



Royal Flying Doctor Service

*The furthest corner. The finest care.*

# The Flying Doctor

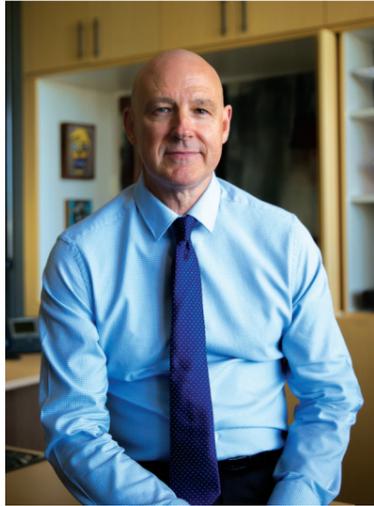
The official newsletter of the Royal Flying Doctor Service  
WESTERN AUSTRALIA • SEPTEMBER 2016



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## A MESSAGE FROM OUR CEO >



### DEAR SUPPORTERS

It has been another very busy year here at the RFDS. During the past 12 months, we have flown over 9,000 sick and injured patients to hospitals across our vast state, and we've provided nearly 40,000 more with advice and assistance through our telehealth service.

With demand for our services remaining at record levels, 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. 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.

This year, the opening of our new Broome facility was 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.

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.

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 focussed on delivering the best aero medical services to all in WA who rely on us, no matter where or when.

On behalf of our patients, and our staff, thank you for your ongoing commitment and support of our Royal Flying Doctor Service, and helping us to continue to be there for those in need.

**Graeme Marshall**  
Chief Executive Officer  
Royal Flying Doctor Service,  
Western Australia

**Our Doc Shop carries a range of official RFDS merchandise.**

[www.rfdswa.myshopify.com](http://www.rfdswa.myshopify.com)

**Kalgoorlie Visitor Centre**  
(08) 9093 7595

### CONTACT DETAILS

#### RFDS contact details

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EMAIL [fundraise@rfdswa.com.au](mailto:fundraise@rfdswa.com.au)

#### Website

[flyingdoctor.org.au](http://flyingdoctor.org.au)

#### Medical Emergencies only

1800 625 800

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## OUR BROOME FACILITY OPENED >

**On Wednesday 11<sup>th</sup> May, we celebrated a major milestone and evolution in the history of our service. Our first new facility in WA in 50 years was opened in Broome, in the north of our state.**

Our Broome facility not only increases the physical footprint of our organisation, but most importantly builds capability in delivering the most effective aero medical care to all West Australians, 365 days per year.

Demand for our service has increased substantially in the Kimberley region over the past five years, and the new facility will ensure we can continue to meet the increasing and changing demand for aero medical services in the north in the fastest and most efficient way.

Last year alone, we flew over 1,000 patients to and from Broome, making it the busiest transport hub in the north of the state.

The facility consists of two aircraft hangars and a state of the art patient treatment centre; the introduction of additional capacity to Broome will mean we are better placed to respond more quickly to emergencies throughout the Kimberley and the Pilbara regions. This enables reduced flight times, and ultimately provides better outcomes for patients in need.

### THE FIRST SIX MONTHS IN BROOME

- > 898 HOURS FLOWN BY OUR PILOTS
- > 297 PATIENTS AERO MEDICALLY RETRIEVED
- > 215 FLIGHTS UNDERTAKEN
- > 569 LANDINGS MADE
- > 307,000 KILOMETRES FLOWN



## JANDAKOT DEVELOPMENT PHASE ONE >

With the anticipated arrival of the Pilatus PC-24 jet aircraft, and the evolving needs for accommodating patients, the first phase of the Jandakot development is now underway.

A new hangar is being constructed to accommodate the size and scale of the new Pilatus PC-24 jet aircraft, due for arrival in early 2018, as well as new engineering and maintenance facilities. Phase one is expected to be completed in January 2017.

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.

TO SEE THE DEVELOPMENT TO DATE, HEAD TO [WWW.RFDSTV.COM.AU/JANDAKOT-DEVELOPMENT](http://WWW.RFDSTV.COM.AU/JANDAKOT-DEVELOPMENT) FOR A TIME LAPSE OVERVIEW.



## HOW YOUR SUPPORT HELPS >

In the 2015/16 financial year, our generous supporters helped us in raising a significant amount of money to ensure we can continue to assist those in need 365 days a year.

Through our individual and corporate donors, community supporters and events, auxiliaries and committees as well as through bequests and celebratory in memories we have been able to continue to provide

the very best in aero medical and primary health care across our state.

Your support is more important now than ever, as we are continually evolving and growing our services to meet the consistently high level of demand.

Through our direct mail campaigns and appeals alone, over \$2 million in funding is raised each year – critical funds we are able to put

towards our life saving services, such as purchasing vital medical equipment and maintaining our fleet of 15 aircraft.

We appreciate our valued donors and look forward to our continued partnership to ensure we can continue to provide the very best care to those in need.

## 2015/16 ACTIVITY



## ALTITUDE BALL 2016 >

A SPECTACULAR EVENING AT CROWN

The Veronicas Performance

This year's Altitude Ball presented by Pilatus, was held at Crown Perth on Saturday 20<sup>th</sup> August. It was another great success, with a record breaking number of attendees. The 820 guests were treated to an evening of outstanding entertainment; with headline act The Veronicas performing some of their greatest hits, along with some new music. Reigan Derry also returned to Perth to perform for the

second year in a row, while Perth ex-pat Julia Jenkins gave a heart stopping opening performance with the WASO Chorus.

The range of high class auction and raffle items went to very generous supporters, with an incredible trip to New York to dine with Robert De Niro and the European Splendour and Arabian Nights trip the highlight auction items of the night.

We would like to acknowledge the generosity of our event sponsors and partners, and all who attended and made the evening such a great success.

After this year's bar raising Ball, Altitude will hit new heights in 2017, which will no doubt be a sell out again. To secure tickets or register your interest, visit [www.altitudeball.com.au](http://www.altitudeball.com.au) or phone Susan Imgrund on 08 9417 6400.

## HMAS PERTH SEAHAWK HELICOPTER VISITS RFDs JANDAKOT >

On Wednesday 1<sup>st</sup> June, we welcomed HMAS Perth's new MH60-R Seahawk helicopter to our Jandakot facility.

The MH60-R "Romeo" is one of the most capable Anti-submarine (ASW)/ Anti-surface Warfare (ASuW) multi-mission helicopters in the world.

We have a long established relationship with HMAS Perth which began when the Ship's Company had initially nominated us as its charity of choice.

We have undertaken several joint initiatives, from support for our Altitude Ball, through to staff engagement activities with mutually shared outcomes.

We not only share the skies with the Australian Defence Force (ADF), but we also share a similar culture of innovation and capability. Just as our ADF is committed to a program of continued innovation and long-term

strategic planning and development, we also have an ongoing commitment to increased capability, sustainability, and have innovation embedded in our DNA.

The opportunity to collaborate with the HMAS Perth through developing an understanding of organisation structure, culture and operational processes is highly beneficial for both organisations.

### DID YOU KNOW?

The new "Romeo" Seahawk Helicopter has a maximum take-off weight of 23.5 tonne! As a comparison, our PC-12 NG aircraft have a maximum take-off weight of 4.7 tonne.



MARIE'S STORY

## RFDS FLIGHT NURSE >

**RFDS flight nurse Marie Hoey has embraced her career and loves how dynamic and unique it is.**

“Each day of my career is unpredictable, but I thrive on the challenges this presents,” 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.”

“We bridge the gap between Western Australians who live, work and travel remotely, and tertiary care,” she said. “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 one year turned into a ten year long affair!”

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 firsthand 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

**“I have developed the skills and knowledge to offer specialised assistance in a unique, medical environment to those who need it most.”**

services – and the RFDS in particular – had a positive impact on me.” After completing her postgraduate diploma in midwifery she achieved her 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.”

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.

“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!”



## COLIN'S STORY >



**“If it wasn’t for the RFDS I most probably wouldn’t have made it.”**

**Pilot escort driver Colin Cook never imagined a faulty gearbox in remote Western Australia would lead to his life hanging in the balance.**

“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 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 there and then transported to Geraldton Hospital.

**“I’ve now seen the plane I was flown in, and I’m amazed at the level of life saving medical equipment in there.”**

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 that 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.”

## WHAT'S ON IN SUPPORT OF RFDS >



### > KULIN BUSH RACES

30TH SEPTEMBER - 2ND OCTOBER 2016

This family event has activities and entertainment for all ages. The iconic, regional event will be held over the first weekend in October with the Novelty Tin Race and Auction being held on the Friday. For event details please visit [www.kulin.wa.gov.au/main/tourism/kulin-bush-races](http://www.kulin.wa.gov.au/main/tourism/kulin-bush-races)



### > ON THE ROAD AGAIN TOUR

8TH - 15TH OCTOBER 2016

This year the On the Road Again Tour is heading from Perth to Kalgoorlie, finishing in New Norcia. The event is open to pre-1980 vehicles plus any-age 4WDs. Contact RFDS to register or for event information.



### > KOKODA TRAIL

5TH - 15TH NOVEMBER 2016

The RFDS 2016 Kokoda Challenge is at full capacity! 21 inspirational participants will trek the Kokoda Trail in November to raise funds for the RFDS. To support the participants or make a donation please visit [www.everydayhero.com.au/event/rfds-kokoda-2016](http://www.everydayhero.com.au/event/rfds-kokoda-2016)



### > CHRISTMAS LIGHTS

DECEMBER 2016

Every Christmas, a number of families throughout regional WA and the Perth metro area adorn their homes with Christmas lights to raise funds for the RFDS. If you'd like to be involved and fundraise this year, please contact RFDS.



### > KARMA RESORTS ROTTNEST CHANNEL SWIM

25TH FEBRUARY 2017

Registrations for the world's largest open water swim will open in late October in preparation for the 2017 event. Hundreds of swimmers participate in this challenging event and raise funds for the RFDS. Contact RFDS to register or for event information.



### > GIBB CHALLENGE

21ST - 25TH MAY 2017

The RFDS is privileged to have been chosen as the primary beneficiary for the Gibb Challenge 2017. In previous years, participants have generously raised more than \$800,000 for the RFDS, which is an incredible achievement! For event information please visit [www.thegibbchallenge.com.au](http://www.thegibbchallenge.com.au)

## CREATE YOUR OWN EVENT FOR THE RFDS >

Would you like to support the RFDS by creating your own fundraising event? We'd love to hear from you. We are ready to support you with your ideas and make your fundraising event happen.

For more information on any of the above events or to discuss your own fundraising idea, Jayne Northover our Events and Sponsorship Coordinator can be contacted by phone on (08) 9417 6408 or email [jayne.northover@rfdswa.com.au](mailto:jayne.northover@rfdswa.com.au)



## SPOTLIGHT ON OUR SUPPORTERS >

Each year a variety of activities and fundraising events are held throughout the state where RFDS is selected as the recipient of funds raised. We see the creativity, community spirit and teamwork that go into these events in the name of supporting our cause. We could not be more thankful that our fundraisers see the value in supporting the Flying Doctor and helping save lives.



### > EL QUESTRO FAMILY FUN DAY - \$7,576.25

El Questro Station held their annual RFDS Family Fun Day on Saturday 16<sup>th</sup> July. The day was a great success, with one of the highlights a bar tender shaving his head and beard to raise extra funds for the RFDS. Thank you to everyone involved in this inspiring and fun annual event!



### > 2016 GIBB CHALLENGE - TEAM RFDS - \$35,000

Team RFDS for the Gibb Challenge raised more than \$35,000 this year, with \$30,000 of that raised through a raffle that was supported by The Great Escape Charter Company who provided a magnificent prize. Thank you to all participants and supporters.



### > RED DOG RELAY - \$6,700

The RFDS was presented with proceeds from funds raised through the Red Dog Relay via the Red Dog Festival held in Karratha. Special thanks to the team from Cherratta Lodge who took out first place at the event and raised over \$6,700! Thank you to the event organisers and everyone involved in this unique community event.



### > BROOMEHILL BIG BASH

GOLF DAY - \$5,000

The Broomehill Big Bash Golf Day was held on 8<sup>th</sup> April. The event saw 18 teams of farmers and agribusiness personnel from around the Great Southern come together to support the Flying Doctor. Thank you to the organisers and sponsors of this event.



### > GOLDFIELDS CHILDREN

CHARITY BALL - \$120,000

The annual Goldfields Children Charity Ball was held on Saturday 19<sup>th</sup> March, with the 'after dark' theme seeing the Goldfields Oasis Recreation Centre transformed for an evening of celebrations attended by nearly 1,000 guests. The event raised \$120,000 for the RFDS, and over \$300,000 in total. Thank you to the Goldfields Children Charity for their hard work and the generous Goldfields community.

**WE WOULD LIKE TO THANK OUR COMMUNITY FUNDRAISING SUPPORTERS THROUGHOUT WESTERN AUSTRALIA FOR THEIR ONGOING COMMITMENT AND GENEROSITY.**

## DONGARA RFDS VOLUNTEER COMMITTEE >

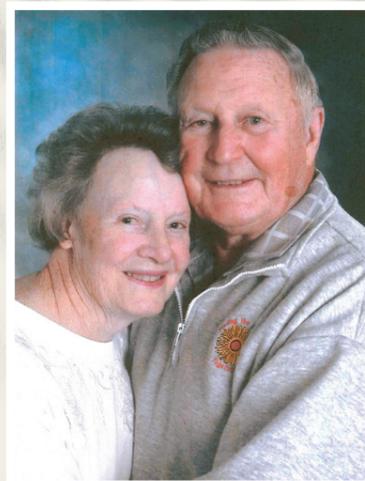
Doug Paxman, a very community minded individual, represented the Royal Flying Doctor Service by solely running the Dongara RFDS Volunteer Committee since 1994, with his wife Nell assisting him with distributing and collecting donation tins in Dongara and Greenough.

Doug has been a valued member of the Flying Doctor family and has raised in excess of \$113,000 to ensure we can continue to provide life saving care right across our vast state – an amazing and generous achievement. Beyond raising money, Doug suggested an airstrip be built

in Dongara for the RFDS about 20 years ago, and assisted the Dongara Lions Club to see this project come to fruition – an essential asset for the RFDS.

Doug and Nell have recently retired from their fundraising roles; having collected the last of the tins from the region, and removing the 'Royal Flying Doctor Service Representative' sign from the front window of their home.

To Doug and Nell, the Flying Doctor sincerely thanks you – as your incredible support and ongoing commitment has enabled the Flying Doctor to continue flying.



Doug and Nell Paxman

## GIVE THE PERFECT GIFT THIS CHRISTMAS >

A new way to give to a friend or loved one while making a valuable donation to the Flying Doctor. Select one of the above donation options and you receive a complimentary card to send with a personalised message.

Please see the enclosed order form for options on donating, how to order your My Gift To You Cards or purchase our RFDS Calendar.

Orders can also be placed via our online Doc Shop at [www.rfdswa.myshopify.com](http://www.rfdswa.myshopify.com)



## HOW YOU CAN HELP >

The RFDS relies on funding from private donations, philanthropic grants, private trusts, events and community fundraising to ensure our life saving services are maintained.

### Make a donation or join our Support Crew

Making a regular monthly gift gives us the stability to support long term projects and programs.

### Community fundraising and events

Create your own unique fundraising event and let us provide support to you along the way from authorising your event to advising on how to run a raffle.

### Give in memory or celebration

Make a donation to the RFDS in lieu of a gift or flowers. This is a touching way to honour an occasion, a loved one or an event.

### Corporate Partnership

Each business, whether big or small, has a lot to offer and we will make your philanthropic experience something you will be proud to be involved in.

### Leave a gift in your Will

Give a gift to the RFDS in your Will – this has the power to impact countless lives.

WE HAVE INFORMATION AND RESOURCES AVAILABLE TO ASSIST YOU. PLEASE CONTACT US ON (08) 9417 6400 OR EMAIL [FUNDRAISE@RFDSSWA.COM.AU](mailto:FUNDRAISE@RFDSSWA.COM.AU). WE WILL BE HAPPY TO ASSIST IN ANY OF THE ABOVE AREAS.

### Altitude Partners

**RioTinto**

Founding partner – Aero Medical Fund  
Partner of the Rio Tinto Life Flight jet fleet

**bhpbilliton**

Partner of  
Pilatus PC-12 Aircraft

### Major Partners



**KARARA**  
MINING LTD

### Community Partners



### Altitude Ball Sponsors



### Corporate Supporters



### Government Supporters Australian Government



### West Australian Government



## RFDS IN THE COMMUNITY >

THE RFDS WOULD LIKE TO THANK 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  
Narogin RFDS Volunteer Committee

Pannawonica RFDS Volunteer Committee  
Paraburdoo RFDS Volunteer Committee  
RFDS Eastern Goldfields Auxiliary  
RFDS Esperance Auxiliary

THANK YOU TO OUR SUPPORTERS >

 Crafted in Switzerland



**PC-24**  
THE CRYSTAL CLASS



**PILATUS**

## THANK YOU FOR FLYING PILATUS – YESTERDAY, TODAY AND TOMORROW

From outback strips to city airports the PC-12 has operated day and night to keep the Flying Doctor in the air for over twenty years. As a valued launch customer of the new Crystal Class PC-24 Super Versatile Jet the Royal Flying Doctor Service (Western Operations) is set to continue its traditions as an indispensable member of the Pilatus family. We are proud and thank you that you provide the finest care to the furthest corners with our aircraft.

Pilatus Australia Pty Ltd · Phone +61 8 8238 1600 · [www.pilatus-aircraft.com](http://www.pilatus-aircraft.com)



**Royal Flying Doctor Service**  
WESTERN AUSTRALIA