



About us

The Royal Flying Doctor Service (RFDS) is a not-for-profit charity that provides 24/7 essential lifesaving, emergency and primary healthcare to regional, rural and remote NSW communities, where access to healthcare is limited.

For 95 years, the RFDS has taken the finest care to the furthest corner. We provide lifesaving outback emergency aeromedical retrievals and hospital transfers, as well as on the ground GP and nurse appointments, dental care, mental health care, alcohol and other drug counselling, vaccinations, chronic disease management and telehealth.

In and around NSW, our 350+ dedicated staff helped provide over 85,000 occasions of care each year, including:

- 7,200+ primary care patient appointments, provided at 830+ clinics
- 3,700+ dental patient visits, provided at 660+ dental clinics
- 3,400+ face-to-face mental health services and alcohol and other drugs program consultations, across 1,6 clinics
- 32,600+ COVID vaccinations administered, across 590 COVID vaccination clinics
- 100+ COVID respiratory clinics delivered.

The RFDS has proudly been named Australia's most reputable charity.

Where we work

This map provides a snapshot of the communities the RFDS South Eastern Section serves in and around NSW.

Across NSW and beyond, we deliver a range of health clinics and services, respond to medical emergencies and transfer patients with non-life-threatening conditions.

The RFDS in NSW collaborates in service delivery with RFDS sections across state borders, in particular with RFDS in Queensland, Central Ops, Victoria and Tasmania. We also deliver services in close partnership with the Australian and NSW Governments.

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Key

- **Primary Health Clinic**
 We provide early intervention, prevention, health information and screening, as well as chronic disease management services. We also provide visiting specialist clinics with medical consultants including ear, nose and throat specialists, dermatologists, eye specialists and a specialist breast care nurse (with the McGrath Foundation) who supports patients from diagnosis, and throughout treatment.
- **Remote Area Nurses on site**
 Remote Area Nurses work from a fixed location 24/7, providing the community with reliable access to vital primary and emergency healthcare services.
- **GP Medical Practices**
 Our GP practices provide non-emergency healthcare including immunisations and children's health checks, men's and women's health, chronic disease management, wound care, skin checks and minor surgical procedures.
- **Dental and Oral Health**
 We deliver regular, vital dental and oral health services through our specialist dental van and fly-in fly-out (FIFO) clinics.

- **Mental Health and Alcohol and Other Drugs support services**
 Our mental health team provides direct clinical services to people living in remote communities to improve their overall health and wellbeing.
- **Wellbeing Places**
 Our Mental Health, Alcohol and Other Drugs team operate in these locations, providing a range of services from clinical treatment to educational workshops and programs to enhance wellbeing.
- **We've Got Your Back (WGYP) - Far Western Region**
 In partnership with Lifeline, we provide a mental health peer support program that engages people in the topic of mental health, provides advocacy for people impacted by drought and illness, and links people to services in their community
- **Guiding Rural Outback Wellbeing (GROW)**
 The GROW Program encourages students to look after their health and the planet. It provides peer support, food systems education and builds connection to country.
- **Emergency retrieval service – provided to all regions within the state of NSW**
 Our specialist doctors and flight nurses are on call 24/7 to provide emergency aeromedical retrievals (also called primary evacuations) for patients who are experiencing a medical emergency. These patients are provided with lifesaving medical care and are immediately transported, in our specially fitted-out medical aircraft and vehicles, to hospital for continued emergency treatment.
 We also provide more than 400 medical chests with emergency pharmaceuticals and medical supplies in remote locations across the network.
- **Interhospital Transfers – provided to all regions within the state of NSW**
 This service is delivered from our bases in NSW. Transporting critically ill patients by air, to the specialist, lifesaving care they need, when they need it.
 Our highly qualified medical teams are on call 24/7 to provide vital healthcare and transfer severely unwell (acute) patients, where there is a need for lifesaving, specialised care or equipment that is available at another hospital.
- **Non-Emergency Patient Transfers (NEPT)**
 We transfer patients to and from the state capital's world-class hospitals or to their home to recover long-term.
- **Rural Aerial Health Service (RAHS)**
 We improve access to healthcare for people in these communities by flying visiting doctors and medical specialists in and out on a regular, rostered basis.
- **Contracted Aeromedical Service Delivery**
 We provide aircraft, Pilots and engineers who work in partnership with healthcare personnel from Ambulance Tasmania, RFDS Victoria and the Ministry of Health.
Launceston - Our team of pilots and engineers based at Launceston are primarily responsible for delivering 24/7 aviation support to Ambulance Tasmania, who provide medical teams supporting communities across Tasmania and the Bass Strait Islands.
Essendon - From this facility, our team is contracted to support RFDS Victoria in the provision of weekly aeromedical NEPT services, including transportation of neonatal and paediatric patients
- **South Eastern Section Bases**
 We fly and drive out of our bases, delivering healthcare to people living in across rural, remote and regional NSW. Our bases in Dubbo and Broken Hill are also home to our state-of-the-art tourism Visitor Experience centres.
- **Support office**
 Our Support Office provides a range of services that support the RFDS operations, such as Fundraising and IT.