

Annual Report > 2018 2019



Royal Flying Doctor Service
VICTORIA

Across Australia >

In 2018/19 the Flying Doctor helped **1,000 people every day** of the year.

Our fleet of **77** aircraft flew **27,286,414** kilometres from **23** aerobases.

Our fleet of 140 Road Service vehicles undertook **82,429** journeys.

Waiting room of **7.69** million square kilometres.

120,920 total patient journeys.

38,615 patients transported by air.

82,081 patients transported by road.

370,706 patient contacts were made through RFDS clinics, aeromedical transports and telehealth consultations.

Across Victoria >

81,877 patients were transported by road.

328 patients were transported by air.

94,490 patient contacts were undertaken.

4,806 dental screenings and treatments were completed.

1,295 telehealth appointments were completed.

89% of rural Victoria was reached with RFDS services.





Our Vision >

A healthier population across all of Victoria.

Our Commitment >

We will go the distance because we care, we are passionate and we are proud of our work.

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Chair Message

Denis Henry
Chair

Our past continues to guide our future

The financial year of 2018-19 was one of reflection and growth for the Royal Flying Doctor Service (RFDS) Victoria. We celebrated the 90th anniversary of the first medical flight that would set the foundation for RFDS, whilst also expanding services across the state.

The Board was pleased to visit a number of country towns to engage with supporters, donors and health partners. This was an opportunity to not just tell the story of our history, but to hear and appreciate how lives and communities have been positively impacted by the Flying Doctor.

The motivation for John Flynn's work was the recognition that many Australians in rural and remote areas did not have easy access to primary health care.

That problem of access continues today, and so our motivation to help remains as strong as ever.

At a national level, the need for RFDS services continues to grow. In 2018/19, the Flying Doctor helped an average of 1,000 people every day of the year.

Across Australia our fleet of 77 aircraft transported 38,615 patients, while the 140 road services vehicles across the country transported 82,081 patients. When all primary health services are added to these figures, RFDS had 370,706 patient contacts in the last financial year. This is an increase of more than 10% in only one year.

A large portion of this growth was from Victoria. Our Mobile Patient Care services in Victoria cared for 82,205 patients by road and air in the last financial year. Pleasingly, RFDS Victoria retained the patient transport contract with Ambulance Victoria with our regional footprint increasing and we have now opened new bases in Echuca, Warragul, Mitcham, Stawell, Warrnambool, Kyneton, Bendigo and Bairnsdale.

The significance of our partnerships remains as important now as it did for John Flynn. The RFDS Victoria GP Program expanded its scope through delivery of services under the Doctors in Secondary Schools program in collaboration with the Department of Education, Mallee Track Health and Community Service and Murray Primary Health network.

We are similarly proud to progress the second RFDS Reconciliation Action Plan (RAP) with a key focus on cultural safety and Indigenous employment. RFDS has cared for Aboriginal and Torres Strait Islander communities for decades and the RFDS RAP continues our commitment to the Close the Gap campaign.

Of course, none of this would be possible without the generosity of our sponsors and donors. Individuals and organisations from all backgrounds support RFDS for a range of reasons; many of them with a personal connection that ensures we provide services where they matter most.

I would like to acknowledge my fellow Directors who have provided guidance, expertise and their valuable time to the organisation and to all staff and volunteers for their continued commitment to overcome the barriers to better health.



Denis Henry
Chair



RFDS has been named the most reputable charity 8 years in a row.



Scott Chapman
Chief Executive

Chief Executive Message

Recognising all of our people

The Royal Flying Doctor Service (RFDS) Victoria is an organisation of incredible people. From our highly skilled staff and dedicated volunteers, through to our health partners, donors, sponsors and even those we serve, there is a shared passion to improve the health and wellbeing of Victorians across the state. It is a dedication that has run through our rich history, and one that we all feel privileged to be a part of today. Thank you to everyone for the tremendous contributions over the year.

In my position as Chief Executive there is no greater reward than to spend time with the people who interact with RFDS. Their stories and experiences are both inspiring and humbling, and an important reminder of why our services are so essential.

With the needs for health services continuing to increase, RFDS Victoria was proud to develop new programs in conjunction with local communities across the state.

Our Flying Doctor Wellbeing service expanded with nine new sites (for a total of 14 sites) including Boort, Warracknabeal, Heywood, Port Albert and Welshpool. We were also pleased to extend our partnership with Gippsland Primary Health Network which enabled expansion into youth wellbeing service delivery in Maffra.

Through our partners at Robinvale District Health Service and Mallee Track Health and Community Service, our Flying Doctor Speech Therapy for children under 12 years of age saw 247 young patients over nine months, demonstrating the high need for this service.

Similarly, an innovative solution in Heathcote made an enormous contribution to the local community. The Flying Doctor Community Transport program which commenced in 2018 provided a free transport service to enable isolated individuals to attend medical appointments. Vehicles are driven by a dedicated team of trained volunteer drivers who are also benefitting

from the social interaction and sense of purpose. Delivered in partnership with Heathcote Health, the service averaged 15 trips per day in the last financial year, undertaking 3,255 trips. It has made such a significant contribution to the community that an extra vehicle will be added to the service in 2019/20, and other rural sites around Victoria for a similar service are being scoped.

Our organisation was built on a promise to support those in need – to go to the places where private markets can't reach or where governments are overstretched or under-resourced. Just as John Flynn and the founding members did more than 90 years ago, you will still find us in the places others cannot service.

A handwritten signature in black ink, appearing to read 'Scott Chapman'.

Scott Chapman
Chief Executive

Board of Directors



Left to right > Denis Henry, Robyn Lardner, Bernie Delaney, Damien Bruce, and Susan Taylor.

DENIS HENRY – CHAIR

Chair – People and Culture Committee

B.Tech (Biotech), Grad Dip Acc., CPA, MCIPS, FAICD

Appointed: 10 June 2014

Denis has enjoyed a successful career across a range of industries, including 18 years as the Managing Director, and then as Chairman, of Grosvenor Management Consulting. Denis was involved in the public and private sectors in sourcing and contracting, organisational transformation, operational centres of excellence and capability development. Between 2005 and 2013, Denis was a Director of the Outdoor Education Group.

Committee positions:

Member – Federation Board of Royal Flying Doctor Service Australia

Member – Board of Dousta Galla Aged Services Ltd and Chair of the Finance Audit and Risk Committee

ROBYN LARDNER – DEPUTY CHAIR

Member – People and Remuneration Committee

BHSc(Mgt)(NSW), MHA (NSW), GAICD

Appointed: 1 March 2011

Business Owner Regional Victoria.

Based in the Wimmera, Robyn's expertise covers retail, social justice and rural health; she has a nursing background and has worked as a Director of Nursing and a Manager of Corporate Support. She has a long history of community service.

Committee positions:

Deputy Chair – Western Victoria Primary Health Network Regional Integrated Council

DAMIEN BRUCE – TREASURER

Chair – Finance Audit and Risk Committee

BComm/LLB (Hons), MBA

Appointed: 14 October 2014

Damien is a Senior Partner in McKinsey & Company's Australian office. He is the leader of its health and social service practice for Australia. He has extensive experience in serving healthcare entities, both public and private, in the UK, USA and Australia.

W BERNARD DELANEY – DIRECTOR

Member – Finance Audit and Risk Committee

BA, Grad Dip Mgt. FAICD

Appointed: 22 March 2011

Bernie is an experienced company director and corporate advisor mainly in the manufacturing, mining and oil and gas industries.

Committee positions:

Chair – RSPCA Victoria

Member – RSPCA National Board

SUSAN TAYLOR – DIRECTOR

Member – Finance Audit and Risk Committee

LLB, B Com (Economics), Grad Dip Corporations and Securities Law, GAICD

Appointed: 31 May 2017

Susan is a Principal of Hive Legal, and specialises in providing legal and regulatory advice to the energy sector. Susan was previously the General Counsel and Company Secretary for AusNet Services from 2008-2016.

Susan is currently also a Non-executive Director of East Gippsland Water Corporation and was previously a Director of AusNet's subsidiary companies, Co-Chair of Yarra Energy Foundation and Director of St Kilda Football Club.



Marianne Shearer and Dr Victoria Atkinson.



Dr Sally-Anne Obst

MARIANNE SHEARER – DIRECTOR

Chair – Clinical Governance Committee

MBA Leadership (Change Mgt), Grad Cert Commercial Law, Grad Dips Business and Computing, FAICD

Appointed: 27 March 2019

Recently returning from Gippsland to Melbourne, Marianne’s extensive senior executive and consultancy experience is in serving metropolitan and rural/regional communities, working with general practice and health services and leading primary healthcare reform including workforce planning. Marianne’s expertise in cultural leadership, change management and data driven collaborative solutions is used to design sustainable health solutions through successful partnerships involving diverse communities and numerous service providers.

Committee positions:

Chair – Community College Gippsland

DR VICTORIA ATKINSON – DIRECTOR

Chair – Clinical Governance Committee

MBBS (Hons), FRACS, AFRACMA, Masters of Health Management, GAICD

Appointed: 28 March 2018 – 7 February 2019

Dr Victoria Atkinson is a cardiothoracic surgeon and the Chief Medical Officer for Healthscope.

Building on a strong clinical background, Dr Atkinson works to integrate the clinical, operational and governance aspects of healthcare to enhance patient care.

Committee positions

Chair – Quality Committee, Alfred Health

Member – Finance Committee, Alfred Health

Member – Remuneration Committee, Alfred Health

Chair – Quality Committee, RFDS

Member – Private Sector Committee, ACSQHC

Directors First Program

Since 2017, RFDS Victoria has embarked on an initiative to introduce leadership growth opportunities to the RFDS Victoria Board. The RFDS Directors First program encourages both Board diversity and a learning environment for aspiring Board Directors – particularly from regional areas.

The RFDS Directors First program offers a 12-month position as a non-voting, observer Board Director. Offering first-hand exposure to the role of a Board and its decision making process, this volunteer opportunity equips the next generation of leaders with the confidence and skills needed to lead Boards in the future.

DR SALLY-ANNE OBST

BSc (Hons), PhD
Graduate of Leadership Great South Coast
RFDS Victoria Directors First Program 2018/19

Based in south-west Victoria for the past 22 years, Sally has volunteered and worked in the public, private and not for profit sectors.

Building on a strong science background, Sally has more recently held various roles in both the dairy and water industries and is currently employed by Wannon Water.

These roles have focussed on all facets of quality, risk and emergency management, including expert advice and evidence based information to stakeholders.



RFDS SERVICES	
●	Rural Womens GP Service
●	Flying Doctor Dental Clinic
●	Mobile Eye Care
●	Flying Doctor Telehealth
●	Flying Doctor Wellbeing
●	Flying Doctor Speech Therapy
●	Flying Doctor Community Transport
●	Doctors in Secondary Schools
○	Mobile Patient Care

Vision 2020 >

Established in 2016, the Vision 2020 four-year plan was developed as a blueprint for the future of our organisation, articulating clear goals, initiatives and measures to guide RFDS Victoria in the pursuit of a healthier population across all of Victoria.

Strategic Area	Objective	Progress	Outcomes
Delivering quality services and programs	To establish targeted services and programs which impact on community needs and health gaps	<ul style="list-style-type: none"> Extend services to rural and isolated communities Deliver quality evidence based care across all our services Help people take responsibility for their health Pursue technology and innovation to better meet needs 	<ol style="list-style-type: none"> Increased access to services Reduced metro/rural health gaps Improved patient satisfaction
Enhancing Reputation & Brand	To advance our reputation and brand by improving health outcomes	<ul style="list-style-type: none"> Measure monitor and report on our performance against real world outcomes Communicate our impact through real stories Advocate for equal access to quality health services Manage risk Be known for our expertise and pursue industry leadership 	<ol style="list-style-type: none"> Stronger reputation and recognised brand Recognised advocate for regional health
Strengthening Communities & Partnerships	To attract strong and sustainable partners in service delivery	<ul style="list-style-type: none"> Work in close collaboration with health providers and the community Pursue inter-sectional collaborations Immerse donors and stakeholders in the RFDS family Establish new and appropriate partnerships Be responsive to stakeholder needs 	<ol style="list-style-type: none"> Stronger performing partnerships New services aligned to community needs Committed local supporter networks
Funding our Ambition	To ensure financial growth to contribute to provision of cost effective services	<ul style="list-style-type: none"> Invest in our growth Ensure financial sustainability and diversify our financial base Manage our investment responsibly Build our Foundation Grow our supporter base across Victoria 	<ol style="list-style-type: none"> Built active donor network Achieved cost effective service delivery Built surplus generating social enterprise
Organisational Excellence	To continually improve people, performance and service delivery	<ul style="list-style-type: none"> To attract and retain highly skilled, motivated and passionate staff Be better every year at what we do Manage our resources to ensure sound and sustainable business processes Live our values and invest in our people Ensure customer focus culture 	<ol style="list-style-type: none"> Achieved high performing and efficient organisation Established flexible and nimble investment profile



Mobile Patient Care

RFDS Victoria operates a fleet of almost 100 patient transport vehicles and a Beechcraft King Air aircraft, servicing patient transport needs throughout Victoria and Australia.

RFDS Victoria is contracted to Ambulance Victoria, NSW Health, Tasmanian Health Service and numerous Victorian metropolitan and regional health services to provide non-emergency patient transport services, critical care road and aeromedical services.

82,205
combined road
and air transports

81,877
road transports

328
air transports

507
hours flown

"I found your clinicians were both positive and gentle. am very satisfied with the professional way I was handled. I was treated as a person, not only as a patient."

Mobile Event Care

From country racing events to city marathons, we offer trusted and professional Mobile Event Care.

Our team provides medical support and first-aid for community events, major sporting events, and music festivals. Our well-trained and helpful crews are there to support anyone who suffers an accident, illness or emergency.

“They made me laugh and forget that I was even injured at all. Any patient would be lucky to have these guys.”





"It's been really good for young girls who want somebody that they feel comfortable with – and the mums feel comfortable too. Our community was crying out for a service this."



Rural Women's GP Clinic

In small communities, there is typically limited choice with local general practitioners, and they are most often male. Providing a gender choice increases access for both women and men who may prefer to consult with a female doctor for a range of health issues.

The Rural Women's GP program provides patients in nine small rural communities across Victoria with a gender choice when visiting the GP. New services for 2018/19 include visiting Murray Valley Aboriginal Co-op and a speciality Gynaecology Clinic in Robinvale.

Each Rural Women's GP visits a town on a six to eight week rotation, for an average of two and a half days a week.



Flying Doctor Wellbeing

Flying Doctor Wellbeing provides access to free mental health and wellbeing services for people living in rural and remote communities. Remote Australians see mental health professionals on average at one-fifth the rate of city people.

The service allows people to access sessions with a mental health clinician without the need for a GP referral. Appointments are available through local and trusted rural health services and can be delivered face-to-face, via video or telephone.

Flying Doctor mental health clinicians help their clients talk through concerns, provide expert advice, resources and strategies to better manage their own health and wellbeing.

1,000

hours of travel
saved

14

communities
serviced

“Being able to access services locally was extremely important for me. If I had to travel 100km to the next closest service, I probably would not have sought help.”

656

occasions of
service





293

occasions of service

15

towns visited

650

hours of travel saved

Flying Doctor Eye Care

Lack of local access to eye specialists in rural and remote communities can increase the risk of developing serious vision impairment or even blindness.

In partnership with the Australian College of Optometry, RFDS Victoria provides a Flying Doctor optometrist to rural communities throughout Victoria. These eye clinics provide eye exams, referrals and dispensing of glasses to communities who would otherwise need to travel to access essential eye care.

"This service is great to have in our isolated town. My grandchildren in my care have been to the RFDS mobile eye care service, and my grandson had prescription spectacles supplied at a much reduced cost."



4,806
occasions of
service

18,942
hours of
travel saved

23
towns serviced

Flying Doctor Dental Clinic

Good oral health is fundamental for overall health and wellbeing.

In partnership with Dental Health Services Victoria, Flying Doctor Dental Clinic provides examinations, oral health promotion and treatment services to rural locations throughout Victoria. Flying Doctor dental assistants, dentists and oral health therapists operate in purpose-built dental trucks and fixed clinics in rural and remote communities across Victoria.

"This is a marvellous service for someone like me living in a remote location. The nearest dentist is two hours away."



6,305
hours of travel
saved

562,259km
of travel saved

Flying Doctor Telehealth

Supporting rural patients with complex or chronic health needs, Flying Doctor Telehealth allows patients to have a 100% bulk-billed appointment with their specialist via a secure video link, without needing to travel long distances to attend appointments.

Based on a strong partnership with specialist providers and local health services, Flying Doctor Telehealth services include endocrinology, pain management, cardiology, geriatrics, psychiatry, respiratory and addiction.

1,295
occasions of
service

"Having access to this service and being able to communicate with my endocrinologist is a great benefit, as it would be costly and inconvenient to travel to Melbourne."

More than
90
host locations

Flying Doctor Speech Therapy

Language delay during early childhood can have a long-term impact; affecting literacy, quality of life, mental health and social opportunity. Despite 30% of Australians living in rural areas, only 4.5% of speech pathology practitioners provide services to rural communities.

Through our speech partners Robinvale District Health Service and Mallee Track Health and Community Service, Flying Doctor Speech Therapy ensures that there is a dedicated service available for children within the Mallee region.

Trained Allied Health Assistants work alongside the speech pathologists to ensure regular appointments are available to meet the child's needs.

Furthermore, through the delivery of three training sessions, 51 early education workers and teachers were trained to identify speech issues and refer to the service.

This service has positively impacted the lives of 247 children and their families.

"My kids have improved out of sight with their speech, which has had positive effects with their confidence and social interactions."

600

occasions of service

247

clients seen



“Without this service my daughter would have had to take time off work to take me to my appointments.”

15

transports per day on average



24

volunteer drivers

358

registered clients

Flying Doctor Community Transport

Accessing health care and maintaining social connections can be challenging for residents of regional areas who are unable to drive, or have limited transport options.

In Heathcote, Flying Doctor Community Transport addresses this issue by providing eligible clients access to free transport from home to health

appointments and funded Planned Activity Group sessions.

Delivered in partnership with Heathcote Health, this service is helping clients take better control of their health and wellbeing, and reducing the strain on carers. Vehicles are driven by a dedicated team of trained volunteer drivers.

3,255

journeys

Clinical and Quality

RFDS Victoria is committed to providing safe and quality health services. While we pride ourselves on delivering health care in challenging locations throughout remote and rural Victoria, we will always hold ourselves accountable to the highest standards expected anywhere across Australia.

To support this position, RFDS Victoria again achieved accreditation against ISO 9001 2015 in the last financial year. This updated accreditation requires organisations to have processes in place to identify risks and opportunities; understand the expectations of stakeholders; monitor the quality of services; and continually seek to improve.

In doing so, it spreads good practice across RFDS Victoria, and promotes a culture where quality and excellence is considered everyday practice for all staff.

Complementing this approach to quality is the checks and balances of client satisfaction. RFDS Victoria continually seeks feedback from stakeholders and clients to help identify areas we can improve and proactively meet expectations of our diverse stakeholders.

1,500

training packages delivered to staff and contractors

858

occasions of stakeholder and client feedback



“The professionalism of your staff was first rate. I felt comfortable and confident throughout my journey, and appreciated them explaining everything that was happening. It was reassuring in a difficult time.”

Part of the community

The strength and spirit of local community is one of the greatest assets in rural and remote Victoria. Local knowledge and tailored solutions are required to overcome the unique challenges of individual areas and ensure that solutions are sustainable.

At RFDS Victoria we engage with rural and remote communities to develop health care solutions that will work for local needs. Our services are structured to become part of the community to ensure they are agile, sustainable, and deliver meaningful outcomes.

Health care should be a primary focus of every community, but challenges with distance or recruitment means that it cannot always deliver. RFDS Victoria helps support these areas and find solutions that can be embedded within the community.



Transport for the community

Pat and Allan are proud to be a part of the close-knit community of Heathcote.

The couple, who have lived in the central Victorian town for more than 50 years, have been active members in various clubs and social groups. Allan has been a part of the Lions Club for 44 years, and has also sat on the hospital board, while Pat has been a passionate member of the Red Cross.

It seems fitting that a couple who have given so much to the local community are now being helped by RFDS Victoria's Community Transport program, through which local volunteers drive them to medical appointments.



Home away from home

Every six to eight weeks Dr Anita Moss can be found making the journey to Robinvale, her 'home away from home' in north-western Victoria.

Dr Moss is part of the RFDS Victoria Rural Women's GP Service, and has fast become a much-loved fixture of the Robinvale community.

Robinvale illustrates the diversity amongst the towns and communities serviced by RFDS Victoria. It has one of the highest proportions of Indigenous people in the state, and is well-known and celebrated for its multiculturalism.

Dr Moss sees a range of clients, supporting the work of the town's two part-time doctors and one midwife, while also providing community members with a gender choice when it comes to seeing a GP.

Through her dedicated work and devotion to the community, she has built a level of trust with local residents that enables better health outcomes.

"Recently I had an Indigenous man with pericarditis who came to see me. The gentleman had lost his daughter the year prior and his grief had left him unable to address his own health issues," explains Dr Moss.

"I worked through the issues with him to build a level of trust in what he needed. Together we made the decision to have the Flying Doctor transfer him to a city coronary care unit, and start the road to recovery.

"He found the will to live again, to look after his other children. It was a privilege to be involved in his care."



Due to medical reasons, Allan has been told he can't drive anymore, while Pat can only drive locally, severely limiting their mobility. The service ensures that they are still able to feel part of their community, while also being able to access health appointments – many of which are a 100km round trip in Bendigo.

"I don't know what we would have done without it. It's a wonderful service and the people who run it do a wonderful job," says Pat.

The service has enabled her to receive specialist treatment in Bendigo after having both shoulders operated on. Without the Community Transport program, this would not have been possible.

Pat also speaks highly of the local volunteers, commenting on their friendly nature and eagerness to help.

"They're all so friendly and are always willing to go out of their way. A few weeks ago I couldn't drive up to the doctor's because my shoulder was giving me hell. I'd just come out of hospital and I didn't feel like I could get to my appointment, then somebody said, 'Ring the Flying Doctor, they'll take you up and wait for you and bring you back!'

"We don't live that far away from the doctor yet they took me up and brought me home again which was wonderful really. I was very lucky. I couldn't imagine the town without them now."

Taking control of my health

Whether it be flying a plane into a remote location for a patient transport or driving a dental van into a rural town, RFDS has been working hard to overcome the barrier of distance for more than 90 years.

Faced with the burden of travelling hundreds of kilometres to access specific services, many country Victorians see health practitioners less often than they should or simply stop attending appointments.

By connecting local communities with essential health services, RFDS Victoria is empowering people to take control of their own health. Whether it be through our mobile eye clinics, innovative telehealth solutions or traveling wellbeing teams, RFDS Victoria is enabling those in need to take a preventative and regular approach to their health care needs.



Proactive eye health

Gelantipy is one of the many small townships that dot the expansive terrain of East Gippsland. While serviced by a local bush nursing centre, most residents have to travel considerable distances for many of their medical needs.

For Judith, who has always called the area home, visiting an eye clinic used to involve taking a day off work to drive to Bairnsdale and back.

With the RFDS Victoria mobile eye clinic now visiting Gelantipy, residents like Judith and her family don't have to travel to see an optometrist; they can receive eye care in a manner and location

that works for them. It has provided the family with a proactive and preventative approach to their eye health to provide greater control for their wellbeing.

For Judith specifically, this has meant the early discovery of cataracts, something that the clinic is now monitoring and helping her manage.

"I think it's an amazing service for people in isolated areas. A lot of our members in Gelantipy are in that older age bracket and some of them don't have access to driving and things like that so they have to rely on public transport to get to Bairnsdale – for them it's a much-needed service," says Judith.



A 40-year visit

A 'two or three week visit' to Cann River in the early 1980s has turned into a stay of nearly 40 years for long-time resident Lyall. Over those 'weeks' Lyall has seen the town change dramatically; with the closure of a number of sawmills changing the nature of the town and the once-thriving jobs market.

This cultural change has been happening against the backdrop of a limited local health care system. While Lyall speaks highly of the local bush nursing centre, he recognises that it can't offer everything for health and wellbeing. Connecting with services like those supporting mental health requires a 75km trip to Orbost – something which he has done in the past.

Fortunately, the addition of Flying Doctor Wellbeing clinician Peter Quinn has meant that Cann River locals like Lyall don't have to do this anymore. They can access mental health support in their local community. This has been life-changing for Lyall.

"Talking to him made me feel 100% better. If anybody should get medals, it's people like him," says Lyall.

"It's helped me big time, I mean really big. If he wasn't here then I'm not sure I would get the help I need because the distance would make things too hard. You can't beat the Flying Doctor."



Stella's speech support

When Jaimi's daughter Stella needed to see a speech pathologist, RFDS Victoria was there to help.

Five-year-old Stella had been having some trouble with her hearing. After investigation, the family discovered that Stella had 'glue ear'; a condition that was resolved by having grommets inserted and her adenoids removed.

Unfortunately, it also left Stella needing speech therapy support, something that, in the small town of Murrayville in north-western Victoria, can be hard to come by.

"Because we live on the border of South Australia and Victoria it gets a bit tricky with which way to go. I had some trouble initially even just working out where to take her to see a speech therapist," says Jaimi.

Through speech partners Robinvale District Health Service and Mallee Track Health and Community Service, Flying Doctor Speech Therapy was able to ensure that Stella was able to be seen locally. This was a huge relief for Jaimi.

"We were looking at having to commit to a full day of traveling to see a specialist. Having your child out of school for a day can hugely impact their learning, and it can also be difficult for the parent if you're working," says Jaimi.

"I can't speak highly enough of how good it's been having it right here for us. It's enabled us to get the specialist help Stella needed before things became more complicated. Without it, we would have faced significant challenges in getting on top of the issue."

The RFDS' speech pathology service has enabled Jaimi and her family to proactively rectify Stella's speech issues before they got any worse.

Months on and Stella is thriving, her articulation has improved and she was able to start school feeling confident and ready to learn.

Partnering for better outcomes

Delivering the best health care solution requires utilising the best providers. RFDS has more than 90 years' history in connecting people in remote locations to the essential health care they deserve – and although our services have expanded considerably from those early days, the philosophy remains the same.



Many of our primary health services are built on partnerships with local providers, industry leaders, peak associations and governing bodies to ensure we are still connecting people with the best possible care for the best possible health outcomes.

Our partnerships are essential to our successes.



Delivering a culturally safe service

The Victorian Aboriginal Community Controlled Health Organisation (VACCHO) is the peak Aboriginal health body representing 100% of Aboriginal Community Controlled Organisations (ACCOs) in Victoria. On 19 March 2019, RFDS Victoria Chief Executive Scott Chapman and VACCHO Acting Chief Executive Officer Trevor Pearce signed a Memorandum of Understanding to renew the RFDS' commitment to providing Flying Doctor Telehealth to ACCOs in Victoria.

Flying Doctor Telehealth partners with a number of ACCOs in Victoria and is committed to delivering a culturally safe service for patients. Since 2017, VACCHO and RFDS Victoria have worked together to provide improved access to specialist care in a culturally safe space. Areas of specific need have been endocrinology and psychiatry.

Cultural safety is about providing quality health care that fits within the familiar cultural values and norms of the person accessing the service that may differ from your own and/or the dominant culture. RFDS Victoria is committed to providing a culturally safe service and therefore support the telehealth specialists to complete the VACCHO Cultural Safety Training. "The past two years have been an opportunity to learn and contribute with the support of VACCHO," says Mr Chapman. "We thank VACCHO for the cultural safety training of our specialists and staff, and for facilitating face-to-face meetings with ACCOs across Victoria so we could understand and work with them on their specific needs.

"We are proud that VACCHO and the ACCOs have shown trust in us and we know that our partnership is ensuring that we are providing the best and the most appropriate care in to the future," he adds.



Dental expertise for Violet

Going to the dentist used to be a stressful excursion for Swift's Creek mother-of-two Tennille.

Tennille's youngest child, six-year-old Violet, has severe asthma. While this is a lot to manage in its own right, the health strain is exacerbated by the effect of the asthma medication on her delicate baby teeth. The medication contributes to decay and, with the nearest dentist an hour-and-a-half-away in Bairnsdale, dental care was hard to come by.

Fortunately for the family, RFDS commenced working with Omeo District Health to provide a regular local dental service in the area, overcoming the significant workforce shortages that Omeo and the region face. Located only 30min from Swift's Creek, Tennille can now ensure that Violet's teeth are not compromised by the asthma medication.

The clinic operates locally in partnership with Omeo District Health, and is part of the programs corroborative partnership with Dental Health Services Victoria (DHSV) and Australian Dental Association Victorian Branch (ADAVB). Under the partnership DHSV and ADAVB provides vital operational and executive direction, with RFDS Victoria delivering the oral health care, including the expertise in specialist skills.

The clinic has provided the family with a full plan to assist them in navigating Violet's dental care while she uses the asthma medication. Violet was able to have six "princess teeth" (stainless steel crowns) inserted to protect her teeth, something that, according to Tennille, she feels "very special about".

With Violet's teeth well-managed, and the knowledge that specialist dental care is a much shorter drive away, Tennille and her family feel a huge weight off their shoulders.

"There are many communities that are doing it tough with drought and stuff like that – and the amount of services that we have are limited," Tennille says. "Basic health care can become a luxury for us – so to know that we have a quality service provided by professionals so close to home makes life a lot easier."



Crossing the border

Murrumbidgee Local Health District (MLHD) is centred in Wagga Wagga and covers a large portion of southern NSW along the Victorian border. As RFDS Victoria has patient transport bases throughout northern Victoria, the opportunity to extend our non-emergency patient transport services over the border was a logical extension of our operating footprint, particularly in circumstances where patients are moved across the border between health care facilities.

Traditionally patient transport within MLHD was historically owned and operated by the public health system. However it was clear that there was an opportunity for RFDS Victoria to supplement this existing service and help alleviate the use of NSW Emergency Ambulance service for non-urgent transport cases along the border area.

"The MLHD and RFDS Victoria partnership commenced to improve the timeliness of transport for our patients in the Corowa and Murray River border area," explains MLHD Patient Transport and Support Services Manager, Lee Clout.

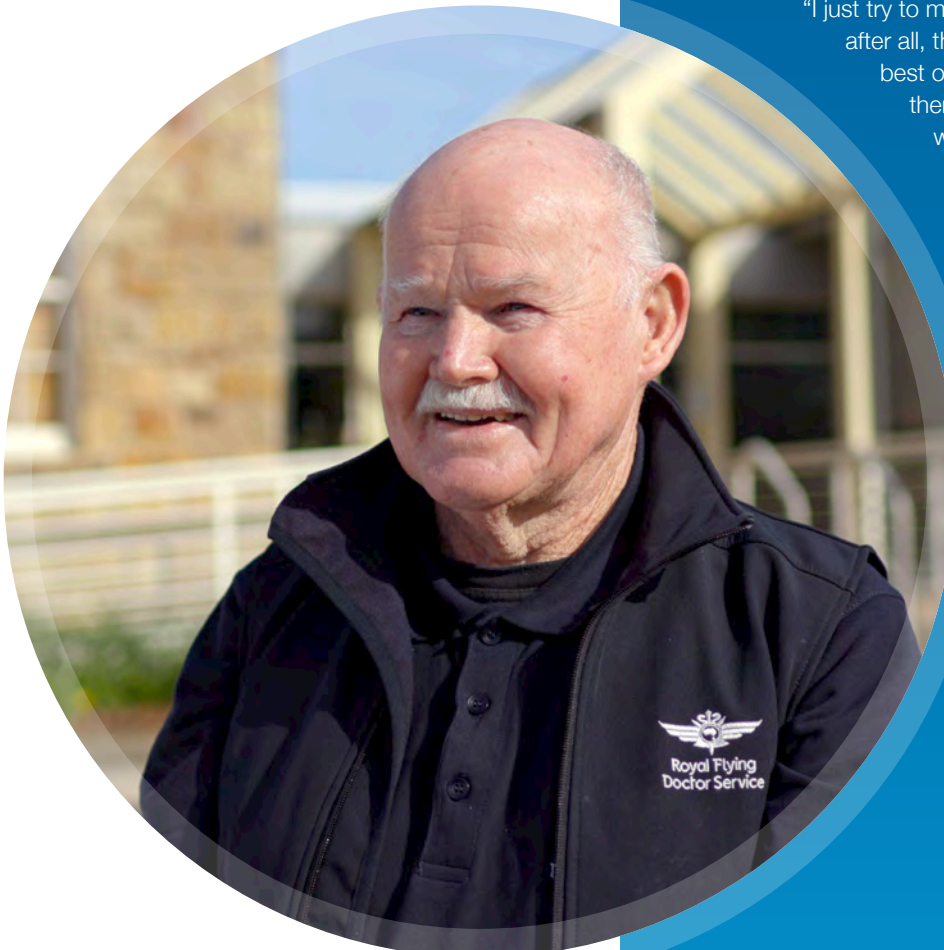
"RFDS Victoria has afforded an excellent service, complementing our Patient Transport Unit in providing the MLHD Patient Flow and Transport Unit goal of patients receiving the right care, in the right place, by the right team and at the right time."

RFDS commenced providing regular services to MLHD in June 2019 and looks forward to building a strong relationship with MLHD and being a trusted partner well into the future.

Our people

Delivering quality health care begins with building a team of the right people. At RFDS Victoria we are proud of our people who work tirelessly to support the health care needs of communities across the state. From highly skilled health professionals through to head office staff and dedicated volunteers, the people of RFDS Victoria are united by compassion and a shared drive to enable fair access to health care for all people.

We are a team of varied skills and backgrounds, with a shared vision to continue the work of Rev. John Flynn. We celebrate our people as individuals; proud that they work together for the success of the Flying Doctor.



Driven to success

Volunteer driver Willie Laird was inspired to join the Flying Doctor Community Transport team to give back to his community.

“I feel I’ve had a good life, and I’ve enjoyed my life. Volunteering makes you get out and meet other people and you just realise how well off you are when there are so many people that may need a bit of help,” Willie says.

A Heathcote local for the past 16 years, Willie enjoys the tranquillity of country living, but recognises that for those who can’t drive, getting to and from appointments can be an insurmountable barrier.

“I feel there are a lot of people here in Heathcote who need help. You can see clients are a bit anxious when we pick them up, and when they are coming back they look so relieved – they may not have had the answer they were looking for at the hospital – but they are a lot happier in themselves for having been able to seek help.

“I just try to make them feel comfortable, because after all, they are people perhaps not in the best of health. I just feel that if I can make them happy then I am doing something worthwhile.”

Willie says the community response to the Flying Doctor Community Transport service has been incredibly positive, and the service is becoming a point of pride in the community. In any given shift he could be undertaking a 100km round trip to Bendigo, or travelling around the local neighbourhood for a range of different medical appointments.

“People comment on how pleased they are that the service is here for them. You know that you have made them happy for the day and reduced a stress for them.

"I just try to make people feel relaxed, and still a part of the community. You are not just dropping them off and saying, 'out you get' before picking up the next person. You have to give a bit of consideration to people. You pick them up and say 'good morning'. You try to make them smile and have a bit of a laugh with them just to make them feel like life is all worthwhile, even though they may have a bit of a problem.

"Now that I've been volunteering for a bit I can go to the supermarket or down the street and all these people will recognise me and be like 'Hello Willie, how are you!'

"I enjoy it because you know you are giving a service to people."



Continuity of care

As a program support officer in the telehealth team, Debbi Grierson helps connect regional Victorians to specialist care.

Debbi supports all aspects of the telehealth program, linking specialists with patients via RFDS' secure, custom-built platform. This support includes the coordination of partner clinics, technical assistance, and referral management.

For Debbi, knowing that she's contributing to a meaningful cause is important.

"I like working for an organisation that has a humane view of the world and cares about making a valuable contribution to the community," she says.

"Telehealth is so important. It can be incredibly hard for people to take time out to travel to see a specialist when they live regionally. I'm proud that we provide Victorians with a better option, and I take great pride in being able to connect people with the health care they deserve."

Debbi cites the case of Kenneth, a long-time resident of Woomelang whose diabetes needed further attention. The 86-year-old had previously been looked after by locum GPs and the local diabetic nurse; however, when his doctor was concerned about his kidney function and thought that he required further attention, the decision was made to connect him to a specialist. RFDS telehealth was available to connect him with a city-based endocrinologist.

As Debbi notes, a key benefit of this has been the continuity of care that Kenneth now receives.

"The local GP in Woomelang retired, so the area is serviced by locums who change every month," she explains. "While the locums do a great job, we know there are situations where people really need to see the same specialist with the same approach. It's wonderful to see how Kenneth now has better control of his health and feels more comfortable. It's an important driver for us to keep finding new ways to help people."



RFDS Bayside Auxiliary

Each year the RFDS Bayside Auxiliary raises almost \$25,000 through a range of activities including street stalls, a fashion parade and their luncheon. This year attendees heard from guest speaker Ken James of Skippy the Bush Kangaroo fame, at their annual luncheon and included an 'antique road show' in the activities this year.

> \$24,000
raised



Outback Car Trek

> 118 vehicles, 250 participants

From 3-14 June, a convoy of 117 vehicles journeyed through the dusty outback of Central Australia to reach the finish line in Darwin.

> \$1,683,217
raised
(nationally)



Drive 4x4 the Doc

> 14 vehicles, 31 participants

From the creators of Outback Car Trek, Drive 4x4 The Doc is a four-day experience for supporters of the Flying Doctor. Participants toured regional Victoria, raising funds and creating new friendships.

> \$45,390
raised



Rowathon

> 165 rowers, 31 participants

On 6 October 2018, the oars went in the water once again for a record breaking Rowathon. Celebrating 90 years of the Flying Doctor with a challenging 90km course. The Rowathon community raised an amazing \$90,000 for the Flying Doctor.

> \$90,000
raised



The Naked Farmer

Ben Brooksby a lentil farmer from St Helens Plains in the Wimmera started a movement with 'The Naked Farmer'. Shining a spotlight on the challenges of living with mental health in rural Australia, Ben sells the Naked Farmer charity calendar to raise awareness and funds for the Flying Doctor Wellbeing program.

> \$17,200
raised

> \$515,000
raised
(nationally)

Gibb River Challenge

> 260 participants

The Gibb Challenge is a socially competitive cycling event held in the heart of the Kimberley. Undertaken as a relay, teams of two to six riders take on the 660km along the iconic Gibb River Road.



> \$12,000
raised

Ground Crew

> 40 participants

Flying Doctor Ground Crew team members took part in the Melbourne Marathon and Run Melbourne raising \$12,000.



> \$20,000
raised

Sunraysia Support Group

Based in Mildura, the Sunraysia Support Group undertakes many fundraising activities in support of the Flying Doctor for both Central Operations and Victoria.



> \$8,100
raised

Birdman Rally

In 2019 Geri 'G-Force' Sumpter took part in a fundraising battle unlike any other, the Birdman Rally at the Moomba Festival. Geri and her team designed a one-of-a-kind craft based on the iconic de Havilland DH.50 – a plane celebrated for making the first Flying Doctor flight more than 90 years ago. Geri and the competitors made a fateful leap into the Yarra in front of thousands of spectators.



> \$550,000
raised
(nationally)

Outback Air Race > 40 participants

On 19 August 2018, a record field of 40 light aircraft, pilots and their passengers travelled 4,000km westward over 12 days for the 2018 Outback Air Race. Concluding in Broome, the event pays tribute to WA stockman Jimmy Darcy whose untimely death on a remote Kimberley cattle station in 1917 inspired Reverend John Flynn's vision for an outback aeromedical service.



Flick Us A Flynn

Coinciding with the anniversary of the first RFDS flight, the annual Flick Us A Flynn campaign sparked media interest across Victoria, especially with local regional outlets. Tess Howells, RFDS Mental Health Clinician and staff Flick Us A Flynn ambassador, proved an especially popular guest on local radio, promoting and raising awareness for Flying Doctor Wellbeing.

The support of the following ambassadors is greatly appreciated: Annette Allison, Laura Brown, Michala Banas, Steve Bastoni, Emma Blomfield, Jane Bunn, Tiffany Cherry, Stefan Dennis, John Hastings, Catriona Rowntree, Dani Venn.



Avalon Airshow

The Avalon Airshow is one of the most prestigious aviation shows in the southern hemisphere, attracting more than 200,000 attendees in 2019.

In weather exceeding 40 degrees, RFDS proudly exhibited across the whole weekend, supported by more than 40 volunteers.

RFDS had a large presence at the airshow, aiming to raise awareness of current services by featuring; The Aero Medical Simulator; an RFDS patient transport ambulance; an RFDS dental truck; an RFDS Western Operations PC24 aircraft; along with a merchandise stall.

In conjunction with RFDS Western Operations and Pilatus, the Avalon Airshow also proved to be the opportunity for RFDS Victoria to officially welcome the new Pilatus PC24 into our fleet.

The PC24 features a state-of-the-art aero medical fit out that serves as an in-flight emergency ward. It has capacity for three stretchered patients and two medical teams, can fly at a top speed of 815kms per hour and, has capability for short landings and take-offs on unsealed airstrips.





Going the Distance Dinner

The annual 'Going the Distance Dinner' took on extra significance in 2018 as it celebrated the 90th anniversary of the Royal Flying Doctor Service's first flight.

More than 400 guests enjoyed a special performance from poet Rupert McCall, and were delighted and surprised when Dame Nellie Melba and John Flynn lookalikes came out to entertain the crowd.

All funds raised on the night were pledged for Flying Doctor Wellbeing services, in recognition of farmers affected by drought.



90 YEARS
Royal Flying Doctor Service



AFL Country Festival

The AFL Country Festival is one of the fastest growing events on the sporting calendar; raising awareness and celebrating the role regional and rural Victorians play in our community.

The Flying Doctor was proud to hold an activation at the 2019 AFL Country Festival, exhibiting at the Country Festival Farmers Market held in the Yarra Park Precinct on Sunday 5 May 2019.

The Festival concludes with the annual Geelong versus Essendon blockbuster AFL match at the MCG.

John Flynn Lunch November 18

Continuing the 90-year celebrations, The Flying Doctor hosted more than 340 guests at the John Flynn Luncheon in November 2018.

Guests and close supporters enjoyed a powerful story from Dr Tim Duncan, a young doctor whose own medical evacuation in Katherine in 2008 inspired him to become a Flying Doctor for RFDS and was featured on ABC's *Australian Story*.





Associated Country Women of the World (ACWW)

The Flying Doctor celebrated our long and shared history with the Country Women's Association at the Associated Country Women of the World (ACWW) international conference held in Melbourne in April 2019.

More than 700 women from 84 countries attended the conference, and were able to interact with the RFDS Simulator to better understand the workings of aeromedical services.

The ACWW has funded agriculture, water and sanitation projects across the globe and helped give a voice to rural women.



Morning Melodies

Proving to be one of our most popular events of the year, more than 150 friends of the Flying Doctor joined us for another edition of Morning Melodies.

Guests enjoyed lunch and fabulous entertainment by singer Alinta Chidzey who performed jazz classics by the likes of Ella Fitzgerald and Nina Simone.

90 Years thank you events

Our regional 90 years 'thank you' events continued in the latter half of 2018, with the communities of Horsham, Warrnambool, Wangaratta and the Mornington Peninsula coming together to commemorate the past 90 years of the Flying Doctor. We were humbled by the support and stories shared by those who attended.



Thank you!

The outpouring of support the Flying Doctor receives each year is varied and generous, with individuals and organisations going above and beyond to contribute. Whether volunteering time and/or talent, donating gifts of money or giving in-kind support, all contributions to the Flying Doctor have a positive impact on the health care provided to regional and rural Australians. Our heartfelt thanks to:

RFDS Rowathon Committee

RFDS Western Operations

RFDS Bayside Auxiliary

Sunraysia Support Group

The Naked Farmer

G-Force Geri

Geelong Grammar School

Andre Jones

Country Women's Association of Victoria

Lions Club

A'Van Club of Australia Inc

St Andrews Opportunity Shop

Inner Wheel Australia

Doncaster Aeromodellers Club

Y Service Club of Bendigo Inc.

Wangaratta Lutheran Op Shop

Stephen Maxwell

Show Us Ya Wheels

Edenhope Anglican Op Shop

BMW Motorcycle Club of Victoria Inc

Aquinas College

Bennelong Foundation Pty Ltd

Norwood Secondary College

Minyip Show & Shine

Chelsea Uniting Parish Opportunity Shop

Biccys Op Shop Supporters Inc

All Souls' Opportunity Shop

Kelair

St Andrews Uniting Church Berwick

Wildfire Rural Health Club

Ritchies Stores Pty Ltd – Frankston

The Hamilton and Alexandra College

Hallam Senior Citizens Centre Inc

Warren Opportunity Shop

Lions Club of Waverley

Leongatha Anglican Parish Council

Kyneton Uniting Church

Jennifer Dunstone

Ecclesall Pastoral Co Pty Ltd

Support Crew

This year we welcomed more than 5,000 new supporters on board as part of our Flying Doctor Support Crew, RFDS Victoria's regular giving program.

Our Support Crew members commit to a monthly donation, enabling the Flying Doctor to continue providing vital health care services to people living in rural and remote areas of Victoria.

The Flying Doctor Support Crew regular giving program is part of a long-term strategy to develop a reliable and ongoing source of income. We gratefully acknowledge the ongoing commitment of our Support Crew members for their contribution.



Workplace Giving

RFDS Victoria is very proud of its people, and the passion and commitment that they bring to their roles every day. This is further enhanced by the number of employees who willingly participate in the RFDS Workplace Giving program.

Workplace Giving is a program that enables employees to donate on a regular basis to RFDS Victoria. Donations are made by payroll from the individual's salary pre-tax.

In the financial year 2018/19, 157 staff members donated a total of \$27,905.32 – an incredible contribution to the ongoing work of RFDS Victoria.





Awards and memberships

2018 Bernice Jenkins Volunteer Award – Campbell Sinclair

The Bernice Jenkins Volunteer Award recognises and honours an individual for regular and reliable participation, dedication and outstanding achievement as a volunteer for the Royal Flying Doctor Service.

Contributing to the education program for more than four years – including travelling throughout regional Victoria often for weeks at a time – Campbell Sinclair has participated in numerous community events, helping to bring the Flying Doctor to the community.

Campbell organised for the Flying Doctor to present at the Eltham and Sandringham Festivals, bringing his friends to volunteer on these days. Campbell also coordinated the Brighton Men's Shed to build and sell planter boxes with those funds going to the Flying Doctor.

FIA Awards

The FIA Awards for Excellence in Fundraising recognise the outstanding initiatives and innovative efforts of professional fundraisers, volunteers and organisations.

The RFDS Victoria team was Highly Commended in:

Donor Acquisition

Flying Doctor Support Crew – Face to Face Acquisition

Donor Renewal

Royal Flying Doctor Service Victoria – RFDS Victoria 90th Year Tax Appeal

Memberships

- > Australian Human Resource Institute
- > Australian Industry Group
- > Committee for Melbourne
- > Fundraising Institute of Australia
- > Melbourne Chamber of Commerce
- > Public Fundraising Regulatory Association
- > Rural Health Alliance
- > Victorian Chamber of Commerce
- > Victorian Farmers Federation

Education and Kids Club

Education

The Flying Doctor Education Program continued to educate children across Victoria and Tasmania, providing primary school students with an engaging window into life in rural Australia. In support of the school curriculum, the Education Program brings Australian geography and history to life through the stories of the iconic Royal Flying Doctor Service.

386
school visits
in Victoria and
Tasmania

"I recommend this for all people, not just in schools. This is a great first-hand experience and the information Tom talks about is easy to comprehend as well as general knowledge we all should know about."



Unpacking lunchbox history

I wonder what the pilots and nurses ate for their picnic lunch in the olden days?



Aussie kids have chewed through these lunches:

- > **1923:** Vegemite started to spread
- > **1929:** Italian immigrants brought new garden vegetables like capsicum and zucchini
- > **1940:** rations during war years – rabbit stew for lunch!
- > **1950:** children under 13 years old drank a free carton of milk at school each day

Flick us a Flynn Ambassador and Wholehearted Cook Dani Venn has these five top lunchbox ideas:

- > **Wraps** with carrot, capsicum, cucumber, cheese, sunflower or pumpkin seed spreads.
- > **Bliss bombs:** blitz shredded coconut with sunflower or pumpkin seeds, cacao and Medjool dates.
- > **Veggie sticks** and fruit dipped into homemade tzatziki, hummus or Greek natural yoghurt with grated or pureed pumpkin or beetroot.
- > **Slurpy yoghurt:** blitz berries or stewed fruit and stir into yoghurt for natural sweetness.
- > **Date delight:** Medjool dates dipped in melted chocolate for extra indulgence.




Kids Club

The Flying Doctor Kids Club, and mascot Flynn the Flyer, aim to inspire the next generation with a passion for the history and stories of the Flying Doctor. Launched in 2015, the Flying Doctor Kids Club has grown to 1964 members. In 2018/2019 Kids Club members were invited to experience the Simulator and meet the Flying Doctor team at Government House Open Day, Avalon Airshow and the AFL Country Round, as well as at regional shows.

Give Them Wings scholarship

The *Give Them Wings* Scholarship aids first year regional and rural students studying nursing or allied health by assisting them with their study costs.

As well as funds which contribute to the cost of university living expense, scholarship recipients are provided with an RFDS experience which includes a day on the road or in the air with the RFDS crew, and are invited to speak at an RFDS event.



Megan Peverill: My experience

As part of the Royal Flying Doctor Service Scholarship I received, I had the opportunity to fly in an RFDS aeroplane with a patient and the RFDS flight crew. I was both surprised and excited to find out that I would be travelling with a critical care patient to Flinders Hospital in Adelaide.

I then met Frank who has been flying across Australia for the RFDS for many years. I found it interesting that RFDS Victoria frequently flies interstate to transport patients. Eddie was the final crew member that was aboard the plane. He works as a RFDS nurse but also as a critical care nurse at The Alfred Hospital in Melbourne. I was very excited to spend the day with Frank and Eddie because they have so much experience working with different patients and their ability to adjust in their roles to ensure that patients are transported safely is truly inspiring.

Observing Eddie and Frank with the patient was an eye-opening experience. Despite being in a critical condition, the patient was in high spirits – which was very inspiring for me as a health science student. Seeing what the RFDS provides to the community first-hand has confirmed for me that practicing occupational therapy in rural communities is something that I would like to do in the future.



Flying to Adelaide as a nurse observer with the RFDS was definitely an experience of a lifetime, and would not have been possible without Eddie, Frank, Eva and the rest of the RFDS crew. I have a great appreciation for the services that the RFDS provides to rural and remote areas of Australia, and it has been very heart-warming to be a part of the close-knit community that the RFDS has made.

Major donors

Thank you to the following donors for the support they have given us during the past year. It is this generosity, and the cumulative impact of all our donors that enables the Flying Doctor to provide quality health care to people across Victoria and Australia.

B Baird	N Moore
Bank of America Merrill Lynch	J Murphy
W Barnett	Baillieu Myer AC
M Burston	V Newman
A Campbell	J & S North
E Carroll	G R Organ
P & L Christiansen	B & S Peake
M Collins & C Schilling-Collins	W Peart
M Evans	D & D Reynolds
M Fletcher-Savage & T Lear	M R Richards
F Hogg	S M Richards AM
K Johnston AM	C & V Robb
N Kearney	J Sheridan
J Kerr	J Thomson OAM
B Laidlaw	M & D Tobias
B Long	M Tsuji
Martanna Pty Ltd	L Tyack
E McGain	I Tyler
Y Mee	Q & L Wallace
E Metcalfe	D & B Weir
	Anonymous (37)



Flying Doctor Foundation

The Foundation exists as an investment in the future of the Flying Doctor and the services it provides. As a legacy across generations, assets in the Foundation are invested in perpetuity. Thank you to our Foundation donors. We acknowledge your generosity.

Aileen Fitzpatrick Gift
Annette Allison OAM
Arthur & Cis Jane Brown Gift
Aston and Pearson Endowment
Brunton Family Gift
RA & A Curry
Douglas Family Gift
Peter & Ila Franklin Gift
Gras Foundation Trust
J & B Medwin Family Gift
J Bickford Endowment
Janet & Mervyn Brumley
JW Swinnerton
Leaper Family Gift
R & B Mountain
RFDS Victoria Staff Gift
Rogers Family Gift
Rosemary Mitchelhill Gift
Ted Payne Gift
The Goding Foundation
The Spirit of James Clacy Green
Thomas Family Gift
UCA Brighleigh Gift
Verhagen Family Gift
Anonymous (2)

Trusts and Foundations

Thank you to the trustees who manage and direct funds to the Flying Doctor. Funding from Trusts and Foundations is vital to ensuring that RFDS Victoria can continue to deliver vital health care to people throughout Australia.

Annie Rose & Andrew Lazar Foundation
Australian Communities Foundation
Bell Charitable Fund
Dennis Osborne Clarke Charitable Trust
E C Curwen-Walker Charitable Trust
Gaunt Family Foundation
Giving Hope Pty Ltd
Guthrie Family Charitable Trust
H & K Johnston Family Foundation
ISTAT Foundation
Joyce Adelaide Healey Charitable Trust
M Attwood Testamentary Trust
Olive Woods Trust
Perpetual Foundation

Perpetual Foundation –
Amanda Joy Dickson Endowment
Perpetual Foundation –
Axel Peterson Trust
Perpetual Foundation –
Marles & Manning Charitable
Endowment
Perpetual Foundation –
The Russell & Yvonne Mee
Endowment
Rae & Peter Gunn Family
Foundation
Robert C. Bulley Charitable Fund
State Trustees Australia Foundation
– Edith Helen Sedlar
State Trustees Australia Foundation
– Mary Nicholls

Sueda Foundation
The Amelia Eliza Holland Trust
The Bob & Emma House Foundation
The Flew Foundation
The Isabel & John Gilbertson
Charitable Trust
The Kimberley Foundation
The Marion Popplewell Charitable Trust
The Shulu Foundation
The Will & Dorothy Bailey Charitable Fund
V N Sanders Charity Trust
Anonymous (6)



Estates

Many people remembered the Royal Flying Doctor Service in their Will. In their memory, we acknowledge their extraordinary generosity and the lives they will impact.

Dulcie F Andrew	David Lloyd Pollock
Edna Dorothy Arnold	Ruth Marion Prescott
Ian Douglas Biggar	Adine Frances Mabel Rawle
Marie Ashley Britton	Margaret Rickard
Helen Jean Burgess	Reginald Llewelyn Stanley
Vivienne Thelma Cochrane	Gloria Isobel Storer
Brian James Connor	Robin Barr Taylor
Edna V Crohn	Bessie Mary Thompson
Wendy Davenport	Geoffrey William Torney
Joan Fisher	Marion Alice Wakefield
John Frey	Iva Joan Young
Doreen Jean Galvin	
Rosalie Jean Gowan	
Marie Griffiths	
John Arnold Hughes	
Robert Bernard Insley	
Elka Lucia Johansson	
Pauline Mary Kavanaugh	
Doris May Kelly	
Gladys Matilda Leslie	
Margaret Loughnan	
Annette Matheson	
Mary Louisa McCrorie	
Gladys Nevinson	
Roma Norcott	

John Flynn Society confirmed bequestors

Thank you to those supporters who have advised us they have included a gift in their Will. We recognise you during your lifetime.

S Anderson	B Dittmann	S Holman	M McKenzie	L Pierotti	J Thornton
J Andrews	S Dugan	N Horsburgh	B Main	B Pow	I Wake
W Askew	J Dukes	S Hosken	H Martin	M Powell	G Walker
D Atkins	W Dutschke	A Jabara	E Maskell	G Proudfoot	S Walker
E Barclay	AM Ehrnhofer	K James	A Matheson	D & A Retchford	E Watkins
S Barrand	W Elliott	B Johnston	B & J Medwin	V Rice	M Wearden
G C Bawden & L de Kievit	S Evans	R Jones	I Morton	A Robson	C Webster
J Beaton	L Fletcher	M Kear	K Negus	M Rogers AM & R Rogers	D & B Weir
J Brown	A Fraser	JR & JW Kemp	J Newsome	S Rostkier	J Wellings
S & K Brunton	B Garde	D Kenner	M Nobbs	E Rowe	S West
D Cameron	P Gilbertson	G Knight	M O'Brien	D & E Rupp	A Whelan
R Campbell	R Gilchrist	P Kronborg	R Partyka	G & G White	C Williams
D & E Carthew	M Hallett	H Kruse	G Paton	A M Ryan	J Williams
A & T Chalkley	T & J Harding	V Lange	S & B Peake	D St Clair	M Wilson
L Christiansen	H Hartrey	V Lowry	D Pearce	E Saunders	D Young
P Cliff	D Hauser	N Lowth	R & M Pearce	J Sculthorpe	Anonymous (295)
M Cockburn	J Hay	M Lusink	M Pendavingh	RE Seferth	
J Collins	M Healey	D McCormack	B Pepper	M Spence	
N Cook	R Hewes	J McDonald	B Perry	A Sprague	
B Crichton	J Hills	A McElroy	B Phillis		
V Cummins	P Hobby				
J Curtis					
M Deverson					



Our partners





Director's report

The directors of Royal Flying Doctor Service of Australia (RFDS) (Victorian Section) submit herewith the annual financial report of the company for the financial year ended 30 June 2019. In order to comply with the provisions of the *Australian Charities and not-for-profits Commission Act 2012*, the director's report as follows.

DENIS HENRY – CHAIR, Chair – People and Culture Committee

Appointed: 10 June 2014

ROBYN LARDNER – DEPUTY CHAIR, Member – People and Remuneration Committee

Appointed: 1 March 2011

DAMIEN BRUCE – TREASURER, Chair – Finance Audit and Risk Committee

Appointed: 14 October 2014

W BERNARD DELANEY – DIRECTOR, Member – Finance Audit and Risk Committee

Appointed: 22 March 2011

SUSAN TAYLOR – DIRECTOR, Member – Finance Audit and Risk Committee

Appointed: 31 May 2017

MARIANNE SHEARER – DIRECTOR, Chair – Clinical Governance Committee

Appointed: 27 March 2019

DR VICTORIA ATKINSON – DIRECTOR, Chair – Clinical Governance Committee

Appointed: 28 March 2018 – Resigned: 7 February 2019

Directors' Meetings

The following table sets out the number of directors' meetings (including meetings of committees of directors) held during the financial year and the number of meetings attended by each director (while they were a director or committee member). During the financial year, six board meetings, four finance audit and risk committee meetings, five people and culture committee meetings and four clinical governance committee meetings were held.

Directors	Board of Directors		Finance Audit and Risk Committee		People and Culture Committee		Clinical Governance Committee	
	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>	<i>Eligible to attend</i>	<i>Attended</i>
Mr Henry (Chairman)	6	6	–	–	5	5	–	–
Mrs Lardner (Deputy Chair)	6	6	–	–	5	5	–	–
Mr Bruce (Treasurer)	6	6	–	–	5	5	–	–
Mr Delaney	6	6	4	4	–	–	–	–
Mrs Shearer	2	2	–	–	–	–	1	1
Ms Taylor	6	6	4	4	–	–	–	–
Dr Atkinson	3	1	–	–	–	–	3	2

Company Secretary

SCOTT CHAPMAN – CHIEF EXECUTIVE, Royal Flying Doctor Service of Australia (Victorian Section)

Appointed: 9 August 2019

ROBERT ARMOUR – GENERAL MANAGER, Royal Flying Doctor Service of Australia (Victorian Section)

Appointed: 1 February 2017

Resigned: 9 August 2019

Major developments

Throughout the 2018/19 financial year RFDS Victoria continued to innovate and respond to the needs of communities across Victoria. This is reflected in the expansion of our primary health care services, partnerships and supporters, and our growth as an employer in regional Victoria.

RFDS named the top performing, most reputable charity in 2018 for the eighth year in a row.

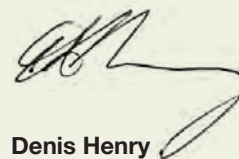
- A significant partnership between RFDS Victoria and Heathcote Health provided residents within 30km of Heathcote with free transport to health appointments and planned activity groups within 50km of Heathcote.
- The dental service became the public dental agency for the Omeo catchment and now delivers services out of a fixed clinic. The dental team was also part of a working group to guide the implementation of the Victorian government's school dental clinic program.
- Flying Doctor Telehealth continued to expand in the past financial year, with 32 additional sites joining and 140% service growth on the prior year.

- The GP program expanded its scope through delivery of services under the Doctors in Secondary Schools program in Ouyen as a collaboration with the Department of Education, Mallee Tracks Health and Community Service and Murray PHN.
- The Flying Doctor Wellbeing service continued its growth with a new sites in Western Victoria and a new agreement with Gippsland PHN seeing further service delivery in Maffra, including to secondary school students.
- The Mobile Event Care team served at 107 event days in the past year, including the during the Melbourne Spring Racing Carnival
- Flying Doctor patient transport services cared for 82,205 patients in 18/19. The Ambulance Victoria patient transport tender outcome saw Flying Doctor Patient Care extend its regional footprint, opening new bases in Echuca, Warragul, Mitcham, Stawell, Warrnambool, Kyneton, Bendigo and Bairnsdale in preparation for go-live in July 2019.
- The new 'Support Crew' regular giving program continued to grow with 4,493 regular givers choosing to make a monthly regular gift in 18/19.

- The Friends of RFDS – USA was established in New York, USA
- 90th anniversary celebrations continued in the second half of 18/19 with a special 90th year 'Going the Distance' dinner and a regional roadshow where we enjoyed the company of more than 1,500 loyal supporters across Victoria.

Basis of preparation

The concise financial statements have been prepared in accordance with Accounting Standards AASB 1039 'Concise Financial Reports'. The concise financial statements are an extract from the full financial statements and the specific disclosures included in the concise financial statements have been derived from the full financial statements of Royal Flying Doctor Service of Australia (Victorian Section). All amounts are presented in Australian dollars.



Denis Henry

Chairman

Melbourne, 31 October 2019

Independent Auditor's Report to the Members of Royal Flying Doctor Service of Australia (Victorian Section)

We have audited the accompanying concise financial report Royal Flying Doctor Service of Australia (Victorian Section) (the "Entity") which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, and related notes, derived from the audited financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2019. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

The Directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports and the Corporations Act 2001, and for such internal control as Directors determine are necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2019. We expressed an unmodified audit opinion on that financial report in our report dated 31 October 2019. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with Accounting Standard AASB 1039.

Deloitte

Concise Financial Reports

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*. We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of Royal Flying Doctor Service of Australia (Victorian Section) would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the concise financial of Royal Flying Doctor Service of Australia (Victorian Section) for the year ended 30 June 2019 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

DELOITTE TOUCHE TOHMATSU

DELOITTE TOUCHE TOHMATSU



Jane Fisher
Partner
Chartered Accountants
Melbourne, 8/11/2019



Royal Flying Doctor Service

Webster



Royal Flying
Doctor Service

Statement of profit or loss and other comprehensive income for the year ended 30 June 2019

	Note	2019 \$	2018 \$
Revenue	4	44,786,310	40,099,203
Other income	4	637,394	410,450
Employee benefits expense		(32,845,719)	(27,275,278)
Depreciation expense		(1,737,140)	(1,624,298)
Direct fundraising activities		(2,775,123)	(1,602,459)
Merchandise costs		(116,723)	(103,956)
Patient care expenses		(3,992,781)	(3,535,336)
Program expenses		(499,924)	(522,742)
Rent and premises expenses		(1,118,036)	(937,130)
Office operating expenses		(2,137,203)	(1,514,136)
Finance expense		(116,867)	(148,184)
Fair value loss on financial asset at FVTPL		(323,756)	–
Net (deficit) / surplus before income tax expense	4	(239,568)	3,246,134
Income tax expense	3(g)	–	–
(DEFICIT) / SURPLUS FOR THE YEAR		(239,568)	3,246,134
Other comprehensive income for the year			
Net fair value gain on available-for-sale financial assets		–	823,299
TOTAL COMPREHENSIVE (DEFICIT) / INCOME FOR THE YEAR		(239,568)	4,069,433

Statement of financial position at 30 June 2019

	Note	2019 \$	2018 \$
Current assets			
Cash and cash equivalents	16(a)	2,768,967	2,758,188
Trade and other receivables	6	5,111,744	4,793,356
Inventories	7	36,008	33,505
Other financial assets	8	8,135,584	7,925,570
Total current assets		16,052,303	15,510,619
Non-current assets			
Other financial assets	8	11,209,882	11,404,97
Property, plant and equipment	9	6,943,752	5,711,145
Total non-current assets		18,153,634	17,116,117
Total assets		34,205,937	32,626,736
Current liabilities			
Trade and other payables	10	5,084,223	3,120,146
Borrowings	15	971,270	1,080,115
Provisions	11	1,434,109	1,674,30
Other liabilities	12	116,667	129,472
Total current liabilities		7,606,269	6,004,033
Non-current liabilities			
Borrowings	15	1,619,854	1,395,507
Provisions	11	308,431	316,245
Total non-current liabilities		1,928,285	1,711,752
Total liabilities		9,534,554	7,715,785
Net assets		24,671,383	24,910,951
Equity			
Accumulated funds	13	24,671,383	22,220,455
Investments revaluation reserve	14	–	2,690,496
Total equity		24,671,383	24,910,951

Statement of changes in equity for the year ended 30 June 2019

	Accumulated funds \$	Investments revaluation reserve \$	Total \$
Balance at 1 July 2017	18,974,321	1,867,197	20,841,518
Surplus for the year	3,246,134	–	3,246,134
Other comprehensive income for the year	–	823,299	823,299
Total comprehensive income for the year	3,246,134	823,299	4,069,433
Balance at 30 June 2018	22,220,455	2,690,496	24,910,951
Balance at 1 July 2018	22,220,455	2,690,496	24,910,951
Net reversal of revaluation of financial assets on adoption of AASB 9	2,690,496	(2,690,496)	–
Adjusted opening balance at 1 July 2018	24,910,951	–	24,910,951
Deficit for the year	(239,568)	–	(239,568)
Other comprehensive income for the year	–	–	–
Total comprehensive income for the year	(239,568)	–	(239,568)
Balance at 30 June 2019	24,671,383	–	24,671,383

Statement of cash flows for the year ended 30 June 2019

	Note	2019 \$	2018 \$
Cash flows from operating activities			
Receipts from appeals and merchandise sales		11,073,473	10,414,300
Receipts from commercial sales		32,213,071	27,370,852
Payments to suppliers and employees		(42,114,085)	(35,187,784)
Interest received		134,175	118,278
Interest paid		(116,867)	(148,184)
Dividends received		1,085,625	579,970
Net cash provided by operating activities	16(b)	2,275,392	3,147,432
Cash flows from investing activities			
Net payments for investments		(7,172,987)	(2,630,770)
Proceeds from disposal and sale financial assets		7,712,792	-
Payments for plant and equipment		(2,061,211)	(1,670,253)
Proceeds from sale of plant and equipment		49,827	334,535
Net cash used in investing activities		(1,471,579)	(3,966,488)
Cash flows from financing activity			
Net Repayments/(proceeds) from of borrowings		(793,034)	154,235
Net cash (used in) / generated by financing activities		(793,034)	154,235
Net increase/ (decrease) in cash and cash equivalents		10,779	(664,821)
Cash and cash equivalents at the beginning of the year		2,758,188	3,423,009
Cash and cash equivalents at the end of the year	16(a)	2,768,967	2,758,188



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- > Visit www.flyingdoctor.org.au to make an online donation



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