



Royal Flying Doctor Service  
*The furthest corner. The finest care.*

# AirDoctor



# From the Chairman & CEO >



**LORETTA REYNOLDS** Chairman  
**JOHN LYNCH** Chief Executive Officer

**AS WE HEAD TOWARDS** the end of 2016, RFDS Central Operations has embarked on a new era with the official opening of our new Adelaide Base in October and an expansion into the Top End with our new Darwin Tourist Facility which was officially opened in July.

Our new Adelaide Base has allowed us to consolidate our service delivery and corporate staff onto the one site which has enabled us to increase our operational efficiency and improve patient care within a state-of-the-art purpose-built building.

The base, officially opened by our then Chairman, David Hills on 20 October, makes the RFDS the foundation tenant in a new aeromedical precinct at the western end of Adelaide Airport adjacent to Harbour Town, off Tapleys Hill Road.

It is a huge advance from our beginnings as a tenant at Adelaide Airport in 1991 when RFDS Central Operations assumed management of air ambulance services from St John and commenced flying operations from its own hangar in the general aviation area of the airport.

The new Adelaide Base is the single biggest investment by RFDS Central Operations into the well-being of all South Australians – city and country alike – and is a testimony to the support of all our donors, volunteers, auxiliaries and support groups, corporate partners and key stakeholders.

The precinct will eventually host our SA State Retrieval Service partners in MedSTAR, along with the rotary-wing providers, strengthening our already close working ties with the SA

Government emergency medical services as we together establish an Aeromedical Centre of Excellence. (see story on pg 8)

The new RFDS Darwin Tourist Facility combines two iconic Australian stories: the history of the RFDS, and the Bombing of Darwin in 1942 at Darwin's historic Stokes Hills Wharf using the latest in virtual reality technology and houses a retired PC-12 Aircraft VH-FMP. (see story on pg 7)

Since July, we have also taken delivery of two new aeromedically-equipped Pilatus PC-12 aircraft – VH-FXN and VH-FXW.

Delivery of the final PC-12, which completes the four aircraft acquisition – all of which have been supported by the Commonwealth – will take place in July 2017.

We are grateful for the Government's contribution and have been fortunate to date that the Treasurer the Hon Scott Morrison MP launched the first of the four and Assistant Minister for Rural Health the Hon Dr David Gillespie MP the most recent.

We are still on track to receive our PC-24 jet in 2018 which will halve the time of our long-haul flights and have increased capacity to carry three stretchered patients.

Some highlights during 2015/16 include:

- 48,021 patient contacts in SA and NT
- 9,002 patients transported
- 3,160 clinics conducted
- 688 immunisations provided
- 6,661 consultations in our mental health outreach program
- Fundraising of \$7.8 million at a cost of revenue of 9.8 cents in the dollar

In fundraising, the OZ Outback Odyssey which saw a group of pre-1985 vehicles driven over eight days through outback SA to Queensland, raised an incredible \$146,000 for the RFDS.

It should also be noted that this article is the first for our new Chairman, Loretta Reynolds, who was elected to the position at our Board meeting following our AGM which was held immediately

after the opening of the new Adelaide Base.

We take this opportunity to thank David Hills for his leadership as our Chairman over the past 10 years and we will pay special tribute to David and his wife Louise in an edition of the *AirDoctor* in the New Year.

Finally, we extend our thanks to our staff and Board members, Commonwealth, State and Territory government funding partners, corporate supporters, loyal volunteers and donors for their support during 2016. We look forward to their continuing support in 2017.

To each and every one of you we hope that the Christmas period brings you great peace and joy and that you all enjoy the company of family and friends whilst bearing a thought for our staff who will continue to provide that 24/7 mantle of safety to all.

We wish you all a happy Christmas and New Year and best wishes for 2017.

**LORETTA REYNOLDS**  
Chairman

**JOHN LYNCH**  
Chief Executive Officer

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**OUR COVER:** New Adelaide Base from the airside apron, Adelaide Airport. Image by Simon Casson.

## Holiday turns to deadly threat >



Flight Nurse Michael Penno and Stephen Daniel.

**A SEVERE ATTACK** of abdominal pain in the middle of the night while on an outback driving holiday put Stephen Daniel in a deadly race against time to survive – if only he had known it.

Stephen, 52, and his partner Rebecca camped overnight at Cadney Park Homestead, 150 kilometres north of Coober Pedy in South Australia's outback on a weekend in July when he was woken by intense pain.

"I waited until morning, thinking the pain would go away," Stephen says.

"But it didn't, so we talked to the park manager who told us about the nearest clinic, 70 kilometres to the north – the RFDS Marla Health Service."

During the drive to Marla, Stephen was increasingly uncomfortable and the pain soon became excruciating.

What he didn't know was that his diaphragm had herniated – a fist-sized hole had developed at the top of his diaphragm, which separates the lungs and heart from the stomach and bowel. As a result, his small and large intestines were pushing through the hole causing immense pain and a dangerous threat to his life.

I didn't know it then, but I now know that this type of hernia is a rare and life-threatening condition.

Stephen Daniel

nurses' concerns and decided I should be evacuated to hospital in Adelaide as soon as possible," Stephen says.

"In typical fashion I couldn't believe I was that sick and I was worried that I'd be using a plane that someone else might need more but the nurses convinced me it was necessary."

As a volunteer ambulance officer near his farm on Yorke Peninsula, Stephen was used to helping ill or injured patients board RFDS aircraft at Maitland Airport bound for Adelaide.

"I never dreamed I would one day be going on board myself," Stephen says.

As soon as they arrived in Marla they were met by Remote Area Nurses (RANs) Pontip Chahine and Dee Golding who provided pain relief and, concerned at his worsening condition, quickly contacted the on-call RFDS Doctor in Port Augusta, Dr Andy Killcross.

"The on-call Doctor confirmed the

nurses' concerns and decided I should be evacuated to hospital in Adelaide as soon as possible," Stephen says.

"In typical fashion I couldn't believe I was that sick and I was worried that I'd be using a plane that someone else might need more but the nurses convinced me it was necessary."

As a volunteer ambulance officer near his farm on Yorke Peninsula, Stephen was used to helping ill or injured patients board RFDS aircraft at Maitland Airport bound for Adelaide.

"I never dreamed I would one day be going on board myself," Stephen says.

At 160 kilometres south of the Northern Territory border, Marla is more than 1000 kilometres from Adelaide – a trip that would normally take about 11 hours by road but just over two hours in an aeromedically-equipped RFDS Pilatus PC-12 aircraft.

The aircraft arrived in Marla on Sunday afternoon, piloted by Geoff Aro, with Flight Nurse Michael Penno on board, and was met by RANs who quickly organised Stephen to be transferred to the aircraft.

Michael Penno recalls it was a long flight to Marla and due to high winds they needed to refuel in Coober Pedy before arriving at their final destination.

"I was able to give the patient more pain relief in flight to make him as comfortable as he could be under the circumstances; I was very grateful to hear that he made a good recovery," Michael says.

On arrival in Adelaide, Stephen was taken to hospital where he had scans and then underwent emergency surgery. Within a week, Stephen was back home on the Yorke Peninsula on his farm recuperating.

"I didn't know it then, but I now know that this type of hernia is a rare and life-threatening condition – and your chances of survival worsen considerably if it's not diagnosed quickly and corrected by emergency surgery," Stephen says.

# Worry Boss video to resolve anxiety >



A still from the *Worry Boss* video.

**WHEN THERE IS** no spoken or written word for ‘anxiety’ in a language it can take some careful thinking to find a way to talk about a problem with anxiety in the community.

But the RFDS mental health team in Central Australia has found a way to get people talking – and it’s the *Worry Boss* story.

An idea pitched by RFDS Mental Health Clinician Anne Bromhead from the team based in Alice Springs has resulted in a short video animation about anxiety called the *Worry Boss* story.

The use of a video is a first for the RFDS Mental Health Services in Rural and Remote Areas (MHSRRA) Program which will use it as one of many tools it has when it consults in a range of communities in Central Australia.

Anne said the video, which is produced in English, Arrernte and Alyawarr, gives those in the communities where English is not their first language an opportunity to understand an issue where there is no word for word translation in their own language.

“The RFDS mental health team has used a variety of resources to build mental health capacity

in remote communities however, the process of developing a specific video animation such as this one is a first for the RFDS,” Anne says.

“The *Worry Boss* story will assist health staff working in remote communities to establish an understanding and dialogue with their Aboriginal clients who may not have the English vocabulary to describe their mental health experience.”

The video is a collaborative project of the RFDS, the Federal Department of Health, iTalk Studios in Alice Springs, Akeyulerre Healing Centre, and Arrernte and Alyawarr people from Ampilatwatja, Atitjere and Santa Teresa.

Fellow RFDS Mental Health Clinician, Jessy Waine, said they had received positive feedback

**You have to get the message to people who can't read or write, so they can understand it properly.**

Elder Magdaline Lynch

from community members involved in the development of the video, many of whom strongly identified with the main character’s story.

“Using an audio-visual resource delivered in local Aboriginal language assists Aboriginal people to better understand mental health concepts

and terminology that have been formulated in a Western context,” Jessy Waine says.

“The video helps Aboriginal and non-Aboriginal people to understand anxiety and the impact it has on their lives; it also provides strategies for people and their families to manage anxiety.”

Using animation, the story depicts a conversation between an Aboriginal man and an Elder woman, who asks what’s troubling him. The chat leads to her helping him to realise the difference between his every day worries and worries that make him feel angry and unfocused.



Mintabie school children show off their blue teeth

# Oral health clinic goes to school >

**A GROUP OF EXCITED** school kids wait in line as they each have a finger dipped in a plaque disclosing gel they are instructed to rub onto their teeth.

A few seconds later, as they turn and grin at one another they see that their teeth have gone a deep shade of royal blue and it’s giggles all around.

University of Adelaide oral hygiene student Mia Bratovic and dental students Laurence Doan, Kerin Jacob and Michael Kim give the children a lesson in tooth brushing techniques and why it’s important to remove plaque before it causes tooth decay.

Seven of the school students and six others including teachers, ancillary staff and locals all see the dentist that May afternoon in a makeshift clinic in the home economics classroom of the Mintabie Area School in outback South Australia.

They are seeing the dentist as part of the RFDS Remote Oral Health Care Program (ROHCP) two-day clinic at Mintabie and nearby Marla, more than 1,100 kilometres north-west of Adelaide and more than 800km from the nearest fully-equipped dental surgery in Port Augusta. Now in its fifth year, the program is a collaboration between RFDS Central Operations

and the University of Adelaide School of Dentistry, and it has been supported by Adelaide Airport Limited (AAL) since 2014.

It is the third ROHCP clinic for the student year (Mungerannie on the Birdsville Track and Kingoonya in SA’s remote north-west were in April), and there will be one more clinic in each location in the second half of the year.

This particular clinic was special because for the first time, the remote clinics can provide permanent fillings and teeth polishing thanks

**Adelaide Airport felt there was a great opportunity to fund the purchase of equipment that would make life easier for both dentists and patients in remote areas.**

Mark Young

to new portable equipment purchased – compressors and Portable Drill Units – by AAL. Until this clinic, students were only able to give patients temporary fillings and basic treatment with the instruments they carried with them, but

the new equipment means they can drill, do permanent fillings, polish and smooth teeth, and provide suction during treatment.

AAL Managing Director, Mark Young, said he was amazed by the level of treatment carried out by dental students with limited equipment. “Adelaide Airport felt there was a great opportunity to fund the purchase of equipment through our Community Investment Program that would make life easier for both dentists and patients in remote areas,” Mr Young said.

An RFDS research paper released early in 2016 confirmed that people living in rural and remote communities generally have poorer rates of oral health than those living in cities due to a lack of access to regular oral health services.

Filling the Gap: Disparities in oral health access and outcomes between major cities and remote and rural Australia made the following findings:

- childhood cavities are 55% higher for children in remote areas;
- one third (33%) of people in remote areas are living with untreated tooth decay compared with 23% in the cities;
- one third (34%) of people in remote areas have gum disease compared to 22% in the cities’; and
- only four in 10 adults living in remote areas visited a dentist in the previous 12 months compared with six in 10 adults living in major cities.

# JOURNEY BEYOND

To be spirited across an ancient landscape aboard one of the world's most iconic trains is an adventure in itself. But it's what you'll discover along the way that makes it a journey beyond anything you've experienced before.



GREATSOUTHERNRAIL.COM.AU

## 'November' makes its Adelaide debut >

THE RFDS Adelaide Base took delivery in late July of the latest PC-12 to be added to the RFDS Central Operations Fleet: VH-FXN – or 'November' – which was flown in from Swiss manufacturer Pilatus' headquarters in Stans.

After an eight day trip with stops in Dubai, Egypt, India, Thailand, Malaysia and Indonesia the aircraft is handed over to RFDS engineers.

Adelaide Senior Base Engineer Craig Van Cooten says the new aircraft is weighed on arrival in Adelaide and then the interior is stripped of its factory fittings to allow it to be fitted out with communications and aeromedical equipment.

"It's done on a very tight schedule of 28 days and our engineers also remove all cockpit seating and instruments to install aeromedical modifications including avionics suite upgrades," Craig says.

Once converted to a 'flying intensive care unit', VH-FXN made its first flight on the morning of September 6 to evacuate an 11-year-old boy with spinal injuries from Yorketown on South Australia's Yorke Peninsula.

Thank you to all of our donors, sponsors and hard-working fundraising volunteers who have helped to raise the \$7 million to purchase and medically-equip VH-FXN, which will serve the community for over a decade.



Apprentice engineer Brenton Kenneally at work on the interior refit of 'November'.

## Tourists flock to new Darwin Tourist Facility >



A still from the virtual reality display of the Bombing of Darwin.

MORE THAN 10,000 TOURISTS have explored two iconic Australian stories at the new RFDS Tourist Facility at Darwin's historic Stokes Hill Wharf in the first two months of its opening in July 2016.

The popular new exhibit uses the latest in computer-generated virtual reality and holographic technology to tell the story of the RFDS and the Bombing of Darwin in 1942. The \$4 million tourist facility is managed by the RFDS in partnership with NT Tourism and the NT Government.

RFDS Central Operations CEO, John Lynch, said the investment by the RFDS represents a significant expansion of the organisation's presence in the NT since it opened the Alice Springs Base in 1939.

"This is an outstanding development which depicts two iconic stories that helped to forge the resolve and resilience of the people of the Northern Territory," Mr Lynch says.

"We see this as an important investment by the RFDS in Darwin and one which will generate tourism activity and contribute new jobs to the local economy.

"The new RFDS facility in Darwin continues our commitment to the Northern Territory and comes on top of \$15 million of resource and

This is an outstanding development which depicts two iconic stories that helped to forge the resolve and resilience of the people of the Northern Territory.

John Lynch

infrastructure upgrades to our Alice Springs operations."

Following a redevelopment of Stokes Hill Wharf earlier in 2016, work focused on the high-tech exhibits which include:

- a full-size replica of a Japanese Zero aircraft
- a video floor under the Zero showing Darwin Harbour as it was in 1942
- a decommissioned RFDS Pilatus PC-12 aircraft
- holograms of key participants in the stories including war-time Prime Minister John Curtin and RFDS founder Reverend John Flynn
- a virtual recreation of Darwin Harbour in 1942
- a replica bomb cutaway to show the inner workings
- touchscreens and story boards telling the RFDS story

## 'Papa' finds a new home in Darwin >

AFTER MORE THAN 17,000 flying hours with the RFDS the Alice Springs-based Pilatus PC-12, VH-FMP or "Papa", was retired in May 2016 to take up a new life as a key exhibit in the new RFDS Darwin Tourist Facility.

Papa was delivered to the RFDS in 1995 and has spent most of its time in service flying emergency retrievals, inter-hospital transfers and in more recent years, NT Clinic Charter flights around Central Australia.

Records going back to 1997 show the aircraft flew 6,361 aeromedical and clinic flights.



RFDS NT General Manager Michael Toomey said the aim was to excite and educate visitors about two important and compelling Australian stories and the effort had been rewarded within a month of opening with a five-star rating on tourism review site Trip Advisor.

"Visitors can see a recreation of Darwin Harbour in 1942 and, with the assistance of a hologram of US Commander Rear Admiral Etheridge Grant, will understand the gravity of the day when war came to Australia's doorstep," Mr Toomey says.

A video on the floor underneath the Zero aircraft, which hangs from the ceiling, allows visitors to see an aerial view of Darwin Harbour as it was in 1942 during the bombing complete with sounds effects and vibrating floor.

Find out more about the RFDS Darwin Tourist Facility: [rfdsdarwin.com.au](http://rfdsdarwin.com.au)

# Adelaide Base heralds new era >



Engineering Facility > Image by Matt Turner, The Advertiser.



Patient Transfer Facility > Image by Matt Turner, The Advertiser.



Patient Transfer Facility > Image by Matt Turner, The Advertiser.

**A NEW \$13 MILLION** state-of-the-art aeromedical base has cemented RFDS Central Operations' role as the provider of fixed-wing emergency retrieval and interhospital transfer services for South Australia for decades to come.

The single biggest infrastructure investment we have made, it entrenches RFDS Central Operations as foundation tenant of a new aeromedical precinct at the western end of Adelaide Airport where aeromedical partners MedSTAR, SA Ambulance and helicopter rescue services will be based.

Outgoing RFDS Central Operations Chairman, David Hills, officially opened the base on 20 October 2016 before guests including SA Health Minister Jack Snelling, RFDS Federation CEO Martin Laverty, RFDS Central Operations Board Members, Constitutional Members, Staff, Volunteers from Auxiliaries and Support Groups, and Corporate Partners.

"This outstanding facility allows RFDS to deliver enhanced 24/7 aeromedical care for our patients and provide a modern and safe workplace for our staff," Mr Hills says.

Mr Hills said the facility also allowed for increased flexibility and greater operational capacity to address future needs.

"We are proud to be the foundation partner of the new Aeromedical Precinct at Adelaide Airport," Mr Hills says.

"This is a reflection of our commitment to the SA Government following its confirmation of the RFDS' long-term tenure as the state's fixed-wing provider of inter-hospital transfer and aeromedical retrieval services in SA."

Purpose-built and designed to enhance patient comfort and create a safe and light-filled working environment for staff, the new base has already lived up to its promise hosting 18 patient movements on the first day of operations on 8 September.

Within four weeks of operations, the new base had already set a record with 34 patients moved to or from Adelaide Base in a single day on Wednesday, 5 October.

Mr Hills said Adelaide Base was the realisation of a dream four years in the planning which was finally realised with design led by Walter

Brooke & Associates and construction by Sarah Constructions Pty Ltd, and led by Project Lead and RFDS Central Operations General Manager Business Development, Ollie Kratounis.

"Support came initially from former Health Minister John Hill and then from his successor, Jack Snelling, which helped RFDS Central Operations realise the dream of locating operational and corporate staff on the one site," Mr Hills says.

Ms Kratounis said site location of the new base was instrumental in ensuring enhanced response times to patients with patient care the chief priority of the RFDS.

"We also needed to directly align our engineering and aviation services with our frontline patient response and to co-locate our corporate support services with our operations to connect our people with our purpose.

"I'm proud to say we were on time and on budget with this project and we have achieved our goal of creating a facility that remains flexible enough to respond to changes in service delivery models, technology and innovation."

Adelaide Airport Limited (AAL) Managing Director, Mark Young, said the RFDS Adelaide Base is the first major infrastructure project at Adelaide Airport since AAL announced its long term vision to grow the airport precinct.

"The RFDS' commitment to provide the best possible emergency aeromedical services will only further enable the airport to realise its vision to be a top tier airport business centre in the Asia Pacific," Mr Young says.

"We have a longstanding partnership with the RFDS through our Community Investment Program, and consider the RFDS to be a vital part of the fabric of Adelaide Airport, making an incredible contribution to South Australia."

RFDS Central Operations CEO John Lynch said the investment in the new Adelaide Base came on top of investment in RFDS' Port Augusta Base and facilities in Alice Springs over the past few years which have delivered enhanced patient care and greater workplace wellbeing for staff.

The Patient Transfer Facility at the new base provides undercover ambulance parking for a number of vehicles and a large stretcher bay

able to house up to eight patients and a stabilisation bay for high needs patients.

Mr Lynch said the facility allows for greater privacy for patients awaiting transfer and greater comforts for more able bodied patients and escorts with a seating area equipped with tea and coffee facilities.

"When RFDS Central Operations first assumed responsibility for St John Ambulance nurses in 1995, approximately 3,000 patients were transferred from our Adelaide base," Mr Lynch says.

"Last year we transferred over 6,000 patients to and from our Adelaide facilities."

Mr Lynch said the larger hangar size at the new base would also allow for easier movement of aircraft without affecting other aircraft already inside undergoing regular maintenance.

"Staff will also work in greater comfort with few potential safety hazards as the hangar will have improved air circulation and cooling and be free of clutter and potential safety hazards due to more space," Mr Lynch says.

## Key Base features >

### Key features of the new Base include:

- Large stretcher bay able to house up to eight patients comfortably
- Stabilisation bay for high needs patients
- Separate seating area for patients and escorts with tea and coffee facilities
- Multiple under cover ambulance parking bays
- A hangar large enough to house six PC-12 aircraft
- Light reflective floor, translucent hangar doors
- Capacity for nine aircraft on the tarmac apron
- State-of-the-art engineering maintenance store and workshop

### RFDS at Adelaide Airport

1991 – RFDS takes over air ambulance and leases hangar, employs pilots and engineers

1995 – employs flight nurses

1998 – annex added for engineering storage

2013 – office extensions built

2014 – new Adelaide Base development announced

2015 – construction commences in March

2016 – Adelaide Base opens September

 Crafted in Switzerland

# PC-12 NG

## PILATUS

### CONGRATULATIONS ON THE NEW FACILITY AT ADELAIDE!

From outback strips to city airports, the Pilatus PC-12 has operated day and night for over twenty years to keep the Flying Doctors in the air. As a future operator of the new PC-24, the Royal Flying Doctor Service (RFDS) is set to continue its tradition as a loyal and valuable member of the Pilatus family. We are all extremely proud to be associated with the RFDS and their provision of the finest care to the furthest corners with our aircraft – yesterday, today and in the future. Keep on moving!

Pilatus Australia Pty Ltd · Phone +61 8 8238 1600 · [www.pilatus-aircraft.com](http://www.pilatus-aircraft.com)



RFDS pilot Phil Remilton with young William Creek bush pilots Emily Bond, Samuel Maunder, Nicholas Devine, Katrina Humble and Matthew Harnetty.

## Young bush pilots keen to fly for Flying Doctor >

**THEY COME FROM** all over Australia and, to a man and woman, they all want to one day fly for the RFDS.


So what's the best way to get your foot in the door? Talk to someone who's done it all before.

RFDS Port Augusta Base Senior Base Pilot Phil Remilton found himself in the middle of a fan club in William Creek when he met a group of young Wrightsair pilots.

More than 12 years ago a young Remilton used to take groups of tourists on joy flights over Lake Eyre for Wrightsair getting his bush flying experience up before joining the RFDS in 2008.

Katrina Humble of Adelaide qualified as a pilot in early 2015 and joined Wrightsair in February 2016. She loves the bush and flying over the spectacular scenery like Lake Air, the Painted Desert, Warburton Creek and Anna Creek.

She, like her fellow pilots, is working on building up her flying hours and in particular,

 I know I'm at the beginning of my career but I'd really like to aim for the RFDS but I need more experience first, especially in the bush.

Katrina Humble



beginning of my career but I'd really like to aim for the RFDS but I need more experience first, especially in the bush."

Her sentiments were echoed by Emily Bond from Hobart, Nicholas Devine from Brisbane, Samuel Maunder from Sydney and Matthew Harnetty from Maryborough in Victoria.

"I've been in William Creek since February 2015 and I love flying in the bush, there's just nothing like it," Matthew says.

"I would love to fly a Pilatus PC-12 for the RFDS one day."

adding to her bush flying experience.

The Wrightsair pilots fly Cessna 206 and GA8 Airvan aircraft for the joy flights.

"I'd love to one day fly for the RFDS. It's a thrill watching them fly into William Creek in their PC-12 aircraft for an evacuation or on a clinic flight," Katrina says.

"I know I'm at the beginning of my career but I'd really like to aim for the RFDS but I need more experience first, especially in the bush."

Her sentiments were echoed by Emily Bond from Hobart, Nicholas Devine from Brisbane, Samuel Maunder from Sydney and Matthew Harnetty from Maryborough in Victoria.

"I've been in William Creek since February 2015 and I love flying in the bush, there's just nothing like it," Matthew says.

"I would love to fly a Pilatus PC-12 for the RFDS one day."

## 4WD ambulances outback bound >

**THREE NEW CUSTOM-BUILT** 'troopy' RFDS 4WD ambulances have been purchased and painted in livery imitating the PC-12 aircraft before they are sent to three RFDS health clinics in outback South Australia.

The ambulances have been fitted with the latest remote area communications and GPS location equipment for use by Remote Area Nurses (RAN) and staff at RFDS Health Services in Marla, Andamooka and Marree.

RFDS Central Operations assumed control of the Marla and Andamooka clinics from Frontier Services at the beginning of 2016 on behalf of Country Health SA.

They replace older ambulances in use at the three clinics which host RFDS fly-in GP and nurse clinics, and allied health professional clinics, as well as provide primary health education, chronic disease management, emergency and non-emergency ambulance services as well as support to local SAAS and volunteer ambulance services.

Flight nurses Michael Penno and Chloe Coker with a new RFDS 4WD ambulance.



# 'Wings for Life' nets \$242,000 >

**THE RFDS' PREMIER** fundraising event, the 'Wings for Life' Gala Ball treated nearly 900 guests to the dazzling rhythms and sights of Rio de Janeiro with *Tropico Carnaval* featuring Todd McKenney.

The Adelaide Entertainment Centre was festooned with lush, tropical jungle décor while the beat was provided by Brazilian drummers and *Danca Brazil* as guests got into the mood for a night of salsa and samba.

MC Jessica Adamson kept guests up to date with live and silent auctions, including the major prize of a trip for two to Rio courtesy of Emirates, which all combined to raise a tremendous \$242,000 for the RFDS.

The RFDS wishes to thank its generous event sponsors, volunteers, prize donors and guests who rallied together to raise this amazing sum for the RFDS capital-raising program for replacement of aircraft and medical equipment.



Clockwise from left > June Gugger and RFDS Central Operations Volunteers Coordinator Debbie Adams, Isobel Edwards and Mrs Adams, Alan Eckermann and Mrs Adams, Jane and Jim Langdon.

## Dedicated volunteers honoured >

**FIVE 'EXTRAORDINARY' RFDS VOLUNTEERS** have been honoured for their dedication and long service in fundraising and promoting the RFDS in their local communities in Port Lincoln, Port Augusta, the Riverland and the Sunraysia districts.

Jan and Jim Langdon of Port Augusta have both been involved in the local RFDS Port Augusta Auxiliary since 2004 and 1995, respectively. Both have been dedicated supporters of the RFDS in Port Augusta with Jan serving as Vice President for a number of years and Jim as Treasurer.

Isobel Edwards of RFDS Port Lincoln Auxiliary has been dedicated in her work in organising regular fundraising bingo sessions for the group since she joined in 1993, while Alan Eckermann has been a passionate and unwavering founding President of the RFDS Riverland Support Group since it formed in 1991.

Mildura local, June Gugger, was a founding member of the Sunraysia RFDS Support Group

in 1998, and has been a loyal volunteer and supporter over that time.

The recipients were all congratulated by RFDS Central Operations CEO, John Lynch, who paid tribute to them for their hard work and dedication in supporting the RFDS in their local communities.

"Jan and Jim, Alan, Isobel, and June, have been tremendous ambassadors for the Flying Doctor in their community and we thank them for their long service," Mr Lynch says.

"Along with our donors, supporters and health partners, our volunteers are vital in helping us to ensure that everyone who lives, works and travels in rural, regional and remote Australia has access to the finest care whenever they need it."

The awards have capped off an excellent year of fundraising and representation by the 24 Auxiliary and Support Groups around South Australia and in Alice Springs and Sunraysia who have collectively raised just over \$875,000 for the RFDS during the past financial year.

RFDS Central Operations Volunteer Coordinator, Debbie Adams, said the creation of a new Support Group in Port Pirie had been a highlight of the year and the successful conclusion to long-term work in building community support in the city.

"Its been a fantastic development for Port Pirie and for the RFDS, especially as we know the people of Port Pirie are great supporters of the Flying Doctor," Mrs Adams says.

"Often it takes time to find those who have the time and willingness to get involved in formally volunteering to support the RFDS on a regular basis, and to becoming local ambassadors for the organisation."

"Once they do get involved, a lot of them remain a part of the RFDS family for many years."

**If you are interested in joining an RFDS Auxiliary or Support Group contact Debbie Adams on 08 8238 3314 or [debbie.adams@flyingdoctor.net](mailto:debbie.adams@flyingdoctor.net).**

1 > Sean Richter, Kathryn Presser, Kevin Welsh, Maree & Michael Giuliano 2 > Kate Paterson, Leigh Willson, Anna Jackson & Kelly Walker 3 > Leanne Ahrens & Lisa Madrussani 4 > Loretta Reynolds & Ann de Cure 5 > Nick & Jenny Dunstan 6 > Jo Tierney, Jess Adamson, Steven & Jacqui Langley 7 > Tiffany Prescott & Isabel Tolley

# OZ Outback Odyssey 'lands' \$146,000 >



RFDS 'Car 1928' entry in this year's OZ Outback Odyssey.

**AN ENTHUSIASTIC TROOP** of 24 pre-1985 model rally cars and 4WD support vehicles completed a gruelling eight-day journey through the Australian outback to raise funds for the Flying Doctor.

The 24th OZ Outback Odyssey departed Adelaide in late July in convoy to tackle the 3,500-kilometre trek over some of the country's toughest terrain – dodging floodwaters almost on a daily basis – before resting at its final destination at Queensland's Hamilton Island.

OZ Outback Odyssey Chairman and event participant, Keith Finch, said this year's event raised \$146,000 for the RFDS, adding to the \$123,000 raised last year and \$73,000 raised in 2014.

"All of the cars made it in the end to Hamilton Island, but it was particularly gruelling for drivers and officials on a number of days as we had to

change and survey a new course each morning to keep ahead of rising flood waters, especially the Cooper Creek around Windorah and the Thompson River closer to Longreach," Mr Finch says.

It was the third year the event had been a major fundraiser for the RFDS and for the first time, the RFDS entered its own car. RFDS Central Operations General Manager of Marketing & PR, Charlie Paterson, was one of four entrants in Car 1928 – a 1970 Ford Fairlane numbered after the year the service was founded by Reverend John Flynn.

Major sponsors of this year's event were Mogas and CMV Truck Sales.

**Expressions of interest are now open for the 2017 OZ Outback Odyssey. Visit [www.ozoutbackodyssey.com.au](http://www.ozoutbackodyssey.com.au) or email [Robert Goode enquiries@ozoutbackodyssey.com.au](mailto:Robert.Goode@ozoutbackodyssey.com.au)**



## Team RFDS run mile >

**TEAM RFDS FINISHED** with flying colours at this year's Darwin street fun run, the Mitchell Street Mile, with two Rio 2016 Olympians putting the Flying Doctor among the winners.

Olympic 3000 metres steeplechaser Genevieve LaCaze flew the flag for Team RFDS with a win in her elite women's section of the Mile while partner and fellow Rio Olympian, 1500 metres competitor, Ryan Gregson, ran second in the elite men's section.



## Thiess walk to work >

**THIESS EMPLOYEES** at Prominent Hill mine in outback South Australia proudly hold a unique fundraiser for RFDS – they walk to work.

Stepping six kilometres through the red dirt to the mine site from the camp and back after work, more than 800 kilometres north-west of Adelaide, Thiess staff last year raised \$17,000 for the RFDS.

"Thiess has been a long-term corporate supporter of the RFDS, and it's just fantastic to see this support demonstrated at the individual level by its employees at Prominent Hill," says Charlie Paterson, GM Marketing and PR at RFDS Central Operations.

# Christmas gifts that save lives >



### RFDS 2016 Christmas Card

Santa visits the RFDS in this unique card with Christmas message inside. 21cm x 10cm with envelope. **\$1.00 each**



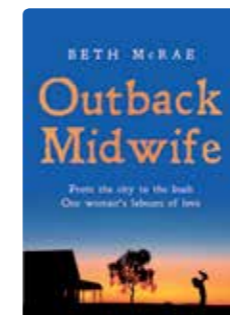
### RFDS 2017 Calendar

12 stunning images highlighting our unique landscapes including all key dates throughout 2017. 34cm x 24cm with envelope. **\$18.00**



### RFDS Adventure Series

The first 4 books in the RFDS children's adventure series by author George Ivanoff; Emergency Echo, Remote Rescue, Fast Flight and Medical Mission. **\$15.00 each**



### Outback Midwife

Read Beth McRae's story of the challenges and rewards of her 40 years as a midwife in the Australian Outback. **\$35.00**



### RFDS Apron

Stand proud at the BBQ this summer with this 100% cotton navy apron with white RFDS logo. **\$20.00**



### RFDS Cap

Be prepared this summer with these stylish brushed cotton caps. One size fits all. Available in red or navy. **\$20.00**



### Meet... The Flying Doctors

A picture book series about the extraordinary men and women who have shaped Australia's history, including Reverend John Flynn and the Royal Flying Doctor Service. **\$25.00 each**



### The Tom Kruse Collection DVD

Featuring the documentary, *The Mailmen Back of Beyond*, Ian Doyle's complete history of Tom Kruse MBE and stories behind a century of mailmen of the Birdsville Track. [tomkruse.com.au](http://tomkruse.com.au) **\$39.95 (includes postage)**



## Your order form >

RFDS MERCHANDISE	PRICE	QTY	TOTAL
RFDS 2016 Christmas Card	\$1.00		
RFDS 2017 Calendar	\$18.00		
RFDS Apron	\$20.00		
RFDS Baseball Cap - Navy	\$20.00		
RFDS Baseball Cap - Red	\$20.00		
Emergency Echo by George Ivanoff	\$15.00		
Remote Rescue by George Ivanoff	\$15.00		
Fast Flight by George Ivanoff	\$15.00		
Medical Mission by George Ivanoff	\$15.00		
Meet... The Flying Doctors by George Ivanoff	\$25.00		
Outback Midwife by Beth McRae	\$35.00		
The Tom Kruse Collection DVD *	\$39.95		

### Order Subtotal

Postage & Handling charges (for above value)	TOTAL
Order value: \$1 - \$15	P&H charge: \$5.00
Order value: \$16 - \$35	P&H charge: \$10.00
Order value: Over \$36	P&H charge: \$15.00
*The Tom Kruse Collection includes postage	N/A

### YOUR DONATION – THANK YOU

(tax deductible over \$2)

### RFDS Christmas Gift Cards (includes postage)

Bush Legend	\$25.00		
Mercy Flight	\$25.00		
Outback Arrival	\$50.00		
Outback Clinic	\$50.00		

### Order Total

Orders placed after Monday the 12th of December cannot be guaranteed delivery before Christmas Day.

## Your details >

Items and receipts will be delivered to the nominated address below.

Title	First Name
Surname	
Supporter number <small>(Seven digit number located above your name in the accompanying letter.)</small>	
Address	
Suburb/Town	
State	Postcode
Daytime telephone (      )	
Email	

### Method of payment

- Cheque/Money Order enclosed and made payable to:  
RFDS Central Operations.
- Visa     Mastercard     AMEX

Card number
Expiry      /
Cardholder's name
Signature
<input type="checkbox"/> Please send me information about arranging a regular donation to the RFDS.
<input type="checkbox"/> Please send me information about including a gift to the RFDS in my will.
<input type="checkbox"/> I have included the RFDS in my will.

Please check carefully that: the order form is fully completed, including allowance for postage and handling, and your details and payment completed. Use the reply paid envelope enclosed or post to: Royal Flying Doctor Service – Merchandise PO Box 381 MARLESTON SA 5033 or Fax: 08 8238 3395. All prices are inclusive of GST. All postage prices are for postage within Australia only. If you have any questions, please call us on 08 8238 3333 during business hours. Thank you for supporting the Royal Flying Doctor Service.

## 'Donate' a Christmas gift that saves lives >

### Buy an RFDS Gift Card

Are you looking for a great Christmas solution for that hard-to-buy-for person? This Christmas, make a donation to the RFDS and we will send you an RFDS card for you to give to the recipient.

Each Gift Card showcases a signature image of our RFDS aircraft at work, making it the perfect addition to the mantelpiece.

Save on postage and give a Gift Card that makes a difference.

### It's simple!

- Four Gift Cards are available, with values of \$25 and \$50. Each Gift Card includes a printed Christmas greeting and mentions that a donation has been made to the RFDS as your Christmas gift to them.
- Choose one or several, and complete the order form inside the *AirDoctor* magazine, or call us to order on (08) 8238 3333.
- The amount you pay for Gift Cards is a tax deductible donation to the RFDS – we will send you a receipt.
- We will send you the Gift Cards, with envelopes. Just add your name (and personal greeting if you wish) before giving your Gift Cards to family and friends on Christmas Day.

RFDS Christmas Gift Cards indicate you have given a Christmas donation to the RFDS with your recipient in mind. They have no cash value and are not redeemable for purchase of RFDS merchandise.

Card size: 99mm x 210mm wide (DL).

**\$25**  
Bush Legend

**\$25**  
Mercy Flight

**\$50**  
Outback Arrival

**\$50**  
Outback Clinic

**Season's Greetings**

Dear \_\_\_\_\_  
As my Christmas gift to you, I have made a donation to the Royal Flying Doctor Service, to help provide 24/7 emergency aeromedical and primary health care in remote and rural Australia.

# Save lives from the ground >



As an RFDS Regular Giver, we make it easy for you to help us deliver urgent care in regional, rural and remote areas throughout South and Central Australia.

You can arrange automatic donations with your credit card, or by direct debit from your bank account – you choose the frequency and the amount – and we look after the rest! With one receipt summary issued annually we also make it easy for you at tax time.

To begin your regular giving today, please call 1800 813 318 or visit [flyingdoctor.org.au/sant/regular](http://flyingdoctor.org.au/sant/regular)



Royal Flying  
Doctor Service