



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

FlyingDoctor

QUEENSLAND >



Free dental service improves
smiles and overall health p.12

Flying Doctor opens new Patient
Transfer Facility in Rockhampton p.3

Blackwater to Brisbane
with a delicate delivery p.4

Message from the CEO

Since writing to you earlier in the year, we have been busy progressing a number of service improvements and initiatives as well as commemorating some key milestones.

In March, two members of our Aviation team completed the successful carriage of our newest aeromedical aircraft – the **350C King Air** from Wichita in the United States to Cairns, crossing over several continents and some amazing scenery.

This aircraft, with its additional payload and flight duration capacity, is now currently undergoing a comprehensive medical instrument fit-out and we envisage it will begin service in early 2016, once this program is completed and our pilots trained on this new and improved airframe.

It is through the generosity of supporters, such as you, that the RFDS can introduce such patient care improvements that will enable

us to now fly non-stop from places like Cairns and Mount Isa to hospitals and specialist care services in Brisbane.

In recent weeks, we've also had the opportunity to reflect upon our ongoing pivotal and leading role in the State's aeromedical operations, with both our **Brisbane** and **Rockhampton** Bases celebrating their **20th anniversaries**. Back on July 3rd 1995, these two aviation hubs began focusing on the important task of providing inter-hospital air transport across regional Queensland, joined in subsequent years by our Townsville and Bundaberg Bases. Today the RFDS performs around 11,000 aeromedical taskings per annum across Queensland, something in which we are all justifiably proud.

In other news, our partnership with Queensland based mining company, QCoal Group, continues to go from strength to strength, with our **QCoal Community Dental Service** recently seeing its **5000th patient**. Along with our RFDS Federation CEO, Martin Laverty and representatives from QCoal Group, I had the pleasure of hosting the Assistant Federal Health Minister, Senator Fiona Nash and her Queensland Senate colleague, Barry O'Sullivan on a visit to our mobile dental unit, while in the central Queensland town of Winton. This visit gave us the opportunity to showcase this innovative service and we hope, in time, the RFDS can expand our oral health services to more remote communities with the help of the Commonwealth.

It is through the generosity of supporters such as you that the RFDS can introduce such patient care improvements that will enable us to now fly non-stop from places like Cairns and Mount Isa to hospitals and specialist care services in Brisbane.

In April we had the pleasure of opening the long awaited **Patient Transfer Facility** at our Rockhampton Base, despite the challenges that confronted our locally based operational crews in this region resulting from Cyclone Marcia and the loss of one of our pilot fraternity in tragic circumstances. We received overwhelming community support and I would particularly like to thank the Rockhampton Regional Council, our local Auxiliary and several funding partners for their contributions to this new patient care facility and their considerable goodwill.

In closing, I would like to thank everyone once again for your continued generosity towards our health services. One way you can continue to show this support is to consider attending our **RFDS Wings for Life Gala Ball** to be held in Brisbane on **Saturday 8th August**. More information about this Gala event can be found inside this edition of our Flying Doctor newsletter. I sincerely hope to see many of you there at what promises to be a most memorable night.

All the best, Nino

LEFT > The new RFDS King Air 350C. MIDDLE > back row – Christopher Wallin Managing Director QCoal Group with Nino Di Marco CEO RFDS (Queensland Section). Middle row - Senator Fiona Nash, Assistant Federal Health Minister with Cr Butch Lenton, Mayor Winton Shire. Front row – Martin Laverty, CEO RFDS (Federation Office). RIGHT > The QCoal Community Dental Service while in Winton.





ABOVE > Staff from the RFDS Rockhampton Base celebrate the opening of the new patient transfer facility and 20th anniversary of the Base.

Flying Doctor opens new Patient Transfer Facility in Rockhampton

Members of the Rockhampton community celebrated the official opening of the new Patient Transfer Facility on Friday 17 April 2015. The new facility will lead to improved safety and patient care, as well as an enhanced working environment for our Rockhampton based team.

Nino Di Marco, CEO, RFDS (Queensland Section) said thousands of patients would benefit from the new facility, which was made possible thanks to the generous support of the local community.

“The Flying Doctor greatly appreciates the generosity of supporters across Central Queensland and our major funding partners Rockhampton Regional Council, Aurizon Community Giving Fund, Stanwell Power Station Community Fund, The John Villiers Trust, the RFDS Rockhampton Auxiliary and Rotary,” Mr Di Marco said.

“The tremendous support for this project will provide a lasting legacy that will make a difference to the lives of many patients and their loved ones,” he said.

Cr Margaret Strelow, Mayor, Rockhampton Region said the opening of the new Patient Transfer Facility was great news for the Rockhampton community and for the RFDS.

“The new Patient Transfer Facility includes improved weather protection and disabled toilets, and will also provide RFDS patients, their family and carers with a more comfortable and private waiting area, which will be especially important to those being transferred with small children,” Cr Strelow said.

Rockhampton local and mother of two Belinda Fisk, whose daughter Annabelle was transferred to Brisbane by the RFDS when she was just 12 days old, said she was very grateful that the RFDS was able to fly Annabelle to Brisbane to get the specialist care she needed.

“It’s nice to know that no matter where you live, because of the RFDS, you can still access the same level of health care as if you were living in a capital city,” Belinda said.

The new facility was designed by dm2architecture and built by Lanskey Constructions Pty Ltd.

RIGHT > Nino Di Marco CEO RFDS (Queensland Section) with Cr Margaret Strelow Mayor Rockhampton Region and Bill Mellor Chairman RFDS (Queensland Section).
BELOW > The new facility allows for improved safety and patient care, as well as an enhanced working environment for RFDS staff.



Following the official opening of the Facility, guests were invited to the outside garden for the unveiling of a plaque and planting of a native shrub in the memory of late RFDS Line Pilot Capt. Gregory McNaughton.



Blackwater to Brisbane with a delicate delivery

When Shannon Smithwick's waters broke suddenly on 27 January 2014, she needed the help of the Royal Flying Doctor Service to transport her from her home in Blackwater to Brisbane. At only 31 weeks pregnant with twin girls, Shannon required expert care to ensure she could safely give birth to daughters, Charlotte and Penny.

It was a sweltering summer's day in Blackwater, located 190 kilometres inland from Rockhampton. January had consistently brought temperatures in the mid to high 30s, with the heat reaching a staggering 43.7° earlier in the month. Shannon, trying to stay cool, decided to lie down on her bed to rest. Her twins, however, had other plans and Shannon's waters broke unexpectedly.

"It was like Niagara Falls, but I tried to keep calm, I told my husband Dean we needed to get to the hospital right away," Shannon said.

Shannon was taken to the local Blackwater Hospital, where staff began monitoring her closely. At only 31 weeks pregnant, the hospital was not equipped to meet the needs of premature twins, so, with Shannon's labour advancing, it was clear they needed to get to specialist care at the Royal Brisbane and Women's Hospital (RBWH) urgently.

A Royal Flying Doctor Service crew from Bundaberg was dispatched. On board, Nurse Manager Jackie Hardy, an experienced midwife and nurse for almost 30 years, worked to relax Shannon's contractions and ensure that Shannon and her daughters remained safe.

ABOVE > Dean holds Charlotte after she is born, while Penny is rushed off for treatment. Charlotte was delivered first, via C-section, at 9.58am.

BELOW > At 9.59am, one minute after her twin sister, Penny was born.



"We picked up Shannon at 2.30 in the morning. She had already had a very long day so it was important to try and keep her calm, reassure her that we would do our best to get her and her babies safely to Brisbane, and to make the flight as comfortable as possible. We arrived safely in Brisbane at 4.30 in the morning," said Jackie.

RFDS Pilot, Captain George Walsh, a father of three, knew that a quick, smooth flight was vital and called ahead to ensure they wouldn't be delayed landing in Brisbane.

"In cases like this, where we don't have a moment to spare, Brisbane Airport can give us priority landing, ensuring our patients can be delivered to specialist care in record time," Captain Walsh said.

Shannon has nothing but praise for the crew that flew her to Brisbane.

"The team were fantastic on the flight. They kept me calm while monitoring us closely. Thankfully it was a very smooth flight," said Shannon.

Once in Brisbane, Shannon's contractions quickened. At 9.58am and 9.59am, Charlotte and Penny were born via C-section.

"Penny became distressed and was rushed off for treatment by a medical team. Fortunately, Dean was able to have a quick hold of Charlotte before she was put into a humidicrib," she said.

Shannon and her daughters spent the next three weeks in Brisbane, where Charlotte and Penny were cared for by the Neonatal Intensive Care team at the RBWH.

Once the girls were well enough, the Flying Doctor transported them to Rockhampton Mater Hospital, so they could be closer to family and friends.

"Once we got the all clear, the RFDS flew us back to Rockhampton, which I am so grateful for. It gave me peace of mind knowing we would receive expert care on the flight back. It was one less thing for me to worry about," Shannon said.

"I don't remember much from that flight. Like any new mum, I was glued to watching my two beautiful girls. They were just so tiny, with both fitting into the one humidicrib," she said.

"And while we still needed to spend another three weeks in hospital at the Rockhampton Mater, it was just so nice to be a little closer to home," Shannon said.

Now home in Blackwater, Charlotte and Penny celebrated their first birthday earlier this year, and according to mother Shannon they are reaching all their milestones, and are walking or dancing everywhere.

"They absolutely love being outside, especially playing in water, and as soon as the girls hear a musical beat they like, they start dancing. At the age of one, they are already the first on the dancefloor in our house.

"We have two beautiful, happy, healthy children going from strength to strength. They give us, and our extended family, so much joy every day. We cannot thank the Royal Flying Doctor Service enough for how much they have helped us. The kindness, generosity and care they show for their jobs, their patients, and their patients' families is outstanding," said Shannon.

1. RFDS Flight Nurse Jackie Hardy helps Shannon onto the aircraft before the flight to Brisbane. 2. After they were born, the twins continued to be monitored at the Royal Brisbane and Women's Hospital. 3. Charlotte was delivered first, via C-section, at 9.58am. 4. Born nine weeks early, Charlotte and Penny were tiny. 5. The twins are reaching all their milestones, and are now walking everywhere. 6. Charlotte and Penny celebrate their first Christmas in 2014.



Change lives with a gift in your Will



87 years ago, the very first Royal Flying Doctor Service flight performed an emergency evacuation – made possible by a bequest from supporter Hugh McKay.

It's no different now – the RFDS relies heavily on donations and bequests to purchase and medically equip our aircraft – at a cost of \$10 million each.

Today, we assist 290,000 Australians each year through emergency aeromedical and essential health care services. Leave a legacy of hope for future generations.

Your bequest will help keep the Flying Doctor flying.

**For more information
contact RFDS Qld Section**

> Call us on 07 3860 1100

> Email us at bequests@rfdsqld.com.au

> Visit our website www.flyingdoctor.org.au



**Royal Flying
Doctor Service**
QUEENSLAND SECTION

A double 20 year celebration

On 3 July 1995, the Royal Flying Doctor Service expanded its services in Queensland by opening new bases in Rockhampton and Brisbane. Now, 20 years on, it is time to celebrate what had been achieved over the past two decades of work assisting those in need. Each base marked the milestone with a community morning tea, inviting past patients and staff, community members, supporters and corporate partners to join current RFDS staff and board members in celebration of 20 years of services.



Virginia Schultz (centre) with partner Troy Bedendorf and their twins Chloe and Emily, with Nurse Manager Justine Powell (left) and Flight Nurse Robert Hong (right).



Maree Cummins, RFDS Nurse Manager, reflected on the past 20 years of which she has been a part.



An example of a patient transfer from stretcher to aircraft was demonstrated for guests at the Brisbane Base morning tea.



BRISBANE

1 BRISBANE

The Brisbane Base has grown from one aircraft and five staff, to two aircraft and 32 staff. The Brisbane base team transports about 1500 patients per year including emergencies. In the past 12 months, RFDS Brisbane has flown 1,326,858 kilometres over 4,032 flying hours: that's the same as flying to the moon and back... twice!

2 BRISBANE PAST PATIENT

Past patient Virginia Schultz joined the celebrations with her twin baby daughters, Chloe and Emily, who were born 11 weeks early in Gladstone. 90 minutes after delivering the twins via emergency C-section

Virginia's daughters were transferred to Brisbane by the RFDS team to receive specialist care. Virginia said she would be forever grateful for the help of the RFDS.

"I am so thankful for the amazing people at the Flying Doctor who took care of Chloe and Emily that day," Virginia said. "Thank you so much to everyone who made it possible at the Royal Flying Doctors. You will be forever in our hearts."

3 MAREE CUMMINS

RFDS Nurse Manager, Maree Cummins, has been working at the Brisbane Base since its opening in 1995. She said that the Flying Doctor is always equipped to assist in any situation, and during her time with RFDS she has helped a wide range of patients.

"When reflecting on the past 20 years, our response to the Bali Bombings of 2002, a long 48 hours with many unknowns, is still fresh in my mind, and of course, since then Brisbane RFDS has been a key player in responses to disasters such as Cyclone Yasi, several flood events and the recent Ravenshoe fire."

"The patients are resilient yet fragile, stoic and funny with interesting life stories to

tell. They are always grateful for the care we offer," Maree said.

4 JUSTINE POWELL

RFDS Nurse Manager Justine Powell, said that while the Flying Doctor has evolved significantly since 1995, the strong relationship between the staff and patients remains.

"Much has changed over the last 20 years – our aircraft are flying longer and covering more kilometres, our equipment is more compact, lightweight and high tech, and we have embraced modern technology using iPads both in the cockpit and for patient care, but what hasn't changed is the care and compassion for our patients," Justine said.

"The rural and remote communities are always relieved to know we are on our way and soon expert clinical care will be available to them. Patients are always grateful to see us and many need our services more than once."

5 QUEENSLAND RUGBY LEAGUE

Players from the Norths Devils and Wynnum Manly Seagulls joined with us to celebrate the anniversary and took part in a patient transfer demonstration.





▲ Rocky flight nurses Bernadette Carberry and Louise Campy chat with Terry Barker of the Commonwealth Bank and David Clarke, Director of Regional Health.

▲ Miss Norma Watt, Dr Charles Woodhouse and Dr Jonathan Young of the Rockhampton Base Hospital.



▲ Pilot Terry Johnson, Captain Maughan and Pilot Maughan receive the Justice Award.

Health services workers and business representatives were keen to welcome RFDS nurses and pilots at a "meet the staff" function in the city to mark the opening of the new base.

Around 60 people joined Rockhampton Base staff for drinks and nibbles, enjoying the opportunity to meet the people who will be offering such an important service to the Central Queensland region.

This function was the first of two celebrations planned for the Rockhampton Base. The next will be an aircraft launch, when the city's new Super King Air completes its medical refit later in the year.



▲ John Shattellwood, left, entertains guests at the Rockhampton meet the staff function.

The opening of the RFDS Rockhampton Base in 1995 enabled the Flying Doctor to spread its mantle of safety to the residents of the Rockhampton region

Cr Margaret Strelow, Mayor of Rockhampton Regional Council, said she was delighted to mark the significant milestone.

LEFT > Rockhampton Welcomes the RFDS. Article from RFDS (Queensland Section) Magazine published in 1995.



Nurses at the Rockhampton Base have helped more than 2,500 patients over the past 12 months.



Bill Mellor, Chairman RFDS (Queensland Section) and Trish Short, RFDS Rockhampton Base Manager cut the cake to celebrate 20 years of operation.



Retired RFDS Pilot Captain Neville Wilson reflects on what has been achieved over the past 20 years.

ROCKHAMPTON

6 ROCKHAMPTON

In its first year of operations the RFDS Rockhampton Base employed three flight nurses and six pilots who flew 532,000 kilometres over 1,685 flying hours. Since then, the Base has more than doubled these figures, travelling 1,360,609 kilometres over 3,950 hours in the past 12 months. Today, the RFDS employs eight flight nurses, eight pilots and three administration personnel at its Rockhampton Base. In the past 12 months the RFDS Rockhampton Base helped 2,508 patients, flying them to or from medical care.

7 BILL MELLOR - CHAIRMAN

Bill Mellor, Chairman, RFDS (Queensland Section), said the anniversary was the perfect opportunity to recognise the work of the RFDS in Queensland.

"We are celebrating 20 years of great service by our Rockhampton and Brisbane teams, who provide aeromedical retrieval services and interhospital transfers, 24 hour/365 days per year to cover the transfer of acutely ill patients from all over Queensland," Mr Mellor said.

8 RETIRED RFDS PILOT CAPTAIN NEVILLE WILSON

Retired RFDS Rockhampton Pilot, Captain Neville Wilson, spoke fondly of working as part of the Rockhampton RFDS team.

"The 'tyranny of distance' that John Flynn used to quote so often is still very much a consideration when people in our vast 'outback' either fall ill or are injured. It was a privilege to help patients but also to work with some of the most committed and talented Nurses and Doctors that you would find anywhere in the world."



FAR LEFT > RFDS Rockhampton Pilots reflected on what the base had achieved over the past 20 years.

LEFT > Senior Base Pilot Lindsay Hart and Jen McNaughton planted a native shrub in memory of late RFDS Line Pilot Capt. Gregory McNaughton.



Queen Air soars to new heights

Earlier this year, the addition of a historic RFDS Queen Air aircraft was unveiled at the Australian Stockman's Hall of Fame in Longreach. Built in 1977, the Queen Air was meticulously restored and is now on display at the Australian Stockman's Hall of Fame (ASHOF) in Longreach.

The Queen Air is suspended in the atrium of the Hall and is a spectacular tribute to the history of the Flying Doctor. Australian Stockman's Hall of Fame CEO Lloyd Mills said the Queen Air added a thrilling new element to the ASHOF and complemented the existing RFDS exhibit.

"In 2012 we were pleased to partner with the RFDS to create a tribute to the Flying Doctor's contribution to the outback," Mr Mills said. "The restoration and installation of the Queen Air further enhanced our RFDS exhibit and is immediately visible to all visitors."

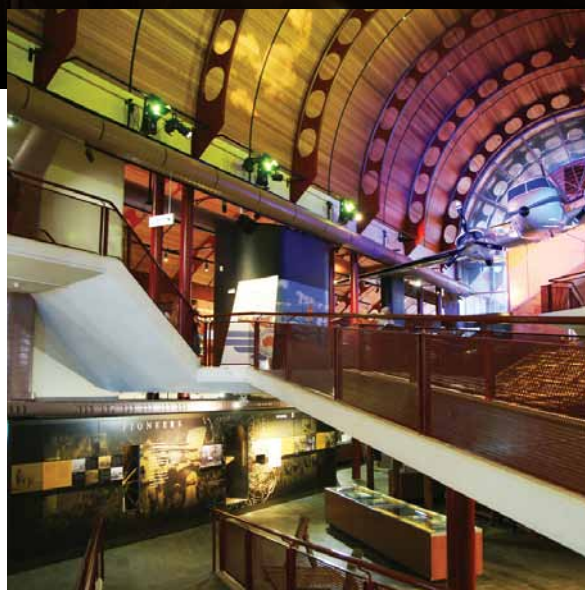
RFDS (Queensland Section) CEO Nino Di Marco said the installation was an impressive engineering feat and the aircraft represented an important part of RFDS aviation history.

"Queen Air aircraft were much admired in their day and operated in Queensland for the RFDS from 1967 to 1992," Mr Di Marco said.

Retired Pilot Capt. Nick Watling, who flew this aircraft for the RFDS, said the entire Queen Air fleet played a vital part in delivering healthcare to rural and remote Queensland for 25 years.

"This particular aircraft operated from 1978 – 1992 and was involved in both clinics and patient evacuations, while being stationed at Cairns and Mount Isa, with its last flight on April 7th of that year," Mr Watling said.

For more information about Australian Stockman's Hall of Fame, please visit www.outbackheritage.com.au or call (07) 4658 2166.



ABOVE > (l-r) Lloyd Mills CEO Australian Stockman's Hall of Fame (ASHOF), Bruce Scott MP Federal Member for Maranoa, Bill Mellor Chairman RFDS (Queensland Section), David Brook Chairman ASHOF and Nino Di Marco CEO RFDS (Queensland Section).

Save lives through Workplace Giving

Geoff Whaling has been generously donating to the RFDS since 2007 and decided to support through Workplace Giving in 2011.

"I changed over to payroll giving because Telstra adopted a policy of matching staff contributions through the Telstra Foundation," Mr Whaling said.

Mr Whaling says the RFDS presence in rural and regional Queensland is comforting.

"For over 30 years I was a field surveyor for Telstra, working in western and far north Queensland. It was a nice sense of security knowing the Flying Doctor was there if I ever needed them. I really appreciate the good work done by the RFDS."

Geoff relied upon the RFDS for help in 2007 when he needed an aeromedical transfer to Brisbane after cardiac complications while in Townsville.

A nominated donation amount is automatically deducted from employees' pre-tax salary and tax benefits can be obtained immediately.

Donations from as little as 71 cents a day equate to \$10 a fortnight and help to make a difference.

Tax-deductible Workplace Giving donations allow employers to increase their organisation's charitable giving with ease.

Workplace Giving is a simple and tax effective way to make regular donations to the Flying Doctor. Donations received through Workplace Giving go directly towards purchasing and medically fitting out our aircraft, allowing the Flying Doctor to continue providing the finest care to people in the furthest corners of rural and remote Queensland.

The Workplace Giving program allows employees to make donations through their payroll system. A donation is automatically deducted from employees' pre-tax salary and tax benefits obtained immediately. Donations from as little as 71 cents a day equate to \$10 a fortnight and help to make a difference. The automatic gift means employees do not need to remember to make a donation each week, fortnight or month. Some employers agree to match Workplace Giving donations, meaning the Flying Doctor receives even more much needed funds.

Tax-deductible Workplace Giving donations allow employers to increase their organisation's charitable giving with ease. It can help employers to create more connected workplaces where giving is a collaborative effort between employees and employers. Workplace Giving participants can also keep up to date with news of RFDS health clinics, emergency retrievals or transfers and the many other vital services the Flying Doctor is able to deliver through generous donations.

In the 13-14 financial year Telstra donated \$1.4 million to over 300 charities in Australia, a combination of employee contributions and matching provided by the Telstra Foundation.



In March, the first of two new Beechcraft King Air 350C aircraft arrived on Australian soil, ready to join the Flying Doctor fleet. Constructed by Beechcraft in Wichita, USA, the new aircraft was flown to the Flying Doctor base in Cairns by RFDS pilots Captain Warren Schmitt and Captain Ross Neil.

Long Journey Home



The pilots underwent special training in Wichita before departing on the journey, which saw them touch down in 13 different countries over a staggering 14,666 nautical miles. Taking off from Wichita on 12 March 2015, the pilots stopped at several locations throughout Canada, Europe, Africa and Asia.

As they land-hopped their way home, the pilots were treated to some fantastic sights from above. The views included the night lights of Reykjavik in Iceland, the Swiss Alps, lush vegetation surrounding the Nile River in Egypt, verdant farmland in Indonesia, and a stunning sunset in Bangladesh.

The aircraft is currently undertaking a comprehensive medical fit-out, so that it can be incorporated into the Flying Doctor's aviation fleet in early 2016. Once the fit-out is complete, the new aircraft will provide a combination of life-saving aeromedical emergency retrieval services and inter-hospital transfers across the network of nine regional Flying Doctor bases.

RFDS (Queensland Section) CEO, Nino Di Marco, said that the aircraft will allow patients to be flown direct from Cairns to Brisbane, and would enable RFDS to fulfil its patient transport obligations.

"The new aircraft will be immensely beneficial to our patients both in terms of their comfort and the speed we can get them to the care they need. The increased flying distance of the King Air 350C will provide our flight operations team with more flexible transport options, and long-term cost savings.

The Flying Doctor purchased the new King Air 350C from Hawker Pacific late last year through a combination of donations, bequests and government contributions.

Thank you!

Over the last few months, Flying Doctor supporters have generously given more than \$400,000 to help fund the medical fit-out of the new 350C. It's going to be the fastest aircraft in our fleet, and will speed patients like Tayla Law to the care they need quicker than ever before.

When Tayla's appendix ruptured last October, she needed the Flying Doctor to get her to expert care.

Kylie, Tayla's mum, will always be grateful to the Flying Doctor for getting Tayla to hospital so quickly.

"Tayla's appendix had not only ruptured, but it was leaking septic fluid into her abdomen. The operation saved her life, and it came just in time, thanks to the Flying Doctor."

Tayla was flown by Flying Doctor Pilot, Haydn Frisby in a King Air B200 – a slightly slower model than the 350C. For him, the difference the new aircraft will make for patients like Tayla is clear.



"Quite often the patient is in pain, as in Tayla's case. That's what is so great about the new aircraft. Because it carries more fuel, we will be able to deliver patients to the care they need faster."

Thank you to everyone who contributed towards the fit-out of the new King Air 350C, we couldn't have done it without you.

BELOW > (l-r) Built by Beechcraft, the aircraft belongs to the popular King Air series. The tail of the new King Air 350C is emblazoned with the Flying Doctor logo. The RFDS Aviation team Warren Schmitt, Jonathan Le Poidevin and Ross Neil accept the aircraft at the official handover in Wichita, USA. The aircraft on the snowy runway in Wichita, USA.





The simulator training at Flight Safety International in Wichita was a great experience, pilots from all over the world go there to undertake their training, it was fairly intense at times but by the end of it we were well prepared for the journey home in the new King Air. The flight home was a vast and challenging experience, many thousands of miles through many countries, the climates ranged from a very cold -20°C in Canada through to a balmy 30°C in Indonesia. Taxiing the aircraft on ice and snow was all a bit much for a Pilot who has spent the last 25 years flying in tropical North Queensland!!

Overall the trip went very smoothly, the weather was kind to us and the aircraft performed beautifully. There were a few challenging moments but mostly due to language barriers and trying to decipher foreign Air Traffic Control instructions. It was such a good feeling flying into Darwin where everyone spoke 'Aussie' English!

The King Air 350C will be an outstanding addition to the Flying Doctor fleet. It is a tremendously capable machine with the ability to carry a full payload over a great distance, basically point to point, anywhere in Queensland without refuelling. The training in Wichita and subsequent ferry of the new aircraft back to Australia was an experience I will never forget, and I feel very privileged to have been selected for the task.

Captain Ross Neil, RFDS Flight Standards Pilot.

Warren and Neil will now be involved in training other RFDS pilots to fly the King Air 350C.

350C Flight Route

Day 1	Wichita, USA → Quebec, Canada
Day 2	Quebec, Canada → Goose Bay, Canada → Reykjavik, Iceland
Day 3	Reykjavik, Iceland → Birmingham, UK
Day 4	Birmingham, UK → Athens, Greece
Day 5	Athens, Greece → Luxor, Egypt
Day 6	Luxor, Egypt → Muscat, Oman
Day 7	Muscat, Oman → Hyderabad, India → Chittagong, Bangladesh
Day 8	Chittagong, Bangladesh → Pattaya, Thailand
Day 9	Pattaya, Thailand → Singapore → Lombok, Indonesia
Day 10	Lombok, Indonesia → Darwin, Australia → Cairns, Australia



ABOVE > (l-r) Lush fields and rainforest were clearly visible on the descent into Lombok, Indonesia. The Nile River, Egypt from above, en route to Muscat, Oman. Queensland's beautiful coastline was visible as the pilots arrived home in Cairns.

RIGHT > Pilot Ross Neil with the new King Air 350C in Goose Bay, Canada, ready to fly to Reykjavik, Iceland.



Free dental service improves smiles and overall health



As a rural truck driver, one of the last things on Tim's mind was making time to see a dentist. A feat made difficult by his occupation and a lack of access in rural and remote Queensland.



Now living in Charters Towers, it wasn't until Tim returned to his hometown of Clermont to visit his parents, that he was persuaded to go and see the QCoal Community Dental Service who were in town at the time.

"I had been experiencing a lot of pain, so when I went home to visit my folks in Clermont, Mum made an appointment for me to go and see the QCoal Community Dental Service," Tim said.

"I wasn't real keen on going, but I know better than to argue with Mum," he said.

During Tim's initial treatment, the dental team carried out an oral examination, four extractions, and a clean, along with several fillings, and provided instructions on oral hygiene.

"After my first appointment I felt heaps better. I noticed an improvement to my oral health and also my overall health," Tim said.

Lauren Jesberg, our State Services Manager said that it was common for the dental team to treat patients who have long been suffering with extensive oral health issues.

"Oral health is one of the most consistently unmanaged health issues presented to the Flying Doctor clinicians. Often by the time the patient presents, their oral health is in the late stages

of deterioration because rural and remote Queenslanders do not have the same access to oral health services as their metropolitan counterparts," Ms Jesberg said.

"On average we provide 3.1 fillings per patient and 22 percent of our patients require extractions, with an average of two extractions per patient.

"I'm pleased to report that these numbers have decreased from our 2014 reporting, proving that the service is having a real impact in these communities," Ms Jesberg said.

After his initial appointment in Clermont, Tim still required further treatment, so the following month he drove from the Northern Territory, where he was working, to Collinsville, where he could once again see the QCoal Community Dental Service. In Collinsville, Tim received more fillings and another extraction needing to stay overnight to complete his treatment.

"Before my first visit I was pretty nervous, but after meeting the team on the truck and having that initial appointment I felt far more comfortable about going back a second, and third time," Tim said.

"The quality of care that is provided through this service is second to none. If it wasn't for the Service I would still have the same problems I had months ago," he said.

The QCoal Community Dental Service, operated by the Royal Flying Doctor Service, is a free service funded by Queensland mining company, QCoal Group, through the QCoal Foundation.

Anyone can make an appointment, which provides expert dental treatment with no out-of-pocket cost for patients.



The QCoal Community Dental Service will visit the following towns in the coming months:

- > **Blackall:** 10 – 22 August
- > **Sapphire:** 31 August – 11 September
- > **Collinsville:** 21 September – 2 October

Like more information?

For more information about the service please visit www.flyingdoctor.org.au/dental or call: 1800 002 507



Thank you for 15 years of supporting the RFDS

Thank you very much to the Ergon customers, including many Ergon employees, who have made voluntary donations to the RFDS over the years.

Ergon are well on track to reaching their target of raising \$10 million for RFDS (Queensland Section) by the end of 2015.



Mount Isa Community Open Day

Earlier this year, the RFDS invited the Mount Isa community to an Open Day at the RFDS hangar at Mount Isa Airport.

Acting Base Manager, Alan Twells said close to 300 Mount Isa locals took part in the Community Open Day, enjoying a sausage sizzle, activities for the kids and demonstrations by the local RFDS crew. Guests were also treated to a tour of the newest aircraft in the RFDS fleet, "Cooee", and witnessed the crew in action as they were called away on an emergency patient retrieval.

Mike Westerman, Chief Operating Officer of Glencore Mount Isa Mines, presented numerous employee awards on the day and announced a welcome \$15,000 donation.

"The RFDS is extremely grateful for this generous donation, which will be used to purchase vital medical equipment," said Alan Twells.

The Community Open Day was sponsored by Telstra Mount Isa, who supplied volunteers to help with the sausage sizzle and merchandise sales.

"The Telstra Mount Isa team were a great help on the day and we really appreciate their support," said Alan.

Congratulations to the Mount Isa Base team for hosting such a successful open day.

BELOW > left: Telstra Mount Isa volunteers helped with RFDS merchandise sales. Right: The RFDS Mount Isa team with volunteers from the local Telstra store. BOTTOM > Close to 300 locals visited the Mount Isa hangar during the Community Open Day.



14 years of Field Day fun

The Flying Doctor Field Day program has been helping families living on rural properties for over 14 years.

Managed by the RFDS Cairns Base the program is a multi-disciplinary approach to health care that provides information, education and services to people living in remote regions, based on their specific needs. The core Field Day program team consists of a Health Promotion Officer, Medical Officer, Registered Nurse, Mental Health Professional and Pilot, all employed by the RFDS. Extra services and resources are regularly sourced and coordinated with other organisations, depending on participant requests.

The team currently visit approximately 20 locations throughout far north Queensland each year, with nominated hosts inviting over neighbours from the surrounding region. During the day the Flying Doctor conducts a health clinic with a Doctor and Nurse as well as holding information sessions and a range of holistic health activities. Topics for discussion are chosen by the participants and tailored to suit the size and demographics of the group.

If you are interested in further information about the program, please contact Judith Taylor, Field Day Health Promotion Officer, taylorj@rfdsql.com.au.



Getting together, meeting and talking to others from around the area was wonderful. The yoga, health talk and beauty services were all amazing

Wandovale Field Day participant

Wonderful time at Wandovale Station

In June the Flying Doctor Field Day team took flight from the RFDS Cairns Base bound for Wandovale Station, approximately 430 kilometres south west of Cairns. Located in the Etheridge Shire, the area has been drought declared in recent years. With increased pressures on local residents, participants in the Field Day decided they would like to focus on relaxation techniques and indulge in a bit of much needed pampering!

When the Flying Doctor team touched down on Wandovale Station's dirt airstrip they were greeted by a number of local families, including 25 adults and 22 very excited children. While all participants had the opportunity to meet one-on-one with the RFDS Doctor and Nurse, a range of group activities were also held so participants could learn more about holistic health and relaxation, including a presentation on practical neuroscience and an introductory yoga class.

The local children were in for a jam-packed day, with Cairns School of Distance Education providing three primary school

teachers to engage and entertain with interactive learning activities, a rare experience for many of these children who are schooled through distance education. Remote Area Family Services made sure those children who were younger than school age didn't miss out on the fun, running a playgroup, which allowed parents to focus on their own holistic health needs.

Judith Taylor RFDS Health Promotions Officer believes that an important aspect of the field day program is the chance for families to simply chat with other families.

"All participants brought food to share in a wonderful country lunch. The informal conversations and networking that occurs among the neighbours is an important component of the RFDS Field Days. Huge distances and rough roads can make gathering together a rare event, despite it being so important for good mental health," Ms Taylor said.

DON'T MISS



An RFDS Event

WINGS FOR LIFE

Come fly with me GALA BALL 2015

Saturday 8 August, 2015 • Brisbane

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Royal Flying Doctor Service
QUEENSLAND SECTION

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Thank you for supporting our Gala Ball

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Thank you for your support

The Flying Doctor relies heavily on the generosity of the people of Queensland to ensure we can continue our lifesaving work. Thank you to all those who have donated, not only money, but also their time in organising various community events to ensure we keep the Flying Doctor flying.

A number of different Community Fundraising events have been held across the state with some outstanding results.



The Australian Wagyu Beef Association

The Australian Wagyu Beef Association held its World Wagyu Conference Gala Dinner and dug remarkably deep into its pockets for the RFDS (Queensland Section). The gala dinner's auction broke a record with an incredible \$66,403 raised by an enthusiastic crowd of 370 people at the Mercure Hotel in Yeppoon. Not only do we say a huge thank you to the Australian Wagyu Beef Association and bidders, but also to the donors of the prizes for their wonderful support and generosity.

ABOVE > Guests at the Australian Wagyu Beef Conference raised a total of \$66,403.



Beef Week Rockhampton 2015

Beef Week saw some wonderful support for the RFDS with many supporters fundraising through raffles, donation tins, and drink stations. The Rockhampton Auxiliary members were busy selling merchandise and had a very special guest, Lee Kernaghan signing his book to help raise funds. Thank you Lee for coming along and supporting the RFDS.

ABOVE > Our dedicated Rockhampton Auxiliary members were hard at work during Beef Week 2015. A very special thank you to Lee Kernaghan who stopped in to sign CD's and books.

A special thanks also to the following community fundraisers:

- > Australia Day Charity Cocktail Party at Underwater World Mooloolaba
- > Condon Treasure Charitable Trust Charity Ball
- > Dajarra Hotel Australia Day Celebrations
- > Gold Field Ashes Charity Golf Day
- > Griffith University Hope 4 Health Midnight Muster
- > Josh - Postal Expedition
- > Kylie Bourne - Jazz in the Garden
- > Mates on Mountain Bikes
- > Nora's Ride - Charleville to Birdsville
- > Norris Around Australia
- > Ron Truman - Cycle from Perth to Tugun
- > Rotary Ride to the Other Side
- > Sherrill Stivano Beer and Beef Appreciation Night
- > St George Campdraft Association
- > Terry Sells and Steve Davis - Community Markets
- > Toowoomba Grammar School Free Dress Day



Yes, I want to help keep the Flying Doctor flying

- ☐ I would like to make a donation of \$ _____
Please debit as per my details below / a cheque is attached.
- ☐ I would like to make regular donations. Please send me information about the Wings regular giving program.
- ☐ I would like more information about making a bequest in my Will to the RFDS (QLD Section). Please send information to the address below.
- ☐ I have included the RFDS in my Will.

Name: _____

Address: _____

Ph: H) _____ M) _____

Email: _____

Birthday: ____ / ____ / ____

Type of card: ☐ MasterCard ☐ Visa ☐ American Express ☐ Diners Club

Credit card number _____

Signature: _____ Card expiry date: _____

Q-MAG15W



Royal Flying Doctor Service QUEENSLAND SECTION

Donations to the Royal Flying Doctor Service are tax deductible for income tax purposes.

Please complete and send this form to:

Reply Paid 64275
Royal Flying Doctor Service (Queensland Section)
Brisbane Airport QLD 4008

Phone: 07 3860 1100
Fax: 07 3860 1122
Email: donations@rfdsqld.com.au
Website: www.flyingdoctor.org.au

In accordance with the Privacy Act, the RFDS (QLD Section) will not disclose your personal information for reasons other than the primary purpose of the Service, to third parties without your consent. If you would like to access your personal information held by the Service, please contact the RFDS. You can request to have your details removed at any time from our mailing list.



Bechtel

Janine Gardner, RFDS Community Fundraising Coordinator, attended a presentation night for Bechtel who kindly donated \$5,000. A special thanks to Team Astros – Gerry Pitt and team for choosing the RFDS.

ABOVE > Gerry Pitt from Bechtel presents a \$5,000 donation.

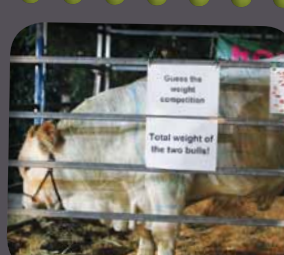


AB Patterson College

AB Patterson College have once again put on their aprons with a Sausage Sizzle for all the students. The year six classes helped out with selling drinks and squeezing sauce bottles. Well done to all the staff, students and parents who helped raise funds at this fun lunch time period.

ABOVE > Some very dedicated parents of the students of AB Paterson College helped out at the RFDS Sausage Sizzle raising \$1,349.82

Thank you to all RFDS Auxiliaries who collectively raised close to \$300k over the past year.



Trust & Foundations

The Flying Doctor aeromedical team would like to thank the following groups for their help in ensuring our clinicians have access to the very best life-saving medical equipment:

- > **PRP Medical Fund, The Gladys Myrtle Brown Charitable Trust** and the Estate of the late **William Wyper Charitable Trust**, managed by **Perpetual**, for supporting RFDS to purchase two neonatal cribs, one each for Townsville and Brisbane Bases.
- > **BHP Cannington Community Development** for supporting the purchase of 30 pressure relief devices that will be used on every aircraft, every day, for every patient movement in and out of Townsville and Mount Isa.
- > **Mount Isa Mines Community Assistance** for a generous gift of \$15,000 to purchase three pieces of equipment - Microtomp, Foetal Doppler and Stretcher – for the Mount Isa RFDS team.
- > The **John Villiers Trust** for a grant to purchase two Buddy-Lite blood warmers for the Rockhampton RFDS team.
- > **Aurizon Community Giving Fund** to assist with the purchase of a Monitor Defibrillator for the Townsville RFDS team.



Melissa Green, RFDS Townsville Base Flight Nurse, is grateful for the generously donated equipment.



Pressure relief device, used on every aircraft, every day, for every patient movement.

Getting back on the horse is not always that simple

When discussing mental health in rural areas, there is often a focus on mental illness and suicides coupled with alarming statistics. RFDS (Queensland Section) in no way wants to ignore these figures, however it is important to remember that mental health and wellbeing is about so much more.

It is important to acknowledge that resilience and determination are a natural part of rural life. Expressions such as 'if you fall off your horse, you get back on it again' and 'just get on with it' are heard frequently as a response to tackling the challenges of rural life.

Challenges vary in size and impact and it is important to acknowledge that there may be times when ongoing hurdles make it that bit harder to 'get back on the horse'. Stress can manifest itself in many physical and psychological ways from breathing and sleeping troubles to depressive thoughts. How we deal with stress can impact not only our current and future health, but the wellbeing of those around us. Often by talking through our experiences, we can explore different and more helpful solutions and strategies that may reduce the impact of challenging times on our health, and of people around us.



Since April, RFDS (Queensland Section) has been leading the Drought Wellbeing Service across Queensland. This program offers counselling and support to people living and working in areas impacted by drought. Through the Drought Wellbeing Service, qualified counsellors work alongside existing RFDS clinicians and attend established RFDS primary health care clinics. Counsellors are also available via telehealth or outreach sessions providing strategies that can help in tough times, or an ear to listen to wellbeing concerns.

If you, a friend or loved one, would like to chat with one of the RFDS Drought Wellbeing Service counsellors please call **07 3852 7544** or email: apower@rfdsqld.com.au



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1300 MY RFDS
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Royal Flying Doctor Service
QUEENSLAND SECTION

The Royal Flying Doctor Service (Queensland Section) provides emergency care 24 hours a day, to Queenslanders living in rural and remote locations, who are unable to access hospital services in their local area. **For all other locations, please dial 000 to be connected to your local emergency services.**

A longstanding commitment to Queensland communities

This year the Brisbane Airport Corporation's (BAC) financial support of the RFDS will reach \$1.5 million in funds donated – achieved in just five short years.

The BAC team are incredibly proud of this partnership and feel privileged to be working with the Flying Doctor to improve the health of so many people across Queensland.

BAC very much prides itself on their longstanding commitment to Queensland communities. In March 2014 Brisbane Airport expanded their support to other key community groups, donating a further \$40,000 through their bi-annual Brisbane Airport Community Giving Fund.

The Community Giving Fund provides much needed financial assistance to community groups that are working hard to make our city and our state a better place. This is part of Brisbane Airport's ongoing commitment to supporting and engaging with the local community and is in addition to the support they provide to the Flying Doctor.

RFDS (Queensland Section) CEO, Nino Di Marco points to the BAC relationship as critical to the ongoing success of our aeromedical and primary health care teams, given the important strategic location of our Brisbane airport Base.

"We can't thank BAC enough for their hard work and support – they are a critical part of saving lives across Queensland."

Mr Di Marco added that Brisbane Airport's support of Queensland community organisations is life-changing and encouraged RFDS supporters to find out more about the next round of giving in September 2015 at www.bne.com.au/community/giving.

We can't thank BAC enough for their hard work and support – they are a critical part of saving lives across Queensland.

Brisbane Airport Corporation *Congratulations*

for winning Corporate Philanthropist of the Year at the Queensland Community Foundation 2015 Philanthropist of the Year Awards.



ABOVE > (top) The Hon. Shannon Fentiman, Minister for Communities with, Jacinta Messer, Partnership and Events Advisor, Brisbane Airport Corporation and Dr John de Groot, Chair, QCF Board of Governors. (bottom image) Sommer Davies, RFDS Executive Manager Fundraising and Lynda Inglis, RFDS Corporate Partnerships Coordinator with, Jacinta Messer, Partnership and Events Advisor, Brisbane Airport Corporation.





RETAIL

Two little words for a bonded community

by Ergon Energy Retail Executive General Manager Roslyn Baker

Regional Queensland is a big place made up of coastal, inland and remote regions. While the towns, at times, may be few and far between there remains one constant throughout our great landscape and that is the connections we maintain through our communities.

Our communities keep these towns alive and, underpinning their survival, are essential services such as medical, food, water, electricity and economies that employ locals and support local business.

I believe there is great partnership between the RFDS (Queensland Section) and Ergon Energy Retail. Many of these local communities greatly rely on the medical support provided by the RFDS. The RFDS team work tirelessly for the people of Queensland. Your commitment, dedication and selflessness not only save lives but underpin the vitality of our remote and regional communities.



ABOVE > Roslyn Baker, Ergon Executive General Manager – Retail with Nino Di Marco, RFDS (Queensland Section) CEO, celebrating 15 years of corporate partnership.



I am proud to be leading a regional Queensland business that not only supplies electricity to regional Queenslanders but explores opportunities to partner and grow communities. At the core of this is our support for the RFDS (Queensland Section) and our 15 year partnership that we celebrate this year. Our people are regional Queenslanders too with our Customer Solutions Centres (call centres) located in Rockhampton and Townsville, and our billing team located in

ABOVE > Rachel Butcher, Ergon Energy Retail, Townsville.

BELOW > Tania Stephenson & Ryan Johnson, Ergon Energy Retail, Rockhampton.



Maryborough. They often have a tale to tell about their own families or friends who have accessed the services of the RFDS and their passion for the RFDS never ceases to amaze me. They know first-hand the great work that the RFDS team does and take great pride in raising funds through signing up customer donations, through their electricity bills, donating themselves and continuously promoting the RFDS' great work. Here are some of their comments to me:

"I'm really passionate about the Royal Flying Doctor Service. I have a lot of family who live in rural areas around Australia. I have been exposed to the RFDS at a young age and I think what they do is amazing and encourage everyone to support them if they can." – Rachel Butcher, Townsville

"One of my best friends works as a nurse for the RFDS and we often talk about her work and it just amazes me. The lengths that those who work for RFDS go to help others is inspiring. I am really proud to be supporting the RFDS and I couldn't think of a better organisation to help. The RFDS is an amazing service. It gives people the opportunity and freedom to live where they want without the worry of not being able to get help if they need it." – Tania Stephenson, Rockhampton

"I think the majority of people are aware of the importance of the Flying Doctor Service and they have such a positive image in local communities everywhere. So when you offer someone the ability to easily make an ongoing donation through their electricity bill they are often more than happy to show their support." – Ryan Johnson, Rockhampton

We have had more than 100,000 customers, including many Ergon employees, who have made voluntary donations over the years and we are well on track to reaching our target of raising \$10 million for RFDS Queensland in 2015. On behalf of the team at Ergon Energy Retail I would like to say two words to the RFDS team and our customers who have supported this great cause – THANK YOU.



Special treatment for RFDS clinics

Patients at RFDS clinics in Camooweal, Burketown and Boulia recently received specialist treatment from endocrinologist Dr Kunwarjit Sangla.



Dr Sangla (Director of Endocrinology at Townsville Hospital and Health Service) joins RFDS staff Dr Patrick Buxton and Primary Health Care Nurse Jan Schiver.

Dr Sangla is the Director of Endocrinology at Townsville Hospital and Health Service. Endocrinologists are specialised doctors trained to treat hormonal imbalances. One of the most common conditions treated by endocrinologists is diabetes.

There is a high prevalence of diabetic patients at the clinics in Camooweal, Burketown and Boulia. RFDS Regional Manager North West, Lauren Jesberg, said that visiting these rural communities with the RFDS team allowed Dr Sangla to assist with patient diagnoses and make recommendations for treatment.

"Connecting Queenslanders in rural and remote areas to specialist doctors with expert knowledge allows the Royal Flying Doctor Service to continue providing the finest care in the furthest corner," Ms Jesberg said.

Dr Sangla said the number of people living with diabetes is increasing, with those over 55; or over 45 and overweight or with high blood pressure; or those with a family history of diabetes, and those with an Aboriginal or Torres Strait Islander background, the most at risk.

"The statistics of people living with this disease are climbing each year, which is unfortunate considering it is estimated that up to 60 per cent of type 2 diabetes can be prevented or delayed by adopting a healthy lifestyle," Dr Sangla said.

Dr Sangla is funded through the Rural Health Outreach Fund, and will be assisting the RFDS team again later in the year.

Connecting Queenslanders in rural and remote areas to specialist doctors with expert knowledge allows the Royal Flying Doctor Service to continue providing the finest care in the furthest corner.



What's on

QUPEX Golf Classic

Enjoy a day of golf and raise funds for the Royal Flying Doctor Service at the QUPEX Golf Classic. The 51st QUPEX Golf Classic will feature a stroke event and a team event. The tournament will take place on 30th and 31st of July at the McLeod Country Golf Club, Mt Ommaney. www.qupex.org.au

Mates on Mountain Bikes

In the second week of August, Mates on Mountain Bikes will be riding from Townsville to Port Douglas by bike. The route is mostly on dirt, up and down lots of hills, and covers about 650 km, which includes over 11,000 m of vertical climbing.

The money raised will directly benefit the remote communities the ride visits, by raising money for the Royal Flying Doctor Service. Each rider will pay their own way, and all money donated goes directly to the RFDS. To make a donation, please visit www.everydayhero.com.au/event/matesonmountainbikes2015

Reedybrook Ashes Cricket Weekend

Relax by the Burdekin River and take part in the Reedybrook Ashes Cricket Weekend on 22-23 August 2015. There will be plenty of stalls, entertainment and games. All proceeds go to the Royal Flying Doctor Service.

2015 Birdsville Races

The Birdsville Races are back and ready to run. Grab some friends, book your tickets and head to Birdsville for four days of adventure, fun and non stop action with proceeds donated to the Flying Doctor. For more information visit: www.birdsvillerraces.com

William Graham – Participating in the Mongol Horse Derby

The Mongol Derby is the longest and toughest horse race in the world. A young grazer from Bogantungan is taking part in 2015 to raise funds for the Royal Flying Doctor Service. The race course covers 1,000 km of Mongolian wilderness. The race departs on 2 August 2015. To make a donation, please visit www.give.everydayhero.com/au/william-graham

2015 Outback Air Race

Since 1996, the Outback Air Race has raised over \$1.5 million for the Royal Flying Doctor Service. The race is a GPS-based navigation time trial throughout the remote Australian outback, with pilots earning points for time and accuracy. In 2015, the race will be held from 23rd August to 4th September. For more information please visit www.outbackairrace.com.au

Woolworths in-store promotion Mount Isa and Cloncurry

If you live in Mount Isa or Cloncurry, please pop in to your local Woolworths during 31 August – 4 October and help support the Flying Doctor. Local stores will be selling \$2 tokens and holding fortnightly Saturday BBQs.

Like more information?

If you would like more information or are interested in running a fundraising event, please contact Janine Gardner on 07 3852 7594 or jgardner@rfdsqld.com.au



OUR SUPPORTERS >



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This newsletter is produced by the Marketing and Fundraising Department of the RFDS in Queensland.

If you do not wish to receive future editions of this newsletter, please contact the RFDS on 07 3860 1100 or email: rfdsqld@rfdsqld.com.au

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