHS and HF radio.
- > World class Australian fit-out and design.
- > Our RFDS team has spent several weeks putting the aircraft through its paces and training both aviation and clinical staff before this new aircraft joins our fleet in August.

Features of the new patient loading system:

- > Compatible with new purpose built stretcher.
- > Zero-lift, roll-on and roll-off mechanism, keeping the patient comfortable and safe.
- > Unique, extremely strong design provides safe and stable patient transfer.
- > Accurate positioning, even with varying cabin heights and uneven ground.
- > Compact stowage.
- > Lift-assist system to reduce operator strain when moving patients in and out of the aircraft.

The three stretcher configuration is the first of its kind in Australia.



LEFT > Captain Ben Wilby, RFDS Pilot in Cairns with the first of the B350C's.
 LEFT TOP INSET > State of the art communication systems.
 LEFT BOTTOM INSET > The view from the new B350C as it approached Cairns on its ferry to Australia.

A long RideWest for mental health

It is 1,237 km from Brisbane to Longreach and while some drive that distance for work or pleasure, few would consider cycling.



For the 22 cyclists and 11 crew members that participated in the 2016 RideWest in May, it is the hope that they can make a difference to the lives of farmers struggling with the drought, which inspires them to make this journey.

Event organiser Les Hancock, set up the ride after learning that the suicide rate among remote outback Queensland graziers was 30 per cent higher than among their coastal counterparts.

Now in its fourth year, this biennial event has raised over \$700,000 for the RFDS and specifically the mental health programs delivered by the RFDS Longreach Base.

Unlike other RFDS bases which are centred around aeromedical operations, the RFDS Longreach Base focuses on Social and Emotional Wellbeing Services, delivered through a team of health promotion officers and mental health focussed clinicians on a drive-in-drive-out basis.

Social and Emotional Wellbeing encompasses more than just clinical mental health consultations. It includes early intervention activities, training programs and support for effected communities.

As well as providing on site services in Longreach, the locally based team provides outreach visits to many drought affected communities including, but not limited to towns such as, Blackall, Barcaldine, Tambo, Isisford, Stonehenge, Jundah, Aramac, Muttaborra and Winton.

The funds raised by RideWest allows the RFDS to deliver above and beyond its funded clinical service, helping to provide crucial support and educational activities, identified in response to the community need.

Nino Di Marco, CEO, RFDS (Queensland Section) is grateful for the dedication shown by the RideWest participants.

“I would like to extend my appreciation and thanks, on behalf of the RFDS, to the entire RideWest crew and their corporate sponsors who make this biennial charity ride possible,” Mr Di Marco said.

“The funds raised by RideWest allows the RFDS to deliver above and beyond its funded clinical service, helping to provide crucial support and educational activities, identified in response to the community need,” Mr Di Marco said.

To participate in or support RideWest in 2018 visit www.ridewest.com.au



ABOVE > John Metelli, Dave Neal and Steve Eussen from RideWest presented Bill Mellor (RFDS Queensland Section Chairman, centre left) with a \$200,000 cheque, for money raised during the 2016 ride.

Cannonvale Bus Crash: RFDS to the rescue

In February our Rockhampton and Townsville crews flew to help those injured in a tragic bus accident that occurred in Cannonvale near Airlie Beach.

The RFDS immediately dispatched our two closest emergency retrieval teams, keeping a third crew on standby, in case their help was required.

Pilot Andrew Chadwick from our Townsville Base, prepared the aircraft, while Flight Nurse Sarah Freeman quickly gathered emergency medical supplies, including blood.

In Rockhampton, Pilot Captain Lindsay Hart and Flight Nurse Laura Foy had just returned from Brisbane when the call came through to immediately head to Proserpine.

Laura packed all the emergency medical supplies she thought the local hospital would need, and with a Doctor on board, headed off to help.

Once on the ground, our medical teams and equipment were transported to the local hospital by a worker for the Whitsunday Regional Council as all the local ambulances were busy transferring patients.

Our crew stayed at the hospital for many hours helping the hospital staff to assess, treat and stabilise patients for transport. Later that evening our Townsville Crew flew two critical patients to Townsville Hospital for further treatment.

It's moments like these that we are reminded of the great working relationships our teams have, and how well they work together in stressful situations to ensure our patients receive the finest care.

Thank you to all our supporters who make this work possible.



Our journey to clinical accreditation

Patient safety – it's at the forefront of everything we do.

In December 2013, the Royal Flying Doctor Service (Queensland Section) decided to take our patients safety standards to an entirely new level, beginning a two-and-a-half year journey towards clinical accreditation, under the National Safety and Quality Health Service (NSQHS) Standards. In May 2016, we received the final survey report, which successfully met every criteria, meaning we were a clinically accredited organisation.

So what is clinical accreditation and what does it mean for an organisation like the RFDS? There are ten NSQHS standards which all healthcare organisations must meet to be clinically accredited. We educated our staff on the details and purpose of each of the Standards and how they help protect our patients; such as knowing when and how to correctly wash their hands; when they need to wear masks and gloves; and how important it is to measure patient experience and encourage consumer feedback. The key focus was, "patient safety is everybody's business", meaning every staff member was involved - from clinical right through to administrative staff.

The importance of achieving this external endorsement demonstrates that the service provided by the RFDS (Queensland Section) is equal to any provided by other health services. Clinical accreditation though, is a journey of constant improvement and we will now be working towards meeting the next stage of the National Safety and Quality Standards by 2019.



"Patient safety is key to our organisation and we want to do everything we can to ensure our services are the best they can be; this constant maintenance of clinical accreditation will ensure we stay on our path towards this goal," RFDS CEO, Nino Di Marco says.



ABOVE > The RFDS General Management Team and Kerry Ellefsen (front left), Clinical Governance Manager, holding the Accreditation Certificate.



BRISBANE AIRPORT

Keeping the Flying Doctor flying

A proud supporter since 2009.

More than \$1.85 million has been donated to the Royal Flying Doctor Service (Queensland Section) through reimbursed landing fees at Brisbane Airport. This equates to over 18,900 RFDS aircraft landings carrying sick and injured patients in their time of need.

For more information on our community engagement visit www.bne.com.au.

Proudly supporting



Royal Flying Doctor Service
QUEENSLAND SECTION

Change lives with a gift in your Will

88 years ago the very first Royal Flying Doctor Service flight performed an emergency evacuation, made possible by a bequest from supporter Hugh McKay.

Today, the stretcher system in our new King Air B350C has been funded largely by two bequests. One of these gifts was left by an anonymous supporter, from the Toowoomba region, in memory of her late husband. Having lived and raised their family in regional Queensland, the couple knew firsthand the importance of having first class medical assistance available to all. This wonderful supporter wanted to remember her husband in a very special way and his legacy to live on to save lives into the future.

The second gift was left by the Late Una Lucy McEwen in memory of her brother Jeff. Una described Jeff as a 'true country man' in her Will. Una's and Jeff's family had a close affiliation with the bush. Their father came out from England and met their mother Lucy Smith. The couple was married in 1916 and purchased a cattle property in Brooweena, Queensland. Both Una and Jeff were born there. Una in 1917 and Jeff in 1919. Una left the property to marry, and Jeff continued to run the cattle property until he retired to Maryborough. Jeff had always loved the country life and was extremely interested in country affairs. Una's gift was left to the RFDS because she and Jeff shared an appreciation of the service provided to country folk. Their legacy will now live on in the new King Air B350C and help to save lives.

The lives of these supporters will be long remembered by the RFDS and by those who we exist to serve. Through their bequests they have made a long lasting contribution to the welfare of those in need.

If you would like information on leaving a gift in your Will to the RFDS in Queensland, please tick the box on our donation slip below or call our Bequest Officer, Louise McLaren on 07 3860 1186 or by email: bequests@rfdsqld.com.au Louise will answer any questions you may have regarding leaving a gift to the RFDS in Queensland and will send you an information booklet for your consideration.

Every gift, no matter how big or how small, is so very important to us and goes directly to replacing ageing aircraft and lifesaving medical equipment.



LEFT > Cairns operation staff learning how to use the new stretcher system in the B350C.



Yes, I want to help keep the Flying Doctor flying

- I would like to make a donation of \$ _____
Please debit as per my details below / a cheque is attached.
- I would like to make regular donations. Please send me information about the Wings regular giving program.
- I would like more information about making a bequest in my Will to the RFDS (QLD Section). Please send information to the address below.
- I have included the RFDS in my Will.

Name: _____

Address: _____

Ph: H) _____ M) _____

Email: _____

Birthday: ____ / ____ / ____

Type of card: MasterCard Visa American Express Diners Club

Credit card number _____

Signature: _____ Card expiry date: _____

Q-MAG16W



Royal Flying Doctor Service QUEENSLAND SECTION

Donations to the Royal Flying Doctor Service are tax deductible for income tax purposes.

Please complete and send this form to:

Reply Paid 64275
Royal Flying Doctor Service (Queensland Section)
Brisbane Airport QLD 4008

Phone: 07 3860 1100

Fax: 07 3860 1122

Email: donations@rfdsqld.com.au

Website: www.flyingdoctor.org.au

In accordance with the Privacy Act, the RFDS (QLD Section) will not disclose your personal information for reasons other than the primary purpose of the Service, to third parties without your consent. If you would like to access your personal information held by the Service, please contact the RFDS. You can request to have your details removed at any time from our mailing list.

What's on

Birdsville Races

Can you imagine what it would be like when a tiny town of 100 swells up to nearly 10,000 excited race fans within a few days? Not to mention hundreds of cars, caravans and light aircraft. It is an unique event, and you can experience true Australian joy and fun at the Birdsville Races in 2016.

Pack the boots, hat and your best suit and join us for a weekend of dust, racing and fun on September 2nd and 3rd.

Tickets selling now www.birdsvillerraces.com

St George Gala on the Grass

A must-attend social event on the Balonne calendar, the strictly black tie function will support the ongoing needs of the Royal Flying Doctor Service and the work of Queensland Ag Shows Next Generation.

Saturday 12th November 2016 @ St George Racecourse

6.30pm - 12.30am (Strictly Black Tie)

Tickets - \$120pp Includes – canapés & dinner, all-inclusive beverage package and all night live music entertainment.

Reedybrook Ashes 2016 20/21 August

Pack up the family and swags and head on out to the Burdekin River for a fun filled family weekend for the Reedybrook Ashes Cricket Weekend.

Calcutta, auctions, catch the pig, toad races, kids fishing comp, raffles, cake stalls and live music on Saturday night with Ron Sellars.

All proceeds from the weekend will be donated to Angel Flight, RFDS and local clinics.

Gate fee for the weekend – Adults \$5.00 and Kids \$2.00. Licensed bar and food available all weekend.

Come along and support these fantastic organisations while you're having a fun filled weekend with the family and making new friends.

For further information, please contact Raeleen Olditch 07 4788 4290 or Megan Atkinson 07 4788 5523.

Like more information?

For more information about these events visit: flyingdoctor.org.au/qld/events

Keep the Flying Doctor flying

Buy a \$2 wall token today

We're raising funds to continue helping local families like the Hansons

"Words can't explain how thankful I am to the Flying Doctor team"
Anastasia, Mount Isa
Baby Demetrios was emergency transferred from Mount Isa to Townsville after being born prematurely at 26 weeks.

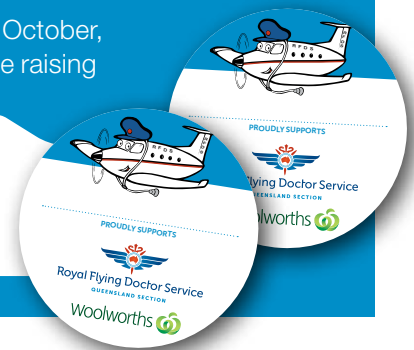
Royal Flying Doctor Service QUEENSLAND SECTION

Woolworths

Woolworths stores throughout Queensland support the Flying Doctor

Between Monday 19 September and Sunday 16 October, 247 Woolworths stores across Queensland will be raising money for the Flying Doctor.

Show your support by purchasing a \$2 wall token from one of the Woolworths Service Cashiers during the campaign.



OUR SUPPORTERS >



CONTACT US >

This newsletter is produced by the Marketing and Fundraising Department of the RFDS in Queensland.

If you do not wish to receive future editions of this newsletter, please contact the RFDS on 07 3860 1100 or email: rfd_bne@rfdsqld.com.au

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