

COMMITTED

ROYAL FLYING DOCTOR SERVICE
YEAR IN REVIEW 2015/16

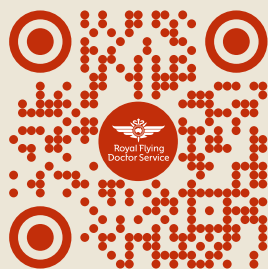


Royal Flying Doctor Service
WESTERN AUSTRALIA



MAKING A DIFFERENCE FOR ALL WEST AUSTRALIANS

TO SEE MORE.
CONNECT WITH
RFDS HERE:





CONTENTS

Tarryn's Story: Travelling in WA	4
A Word from the CEO	6
Our Services	8
New Broome Facility	10
Pilatus PC-24 jet aircraft	12
Jandakot Development	14
2015/16 Snapshot	16
Colin's Story: Working in WA	18
Just One Day at RFDS	20
A Day in the life of the RFDS	22
Marie's Story: RFDS Flight Nurse	24
Darcy's Story: Living in WA	26
Fundraising	28
How you can support RFDS	29
Our Supporters	30
Our Facilities	31



**"THE RFDS DOCTOR FROM MY LIFE SAVING FLIGHT
CARED ENOUGH TO STOP BY MY HOSPITAL BED
THE NEXT DAY TO TALK TO MY MUM."**





TARRYN'S STORY:

TRAVELLING IN WA

RETURNING TO PERTH WITH THREE FRIENDS AFTER A KARIJINI HOLIDAY, TARRYN VALLANCE WAS THINKING ABOUT THE NURSING GRADUATE PROGRAM SHE HOPED TO ENTER SOON. INSTEAD, SHE HAD THE ROYAL FLYING DOCTOR HELP SAVE HER LIFE.

"We were about 25kms south of Cue," recalls Tarryn. "It's still unclear what happened but I over corrected when the vehicle left the road, and we rolled three or four times."

Tarryn had to be cut free from the vehicle to protect her neck and back and was the most severely injured. "I don't recall anything from the accident, but was told I was talking and screaming, and nearly lost consciousness." It's not surprising considering her injuries included being de-scalped, broken back in 14 places, both shoulder blades broken, all three bones in her left arm broken, and a punctured lung.

A short way behind Tarryn that day was a pilot vehicle driver who came upon the accident soon afterwards. He used his satellite phone to call Cue and Meekatharra for emergency services.

"I believe the firies arrived first and gave me oxygen," says Tarryn. The three passengers did not sustain life threatening injuries, and one was taken to Meekatharra Hospital.

Tarryn's brother, one of the passengers, described the accident scene to her: "The car was crumpled and my legs were trapped but uninjured. It took two hours to

cut me out. The guy who'd stopped for us stood next to my window all that time, holding my head."

With the Royal Flying Doctor Service alerted, a now unconscious Tarryn was taken to Cue Nursing Station. She'd also suffered strokes as a result of her injuries. Before putting her on the flight, the RFDS flight crew gave her a blood transfusion, re-attached her scalp where possible, and intubated her for the life saving flight.

Tarryn was flown to Royal Perth Hospital, where she regained consciousness five days later. "It was a traumatic and agonising time for my family who were by my bedside," explains Tarryn. "At the time, no-one thought I'd live. And if I did, the possible permanent effects of my injuries were unclear."

On her long and painful road to recovery, Tarryn has never given up. She completed her final nursing

degree exam and shared her story from Narrogin Hospital, where she's recently taken up a new role.

Tarryn is keen to stress how critical the RFDS is to people travelling in WA, like she was. "Without their amazing medical treatment before and on board the flight, I wouldn't be here with my family today."

She's visited Cue to thank everyone who helped her. "I've also seen the RFDS plane I was flown in, and can appreciate even more now that it's a fully fitted out, flying ICU. I benefitted from an amazing level of professional emergency aero medical care."

Tarryn looks to the future positively. "I accept my back and shoulders will never be perfect again, but it's still better than the alternative! An experience like this made me decide that if I'm going to live, I have to do it well!"

"YOU HEAR ABOUT THE RFDS, BUT YOU NEVER THINK YOU'LL NEED THEM. BUT WITHOUT THEM, I WOULDN'T BE HERE TODAY."





A WORD FROM THE CEO



THE PAST YEAR FOR THE RFDS HAS SEEN SIGNIFICANT GROWTH AS WE EVOLVE TO MEET PATIENT DEMAND AND TO REMAIN AT THE FOREFRONT OF INNOVATION IN PROVIDING THE VERY BEST AERO MEDICAL CARE AVAILABLE ANYWHERE IN THE WORLD.

During the past 12 months, we have flown over 9,000 sick and injured patients to hospitals across our vast state, and we've received nearly 40,000 telephone calls for medical assistance and advice.

Pilots and medical teams made over 16,500 landings and flew 7,764,000 kilometres to the furthest reaches of Western Australia.

As we proudly service our 2.5 million square kilometre state, it's important to acknowledge the professionalism, commitment and tireless dedication of our staff across many roles. For the RFDS to assist all who require our help, it takes an exceptional team to facilitate every response to ensure the best patient outcomes.

To ensure that we will always be there whenever and wherever someone needs us, securing our long term future is paramount. In the past year, we have celebrated several key milestones in our drive to bolster the RFDS' capacity to ensure we can grow sustainably. As demand for our services remains at record levels, we must ensure we continue to be relevant to all in WA who rely on us, whether they're living, working or travelling anywhere across our state.



ing Doctor Service

This year, the opening of our new Broome facility is a significant milestone. As the first new RFDS facility in the state in 50 years, it meets the ever-expanding need for our services in WA's far north, and increases our physical footprint and capability. The new, state-of-the-art facility located at Broome International Airport means we have additional aircraft and highly skilled staff on the ground, ready to respond faster to emergencies throughout the Kimberley and Pilbara regions.

At our Jandakot facility, the first phase of construction development is underway to accommodate the arrival of our new, technologically advanced Pilatus PC-24 jet aircraft, which feature speed, landing and fit-out advantages that will revolutionise our patient response and retrieval capability. A new hangar is being built along with new engineering and maintenance facilities, which will boost engineering maintenance capacity for our growing fleet.

Our Derby facility has been modernised in a major refurbishment and re-development project that sees our hangar, patient treatment centre and offices brought together in one location at the Derby Airport. After more than 60 years of delivering services from the Derby facilities, this redevelopment enhances our ability to deliver the best outcomes for our patients.

The generous support of our existing and new supporters and community organisations, as well as the valued, ongoing relationships with our corporate partners, enables us to build and strengthen our services into the future, and to reach and treat people from all corners of WA. Our gratitude for this continued commitment is immense, as is that for our many selfless volunteers in metropolitan and remote communities.

With many significant achievements in the past year, and exciting developments on the horizon,

we look forward to moving into the future confident in the progressive and innovative path we're on. In this, we are focused on delivering the best aero medical services to all in WA who rely on us, no matter where or when.



Grahame Marshall
Chief Executive Officer

OUR SERVICES

OVER THE PAST 12 MONTHS, THE RFDS HAS TOUCHED THE LIVES OF OVER 27,000 PEOPLE THROUGH AERO MEDICAL RETRIEVALS AND PATIENT CLINICS, AND PROVIDED ADVICE AND ASSISTANCE TO A FURTHER 37,684 THROUGH OUR TELEHEALTH SERVICE.

In Western Australia alone, the RFDS services over 2.5 million square kilometres, with 15 aircraft and six operating facilities. Beyond aero medical retrievals, the RFDS delivers a range of primary health care services across the state.



EMERGENCY AERO MEDICAL RETRIEVALS

The RFDS' life saving services are delivered through aero medical retrievals in aircraft fitted out with technologically advanced ICU equipment. Each year, RFDS provides these services to thousands of sick and injured people across Western Australia when help is far from reach.



INTER HOSPITAL PATIENT TRANSPORT

The RFDS provides aero medical care and transport for sick and injured patients to and between hospital facilities within WA, as well as interstate, when the patient requires further or tertiary medical care.





TELEHEALTH

Over 37,000 calls were received in the past year for medical advice and assistance, as well as radio and video linked medical consultations with an RFDS doctor. These calls came from people living, working and travelling across WA, where access to medical assistance is limited or non-existent.




GP CLINICS AND DENTAL SERVICES

Dental health and general practice clinics are conducted around the state, bringing routine check-ups and treatment to remote and rural areas where medical services are limited or non-existent.



MEDICAL CHESTS

Currently over 500 medical chests are located around the state, supported by the RFDS. They contain a range of pharmaceutical and non-pharmaceutical items for emergency treatment, pain relief and preparation for evacuation from remote locations.



NEW BROOME FACILITY: THE FIRST IN 50 YEARS



TO MEET THE GROWING DEMAND FOR SERVICES IN WESTERN AUSTRALIA'S FAR NORTH, THE FIRST NEW RFDS FACILITY IN THE STATE IN 50 YEARS OPENED THIS YEAR.



THE FIRST
SIX MONTHS

569

LANDINGS

307,000

KILOMETRES FLOWN



This significant and exciting milestone not only increases our physical footprint, but more importantly it builds and strengthens our capability for delivering the most effective aero medical care to all West Australians, 365 days a year.

Over the past five years, demand for our life saving services has increased substantially across the Kimberley and Pilbara regions. The new facility in Broome ensures we can meet the growing and changing patient demands more quickly and efficiently.

Located at Broome International Airport, the new facility was specially designed and constructed to ensure the RFDS is best placed to respond to patient demands. Broome is now the busiest patient transport hub for the RFDS in the north of Western Australia, with over 1,000 patients flown to and from Broome in the past 12 months alone.

Completed and commissioned in January, the new operating facility incorporates two aircraft hangars, a state-of-the-art patient treatment centre, and staff facilities. The RFDS now has 15 Broome-based crew members in town, including four doctors, five nurses and five pilots.

THE NEW BROOME FACILITY IS CLEARLY WORTH THE SIGNIFICANT PLANNING, HARD WORK AND DEDICATION IT TOOK TO BRING THIS LONG HELD VISION TO REALITY.

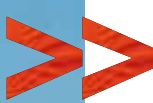
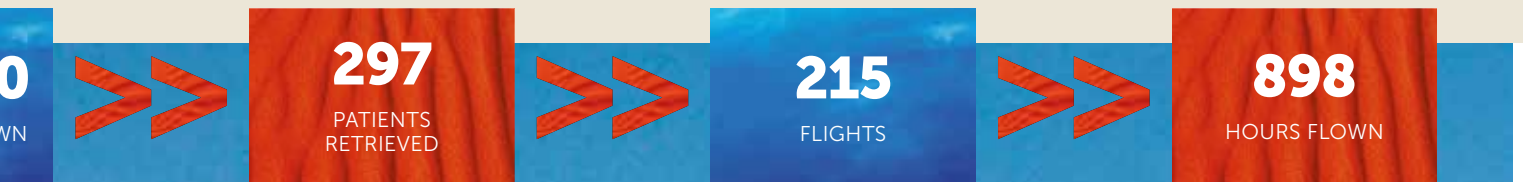
This bolstered capacity in Broome means we have additional aircraft and highly skilled staff in the north of the state who are better placed to respond more quickly to emergencies throughout the Kimberley and the Pilbara regions. The Broome location results in reduced flight times, ultimately providing better outcomes for patients whose lives depend on aero medical retrieval services.

As if to prove its importance, the new facility's benefits were immediately realised, with the first task for the Broome flight crew being a high priority emergency retrieval from a Pilbara mine site. Fittingly, this retrieval demonstrated how critical it is for our Broome facility and crews to be able to assist when resources in the region are already committed to other retrievals.

The development and delivery of this project was made possible by financial support received from the State Government via Royalties for Regions, the Federal Government, as well as the generous support of many community donors and corporate partners. A Lotterywest grant enabled the acquisition of operational equipment and information technology systems for the new facility.

In May, we took the opportunity to host an official launch function for the new Broome facility. As a celebration of this milestone, it was also a time to formally and fully acknowledge the generosity of supporters and funding partners in bringing this long held vision to life.

Broome's capacity and capability has reinforced the RFDS' business in the far north of WA, offering greater services and better outcomes for those living, working and travelling in the north of the state.



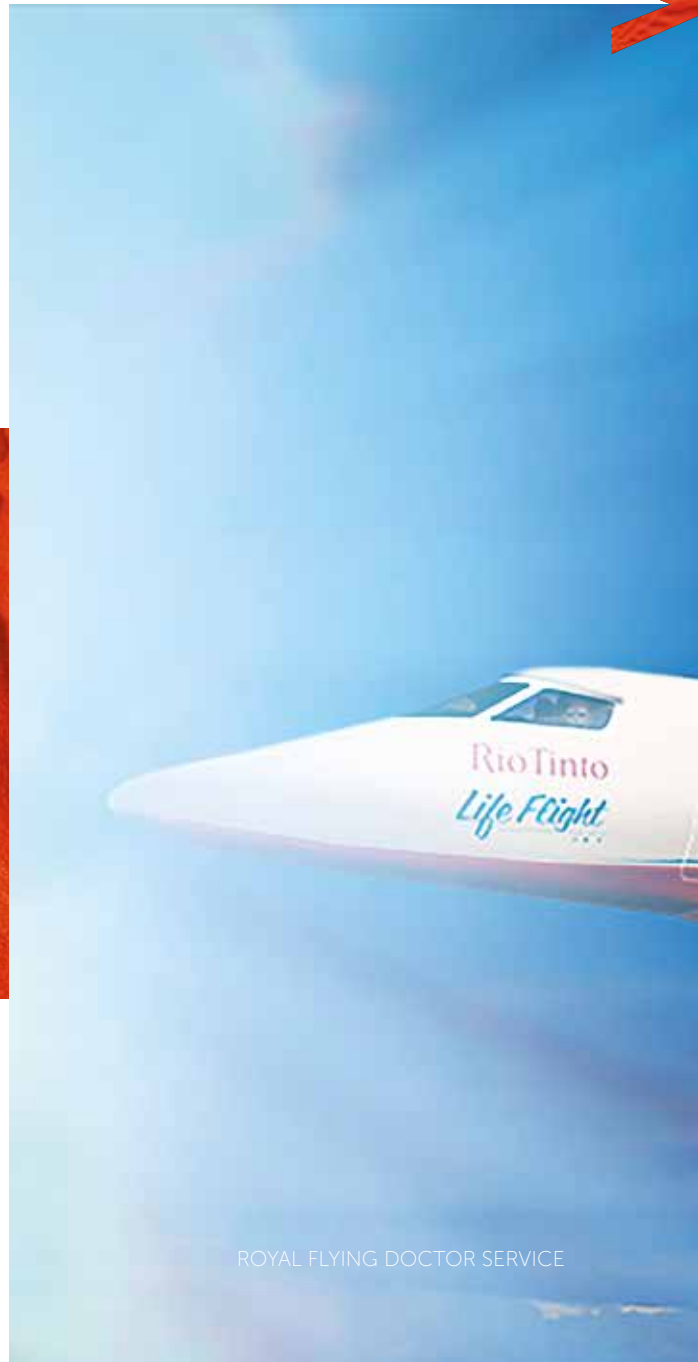


GAME CHANGING PILATUS PC-24 JET AIRCRAFT

**AERO MEDICAL
SERVICES IN WA
ARE SET TO BE
TRANSFORMED AS
THE RFDS PREPARES
TO WELCOME THESE
NEXT GENERATION
JET AIRCRAFT.**

FLYING HIGH AT THE FOREFRONT OF INNOVATION

- » Superior speeds to transport patients faster.
- » Access to unsealed airstrips increases service reach.
- » Shorter take off and landing capability to service more locations.
- » Bespoke intensive care medical fit-out for enhanced in-flight care.
- » Three stretchered patient design to increase capacity.



PEOPLE ACROSS WESTERN AUSTRALIA WHO DEPEND ON THE LIFE SAVING SERVICES OF THE ROYAL FLYING DOCTOR SERVICE, WILL SOON EXPERIENCE EVEN BETTER HEALTH OUTCOMES.

This is due to the exceptional capabilities of the super-versatile Pilatus PC-24 jet aircraft expected to land in WA from early 2018. Their arrival will revolutionise aero medicine, and consolidate the RFDS' leading position as the dedicated provider of life saving services for people who live, work and travel across WA.

The PC-24 can reach twice the cruising speed of the current fleet of Pilatus PC-12 aircraft, and it has the ability to take off and land on very short runways, and on dirt airstrips. It can accommodate three

stretchered patients in a bespoke, intensive care fit-out.

With all this, the RFDS will be in a position to provide even more widespread and vital life saving aero medical services to more people across our vast state.

Faster trips, a reach into more remote places, a greater number of patient retrievals and transfers all mean RFDS will be placed to deliver even better outcomes for more patients. The new jet aircraft capability will also create greater operational efficiencies.

The technologically advanced long-range jet is designed and constructed by Pilatus in Switzerland.

Development at the RFDS' Jandakot facility is currently underway in preparation for the arrival of the Pilatus PC-24 jet

aircraft. An additional hangar and engineering maintenance area is being constructed to cater for the jet aircraft, while the new Broome facility was specifically designed and built to also cater for this impressive jet.

The aircraft's innovative design and custom medical fit-out for aero medical retrievals by the RFDS, will take place in Switzerland, prior to its delivery to Western Australia. The impressive three stretcher capability enables the transfer of more patients in a highly controlled medical treatment environment.

The Royal Flying Doctor Service Western Australia will be the first organisation in the world to provide the capability of the PC-24 jet in life saving services, highlighting our leading position in the aero medical industry when it comes to technology and innovation.





JANDAKOT DEVELOPMENT BOLSTERS OUR FUTURE CAPABILITY

WITH THE ANTICIPATED ARRIVAL OF THE PC-24 JET AIRCRAFT, AND THE EVOLVING NEEDS FOR ACCOMMODATING PATIENTS, THE FIRST PHASE OF CONSTRUCTION DEVELOPMENT IS NOW UNDERWAY.

At the RFDS Jandakot facility, we're responding to change with exciting developments well underway.

To accommodate the size and scale of the new Pilatus PC-24 jet aircraft, due for arrival in early 2018, a new hangar is being constructed, as well as new engineering and maintenance facilities. Demolition of existing buildings has taken place, and phase one of work is in progress with expected completion in January 2017.

Phase one at Jandakot will also include engineering workrooms.

The development has been made possible through a generous grant from Lotterywest towards the first phase of the project. The balance will be funded from the RFDS Aero Medical Fund. Launched in 2015 to raise critical capital funds to support the essential role of the RFDS in WA, the Aero Medical Fund is a progressive initiative that will underpin the ongoing growth and development of RFDS' life saving services.

The Jandakot development is a milestone in the ongoing success of our business, and an exciting time for us, as we celebrate our enhanced capacity to deliver life saving aero medical services.

AS DEMAND FOR RFDS SERVICES GROW, AND WE EXPAND OUR FLEET, OUR JANDAKOT FACILITIES ARE UNDERGOING CHANGE TO MEET CRITICAL FUTURE NEEDS.



2015/16 SNAPSHOT

SERVICE AREA
2,500,000
SQ KMS



NUMBER OF AIRCRAFT

15



NUMBER OF AERO MEDICAL
OPERATING FACILITIES

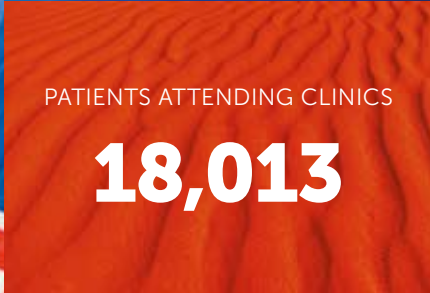
6





LANDINGS

16,553



PATIENTS ATTENDING CLINICS

18,013



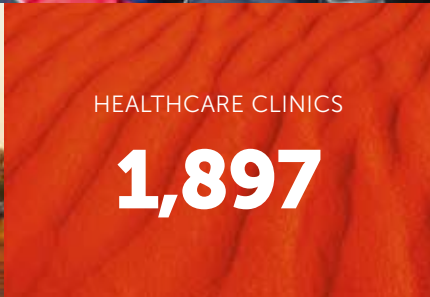
PATIENTS FLOWN

9,017



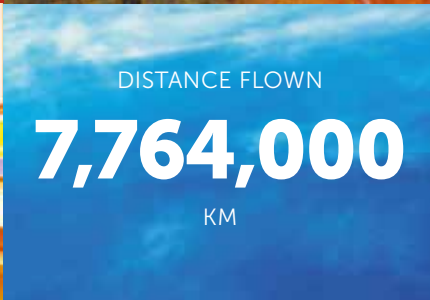
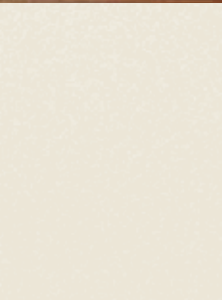
TELEHEALTH CONSULTATIONS

37,684



HEALTHCARE CLINICS

1,897



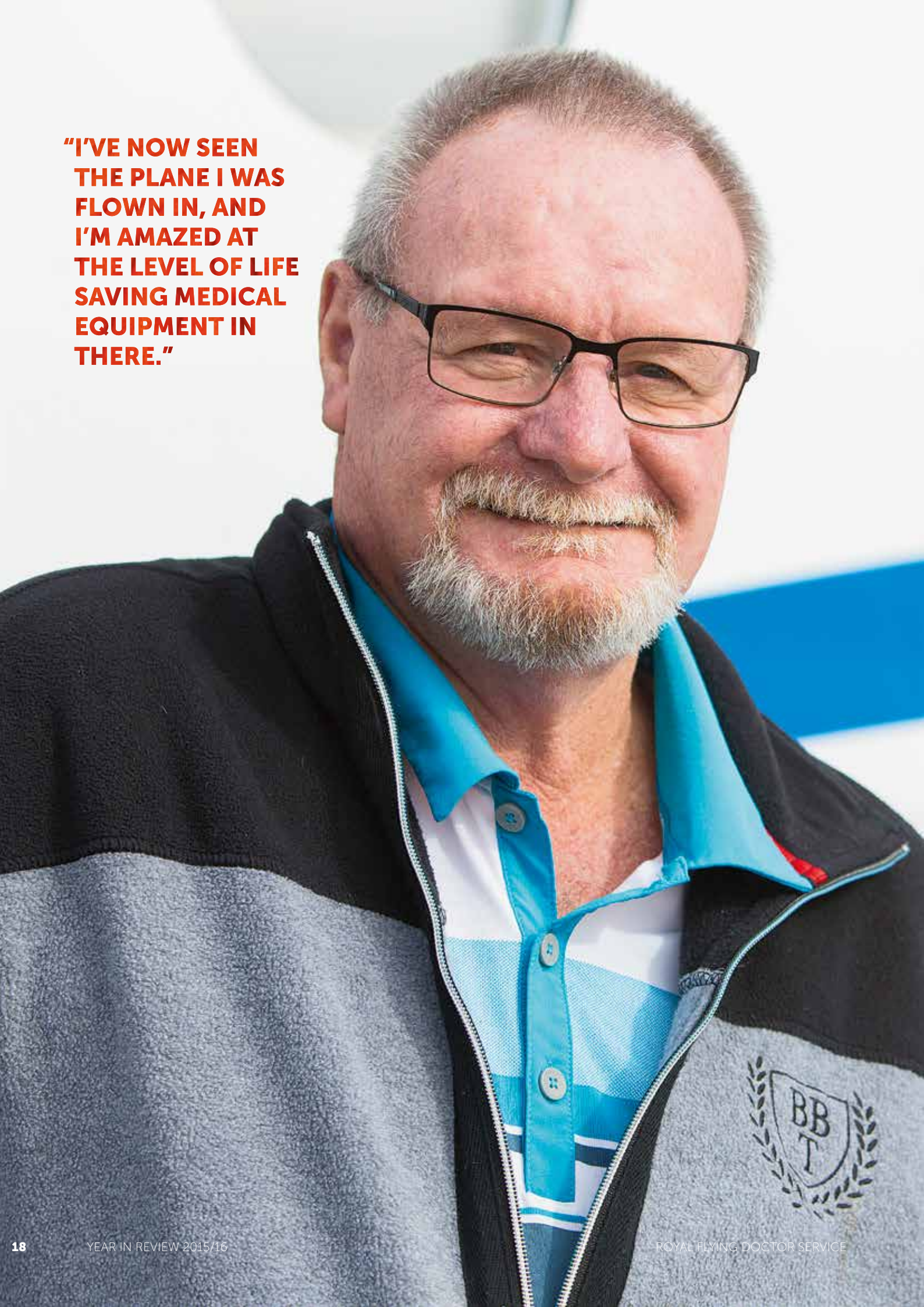
DISTANCE FLOWN

7,764,000

KM



**"I'VE NOW SEEN
THE PLANE I WAS
FLOWN IN, AND
I'M AMAZED AT
THE LEVEL OF LIFE
SAVING MEDICAL
EQUIPMENT IN
THERE."**





COLIN'S STORY:

WORKING IN WA

PILOT ESCORT DRIVER, COLIN COOK, NEVER IMAGINED A FAULTY GEARBOX IN REMOTE WESTERN AUSTRALIA WOULD LEAD TO HIS LIFE HANGING IN THE BALANCE AND THE ROYAL FLYING DOCTOR SERVICE BEING DESPATCHED TO HELP SAVE HIS LIFE.

"I've been escorting oversized vehicles throughout WA for some years, and was on a return journey to Perth from Onslow/Wheatstone," explains 65 year old Colin.

"My colleague in a second pilot vehicle had gone ahead to find a safe resting stop. But my gearbox was playing up so I'd slowed down. Then it gave up altogether, leaving me broken down between Carnarvon and Geraldton."

A truck driver stopped and kindly offered to take Colin and his vehicle through to Geraldton, using his tilt tray as a trailer. Around 9pm that evening, as Colin stood on the trailer to steer and guide the vehicle on, he briefly lost his footing and fell off the edge.

"It was only a metre," says Colin, "but I hit my head on the bitumen, fracturing my skull, and that resulted in a brain bleed."

The truck driver called emergency services and stayed with Colin until they arrived from Carnarvon around midnight. He was taken to Northampton Hospital, stabilised here and then transported to Geraldton Hospital.

Early next morning, the RFDS picked Colin up. The flight crew worked to keep his condition stable while he was flown to Royal Perth Hospital's trauma unit. When he regained consciousness he was initially able to recognise only his youngest grandchild. But memories slowly came back to him, and Colin was discharged after two weeks.

Colin doesn't recall much of his ordeal. "One thing I do remember is being told the RFDS was coming, and I thought this must mean I'm in a bad way, and they're the only chance my life can be saved."

Without them, Colin believes he probably wouldn't have survived. "The doctor said my injury was similar to a 'one-punch incident' and that can easily be fatal."

Today, Colin's back at work, and thinks more about the RFDS than ever. "I've always known about them and how vital they are. But never in my wildest dreams did I think I'd need them," he notes.

Colin recently handed over a generous personal donation to the RFDS. He wants this, and his story, to highlight and acknowledge the huge part the Flying Doctor played in saving his life. "I'm so grateful to them for their critical part in my survival."

For now, Colin is focused on the future, which includes a fourth grandchild his family is waiting to welcome. "Thanks to the RFDS and everyone who was there for me, I'm now around to see my grandchildren grow up."

"IF IT WASN'T FOR THE RFDS I MOST PROBABLY WOULDN'T HAVE MADE IT."







JUST ONE DAY AT THE RFDS

ON JULY 15TH, ROSTERED FLIGHT CREWS WERE ANTICIPATING ANOTHER DAY OF PROVIDING LIFE SAVING SERVICES RIGHT ACROSS OUR STATE. WHAT THEY DIDN'T REALISE WAS THAT IT WOULD END UP BEING ONE OF THE BUSIEST DAYS OF THE YEAR.

The RFDS State-Wide Coordination Centre operates 24 hours a day, 365 days a year. An incredibly dedicated team works around

the clock, ensuring every patient receives the best possible outcome.

In a normal day the Coordination Centre takes emergency calls, prioritises patients, tasks aircraft and staff, and liaises with St John Ambulance and hospitals all around Western Australia.

On the 15th of July, the Centre tasked as many as 21 flights. By the day's end, we had collected and safely delivered 37 people whose lives depend on us to provide a seamless service into remote and often difficult locations.

24 HOURS OF LIFE SAVING CARE

6 AERO MEDICAL OPERATING FACILITIES INVOLVED

21 FLIGHTS

47 TEAM MEMBERS ACTIVELY INVOLVED





A DAY IN THE LIFE OF THE RFDS...

15 JULY

21
FLIGHTS

6
AERO MEDICAL
OPERATING
FACILITIES



07:00

7:22am:
Jandakot
crew tasked to Geraldton > Merredin > Jandakot

7:41am:
Meekatharra
crew tasked to Port Hedland > Geraldton > Jandakot > Meekatharra

08:00

8:00am:
The Jandakot crew landed in Geraldton to collect their first patient

09:00

9:09am:
Kalgoorlie
crew tasked to Giles > Kalgoorlie



10:00

10:15am:
Port Hedland
crew tasked to Karratha > Jandakot > Christmas Creek > Port Hedland

10:31am:
Jandakot
crew tasked to Newman > Jandakot

11:00

11:17am:
Broome
crew tasked to Punmu > Paraburdoo > Port Hedland > Broome



12:00

12:00pm:
Derby
crew tasked to Gibb River > Broome > Derby

12:17pm:
Jandakot crew tasked to Albany > Jandakot

13:00

1:47pm:
Kalgoorlie
crew tasked to Bruce Rock > Bunbury > Jandakot > Kalgoorlie

14:00

2:18pm:
Meekatharra crew landed in Jandakot with 3 patients

2:48pm:
Broome crew landed in Paraburdoo to collect their 2nd patient

37

PATIENTS



7:02pm: Derby
crew tasked to Mt Barnett
> Broome
> Derby

7:10pm: Kalgoorlie
crew tasked to Jandakot
> Bunbury
> Jandakot
> Leonora
> Kalgoorlie



15:00
3:03pm: Derby
crew tasked to Sandfire
> Broome
> Derby

16:00
4:29pm: Jandakot
crew tasked to Ravensthorpe
> Narrogin
> Jandakot

17:00
5:32pm: Kalgoorlie
crew landed in Jandakot with patients from Bruce Rock and Bunbury

18:00
6:05pm: Broome
crew landed back in Broome with a patient from Port Hedland, after collecting patients from Punmu and Paraburdoo and taking them to Port Hedland

19:00
7:16pm: Jandakot
crew tasked to Esperance
> Jandakot

7:53pm: Port Hedland
crew tasked to Newman
> Jandakot
> Karratha
> Port Hedland

20:00
8:15pm: Meekatharra
crew tasked to Wiluna
> Geraldton
> Jandakot
> Meekatharra

21:00
9:36pm: Derby
crew landed in Broome with a patient retrieved from Mt Barnett, who had fallen into the Gorge at Charnley River Station

9:43pm:
patient call received for the Kalgoorlie crew to retrieve a patient from Bunbury

22:00
10:04pm: Jandakot
crew tasked to Carnarvon
> Jandakot

10:40pm: Broome
crew tasked to Fitzroy Crossing
> Broome

29,000
KM FLOWN





MARIE'S STORY: RFDS FLIGHT NURSE

FROM THE LUSH GREEN OF HER IRISH ROOTS, TO THE RED EARTH OF WESTERN AUSTRALIA'S VAST REACHES, RFDS FLIGHT NURSE MARIE HOEY HAS EMBRACED HER CAREER AND LOVES HOW DYNAMIC AND UNIQUE IT IS.

"I have developed the skills and knowledge to offer specialised assistance in a unique, medical environment to those who need it most," says Jandakot based Marie, who is proud to have spent the past two years working for the RFDS. "It's such an iconic organisation that is recognised and admired worldwide for its service to the community."

For Marie, being part of the organisation means "we bridge the gap between Western Australians who live, work or travel remotely, and tertiary care. I'm also part of ensuring that healthcare equality is offered to every Western Australian, no matter their geographical location."

Back in Ireland, shortly after receiving her Bachelor's degree in Nursing Science, Marie initially packed her bags for a one year working holiday in Australia. "But the one year turned into a ten year long affair!" laughs Marie.

Following a period of agency work throughout the Perth metro, Marie found a new 'home' at Royal Perth

Hospital. She explains: "Working in the emergency department gave me the opportunity to treat people from all over WA – usually at their most vulnerable, and often far from friends and family."

Experiencing first hand how patients are flown to the city for advanced care that is unavailable in WA's remote communities, spurred Marie on in her career. "The knowledge that this was only possible through the work of aero medical retrieval services – and the RFDS in particular – had a positive impact on me. I went on to complete a postgraduate diploma in midwifery, and achieved my ultimate goal of becoming an RFDS flight nurse in 2014."

Marie's midwifery skills came into play in one of her most memorable retrievals. "It occurred at the end of a long night shift, as is often the case," she says. The crew was tasked to Merredin to retrieve a woman in advanced, pre-term labour with her first pregnancy.

"We departed Jandakot at 5am for the 40 minute flight, during which we prepared for a potential in-flight birth and post-delivery complications for both mum and baby. On landing, we quickly brought her on board and headed back to Perth. For this young Indigenous woman, it was both terrifying and overwhelming, as she had never flown before. But it was a

great relief all round as we got her successfully to the special care she needed at King Edward Memorial Hospital – within minutes of the birth of her lively baby boy."

For Marie, her job is about knowing your own boundaries and limitations. "If a tasking is outside my scope of practice, it is imperative I acknowledge this and seek assistance." She provides a recent example when weather and flying conditions plus two separate patients' medical needs required more than a nurse only flight. Marie's assessment and discussion with an RFDS doctor in charge resulted in a change to plans, and a second crew was sent. "This was the safest option for both patients in our care that day, and it's an example of how we work together to achieve the best outcomes."

Marie reflects on what the RFDS means to her. "Working here has given me the most unique and humbling opportunity to explore the countryside while embracing the people and their cultures."

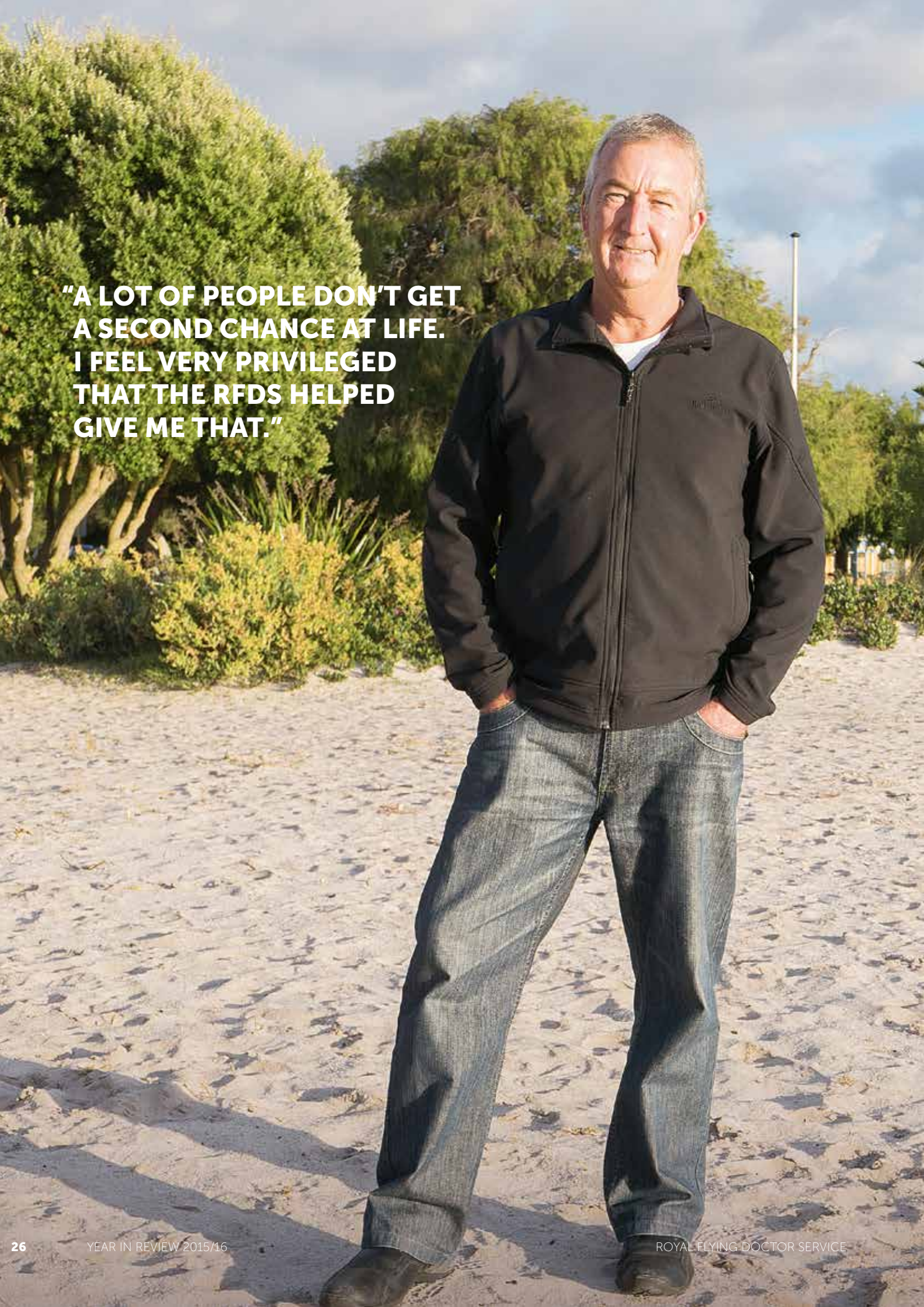
She has also gained appreciation for the sheer vastness of WA, and the barriers which can arise and become problematic. "We rely on collaborative relations with colleagues in the community, and we owe a special debt of gratitude to the many volunteers who assist us to get the job done – regardless of the hour!"





"EACH DAY OF MY CAREER IS UNPREDICTABLE, BUT I THRIVE ON THE CHALLENGES THIS PRESENTS."



A full-page photograph of a middle-aged man with short, grey hair, smiling slightly. He is wearing a black zip-up jacket over a white t-shirt and blue denim jeans. He stands on a sandy beach with his hands in his pockets. The background features lush green trees and a clear sky with some light clouds. The lighting suggests it's daytime, possibly late afternoon or early morning, as shadows are cast on the sand.

**"A LOT OF PEOPLE DON'T GET
A SECOND CHANCE AT LIFE.
I FEEL VERY PRIVILEGED
THAT THE RFDS HELPED
GIVE ME THAT."**



DARCY'S STORY:

LIVING IN WA

SNEAKING OUT OF THE HOUSE TO WALK HIS DOG, REGULAR EARLY BIRD AND DUNSBOROUGH RESIDENT DARCY FRANCIS HADN'T EXPECTED TO FEEL UNWELL, OR TO BE ABOARD A ROYAL FLYING DOCTOR FLIGHT MERE HOURS LATER.

"I left my wife Julie sleeping that morning," says Darcy. "But while walking my dog I collapsed on a kerbside with chest pains." There was no-one else around, so with Scruffy tugging on the lead, Darcy knew he couldn't "just lay there" despite experiencing classic heart attack 'elephant on your chest' feelings.

Managing to get back on his feet, 57 year old Darcy walked the remaining 400 metres home, where he woke Julie. She drove him to Busselton Hospital and an initial ECG showed nothing untoward. But things took a turn and Darcy suffered a heart attack right there.

"I can remember two doctors being there," he says. "One was taking care of me and the other was on the phone to the Flying Doctor." Darcy was picked up at Busselton Airport, and although feeling a little 'outside' of things, he felt in the best of care.

"Being put on the RFDS flight was one of the moments I wasn't scared. I had full trust in the people around me. They were so professional and everything felt methodical. The doctor and nurse introduced themselves and were a very calming influence.

"They talked to me throughout the flight to make sure I knew what they were doing," Darcy recalls. "I was their priority, and they treated me that way."

Darcy was flown to Jandakot and transferred to Fiona Stanley Hospital where the admitting doctor read his notes and greeted him with: "You are one lucky man!"

Julie and daughter Shannen drove to Perth, and Shannen remembers: "It felt like the longest car trip to get

to my dad, my hero. But we had peace of mind knowing he was with medical professionals and would be there in only 30 minutes."

Darcy underwent surgery, and was home recovering soon after. Shannen explains: "The RFDS means everything to our family, so we asked that loved ones kindly make a donation rather than sending dad flowers or cards."

For Darcy, he's always held the RFDS in the highest regard. "I hoped I'd never need them, but with first hand experience, my respect is even greater, if that's possible."

Today Darcy's back walking Scruffy and is moving on positively from this experience. "I've got great support and I reckon I'm the luckiest bloke still standing up!" And he adds: "I know they'd never seek recognition, but the RFDS is a huge part of the medical team who saved my life."

"THE IN-FLIGHT MEDICAL CARE FELT VERY ORGANISED AND CALM, SO I CAN ONLY IMAGINE THE WORK BEHIND THE SCENES FOR THINGS TO RUN THAT SMOOTHLY."





FUNDRAISING

THE ROYAL FLYING DOCTOR SERVICE RELIES ON THE ONGOING GENEROSITY AND SUPPORT OF INDIVIDUAL AND CORPORATE DONORS AS WELL AS PHILANTHROPIC GRANTS, THE SUPPORT OF PRIVATE TRUSTS, AND COMMUNITY FUNDRAISING EVENTS. WE ALSO HAVE STRONG FUNDING SUPPORT FROM STATE AND COMMONWEALTH

GOVERNMENTS TO ENSURE WE CAN MAINTAIN AND GROW OUR LIFE SAVING SERVICES.

The RFDS has established a reputation as a world leader in aero medical services.

The Royal Flying Doctor Service confirmed its place as Australia's Most Reputable Charity, ranking first in the 2015 Charity Reputation Index, for the 5th year in a row. The annual index results, released by independent research

consultants AMR, indicate excellence by the Flying Doctor across all areas measured.

When you support the RFDS, your funding enables us to deliver essential health care services, purchase specialist medical equipment and maintain our vital aircraft. Your giving ensures the RFDS can continue to assist thousands of people, every year, who live, work and travel in rural and regional Western Australia.



HOW YOU CAN SUPPORT RFDS

BECOME A CORPORATE PARTNER

Your business can support and benefit from a partnership with the RFDS in many ways. These include cause-related marketing initiatives, program sponsorship, workplace giving, matched giving, staff engagement, cash and pro-bono sponsorship.

SUPPORT THE AERO MEDICAL FUND

Supporting the Aero Medical Fund offers individuals and businesses the opportunity to align their giving and their values with the life saving work of the RFDS, an organisation with a remarkable 81 year history of making a positive difference to people across our state.

MAKE A DONATION OR JOIN THE SUPPORT CREW

You can easily make a commitment to support the RFDS with donations and regular monthly gifts as part of the Support Crew. This provides us with stability to enable us to continue providing life saving care through medical and aviation equipment.

COMMUNITY FUNDRAISING EVENTS

Each month, and all around WA, community fundraising events are held, and you can easily get involved. The RFDS always welcomes the holding of new events by supporters.

GIVE IN MEMORY OR CELEBRATION

Making a donation to the RFDS in lieu of a gift or flowers is a touching and exceptionally worthwhile way to honour a special occasion or to commemorate the life of a loved one in a way that you can be sure helps others in need.

LEAVE A GIFT IN YOUR WILL

A gift to the RFDS in your Will has the power to positively affect countless lives. The RFDS can offer information and resources that assist with planning your gift and leaving a special legacy of care for generations to come.

**Phone (08) 9417 6400
to support the RFDS.**





OUR SUPPORTERS

The RFDS would like to thank all of our amazing volunteers, committees and community fundraisers who generously donate their time and effort to fundraising for the RFDS.

WITH SPECIAL THANKS TO:

Broome Ambassador – Melva Stone, OAM

Busselton RFDS Volunteer Committee

Dongara RFDS Volunteer Committee

Flying 1000

Friends of the Flying Doctor

Geraldton RFDS Volunteer Committee

Jurien RFDS Volunteer Committee

Katanning RFDS Volunteer Committee

Mount Barker RFDS Volunteer Committee

Narrogin RFDS Volunteer Committee

Pannawonica RFDS Volunteer Committee

Paraburdoo RFDS Volunteer Committee

RFDS Eastern Goldfields Auxiliary

RFDS Esperance Auxiliary

ALTITUDE PARTNERS

Rio Tinto

Founding Partner – Aero Medical Fund
Partner of the Rio Tinto Life Flight Jet Fleet



Partner of
Pilatus PC-12 Aircraft

MAJOR PARTNERS



KARARA
MINING LTD



COMMUNITY PARTNERS



ALTITUDE BALL SPONSORS



CORPORATE SUPPORTERS



AUSTRALIAN GOVERNMENT



WEST AUSTRALIAN GOVERNMENT



OUR FACILITIES

JANDAKOT

Address: Facility and Corporate Office
3 Eagle Drive
Jandakot Airport
Jandakot WA 6164

Phone: 08 9417 6300

Fax: 08 9417 6309

Email: westops@rfdswa.com.au

BROOME

Address: Broome International Airport
Gus Winckel Drive
Broome WA 6725

Phone: 08 9138 7300

Fax: 08 9138 7305

DERBY

Address: Derby Airport
143 Derby Airport Road
Derby WA 6728

Phone: 08 9191 0200

Fax: 08 9191 0209

KALGOORLIE

Address: Facility and Visitor Centre
Kalgoorlie Boulder Airport
Hart Kerspien Drive
Kalgoorlie WA 6430

Phone: 08 9093 7500

Fax: 08 9093 7509

MEEKATHARRA

Address: Meekatharra Airport
Airport Road
Meekatharra WA 6642

Phone: 08 9980 0550

Fax: 08 9981 1601

PORT HEDLAND

Address: Waldron Road
Port Hedland WA 6721

Phone: 08 9172 0700

Fax: 08 9172 0709





Royal Flying Doctor Service
WESTERN AUSTRALIA

FLYINGDOCTOR.ORG.AU