



Caring for Australians, from the ground up.



OUR STORY >

The Royal Flying Doctor Service of Australia (RFDS) has been saving lives in rural and remote Australia for more than 95 years.

Using the latest in aviation, medical and communications technology, the RFDS delivers emergency aeromedical and comprehensive community healthcare services to people who live, work and travel throughout Australia, every day (and night) of the year.

Established in 1928 by the Reverend John Flynn, the RFDS has grown to become one of the world's largest and most comprehensive aeromedical organisations.

Nationally, our vital services are delivered by a dedicated workforce of over 1,800 staff, a fleet of more than 80 aircraft located at 23 aeromedical bases, 290 road vehicles and five remote community health facilities.

Today the RFDS delivers more than 380,000 episodes of care across Australia every year – equivalent to assisting someone every two minutes.

Services are delivered on a day-to-day basis by six RFDS operating sections – South Australia & Northern Territory (SA/NT), Queensland Section, South Eastern Section, Tasmania Section, Victoria Section and Western Operations.

RFDS SA/NT began in 1939 and delivers 24/7 emergency aeromedical and comprehensive community healthcare services throughout South Australia and the Northern Territory.

We operate four aeromedical bases in Adelaide, Port Augusta, Alice Springs and Darwin, four remote primary healthcare facilities in Andamooka, Marla, Marree, Innamincka and a Virtual Emergency Centre in William Creek in outback South Australia, as well as Patient Transfer Facilities in Mount Gambier and Renmark.

The RFDS is a for-purpose organisation. While supported by Commonwealth, State and Territory governments, the RFDS relies on bequests, fundraising and donations to bridge the gap in operational funding and to finance our capital-raising program for the replacement of aircraft, medical equipment and other major capital initiatives.

Our Purpose >

We exist to support healthier and happier Australians, no matter where they live, work or play.

Our Promise >

The furthest corner.
The finest care.

Acknowledgement of Country >

The RFDS acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to Elders past, present and emerging.

Our Patrons >

Her Excellency the Honourable Frances Adamson AC, Governor of South Australia

His Honour Professor the Honourable Hugh Heggie PSM, Administrator of the Northern Territory

Announced
**integrated primary
health and education
centre** for
Port Augusta

Inaugural
**RFDS SA/NT
Values Awards**
recognising staff
excellence

Record
\$18 million
generated from
fundraising and
bequests

Inaugural
**graduates of
aeromedical degree**
co-developed with
Charles Darwin
University

Record
10,500+
**aeromedical
evacuations**

Launched
**first Virtual
Emergency Centre**
in outback SA

Raised **\$425,000**
in under 24 hours
through inaugural
Giving Day

Awarded
**Rural/Remote
Health Innovator
of the Year**

Awarded
**Australia's Most
Reputable Charity**
for the 12th time
(*Reptrak*)

Reaccreditation
to **National Safety
and Quality Health
Service Standards**

CHAIR'S REPORT >

Since Alfred Traeger's pedal radio helped kickstart the Flying Doctor in the 1920s, our organisation has proudly positioned itself at the forefront of new technologies and ideas.

Working closely with our government and service delivery partners in South Australia and the Northern Territory, we continue to drive our health services into the future.

This year, in partnership with South Australia's Outback Communities Authority (OCA), we brought another Flying Doctor innovation to life, launching an Australian-first Virtual Emergency Centre that enables 24/7 emergency medical care with no health professionals physically in the room.

The Virtual Emergency Centre, operating within a new RFDS clinic in the outback town of William Creek, has revolutionised health care for town residents, neighbouring stations and the thousands who travel through Far North SA for generations to come.

OCA, through the Federal Government's Local Roads and Community Infrastructure Program, underpinned the project with a \$1 million funding injection.

Our vision to establish the nation's first outback centre for health and education is also becoming closer to being realised with construction starting in Port Augusta in late 2024.

By incorporating a multidisciplinary health clinic and training base under one roof, the state-of-the-art centre aims to reverse the tide of workforce shortages and enhance regional health outcomes, while serving as a rich training ground for clinicians to learn and develop outside of the city.

These pioneering facilities add to our existing pair of Patient Transfer Facilities (PTFs) in South Australia's Riverland and South East, which have helped our teams and SA Ambulance Service (SAAS) crews to enhance airside care at these frequented RFDS landing locations for more than 1,000 patients every year.

Our Riverland PTF has been operational for 12 months and construction of a similar facility is underway in Tennant Creek to serve patients in remote Central Australia, highlighting our long-term commitment to the Northern Territory.

With a proud 85-year history serving the Territory, we continue to search for new ways to increase our footprint, from the Top End down, to ensure patients and communities have access to high-quality health care.

Our Darwin team launched a Low-Acuity Medical Retrieval Service in early 2024, specifically for the air transfer of remote Territory surgical, palliative, low-mobility and otherwise stable patients. This new service aims to support NT Health by alleviating pressure on emergency services and hospital capacities, and ensure a safe and assured patient journey between home and hospital.

This year, we also celebrated the first anniversary of the RFDS *Electronic Health Record* (EHR) which, since integration, has enhanced the quality of medical documentation, patient handover and in-flight planning.

Our SA/NT team has led the development and rollout of the EHR across RFDS Queensland and South Eastern Sections, affording our clinicians across the country more valuable time to focus on the direct care needs of our patients.

In recognition of this incredible advancement, the RFDS EHR Project Team was awarded Rural/Remote Health Innovator of the Year at the inaugural Rural Health Pro National Rural and Remote Health Awards.

To realise these landmark initiatives and future developments, the RFDS Board and Executive Leadership Team have proactively sought backing from government and corporate partners and strengthened relationships with patients, communities, supporters and collaborative health partners.

We also continue to receive generous ongoing support from our loyal corporate and community partners, bequestors, donors and supporters, who this year dug deeper than ever.

Led by our Philanthropy Team – and backed by the steadfast support of the community – we generated a record \$18 million in fundraising.

This income is vital to meet the shortfall in our operational funding to deliver health services and finance our demanding capital expenditure program for aircraft replacement and public value projects, such as our rural and remote innovation, technology and infrastructure that advance care and patient experience.

A highlight was our inaugural Giving Day, 'Double Up for the Doc Day', during which \$425,000 was raised in less than 24 hours with the help of our generous dollar-matching partners.

Our annual 'Wings for Life' Gala Ball also attracted a sell-out crowd for the *Galapalooza* edition, raising \$255,000, while the RFDS's national fitness and fundraising challenge, Oceans to Outback, saw more than 2,500 participants from South Australia and the Northern Territory get active to generate over \$660,000 for the organisation.

While we renewed valuable partnerships with agricultural icons Elders Limited and S. Kidman & Co, we also officially welcomed Peter Kittle Motor Company as a major partner following almost two decades of support from the Australian car dealership.

Our team in SA/NT is also proud to contribute to a new multi-million-dollar partnership with Australia's largest not-for-profit health fund, HCF. HCF and RFDS share a strong focus on providing access to quality, consistent care regardless of location.

Elsewhere in the public sphere, it has been humbling to see the efforts of the Flying Doctor formally recognised.

The RFDS was announced Australia's Most Reputable Charity for the 12th time according to the annual Charity Reptrak survey and named the country's most trusted not-for-profit in the 2024 *Reader's Digest Most Trusted Brands* survey.

This recognition speaks volumes to the high-flying community that surrounds the RFDS and the passion shared by all of our stakeholders in ensuring rural and remote Australians have access to

high-quality emergency and essential primary health care.

I would like to thank my fellow Board Members for their selfless commitment throughout the year, Chief Executive Tony Vaughan ASM and the Executive Leadership Team, and the entire RFDS workforce and cohort of volunteers for carrying our values and driving our purpose with such vigour.

Finally, we couldn't do what we do without the individuals and groups who continue to back us – the energy you impart continues to propel our life-saving service into the future.



Peter de Cure

Peter de Cure AM
Chair

TREASURER'S REPORT >

As we enhance our patient care, expand our footprint and deliver new services, RFDS SA/NT continues to build upon our financial strength, recording an operational deficit of \$3.4 million for health services delivered and an overall surplus of \$6.6 million to sustain our future.

With operational funding from the Commonwealth, South Australian and Northern Territory Governments, Local Health Networks and Primary Health Networks, alongside fundraising support, in 2023/24 the RFDS facilitated almost 50,000 episodes of care to South Australians and Northern Territorians, including:

- > 10,578 aeromedical evacuations;
- > 6,174 face-to-face primary health consultations;
- > 1,551 face-to-face oral health consultations;
- > 793 face-to-face mental health consultations; and
- > 5,739 digital health consultations.

Core to our operational capacity to rapidly respond to the needs of rural and remote communities is the management of capital assets that support healthcare delivery. This encompasses our aeromedical fleet, aviation bases, patient transfer facilities, remote clinics, road transport fleet, medical equipment, as well as technology and safety initiatives.

Underpinned by grants, fundraising and investment income, a total of \$9.1 million was invested in capital projects in 2023/24, which represents the first year of a decade-long capital asset program of more than \$220 million – on current values and current service plans.

In 2023/24, \$1.6 million (of a total project cost of \$1.8 million) was directed into the completion of the William Creek Community Health Service, which houses an innovative Virtual Emergency Centre that provides 24/7 emergency care to those in the outback tourist town, surrounding pastoral stations and travellers along the Oodnadatta Track.

As part of this, the William Creek project was supported by a \$1 million funding injection from South Australia's Outback Communities Authority, through the Federal Government's Local Roads and Community Infrastructure Program received in the previous financial year.

As we continue our journey enhancing regional health outcomes, \$1.1 million was committed towards finalising plans and commencing earthworks and construction on our integrated health and education centre in Port Augusta.

In what is a landmark investment in health care for Port Augusta and Far North SA, the \$19 million centre will provide increased access to multi-disciplinary primary health care for the local community, and for more than 1,600 existing RFDS patients who live remotely and visit Port Augusta regularly.

The Port Augusta project has also been reinforced by a \$1 million funding boost through the SA Government's Enabling Infrastructure Program.

To support these infrastructural innovations as well as crucial digital systems such as the RFDS *Electronic Health Record* (EHR), an additional \$500,000 was invested in IT infrastructure and essential hardware. The ever-expanding EHR now has more than 800 end-users operating the application to enhance patient care and data across the RFDS nationally.

Elsewhere, in 2023/24 \$400,000 (of a total project cost of \$630,000) was directed into the completion of our Riverland Patient Transfer Facility, which has been operational for 12 months.

The launch of this facility, which has so far supported the care, treatment and stabilisation of around 600 patients, will soon be followed by a similar facility in Tennant Creek to serve patients in remote Central Australia, where more than \$360,000 has been spent this year as we commence the build.

Another \$400,000 (of a total project cost of \$800,000) this year was allocated towards completing crucial upgrades at our Port Augusta Base, which included further doctor consultation rooms and a dedicated clinician training space.

Meanwhile, as our Road Ambulance Service continues to expand to support our aeromedical services and the broader health system, almost \$1 million was

used to purchase and medically-fit new ambulances to add to our life-saving fleet of vehicles.

The overall cost of health service delivery in 2023/24 resulted in an operational deficit of \$3.4 million before depreciation and surplus-generating activities.

Critically our balance sheet remained strong with the organisation reporting net assets totalling \$197 million. While vital investments towards essential projects and advancements in healthcare delivery made up \$37.1 million, the RFDS retained \$46.1 million in cash investments.

The cash reserve continues to underpin a projected \$157.3 million in capital works and asset replacement over the next five years (more than \$220 million over 10 years).

This includes a sizeable investment towards the build of the integrated health and education centre in Port Augusta, the essential replacement and maintenance of five-medically equipped Pilatus PC-12 aircraft, facility upgrades to two of our major aeromedical bases, the development of remote Patient Transfer Facilities across SA/NT, together with medical, aviation, technology and general equipment upgrades tallying in excess of \$5 million per annum.

We also recorded a strong result in our surplus-generating activities to offset the operational deficit incurred by delivery of health services, depreciation, strategic plan initiatives and capital asset replacement. We reported \$2.7 million (9.9 per cent return) in dividends and franking credits on managed funds investments.

While we receive government support, the RFDS heavily relies on community and corporate support to bridge the operational gap in its services and to finance capital expenditure on projects enhancing patient care.

Led by our Philanthropy Team, the RFDS together with individuals, groups and organisations from across SA/NT delivered a year-end fundraising result of

\$18 million – at a remarkable five-year average cost of just 13 cents for every dollar raised.

Our inaugural 'Double Up for the Doc Day' saw more than \$425,000 generated in under 24 hours, while other giving channels such as donor appeals, major gifts and bequests continue to trend upwards.

This year we had more registered community fundraisers than ever, with over 100 individuals and groups going above and beyond through events and activities – not to mention the thousands who participated in our national fitness and fundraising challenge, Oceans to Outback.

The RFDS deeply appreciates this ongoing generosity, which is not only essential to keeping our crews in the air and on the ground, but integral in propelling our health care delivery into the future.

Working closely with government, partners and the broader community, the RFDS will continue to innovate and create public value through strong investments in health care for all Australians, no matter where they live, work or play.

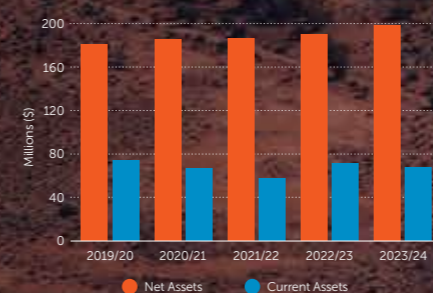


Peter Read

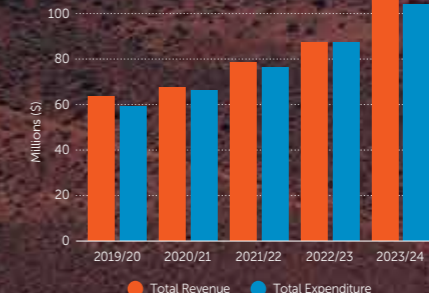
Peter Read
Treasurer



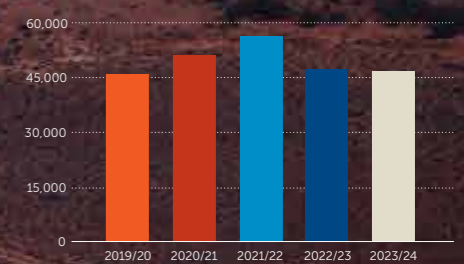
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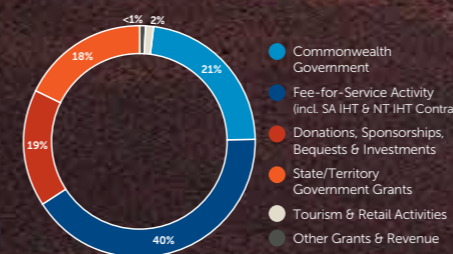
Income & Expenditure >



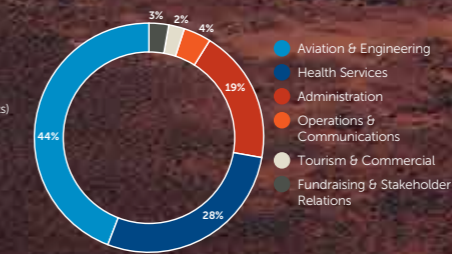
Patient Contacts >



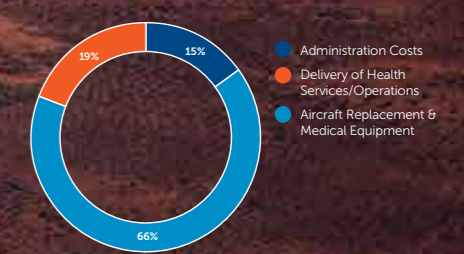
Source of Funds >



Application of Funds >



Where Fundraising is Applied >



OUR BOARD & MANAGEMENT >



Peter de Cure AM
(BEC Adel FAICD FCA)

Chair

Commenced on Board – June 2018

- › Attended 12/12 meetings
- › Chair, Board Executive Committee
- › Member, Board Aviation Safety Committee
- › Member, Board Finance Committee
- › Member, RFDS Federation Board

An experienced non-executive Director and Board Chair with strong technical skills in governance, finance, accounting, taxation, mergers, acquisitions, and practical business knowledge across many industries.

Chair, Accord Property Holdings; Chair, Tax Practitioner's Board CoA; Chair, SAFECOM; Chair, Wirra Wirra Vineyards (RG&RT Trott Pty Ltd); Director & Life Member, Variety the Children's Charity; Advisory Chair, Tim Adams Wines; Fellow, Australian Institute of Company Directors; Fellow, Institute of Chartered Accountants Australia & New Zealand.



Peter Read
(B App Sci (Ag), JP)

Commenced on Board – June 2020

- › Attended 12/12 meetings
- › Treasurer
- › Chair, Board Finance Committee
- › Member, Board Executive Committee

Held various managerial positions with National Australia Bank (NAB). Promoted corporate volunteering throughout NAB career, supporting various RFDS events, Bedford Industries and bushfire recovery programs.

Director, Nut Producers Australia Pty Ltd; Director, Riverland Almonds Pty Ltd; Director, Century Orchards Ltd; Fellow, Australian Rural Leadership Foundation; Justice of the Peace; Former Board Member, Pembroke School; Past Member, NAB State Leadership Team (SA & NT); Past Member, Eyre Regional Development Board.



Professor Paul Worley
(MBBS Adel, DRANZCOG, FRACGP, FACRRM, PhD, MBA Adel, GAICD, FAAHMS)

Deputy Chair

Commenced on Board – April 2021

- › Attended 11/12 meetings
- › Member, Board Clinical Governance Committee
- › Member, Board Executive Committee
- › Member, Board Finance Committee

Executive Director Clinical Innovation, Riverland Mallee Coorong Local Health Network; Registered Specialist General Practitioner in private practice and credentialled for rural hospital practice; Director, Medical Insurance Group Australia; Former National Rural Health Commissioner; Former Dean of Medicine at Flinders University; Former National Vice-President of ACRRM; Former President, RDA(SA); Former Councillor AMA(SA); Former Board Chair of: GPEx Ltd and Sturt Fleurieu Regional General Practice Training Ltd; Former Non-Executive Director of Training for Health Equity Network (New York), Adelaide Primary Health Network, NT General Practice Education Ltd, Country South SA Medicare Local, Rural Health Education Foundation, Australian College of Rural and Remote Medicine, Children's Research Foundation.



Claire Clutterham
(LLM, LLB (Hons), GAICD, BArts)

Commenced on Board – December 2021

- › Attended 12/12 meetings
- › Chair, Board Aviation Safety Committee
- › Member, Board Executive Committee

Adelaide-based lawyer with significant international and national experience in the legal, commercial, risk management and governance disciplines. Has held senior positions in law firms in Australia, the United Arab Emirates and Hong Kong, and as Deputy General Counsel & Deputy Director of Contracts in the defence industry (in-house legal roles).

Elected Member, City of Norwood, Payneham & St Peters Council.



Lynly Kerin
(Adv Dip EN)

Commenced on Board – October 2020

- › Attended 10/12 meetings
- › Member, Board Clinical Governance Committee
- › Chair & Member, Health Consumer Advisory Committee

Experienced pastoral property manager in remote South Australia for 27 years, now recently relocated to Streaky Bay. Currently working in the aged care sector, and previously as an enrolled nurse across rural public hospitals and is a strong advocate for positive health outcomes for rural and remote populations. Previously managed the Kingoonya Medical Centre in a voluntary capacity, directly involved with health teams on the ground and managed the rollout of 70 AEDs and associated training in all remote areas with access to an RFDS Medical Chest.

Former Branch President and State Council Representative, Isolated Children's Parents' Association South Australia; non-executive director and governance training in not-for-profit organisations.



Leanne Liddle
(BSc, LLB, LP (Hons))

Commenced on Board – July 2022

- › Attended 8/12 meetings

Currently Executive Director, Community Resilience and Engagement Command for NT Police and has worked for both SA and NT Governments, Flinders University and the United Nations. Leanne was born and raised in Central Australia working and living in remote and regional locations, including for more than a decade as a Police Officer in South Australia.

2022 NT Australian of the Year; Former Director, Aboriginal Justice Unit.



Dr Christine Lesnikowski
(FRACGP BMBS BSc Hons GAICD)

Commenced on Board – July 2018

- › Attended 11/12 meetings
- › Chair, Board Clinical Governance Committee

General Practitioner with a strong interest in clinical governance, medical education and primary health care across rural and remote settings. For more than 30 years, lived, worked and trained in remote Central Australia and the Top End, including Alice Springs, Katherine and Darwin, and worked in Northern Territory public hospitals, private GP clinics and Central Australian remote community health clinics. The latter involved GP visits and medical retrievals via NT Health and the RFDS.

Fellow, Royal Australian College of General Practice; Graduate, Australian Institute of Company Directors; Recipient, 2012 Australian Government General Practice Education and Training Medical Educator of the Year Award; Co-recipient, 2021 Northern Territory General Practice Education, (GP Registrar) Training Post of the Year Award; General Practitioner, Mall Medical Centre, Alice Springs; Former Reviewer, Alice Springs Hospital Inpatient Mental Health Community Visitor's Program; Former Director and Chair, Central Australian Division of Primary Health Care; Former Director, General Practice Primary Health Care NT; Former Director, General Practice Network NT; Past Member, RFDS Health Advisory Committee; Former Director, Central Australian Health Service (CAHS) and Chair CAHS Governance Committee; Former Clinical Council Member, NT PHN; Former Director, NT General Practice Education; Former Chair, Transition Program Governance Committee.



Geoff Roberts

Commenced on Board – August 2022

- › Attended 12/12 meetings
- › Member, Board Aviation Safety Committee

Highly experienced aviation adviser on the global stage having held leadership and risk management roles in both flying and non-flying positions with government, resource sector and private industry. Works closely with the not-for-profit Flight Safety Foundation in an advisory capacity and the development and delivery of aviation industry safety programs.

Director, Safety Wise Aviation Pty Ltd; Qualified Incident Cause Analysis Method Investigator & Trainer; Member, International Society of Air Safety Investigators; Former Head of Flight Operations, Cobham (Australia); Former Pilot (fixed and rotary wing), Royal Australian Air Force.



Hon Vicki O'Halloran AO CVO
(FAICD)

Commenced on Board – August 2023

- › Attended 7/11 meetings

Sworn in as the 22nd Administrator of the Northern Territory on 31 October 2017 and remained in office until 30 January 2023; as Administrator, Her Honour represented the Crown in right of the NT.

Born in Tasmania and moved to Darwin in 1989, where Her Honour has resided for the past 34 years. As Administrator, she valued the importance of supporting and promoting the Territory and Territorians, was patron to 60 organisations, and actively supported the development of emerging Territory leaders.

Former Chief Executive Officer, Somerville Community Services; Former National President, National Disability Services; Former Chair, National Disability Services NT; Chair, NT Government Ministerial Advisory Council on Disability Reform; former member of a range of boards and committees locally and nationally.

Appointed Commander of the Royal Victorian Order (CVO) by His Majesty King Charles III in 2022.

MANAGEMENT > Executive Leadership Team

- › **Tony Vaughan ASM** Chief Executive
- › **Stephen Batt** Chief Financial Officer
- › **Steve Cameron** Executive General Manager Operations, Logistics & Performance
- › **Mike Galvin** Executive General Manager Aviation
- › **Jacqueline Goodall** Executive Officer
- › **Ryan Klose** Chief Information Officer
- › **Charlie Paterson** Executive General Manager Strategy, Brand & Reputation
- › **Carissa Prescott** Executive General Manager Legal & Risk; General Counsel
- › **Laura Sarich** Executive General Manager People, Culture & Environment
- › **Dr Mardi Steere** Executive General Manager Medical & Retrieval Services
- › **Natalie Szabo** Executive General Manager Primary Care & Clinical Safety/Quality

OUR ACTIVITY 2023/24 >

Health >

| | Northern Territory | | South Australia | | | | | SA/NT |
|---|--------------------|--------------|-----------------|---------------|--------------------------|----------------------|-----------------------|---------------|
| | Alice Springs | Darwin | Adelaide | Port Augusta | Andamooka Health Service | Marla Health Service | Marree Health Service | Total |
| Digital Health Consultations[^] | | | | | | | | |
| Primary Health Consultations | - | - | - | 4,993 | 76 | 46 | 87 | 5,202 |
| Mental Health Consultations | 11 | - | - | 526 | - | - | - | 537 |
| Total Digital Health Consultations | 11 | - | - | 5,519 | 76 | 46 | 87 | 5,739 |
| Patients Attended | | | | | | | | |
| RFDS General Practice (GP) Clinics | - | - | - | 2,265 | - | - | - | 2,265 |
| RFDS Nurse Clinics* | - | - | - | 891 | 1,280 | 620 | 1,118 | 3,909 |
| RFDS Facilitated Clinics** | 11,400 | 9,896 | - | 260 | - | - | - | 21,556 |
| Wellbeing & Mental Health Program | 360 | - | - | 433 | - | - | - | 793 |
| Remote Oral Health Care Program | 573 | - | - | 978 | - | - | - | 1,551 |
| Aboriginal Health Coordinator | - | - | - | 74 | - | - | - | 74 |
| Total Patients Attended | 11,760 | 9,896 | - | 5,474 | 1,280 | 620 | 1,118 | 30,148 |
| Patients Transported | | | | | | | | |
| Primary Retrievals | 1,514 | - | 5 | 399 | - | - | - | 1,918 |
| Inter-Hospital Transfers | 1,127 | - | 7,427 | 21 | - | - | - | 8,575 |
| Repatriations | 21 | - | 64 | - | - | - | - | 85 |
| Road Ambulance | - | - | 484 | - | 116 | 89 | 41 | 730 |
| Total Patients Transported | 2,662 | - | 7,980 | 420 | 116 | 89 | 41 | 11,308 |
| Total Patient Contacts | 14,433 | 9,896 | 7,980 | 11,413 | 1,472 | 755 | 1,246 | 47,195 |
| Vaccinations administered | | | | | | | | |
| Immunisations | - | - | - | 554 | 86 | 29 | 29 | 698 |
| Total Immunisations | - | - | - | 554 | 86 | 29 | 29 | 698 |
| Clinics Conducted | | | | | | | | |
| RFDS General Practice (GP) Clinics | - | - | - | 267 | - | - | - | 267 |
| RFDS Nurse Clinics* | - | - | - | 658 | 492 | 492 | 492 | 2,134 |
| RFDS Facilitated Clinics** | 1,425 | 1,237 | - | 45 | - | - | - | 2,707 |
| RFDS Wellbeing & Mental Health Clinics | 59 | - | - | 211 | - | - | - | 270 |
| RFDS Oral Health Clinics | 159 | - | - | 249 | - | - | - | 408 |
| Total Clinics Conducted | 1,643 | 1,237 | - | 1,430 | 492 | 492 | 492 | 5,786 |
| Health Program Participants | | | | | | | | |
| Medical Chest Program | - | - | - | 156 | - | - | - | 156 |
| First Aid Training Program | - | - | 205 | - | - | - | - | 205 |
| Central Australian Retrieval Training | 41 | - | - | - | - | - | - | 41 |
| Mental Health First Aid Program | 13 | - | - | 14 | - | - | - | 27 |
| Total Health Program Participants | 54 | - | 205 | 170 | - | - | - | 429 |

[^] Digital Health consultations comprise telephone, video, Internet/email, SMS etc.

* RFDS Nurse Clinics are conducted by RFDS Community Health Nurses & Remote Area Nurses.

** RFDS facilitated clinics utilises RFDS aircraft to transport non-RFDS Allied Health clinicians.

Aircraft Register >

| Registration | Description | Year of Manufacture | Date of Acquisition | Dedication | Major/Jet Sponsor |
|--------------|---------------|---------------------|---------------------|---|----------------------------|
| VH-FDE* | Pilatus PC-12 | 2000 | September 2000 | | |
| VH-FGR | Pilatus PC-12 | 2001 | January 2002 | | |
| VH-FGS* | Pilatus PC-12 | 2001 | January 2002 | | |
| VH-FGT* | Pilatus PC-12 | 2001 | March 2002 | | |
| VH-FDK | Pilatus PC-12 | 2002 | December 2003 | | |
| VH-FDJ | Pilatus PC-12 | 2007 | January 2008 | Beth Stewart Klugh [^] | |
| VH-FVA | Pilatus PC-12 | 2009 | April 2010 | Our Auxiliaries & Support Groups [#] | |
| VH-FVB | Pilatus PC-12 | 2010 | April 2010 | | BHP |
| VH-FVD | Pilatus PC-12 | 2010 | July 2010 | Our Inaugural Doctors [#] | |
| VH-FVE | Pilatus PC-12 | 2010 | October 2010 | Our Pioneering Women [#] | |
| VH-FVF | Pilatus PC-12 | 2010 | December 2010 | Barry Lodge OAM [^] | |
| VH-FXJ | Pilatus PC-12 | 2015 | August 2015 | | Hackett Foundation |
| VH-FXN | Pilatus PC-12 | 2016 | July 2016 | | |
| VH-FXW | Pilatus PC-12 | 2016 | November 2016 | | Elders Limited |
| VH-FXZ | Pilatus PC-12 | 2017 | August 2017 | | Peter Kittle Motor Company |
| VH-JDN | Pilatus PC-12 | 2019 | January 2019 | John Schirmer [^] | Beach Energy |
| VH-FNH | Pilatus PC-12 | 2019 | January 2020 | | HCF Health Insurance |
| VH-PIU* | Pilatus PC-12 | 2008 | January 2022 | | |
| VH-RHO* | Pilatus PC-12 | 2012 | January 2022 | | |
| VH-FNY* | Pilatus PC-12 | 2018 | October 2023 | | |
| VH-FMP | Pilatus PC-24 | 2018 | April 2019 | John Francis Lynch OAM [^] | S. Kidman & Co |
| VH-FZQ | Pilatus PC-24 | 2020 | July 2020 | David GW Hills AO [^] | S. Kidman & Co |

Registration *: Aircraft re-fitted to commuter configuration

Dedication [^]: Badging remains in line with life of aircraft

Dedication [#]: Badging remains forever

Major Sponsor: Badging remains for term of sponsorship

Aviation >

| | Northern Territory | | South Australia | | SA/NT |
|------------------|--------------------|-------------|-----------------|-------------------|-----------|
| | Alice Springs Base | Darwin Base | Adelaide Base | Port Augusta Base | Total |
| No. of Aircraft | 6 | 5 | 8 | 3 | 22 |
| No. of Landings | 4,651 | 1,092 | 11,815 | 1,919 | 19,477 |
| Kilometres | 2,142,310 | 361,281 | 3,234,905 | 741,559 | 6,480,055 |
| Block Time (hrs) | 6,369 | 1,273 | 11,784 | 2,380 | 21,806 |

OUR CORPORATE PARTNERS >

Jet Partner



Aircraft Partner



Major Partners



National Partners



Community Partners



Supporting Partners



Media Partners



OUR HEALTH PARTNERS >

We thank the following partners for working with and supporting the RFDS in 2023/24.

Funding Partners



Service Delivery Partners >

Adelaide United Football Club
 Ampilatwatja Health Centre Aboriginal Corporation
 Anyinginyi Health Aboriginal Corporation
 Ashford Hospital
 AusCycling
 Bicycle SA
 Calvary Health Care
 Central Australian Aboriginal Congress Aboriginal Corporation
 Central Australia Health Service
 Central Australian Retrieval Service
 Charles Darwin University
 Country & Outback Health
 Envista
 Event Managers Australia
 Eyre & Far North Local Health Network
 Flinders University
 GPex
 headspace
 Isolated Children's Parents' Association
 Kakarrara Wilurra Health Alliance
 Medical Retrieval and Consultation Centre (MRaCC)
 MedSTAR Emergency Medical Retrieval
 Mutitjulu Community Health Service Aboriginal Corporation
 Ngaanyatjarra Health Service Aboriginal Corporation
 Northern Territory Cattlemen's Association
 Oak Valley (Maralinga Tjarutja) Aboriginal Corporation
 Office of the Chief Psychiatrist (SA)
 Outback Communities Authority
 Pintupi Homelands Health Service Aboriginal Corporation
 Remote & Isolated Children's Exercise (RICE)
 SA Arid Lands Natural Resource Management Board
 SA Dental
 SA Prison Health Service
 School of the Air
 Share the Dignity
 South Australian Tourism Commission
 Sports Australia

St Andrew's Hospital
 St John Ambulance NT
 Tullawon Health Service Inc
 Umoona Tjutagku Health Service Aboriginal Corporation
 Urupuntja Health Service Aboriginal Corporation
 Western Desert Nganampa Walytja Palyantjaku Tjutaku Aboriginal Corporation (Purple House)
 Yorke and Northern Local Health Network

Skills Training Partners >

Advanced Maternal and Reproductive Education Australia
 Advanced Paediatric Life Support Australia
 Australian Resuscitation Training
 Charles Darwin University
 Edvoke Education
 Guardian Personal Security
 Medical Retrieval and Consultation Centre (MRaCC)
 Office of the Chief Psychiatrist
 Riverland Academy of Clinical Excellence
 Rural Doctors Workforce Agency
 SA Ambulance Service
 Skilled Manual Handling
 St John Ambulance NT
 St John Ambulance SA
 The University of Adelaide
 The University of Tasmania

Aviation Partners >

Adelaide Airport
 Aerodrome Design Services
 Airservices Australia
 Civil Aviation Safety Authority
 Flight Safety International
 NT Airports
 NT Department of Infrastructure, Planning & Logistics
 OzRunways
 Regional Aviation Association of Australia

AWARDS >

- 2024 Tripadvisor Travellers' Choice Award
- 2024 Australia's Most Reputable Charity (Reprak)
- 2023 Australia's Most Trusted Charity (Reader's Digest)
- 2024 Rural/Remote Health Innovator of the Year (Rural Health Pro National Rural and Remote Health Awards)

| | |
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The RFDS PC-12 flight deck with Pilot Samuel Ibrahim.

OUR FINANCIAL REPORT >

For the year ended 30 June 2024

Royal Flying Doctor Service of Australia Central Operations >

Statement by the Board

The financial statements and other specific disclosures are a summary of and have been derived from the Royal Flying Doctor Service of Australia Central Operations full financial report for the financial year. Other information included in the summary financial report is consistent with the Service's full financial report.

The summary financial report does not and cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.

A copy of the Service's 2024 Annual Financial Report, including the independent audit report, is available to all members, and will be sent to members without charge upon request.

Review of Operations and Results

The Directors report that the Service recorded a surplus for the period ended 30 June 2024 of \$6,650,246 (2023: \$2,494,095). This result includes total fundraising income of \$18,073,494 (2023: \$12,112,119) comprising of Donations and Sponsorship of \$10,356,194 (2023: \$8,059,335) and Legacies and Bequests of \$7,717,300 (2023: \$4,052,784).

The Service holds cash and investments of \$46,068,809 to support its capital replacement program. In the next five years it is anticipated the capital replacement program will require \$157,351,465 at current values including \$60.5 million for five Pilatus PC-12 aircraft, \$13.9 million in upgrades to facilities in two major operational bases, \$16.7 million for a Stryker stretcher program, spare engines, stock, mission audio upgrades and other modifications to our current aircraft fleet, \$19 million for construction of a new integrated primary health and education centre located in Port Augusta and \$7.9 million for remote patient transfer facilities at six regional locations together with medical, aviation, IT upgrades and general equipment upgrades in excess of \$5 million per annum.

Date at Adelaide this 10th day of September 2024.

Signed in accordance with a resolution of the Board of Directors

P de Cure AM
Chairman

P Read
Treasurer



Statement of Profit and Loss and Other Comprehensive Income >

For the year ended 30 June 2024

| | 2024 | 2023 |
|--|------------------|------------------|
| | \$ | \$ |
| Revenue | 87,346,971 | 72,786,535 |
| Other income | 20,653,815 | 15,566,764 |
| | 108,000,786 | 88,353,299 |
| Employee expenditure | 50,750,741 | 41,687,534 |
| Aviation fuel | 9,427,822 | 9,760,247 |
| Aviation maintenance | 8,970,123 | 7,234,670 |
| Depreciation and amortisation | 11,943,432 | 11,155,846 |
| Amortisation of engine and propeller overhaul | 3,631,609 | 3,213,773 |
| Other expenses | 20,216,835 | 14,939,092 |
| | 104,940,562 | 87,991,162 |
| Surplus before financial income and expense | 3,060,224 | 362,137 |
| Financial income | 4,926,172 | 3,017,533 |
| Financial expense | (1,336,150) | (885,575) |
| | 3,590,022 | 2,131,958 |
| Surplus for the year | 6,650,246 | 2,494,095 |
| Other comprehensive income | | |
| Items that will never be reclassified to profit or loss | | |
| Equity securities — net change in fair value | 1,177,099 | 679,383 |
| Total other comprehensive income | 1,177,099 | 679,383 |
| TOTAL COMPREHENSIVE INCOME FOR THE YEAR | 7,827,345 | 3,173,478 |

OUR FINANCIAL REPORT >

Statement of Financial Position >

For the year ended 30 June 2024

| | 2024 | 2023 |
|---|--------------------|--------------------|
| | \$ | \$ |
| Current Assets | | |
| Cash and cash equivalents | 8,903,075 | 16,825,094 |
| Trade and other receivables | 12,241,559 | 7,074,057 |
| Inventories | 454,258 | 572,052 |
| Investments | 37,165,734 | 45,841,785 |
| Total current assets | 58,764,626 | 70,312,988 |
| Non Current Assets | | |
| Property, plant and equipment | 165,394,391 | 137,253,311 |
| Intangibles | 2,957,827 | 3,569,276 |
| Right-Of-Use Assets | 16,152,071 | 16,543,083 |
| Total non-current assets | 184,504,289 | 157,365,670 |
| Total assets | 243,268,915 | 227,678,658 |
| Current Liabilities | | |
| Trade and other payables | 7,818,897 | 6,195,028 |
| Loans and borrowings | 1,185,732 | 529,179 |
| Lease liability | 1,127,714 | 1,021,278 |
| Contract liabilities – grant funding | 1,084,138 | 1,660,083 |
| Employee benefits | 7,048,083 | 6,234,946 |
| Total current liabilities | 18,264,564 | 15,640,514 |
| Non Current Liabilities | | |
| Loans and borrowings | 9,613,876 | 4,488,578 |
| Lease liability | 16,878,637 | 17,101,825 |
| Employee benefits | 1,288,860 | 1,052,108 |
| Total non-current liabilities | 27,781,373 | 22,642,511 |
| Total liabilities | 46,045,937 | 38,283,025 |
| NET ASSETS | 197,222,978 | 189,395,633 |
| Equity | | |
| Reserves | 4,966,679 | 3,789,580 |
| Retained earnings | 192,256,299 | 185,606,053 |
| TOTAL EQUITY ATTRIBUTABLE TO EQUITY HOLDER | 197,222,978 | 189,395,633 |

Statement of Changes in Equity >

For the year ended 30 June 2024

| | Fair Value Reserve | Retained Earnings | Total Equity |
|--|--------------------|--------------------|--------------------|
| | \$ | \$ | \$ |
| Balance at 1 July 2022 | 3,110,197 | 183,111,958 | 186,222,155 |
| Total Comprehensive Income For The Year | | | |
| Surplus for the year | - | 2,494,095 | 2,494,095 |
| Changes in fair value of financial assets | 679,383 | - | 679,383 |
| Total comprehensive income for the year | 679,383 | 2,494,095 | 3,173,478 |
| BALANCE AT 30 JUNE 2023 | 3,789,580 | 185,606,053 | 189,395,633 |
| Balance at 1 July 2023 | 3,789,580 | 185,606,053 | 189,395,633 |
| Total Comprehensive Income For The Year | | | |
| Surplus for the year | - | 6,650,246 | 6,650,246 |
| Changes in fair value of financial assets | 1,177,099 | - | 1,177,099 |
| Total comprehensive income for the year | 1,177,099 | 6,650,246 | 7,827,345 |
| BALANCE AT 30 JUNE 2024 | 4,966,679 | 192,256,299 | 197,222,978 |

OUR FINANCIAL REPORT >

Statement of Cash Flows >

For the year ended 30 June 2024

| | 2024 | 2023 |
|--|---------------------|---------------------|
| | \$ | \$ |
| Cash Flows From Operating Activities | | |
| Cash receipts from grants | 45,062,330 | 40,612,555 |
| Cash receipts from customers | 46,657,151 | 39,972,474 |
| Cash paid in the ordinary course of operations | (90,544,875) | (73,775,939) |
| Cash receipts from tourist activities | 2,210,670 | 2,616,803 |
| Cash receipts from donations, legacies and bequests | 15,948,264 | 12,385,747 |
| Cash paid for tourist activities | (2,314,289) | (2,214,489) |
| Cash paid for fundraising activities | (2,919,575) | (2,189,655) |
| Net cash from operating activities | 14,099,676 | 17,407,496 |
| Cash Flows From Investing Activities | | |
| Acquisition of property, plant and equipment and intangible assets | (38,022,402) | (5,700,711) |
| Acquisition of engine and propeller overhaul | (3,939,163) | (3,911,266) |
| Proceeds from sale of fixed assets | - | 2,000 |
| (Acquisition) / Proceeds of investments | 15,000,000 | (3,000,000) |
| Proceeds from capital grants | 573,194 | 454,545 |
| Interest received | 617,101 | 376,305 |
| Dividends received | 199,768 | 398,798 |
| Net cash (used) in investing activities | (25,571,502) | (11,380,329) |
| Cash Flows From Financing Activities | | |
| Repayments of Borrowings | (1,079,462) | (470,562) |
| Interest Expense | (671,068) | (220,521) |
| Proceeds from Borrowings | 6,861,313 | 5,488,319 |
| Repayment of lease liability | (1,657,269) | (1,606,164) |
| Net cash (used) in financing activities | 3,453,514 | 3,191,072 |
| Net increase in cash and cash equivalents | (8,018,312) | 9,218,239 |
| Cash and cash equivalents at 1 July | 16,825,094 | 7,494,500 |
| Effect of movements in exchange rates on cash held | 96,293 | 112,355 |
| CASH AND CASH EQUIVALENTS AT 30 JUNE | 8,903,075 | 16,825,094 |

Note 1: Basis of preparation of the summary financial report >

The summary financial report has been prepared based on the Service's full financial report. Other information included in the summary financial report is consistent with the Service's full financial report. The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance, financial position and financing and investing activities of the Service as the full financial report.

The financial report is prepared on an historical costs basis except for the following:

- › investments are stated at fair value; and
- › liabilities for defined benefit obligation.

A full description of the accounting policies adopted by the Service may be found in the Service's full financial report. The accounting policies have been applied consistently to all periods presented in the financial report.

The financial report is presented in Australian dollars, which is the Service's functional currency.



Independent Auditor's Report

To the members of Royal Flying Doctor Service of Australia Central Operations

Report on the Summary Financial Statements

Opinion

We report on the Summary Financial Statements of Royal Flying Doctor Service of Australia Central Operations (the Service) as at and for the year ended 30 June 2024. The Summary Financial Statements are derived from the audited financial report of Royal Flying Doctor Service of Australia Central Operations (the Audited Financial Report).

In our opinion, the accompanying Summary Financial Statements of Royal Flying Doctor Service of Australia Central Operations are consistent, in all material respects, with the Audited Financial Report, in accordance with the basis of preparation described in Note 1 to the Summary Financial Statements.

The **Summary Financial Statements** comprise:

- Balance sheet as at 30 June 2024;
- Statement of profit and loss and comprehensive income, Statement of changes in equity and Statement of cash flows for the year then ended; and
- Related notes.

Scope of the Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by Australian Accounting Standards applied in the preparation of the Audited Financial Report. Reading the Summary Financial Statements and this Auditor's Report thereon, therefore, is not a substitute for reading the Audited Financial Report and our auditor's report thereon.

The Audited Financial Report and our auditor's report thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor's report dated 10 September 2024.

Emphasis of matter – basis of preparation and restriction on use and distribution

We draw attention to Note 1 to the Summary Financial Statements, which describes the basis of preparation.

The Summary Financial Statements have been prepared to assist the Directors of Royal Flying Doctor Service of Australia Central Operations for the purpose of fulfilling the Directors' financial reporting responsibilities under the ACNC Act 2012. As a result, the Summary Financial Statements and this Auditor's Report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

This Auditor's Report is intended solely for the Directors of Royal Flying Doctor Service of Australia Central Operations and should not be used by parties other than the Directors of Royal Flying Doctor Service of Australia Central Operations. We disclaim any assumption of responsibility for any reliance on this Auditor's Report, or on the Summary Financial Statements to which it relates, to any person other than the Directors of Royal Flying Doctor Service of Australia Central Operations or for any other purpose than that for which it was prepared.

Other information

Other Information is financial and non-financial information in Royal Flying Doctor Service of Australia Central Operations' annual report which is provided in addition to the Summary Financial Statements and this Auditor's Report. The Directors are responsible for the Other Information.

The Other Information we obtained prior to the date of this Auditor's Report was the Statement by the Board and the Review of Operations and Results.

Our opinion on the Summary Financial Statements does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Summary Financial Statements, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Summary Financial Statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.

Responsibilities of the Directors for the Summary Financial Statements

The Directors are responsible for the preparation of the Summary Financial Statements in accordance with the basis of preparation described in Note 1 to the Summary Financial Statements, including their derivation from the Audited Financial Report of the Service as at and for the year ended 30 June 2024.

Auditor's responsibilities for the Summary Financial Statements

Our responsibility is to express an opinion on whether the Summary Financial Statements are consistent, in all material respects, with the Audited Financial Report/Statements based on our procedures, which were conducted in accordance with *Australian Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements*.

KPMG

Paul Cenko
Partner






Adelaide, 10 September 2024

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How you can help >

Help us continue to deliver the finest care to the furthest corner of Australia.

- › Mail your donation to:
Royal Flying Doctor Service
PO Box 381
Marleston SA 5033
- › Call us on 1800 813 318
- › Email us at enquiries@flyingdoctor.net

-  flyingdoctor.org.au/sant
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-  [@royalflyingdoc](https://twitter.com/royalflyingdoc)
-  [@royalflyingdoc](https://www.instagram.com/royalflyingdoc)
-  [@royalflyingdoctorservice](https://www.linkedin.com/company/royalflyingdoctorservice)



Visit flyingdoctor.org.au/sant
to make an online donation

Where to find us >

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t 08 8238 3333
e enquiries@flyingdoctor.net

Alice Springs Base

28 Davis Drive, Alice Springs NT 0870
t 08 8958 8400

Darwin Base

10a Lancaster Road, Eaton NT 0820
t 08 8998 9940

Port Augusta Base

Airport Road, Port Augusta SA 5700
t 08 8648 9500

Andamooka Health Service

Hospital Road, Andamooka SA 5722
t 08 8672 7087

Innamincka Health Service

Browne Street, Innamincka SA 5731
t 08 8080 3790

Marla Health Service

8 Cockatoo Crescent, Marla SA 5274
t 08 8670 7007

Marree Health Service

First Street, Marree SA 5733
t 08 8675 8345

Alice Springs Tourist Facility

8-10 Stuart Terrace, Alice Springs NT 0870
t 08 8958 8411 **w** rfdsalicesprings.com.au

Darwin Tourist Facility

39 Stokes Hill Road, Darwin NT 0800
t 08 8983 5700 **w** rfdsdarwin.com.au



Royal Flying Doctor Service
SOUTH AUSTRALIA & NORTHERN TERRITORY

The RFDS acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the Traditional Custodians of the land. The RFDS is committed to eliminating all forms of discrimination in the provision of health care. We embrace diversity and welcome all people irrespective of faith, ethnicity, sexual orientation or gender identity.

ABN 81 108 409 735
ACN 141 354 734