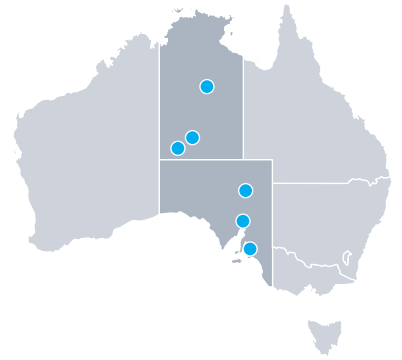




ROYAL FLYING DOCTOR SERVICE  
OF AUSTRALIA  
1928-2008



# AirDoctor

ISSUE 245  
SEPTEMBER 2008



# From the Chairman & CEO



**DAVID HILLS**

Chairman



**JOHN LYNCH**

Chief Executive Officer

**THERE IS A SAYING IN THE MANAGEMENT WORLD** that “culture eats strategy for breakfast!” – an even older one that says “if you fail to plan, you are planning to fail!”

Whether you subscribe to clichés or not, we are extremely proud of the fact that we strive for – and achieve – vital ingredients of a positive culture and strategic planning across all tiers of our organisation.

These building blocks are crucial to us delivering against the RFDS mission of “providing excellence in aeromedical and primary healthcare across Australia.”

Earlier this year our Board of RFDS Central Operations set about a formal review of its Strategic Plan for the next three years, 2008–2011. This process provided a ‘health check’ of the organisation’s progress against the existing strategic plan (which we report was extremely positive), and identified the vital elements for the future direction and security of the organisation.

Five over-arching themes or Key Result Areas were identified in order for us to continue providing a mantle of health care services and improving and saving the lives of all who live, work and travel in Australia:

1. Health Services
2. Financial / Funding
3. Brand / Profile
4. Staff / People
5. Corporate Governance

Last month in Alice Springs, before a large crowd of RFDS staff, supporters and members of the community, our Board announced it was undertaking a formal review for the upgrade of our facilities in Alice Springs including:

- » the hangar facility and precinct, whereby we aim to significantly enhance both the level of patient care and comfort, and that of our staff and crews who work around the clock 24 hours a day providing our vital and dedicated service; and
- » the RFDS Visitor Centre in the Stuart Terrace tourist precinct, whereby we aim to review the entire site with the goal of enhancing the overall visitor experience and longevity of the facility whilst achieving a competitive return on investment.

Subject to the budget being acceptable and within our financial capacity, the Board has endorsed the review for capital investment in recognition of the significance of Alice Springs not only to our origins, but the ever-increasing level of activity and quality of health services to be provided to Alice Springs and its surrounding communities in Central Australia.

The proposed capital upgrades are part of the steadfast commitment by the Board to invest in infrastructure and technology for the future.

In 2006/07 the upgrade to the Adelaide hangar facilities was undertaken, while last year (2007/08) the major investment in the new RFDS Port Augusta Base and state-of-the-art communications centre was completed.

We look forward to the outcome of the upgrades, and seek your continued encouragement and support of these initiatives.

**OUR COVER:** RFDS crew members Brett Mayger and Jennifer Thompson on an evening retrieval from the Upper South East of South Australia in August.

**AirDoctor** is the official magazine of the Royal Flying Doctor Service of Australia, Central Operations Incorporated.

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# Farewell Message: RFDS National Chairman



Tim Fischer AC addressing guests at the RFDS Alice Springs Base during his 'Flying into the Future' national tour in August.

**IT IS WITH SOME SADNESS** that I formally confirm I will step down as National Chair of the Royal Flying Doctor Service (RFDS), in November. This follows the unexpected posting to be Australia's first Permanent Representative to the Holy See, announced by the Prime Minister Kevin Rudd recently.

I am due to take up this position as Ambassador to the Nation State of The Vatican in Rome in January 2009 and have advised the RFDS National Board of my separation at the AGM, to be held in Brisbane on 14 November 2008.

This timetable has allowed me to complete the RFDS 80th National Tour, a tremendous outreach and networking trip to Dubbo, Broken Hill, Longreach, Mt Isa, Cloncurry, Alice Springs, Kalgoorlie, Meekatharra, Port Augusta, Launceston and Melbourne.

There is no doubt the spirit of John Flynn of the Inland is alive and well, after that very first RFDS flight out of Cloncurry in 1928. Qantas held the RFDS operational contract

for the first 10 years, there after RFDS has been flying its own aircraft.

I am proud of the fact that across the four operational divisions (Queensland, South Eastern, Central and Western), on an annual basis the RFDS treats around 250,000 patients and conducts and completes some 35,000 aeromedical evacuations, right across Australia.

Today mental health is a massively expanding problem and again, often with partners, the RFDS provides and supports many programs, such as Art Therapy and Mobile Field Days out of Longreach.

I want to express my sincere thanks to all who serve the RFDS in it's 80th Anniversary year and I wish the RFDS the very best for the future, from the National Office in Sydney to as far afield as the RFDS Base in Meekatharra.

As I depart, I am conscious of the fact that health education programs and prevention programs are vital to the equation today in saving lives and boosting longevity.

My final thought is to appeal to all reading this farewell message to not put off regular health check-ups, but rather step up and have a prostate or breast examination. Please just do it and live longer!

## \$80,000 gift for 80th Anniversary

**AN \$80,000 DONATION** presented by the Port Augusta RFDS Auxiliary to mark the 80th Anniversary of the Service was undoubtedly a highlight for the members and supporters of the tour of RFDS bases and events by National Chairman, Tim Fischer, in early August.

Mr Fischer embarked on the "Flying into the Future" tour to help raise community awareness of issues facing the Service – now and into the future – as well as that of the vital primary healthcare and emergency aeromedical services it provides to those who live, work or travel throughout Australia.

The six-day national tour included two RFDS Central Operations bases, Alice Springs and Port Augusta, which coincided with the Port Augusta Auxiliary's annual fundraising morning tea (changed to an 'Afternoon Tea with Tim Fischer').

The RFDS Port Augusta hangar was filled to the brim with RFDS staff, supporters and members of the wider community to welcome Mr Fischer, and to hear his official address and to witness the Auxiliary's cheque presentation.

Formal proceedings included recognition of volunteer riders and supporters of the 'Wings on the Road' Outback bike trek which cycled

from Alice Springs to Adelaide in April.

Auxiliary President, Helen Taylor, complimented all members and thanked them for their steadfast commitment and contribution to the RFDS, paying particular acknowledgement to the efforts of Jan Holberton from Cook.

Helen also welcomed new members to the Port Augusta Auxiliary, and continued her catch cry of "fun in fundraising".

We salute all RFDS Auxiliaries and Support Groups as they are an integral part of the RFDS family.

# ‘Thumbs up’ for emergency training program

**A THREE-YEAR EMERGENCY** medicine training program for rural doctors and nurses delivered by the Royal Flying Doctor Service (RFDS) has been given the overwhelming ‘thumbs up’ by its country constituents, and has received an extension of funding for another year.

Regular review of the Rural Emergency Skills Program (RESP) reveals eight in 10 participants rate the ‘quality’ and ‘relevance’ of training workshops as “excellent”, with similar high ratings also achieved for workshop content and delivery.

Taking the hands-on training workshops and emergency medicine consultants to the regions, as opposed to centralising training in urban areas, has also been another success factor to the program.

Developed specifically to fill the gap in emergency medical training in the bush, RESP is one of the lesser-known programs coordinated by the RFDS.

“This is a great opportunity for the RFDS to be involved in the critical area of on-going medical education,” says Dr John Setchell, General Manager of Health, RFDS Central Operations.

The RESP program provides the opportunity for doctors and nurses in rural and remote South Australia to enhance their knowledge and skills in emergency procedures. It is an initiative of the State Department of Health which funds the program through the Rural

Doctors Workforce Agency (RDWA).

Elective topics are offered to workshop attendees, but the key areas of the program include:

- » standard approaches to critically ill patients including trauma and paediatrics;
- » basic and advanced CPR assessment;
- » airway, breathing and circulation emergencies;
- » essentials of trauma management;
- » paediatric trauma management; and
- » retrieval.

“The program is a good opportunity for GPs to be exposed to new techniques and new equipment that rural doctors may not otherwise have exposure to,” workshop participant and locum doctor, Ian Partridge, says.

“It is a valuable and well-structured course that address the needs of country GPs,” he says.

Demand for RESP workshops has been so high that waiting lists have had to be compiled, with remaining workshops scheduled for later this year already booked out. A total of 312 health professionals will complete the program by the end of 2008.

Participant and locum GP, Stephanie Partridge says: “It is good to be able to practice those situations that may not happen everyday so if the situation does arise, it can be handled confidently.”



Workshop facilitator Rob Elliot demonstrating an emergency procedure during a RESP training workshop for rural locum doctors.

# Big hearts go the distance, to make a difference

**WHETHER ITS IN THE OUTBACK**, on the river or in the jungle, dedicated people are devoting their time, pushing their bodies to the limit and making personal sacrifices to raise vital funds for the Royal Flying Doctor Service (RFDS).

It is the generosity of these people that are the heart and soul of our community; here are just some of the fundraising expeditions that have benefited the RFDS this year.

## A pilgrimage like no other

“Emotional and life-changing” were the words Allan Amber used to describe his expedition on the Kokoda Track in Papua New Guinea.

Allan trained solidly for six months before taking on the challenge, but nothing could fully prepare him for the grueling conditions he encountered.

“It was hot, very humid and regularly it rained, and the elements made it very challenging,” Allan says.

“The track became wet, incredibly slippery and walking was extremely difficult. It was tough, both physically and mentally.”

For Allan, it was an eight-day journey of discovery. Kokoda was one of the fiercest battles fought to protect Australia and he found it highly confronting. His father served in Papua New Guinea and he chose to walk the trek to honor the soldiers that served.

An opportunity was presented to raise funds for taking on this personal voyage.

“The Royal Flying Doctor Service is an iconic Australian charity and seemed to be the ideal choice. It was an extraordinary experience, one I will never forget” he says.

With support from family, friends and business colleagues, Allan raised an incredible \$15,000 for the RFDS.



Bob Russell, David England and Michael Jenkins arrive in Goolwa after their 17-day voyage.

## Men of the Murray

Home at last, with sore ‘behinds’ and calloused hands, Bob Russell, David England and Michael Jenkins reflect over their epic journey which raised an outstanding \$17,500 for the RFDS.

The three mates and members of the Goolwa Rowing Club embarked on a sculling odyssey from the SA-Victorian border to Goolwa, raising funds for various charities along the way. Accompanied by Bob Leopold on a support vessel, the journey took only 17 days to row 650 kilometres down the River Murray.

“What started as an idea for a challenge quickly became a way to raise money for causes each of us were passionate about,” Bob Russell, 68, says.

As they glided into Goolwa, the “Men of the Murray” were greeted by excited and relieved friends, family and supporters who cheered and applauded their arrival.

## Outback Trek Veterans

For the past seven years, David Murray, Roger Nance, Mark Nelson, Geoff Richmond, Mick Sands and Paul Turner have participated in the Flying Doctor Outback Trek.

This year, the group of Adelaide businessmen continued to raise funds for RFDS Central Operations by entering their infamous ‘Car 493’.

Held in June, this year’s Outback Trek started at Mudgee and meandered through NSW and Queensland, finishing at Fraser Island. The 3255km trek took seven days!

“We are continually amazed about how supportive the communities we pass through are of the RFDS. They are more than willing to donate and all have a story to share about how the RFDS has helped them or someone they know,” Roger Nance says.

To date, the group over the years has raised over \$300,000 – an extraordinary effort!

“In 2009 we want to enter two cars (492 and 493) in the Outback Car Trek, and we hope to raise even more money,” Roger says.

# 80th Anniversary: how we celebrated

Thousands of staff, supporters, volunteers, patients, media and the general public celebrated the 80th birthday of the Royal Flying Doctor Service (RFDS) in style during a jam-packed schedule of events and activities held in May and June.

**SIGNIFICANT EVENTS INCLUDED** birthday chorus and the cutting of cakes by staff and board members at RFDS Central Operations' aviation bases, rattling of collection tins by hundreds of volunteers across South Australia on 'Badge Day', RFDS Hangar Open Days for the general public, and the annual RFDS Wings for Life Ball in Adelaide.

Thursday 15 May was 80 years to the day since the visionary Reverend John Flynn established his 'Flying Doctor' scheme which, just two days later, conducted its first flight from Cloncurry to Julia Creek in Queensland using a de Havilland DH 50 aircraft leased from QANTAS at two shillings per mile.

The Alice Springs RFDS Base unanimously won the best birthday cake award for its triple-tiered "just too good to eat" cake depicting sky, airstrip and aircraft which was baked by local flight nurse Rhonda Anstee.

To coincide with the anniversary of the first flight, RFDS Hangar Open Days were held across the country to raise community awareness of the organisation's vital life-saving services and its 80th Anniversary milestone.

Almost 2000 people visited Central Operations' three operating bases – Adelaide, Port Augusta and Alice Springs – where members of the public took the rare opportunity to step inside a medically-fitted PC-12 aircraft and ask questions of the smiling RFDS staff and crews on hand.

Then in June, the original disco diva herself, Marcia Hines, proved she is still as sassy and spirited as ever when she took a sell-out crowd of 900 guests on a journey back to the disco era at the annual RFDS 'Wings for Life' Ball.

Channel 9 news presenter and RFDS ambassador, Kelly Nestor, delivered a gold medal performance during her master of

“

**The Alice Springs RFDS Base unanimously won the best birthday cake award for its triple-tiered “just too good to eat” cake depicting sky, airstrip and aircraft**

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ceremonies duties, while RFDS Chief Executive John Lynch delivered a memorable 'thank you' speech to all RFDS corporate, community and individual supporters.

Other highlights included the opening sequence combining inspirational testimony from patients and a moving 80th Anniversary video of historic and current footage that captured the technological and medical advancements of the Service over its past 80 years.

BHP Billiton surprised the crowd when its President and Chief Operating Officer of Olympic Dam, Dean Dalla Valle, presented a \$100,000 cheque donation to the RFDS (the result of its "Under The Stars" event), while the donated Mitsubishi 380 vehicle topped the auction when guest auctioneer Richard Ward knocked it down to the \$30,500 bid of Dr Tim Cooper, Coopers Brewery, a member of our board.

We extend sincere appreciation to our Wings for Life Ball major sponsors ANZ, Adelaide Airport, Candetti Constructions and IGA Supermarkets; supporting sponsors Sportsmed SA, Deep Blue Water Communication, The Ghan, Jacobs Creek and Coopers Brewery; and media partners Channel 9, The Advertiser and Stock Journal.

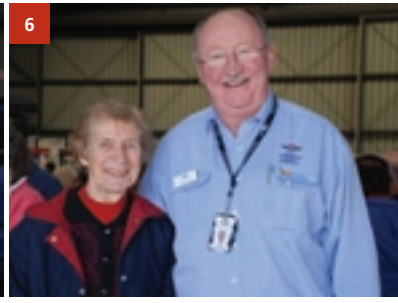
Through the generosity of the community, corporate partners, sponsors, volunteers and staff, the funds raised from our 80th Anniversary events have significantly enhanced our capacity to purchase and medically-fit aircraft into the future.

- 1. Staff celebrate our 80th Birthday at the Port Augusta Base
- 2. Judi Walsh and David Marshman being interviewed by ABC Radio in Alice Springs
- 3. Staff celebrate our 80th Birthday at the Alice Springs Base
- 4. Stacey Elston and Lisa Rogers at the Wings for Life Ball

- 5. Marcia Hines at the Wings for Life Ball
- 6. Joyce Traeger (widow of late Alf Traeger) with John Lynch at the Adelaide Hangar Open Day
- 7. Sebastian and Lani Lip at the Wings for Life Ball
- 8. Wendy Gordon and Jeff Wood at the Wings for Life Ball

- 9. Port Augusta Auxiliary on the BBQ at the Port Augusta Hangar Open Day
- 10. Heather and Jim Ball at the Wings for Life Ball
- 11. Greg McHugh with visitors at the Alice Springs Hanger Open Day
- 12. Steve Davis with visitors at the Adelaide Hangar Open Day

- 13. Peter Woods, Peter Harding and Michael Turner on the BBQ at the Adelaide Hangar Open Day
- 14. RFDS staff celebrate our 80th Birthday at the Adelaide Base
- 15. Dr John Setchell with visitors at the Adelaide Hangar Open Day
- 16. A pilot of the future at the Adelaide Hangar Open Day



# The logo: 80 years in the making

FIGURE 1



FIGURE 2



FIGURE 3



FIGURE 4



FIGURE 5



FIGURE 6



FIGURE 7



FIGURE 8



**A LOGO IS A UNIQUE MARK** that represents the identity and culture of an organisation – it becomes the ‘brand’ that symbolises the value and, ultimately, the reputation of a product or organisation.

Since 1928, the Royal Flying Doctor Service (RFDS) has transformed its logo seven times to reflect the changing nature of the service, and to modernise its look.

The logo used today provides a simplified version of the various elements within the past logo and bases itself on a strong use of colour and symbolism.

**1934 – WHERE IT ALL BEGAN** | The Australian Aerial Medical Service (predecessor of the RFDS) designed the first logo, which was used in the Victorian Section (Figure 1). Each element of the logo was significant; the Maltese cross represented medicine; the wing, aviation; the zig zag flashes, radio; and the map of Australia, the national nature of the organisation (although Tasmania was omitted).

**1942** | The logo was altered (Figure 2) to reflect the new name of the Service, the Flying Doctor Service of Australia (FDSA), which resulted in the removal of the initials AMS and replaced with FDSA.

**1945** | The prevailing Federal Council of the Service adopted a new logo, drafted by Mr Adrien Feint for a fee of five shillings (Figure 3). Medicine was now represented by the caduceus (the serpent and staff); aviation by eagle’s wings, together with three-bladed propeller; and radio with zig zag flashes. The symbols were bound together by a laurel wreath.

Within the roundel was a map of Australia (including Tasmania) with seven dots which represented the current Flying Doctor bases. The words ‘medicine’, ‘aviation’ and ‘radio’ were placed below the wreath. The words ‘Flying Doctor Service of Australia’ were also included.

**1955** | The word ‘Royal’ was added to the Service’s title which resulted in redrawing and updating the logo (Figure 4). The other distinct difference was the positioning of the laurel wreath which now appeared behind the propeller blade.

**1956** | The logo was again redrawn and the noticeable variation was the stars that replaced the dots on the map (Figure 5).

**1988** | Ken Cato, a prominent Australian designer, designed and donated a new logo (Figure 6) which was used by some sections, including RFDS Central Operations, in connection with the RFDS Aircraft Replacement Appeal (1989–1993).

**1993** | The Australian Council of RFDS at its National Conference in 1993 agreed to develop a national corporate identity, including a redesign of the logo (Figure 7).

The logo acknowledges historical associations with earlier logos through the retention and refinement of the Service’s traditional symbols of medicine (the caduceus), aviation (wings) and the map of Australia.

The symbols for radio were omitted as the RFDS was no longer a communications provider, sending telegrams or providing radios for School of the Air. The wings were rendered more gently than previous versions to better express the sense of caring and protective mantle of safety.

The title, often unreadable in earlier logos, has been removed from the central logo design and rendered clearly and separately.

**2008** | The unique 80th Anniversary logo (Figure 8) encompasses the symbols of the current logo but with a few amendments. The map of Australia has been replaced with the number 80 and the dates 1928–2008 have been added beneath. The 80th anniversary logo is being used only for 2008 and has been implemented to highlight and celebrate the longevity of the RFDS.

# ‘Big break’ turns into great future



**WHAT STARTED OUT** six years ago as an opportunity to consolidate his move into the workforce as an accounting graduate after years of study, Ben Satterley didn't realise the professional and personal impact of working for one of the nation's iconic organisations.

"I'm not at the front line flying the aircraft or nursing patients, but I find it equally as rewarding to know that my work behind the scenes is helping the crews make a difference to the lives of thousands of people every year," Ben says.

With a Diploma in Accounting under his arm, Ben eagerly joined the Royal Flying Doctor Service (RFDS) in 2002 in an accounts receivable role, based in Adelaide.

At the time, he concedes, his decision to join the organisation was based primarily upon employment opportunity. However, he thought if the length of service of his predecessor (12 years) was any reflection of the RFDS as an employer, he would thoroughly enjoy this new position.

Today, Ben has firmly wedged himself into the RFDS as an integral member of the Corporate Services team.

"It started off as just a job, and has become so much more. The RFDS is a fantastic organisation and it has provided me with some incredible opportunities," Ben says.

Ben has been encouraged to pursue new

challenges within the RFDS; one in particular, was to project manage and implement an accounting software program in line with all other operating sections of the RFDS.

From his initial role, Ben has developed and grown and is now Financial Accountant and Team Leader within the Corporate Services department. As Team Leader, he is the first port of call for the finance team for any day-to-day queries.

The Corporate Services department is critical to keeping the service operating, from managing monthly board reporting and finance budgets through to investment planning and strategic decisions surrounding capital and aircraft replacement plans.

"We are very thorough in everything that we do. As part of our Quality Management System, we follow the highest standards in professional accounting to ensure a successful external audit and complete transparency and accountability to the organisation, board and its members," Ben says.

Ben is an advocate for on-going personal professional development and is currently undertaking a Graduate Certificate in Professional Accounting with the National Institution of Accounting.

"I am very fortunate to be in an organisation that is supportive of my external studies.

“

**The RFDS is a fantastic organisation and it has provided me with some incredible opportunities**

”

The RFDS allows me to complete the course while still undertaking full-time employment," he says.

Ben actively supports the RFDS outside his conventional working week by volunteering at key RFDS fundraising events such as Wilpena Under the Stars and the RFDS Wings for Life Ball.

He also recently became a volunteer member on the WINGS Committee (WINGS hosts young professional forums which aims to educate South Australia's future business leaders of the relevance and importance of the RFDS in an enjoyable and informal environment).

"From the moment you walk in the door at the RFDS you are greeted with friendly faces and I have developed some great friendships during my time here. I feel privileged to be part of this team."

# Auxiliaries & Support Groups

We wish to extend our sincere thanks to all our Auxiliaries and Support Groups for their dedication and generosity in helping to raise the funds to purchase and medically-equip our next PC-12 aircraft.



Helen Taylor, President of the RFD's Port Augusta Auxiliary (centre), presents a \$80,000 donation to RFD's Central Operations Chief Executive Officer, John Lynch, and Volunteer Coordinator, Jan Ward, at the "Afternoon Tea with Tim Fischer" on August 8.

## MT GAMBIER RFD'S SUPPORT GROUP

Another record year for Mt Gambier RFD's Support Group, presenting a cheque for \$45,000 at the group's AGM held in May – a huge fundraising effort! Bus trips, raffles, donations, Badge Day, merchandise sales, and sponsorship support all contributed to the outstanding amount.

## RFD'S HOLDFAST BAY DINNER CLUB

The number of Dinner Club members is growing rapidly. With a change of venue, the evening is now held at the Morphet Arms Hotel on the last Wednesday of every month. Members have been busy raising funds through Badge Day, a boat trip on the Port River and an Old Time Music Hall Show held at the Marion Club. A \$5,000 cheque was presented to the RFD's in June. A great effort for this new Support Group.

## RFD'S COWELL & DISTRICT SUPPORT GROUP

In July, a lunch was held in Cowell for the group's AGM. This small group of members raised a commendable amount of \$4,200. Members are keen and enthusiastic fundraisers, and new members are very welcome.

## RFD'S ADELAIDE AUXILIARY

The Adelaide Auxiliary annual "Sunday Brunch" was held at the Lakes Resort Hotel in July. The special guest speaker for the event was Mr Hieu Van Le, Lieutenant Governor of South Australia. Members enjoyed a birthday cake which commemorated the 80th Anniversary of the RFD's and was kindly donated by Woolworths. The honor of cutting the cake was that of member Peggy Spencer. \$50,000 was raised by hardworking efforts of members throughout the year, which also included the generous donations by Alan and Dorothy Head from the Hangar Op Shop, Murray Bridge.

## TATIARA RFD'S SUPPORT GROUP

Dr Omah was the guest speaker at the Annual Handover Dinner held in June at the Bordertown Hotel. After a year of fundraising, members were able to unwind, socialise and enjoy the evening. A \$25,000 cheque was presented to the RFD's, another successful year and a fabulous effort by all involved.

## RFD'S PORT LINCOLN AUXILIARY

Another record year of fundraising for the Port Lincoln Auxiliary, presenting a whopping \$30,000 cheque at its AGM in April. Bingo tickets, raffle sales, Badge Day, stalls, donations, merchandise sales, and Fantasyland display all contributed to this amazing total. A big 'thank you' to the Port Lincoln Apex Club and the Port Lincoln Lions Club for donating a "Merry-Go-Round" for future fundraising activities. Members also recently helped celebrate a special 90th birthday for member Shylie O'Brien.

## RFD'S SYP SUPPORT GROUP

The main fundraiser for the Southern Yorke Peninsula Support Group was the Junior Deb Ball held in the Warooka Institute. Junior Debs, trained by President Janice McEvoy with the help of Lyn McKenzie and members, were presented to Stephen Griffiths MP and his wife Donna and Jan Ward of the RFD's and her husband Ian. An excellent evening was followed with a delicious home made supper. The SYP Support Group presented a cheque at its AGM for \$15,000. A very rewarding and hardworking year from this small community.

# Upcoming Events

Please support the following fundraising events being hosted by Royal Flying Doctor Service (RFDS) Auxiliaries, Support Groups and Volunteers.

## **ADELAIDE – RFDS Caulfield Cup Luncheon**

Saturday 18 October – Highway Hotel, Anzac Highway.  
Contact: Peter (08) 8371 4966.

## **ADELAIDE – RFDS Tour of Cummins House**

Sunday 26 October – Enjoy a private tour of historic Cummins House, Novar Gardens, followed by an afternoon of 30s & 40s music by “Paddle Boat & Swing Time”. Wine/cheese and afternoon tea provided. Contact: Cheryl (08) 8277 8836.

## **ADELAIDE – RFDS National Quilting Exhibition**

Thursday–Sunday 6–9 November – Adelaide Showgrounds, Wayville.  
Contact: Jan Ward (08) 8238 3333.

## **BLANCHETOWN – RFDS Country Music Campout**

24–26 October – Bindmurra Station, Blanchetown.  
Contact: Dorothy (08) 8540 5021.

## **CLARE – RFDS Concert**

Sunday 14 September – Clare Town Hall.  
Contact: Kay (08) 8842 3981.

## **COWELL – RFDS Concert**

Saturday 11 October – Cowell Institute.  
Contact: Jeanette (08) 8629 2489.

## **GAWLER – RFDS Stall & Raffle**

Saturday/Sunday 30–31 August – Gawler Show, Gawler Showgrounds. Contact: Margaret (08) 8522 1162.

## **KINGSTON – RFDS Melbourne Cup Luncheon**

Tuesday 4 November – Football Clubrooms, Kingston.  
Contact: Cheryl (08) 8767 2536.

## **MILDURA – RFDS Breakfast**

Wednesday 10 September – Breakfast on the PS Mundoo.  
Contact: June (03) 5023 5338.

## **MILDURA – RFDS Sausage Sizzle**

Sunday 30 November – Bunnings, Mildura.  
Contact: June (03) 5023 5338.

## **NARACOORTE – RFDS Jazz Night**

Friday 17 October – Naracoorte Town Hall.  
Contact: Des (08) 8762 1795.

## **ROXBY DOWNS – RFDS Golf Day & Auction**

Saturday 20 September – Roxby Downs Golf Course.  
Contact: Cherie (08) 8671 2924.

## Do you have a RFDS story to share?

**HAS THE ROYAL FLYING DOCTOR SERVICE (RFDS)** helped you or your family? Do you have a story to share about your experience? If so, we would love to hear from you!

Patient stories are a great way to highlight the importance of our vital emergency and primary healthcare services for all Australians.

Your story may be published on our website or in our publications – maybe you could even speak publicly in order to spread the word and attract more supporters to the RFDS.

**WITH YOUR HELP, WE CAN CONTINUE TO KEEP THE ‘FLYING DOCTOR’ FLYING!**

### **PLEASE CONTACT**

**Crystal Casey** | Marketing & Communications Coordinator

Phone: (08) 8238 3340

Fax: (08) 8234 5640

Email: [ccasey@flyingdoctor.net](mailto:ccasey@flyingdoctor.net)

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# Gifts that keep on giving

Start your Christmas shopping today! By supporting the RFDS through the purchase of cards, gifts and merchandise, you will be helping to assist the thousands of families that rely on us to be there... every hour of every day.



## 1. RFDS ALUMINUM DRINK BOTTLE

Solid yet lightweight 600ml aluminum drink bottle. Supplied with hiking lid and carabineer clip, attaches easily to your belt or backpack.

**\$12.50 each**



## 2. RFDS THERMOS FLASK

This modern stainless steel thermos flask is ideal for keeping your drinks or soup hot whilst traveling, camping or on a cold day outdoors. **\$29.95 each**



## 3. RFDS CHRISTMAS CARD PACK

The pack includes three unique designs – the dove of peace, dancing Christmas trees and colourful baubles. Christmas messages are contained within each card. **\$6.00 for a pack of 6 (2 cards by 3 different images shown)**



## 4. SINGLE RFDS CHRISTMAS CARDS

a) An illustration of Mary and Joseph on their way to Bethlehem – Christmas message contained within card. **\$1.00 each**

b) A breathtaking image of RFDS aircraft VH-FDJ in the remote outback – blank inside for your own message or tailored corporate greeting. **\$1.00 each**



## 5. RFDS PEN

This stylish concorde ballpoint pen is the ideal gift. It features a distinct grip and curved body. Available in red, orange, blue and black. **\$6.00 each**



## 6. THE BACK OF BEYOND COLLECTION DVD

In one historically important collection, this double DVD set celebrates the life and times of Australia's best known outback mail man Tom Kruse MBE. Every fortnight he battled isolation, heat, sand dunes and floods to deliver mail and supplies to the families along the Birdsville Track from Marree to Birdsville. Produced to coincide with the 50th anniversary of the release of The Back of Beyond, this collection offers three hours of digitally re-mastered footage, including extra photos and documentary programs. **\$54.95 each**



## 7. RFDS 'TANK' CAN COOLER

Keep your drinks cold this summer with the rainwater tank can cooler. The distinctive corrugated design provides the ultimate grip. **\$12.00 each**



## 8. RFDS CAP

Protect yourself against the Australian climate with a stylish RFDS peak cap. With the adjustable strap, one size fits all! **\$20.00 each (in stone only)**



## 9. 2009 RFDS CALENDAR

The calendar features twelve unique and diverse images of amazing Australian landscapes taken by renowned photographer Richard Woldendorp. It also features a map containing all RFDS aviation bases, health facilities and history of the Service. **\$12.00 each**

# Your details

Your details (items and receipts will be delivered to the nominated address below).  
Please allow up to three weeks for delivery – thank you.

Title\_\_\_\_\_

First name\_\_\_\_\_

Surname\_\_\_\_\_

D.O.B. (optional)\_\_\_\_\_

Address\_\_\_\_\_

State\_\_\_\_\_ Postcode\_\_\_\_\_

Daytime telephone (\_\_\_\_)\_\_\_\_\_

Email\_\_\_\_\_

## Method of Payment

Cheque/money order enclosed and made payable to RFDS Central Operations Inc

Visa  Bankcard  Mastercard  Diners  AMEX

Card number\_\_\_\_\_

Cardholder's name\_\_\_\_\_

Signature\_\_\_\_\_

Expiry\_\_\_\_\_/\_\_\_\_\_

CVV Card Security number:\_\_\_\_\_

CVV is an anti-fraud security feature to help verify that you are in possession of your credit card. For Visa/Mastercard, the three-digit CVV number is printed on the signature panel on the back of the card immediately after the card's account number. For American Express, the four-digit CVV number is printed on the front of the card above the card account number.

- Please send me information about signing up to regular giving
- Please send me information about including a gift to the RFDS in my will
- I have included the RFDS in my will

**Please check carefully that all order form and payment details are complete, and tear off this coupon and return by:**

## POST

RFDS Central Operations Inc.  
PO Box 381  
Marleston DC SA 5033

## FAX

08 8234 5640

Your personal details are handled with complete confidentiality in line with RFDS Central Operations Inc Privacy Policy.

# Your order form

ITEM	PRODUCT DESCRIPTION	PRICE	QUANTITY	TOTAL
1	RFDS Drink Bottle	\$12.50		
2	RFDS Thermos Flask	\$29.95		
3	RFDS Christmas Card Pack	\$6.00		
4a	Single Christmas Card – Mary & Joseph	\$1.00		
4b	Single Christmas Card – RFDS	\$1.00		
5	RFDS Pen	\$6.00		
6	Back of Beyond DVD	\$54.95		
7	RFDS Can Cooler	\$12.00		
8	RFDS Cap	\$20.00		
9	2009 RFDS Calendar	\$12.00		
<b>POSTAGE &amp; HANDLING</b>				
	1–6 cards	\$1.10		
	7–50 cards	\$5.50		
	50+ cards	\$7.50		
	Gifts or gifts & cards	\$9.90		
	Your donation (tax deductible over \$2)			
			<b>TOTAL</b>	

All prices are inclusive of GST. All postage prices are for postage within Australia only. Please note that all items will be mailed to your address provided overleaf.

If you have any questions, please call 08 8238 3333 during business hours. Thank you for supporting the Royal Flying Doctor Service.

**Please allow up to three weeks for delivery – thank you.**