

The official newsletter of the Royal Flying Doctor Service
WESTERN OPERATIONS · MARCH 2014 >



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

The Flying Doctor

WESTERN AUSTRALIA >



Welcome to the
RFDS WA's new-look aircraft >

Message from the CEO



This is an exciting year for the RFDS here in WA. Our aircraft renewal program means that we will be acquiring four new Pilatus PC12 aircraft this year, and the cost to purchase the aircraft and have them medically fitted out runs to over \$22 million.

Whilst we seek Government funding for a large component of that amount, the RFDS generally needs to contribute around 20% to the cost of each aircraft we purchase, which is where we seek the support of our wonderful donors, communities, and corporate partners.

We are extremely pleased to be able to announce that BHP Billiton, via their Community Development Program, has generously decided to contribute \$4.5 million towards the \$22 million we need to find to fund these four aircraft. This is an amazing gesture, tangibly demonstrating their commitment to WA communities, and we are extremely grateful to have the support of BHP Billiton.

These new PC12s will carry our bold new RFDS colour scheme with the aircraft sporting a bright red underbelly carrying large white RFDS letters, which are very striking when seen from below. Look up when you hear a plane fly overhead to see if it's one of our new aircraft and our staff, on their way to deliver life saving services to another patient wherever or whenever they need us.

In an environment where the need for our services continues to grow, with up to 700 additional patients each year requiring our help, we need your ongoing support and help now, more than ever before, to ensure that we can continue to provide the amazing services for which we are renowned to people in need across the vast reaches of our State of Western Australia.

As an organisation we have been focused on finding more innovative and efficient ways to deliver our services, and it is testament to the hard work of our dedicated people, and the ongoing commitment from you our valued supporters, that we have managed to keep up with the increasing demand for our help.

On behalf of our patients, and our staff, thank you to all of you who continue to support the Royal Flying Doctor Service.

GRAHAME MARSHALL

Chief Executive Officer, Western Australia



The Flying Doctor Newsletter is published by the Marketing and Communications department of the Royal Flying Doctor Service, Western Australia.

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Doc Shops carry the official range of RFDS merchandise:

<http://supportus.flyingdoctor.org.au/shop/>
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Front cover image by John Davison,
Eye in the Sky Productions

A grateful mother

On 29 November 2010, I had a caesarean and welcomed a beautiful little boy Oakley into the world at Albany Regional Hospital. On day 2 of life midwives noticed his strained breathing and did a chest x-ray and discovered he had bilateral pneumothorax.

So my whole world went into a spin and I was advised the RFDS were on their way. I was told I could not fly as I had just had a caesarean and my hubby needed to stay and look after our two-year-old daughter.

I was so worried about my baby being flown to KEMH in Perth all by himself and in the end I was lucky enough they let me fly with him. I laid on a stretcher, my legs fitted into the cargo section, and off we went. Landing at midnight my little man was rushed to Neonatal Intensive Care Unit 3 and he remained there for 8 days until his lungs were repaired. It was the longest/hardest period of my life. I couldn't feed him, I couldn't hold him, I felt empty inside.

He is now a happy little 3-year-old and he enjoys riding his bike and motorbike and playing with all things boy!! In his small life he has been on 20 flights! His first one obviously being on the RFDS which I tell him about every time we go on a plane! Surprisingly, he only has one tiny little scar under his arm where one of the tubes went in, all the rest are fully healed.

I never really got to thank Rory and the team that night as it was all a blur, but I think about it all the time. I have attached two pics from when he was in NICU, then one from when he was 1.5 and the last one taken just last month.

Thank you so much for everything you all do.

Love Alicia



Oakley is now fully recovered >

Our new look aircraft unveiled

BHP Billiton has contributed \$4.5 million towards the purchase of four new Pilatus PC-12 aircraft for the Royal Flying Doctor Service (RFDS), Western Operations.

Two of these state-of-the-art aircraft were officially unveiled last month at the RFDS headquarters in Jandakot. The four aircraft, valued at almost A\$22 million, were required to replace existing older PC-12 aircraft.

RFDS Chief Executive Officer, Grahame Marshall said the four new aircraft were pivotal to the RFDS fleet, as the existing aircraft had reached the end of their operational lives.

“These aircraft are vital for us to be able to continue to meet the growth in patient demand for our services across the vast distances of Western Australia.” Mr Marshall said.

“We are extremely pleased that BHP Billiton has partnered with the RFDS to support our PC-12 Aircraft Replacement Program, which is essential given the high level of utilisation of our aircraft fleet,” he said.

In WA, the RFDS has a fleet of 15 aircraft comprising 14 Pilatus PC-12 single engine turbo prop aircraft and one Hawker 800XP jet aircraft (the Rio Tinto Life Flight jet), and presently transport over 9,000 patients per year.

The new aircraft will have the RFDS’ national livery, and each of the four replacement aircraft will feature the BHP Billiton logo for the entirety of their operating life.

BHP Billiton Iron Ore President Jimmy Wilson said the Company was proud to support a service that provided

crucial health care services to people living in Western Australia.

“Many of our operations and our employees are based in regional areas, and we are always looking at ways to support the communities in which we operate,” he said.

“Health and safety are top priorities for our business, so we are particularly pleased that this new partnership means more people across WA will have access to high-quality aeromedical health services.”

BHP Billiton has been a long-term partner of the RFDS supporting programs such as On the Road, Newman Female GP Clinics, RFDS Hangar located in Port Hedland, Western Australia and the Newman Patient Transfer Facility.

BHP Billiton’s investment was made possible through BHP Billiton Iron Ore’s Community Development Program, which has contributed more than \$200 million over the past five years to health, education, Indigenous development and community infrastructure initiatives in Western Australia.

RFDS aircraft are specially outfitted with the latest in medical, aviation and communications technology, and are equivalent to a flying intensive care unit. The fit-out is undertaken at Jandakot and takes around three weeks to complete.

The aircraft are created in Switzerland by Pilatus and it takes around eight days with many stop-overs to get the aircraft back to WA.



> Neville Bassett, RFDS WA Chairman, Grahame Marshall, RFDS WA CEO, Amanda Vanstone, National RFDS Chairperson, Dr Kim Hames, Minister for Health and Richard O’Connell, Head of Community and Indigenous Affairs, BHP Billiton.

Qantas film shoot at Jandakot

If you have been on a Qantas flight recently, or even to the cinema's to watch a movie, you may have seen a short film featuring the RFDS in WA.

Film production company, Parliament Films, spent a week at Jandakot in October, taking footage around the base and filming and interviewing Flight Nurse, Bryony King.

The footage has been used to produce a short film on the RFDS and is one of a series of different stories that Qantas has released called 'Our Australia.'

Qantas launched the series at Tropfest on 8 December 2013 and since then the films have appeared as part of the Qantas in-flight entertainment and in movie theatres.



> Filming the aircraft at sunset.

Filming was undertaken in each State featuring a different project/ organisation that Qantas supports. Qantas is a National partner of the RFDS and featuring in this series of films provides valuable exposure throughout the country, and indeed the world, with anyone travelling on a Qantas plane.

You can make a difference...

With your help we can continue to deliver the finest care to the furthest corners.

> **Become a RFDS Regular Giving Partner** and know that with your monthly gift you become a valued member of the community who has made a conscious choice to contribute on a regular basis to the vital services we provide.

From as little as \$15 per month, you can feel proud that 24 hours a day, 7 days a week you are helping those in need. By giving the RFDS authority to deduct the amount you wish to contribute from your credit card or bank account, you no longer need to write out a cheque, fill out forms, send emails or make phone calls. Your generous monthly support will be summarised in an annual tax deductible receipt sent at the end of the financial year.

We will be happy to provide further details on how to become a Regular Giving Partner.

> **Put the fun into fundraising** by doing something different to celebrate an important event, at the same time helping the RFDS. Encourage family and friends to make a donation in lieu of a gift for your birthday, wedding or an anniversary. Single gifts can be made through the RFDS website, or you can set up your own online fundraising page. Contact Sonia Abbott on (08) 9417 6400 for help with creating your personal page.

> **Leave a lasting legacy** Bequests, large or small, are vitally important to the RFDS as they allow us to plan for the health needs of future generations. We know from talking to our supporters that after making provision for family, many want to remember us in a special way by leaving a gift to the RFDS in their will. If you would like more information you can request an obligation free copy of our booklet, 'Leave a legacy that saves lives'.



For queries on any of the above please call (08) 9417 6400.



Special features of the RFDS PC-12 aircraft

The Royal Flying Doctor Service's PC-12 aircraft are expertly fitted out with the latest in medical, aviation and communications technology. The Pilatus PC-12 is capable of transporting two stretcher patients with a doctor, flight nurse and either a sitting patient or a patient escort.

The aircraft cabins are pressurised which enables aircraft to cruise above much of the weather without the need for oxygen. It also enables the aircraft cabin to be maintained at a sea level pressure if the patient's condition cannot tolerate pressure changes. Aircraft are also equipped with weather radar, enhanced ground proximity warning and collision alerting systems, and satphone communications to enhance operational safety in almost all weather conditions. The RFDS also utilises ADS-B satellite based technology allowing aircraft to be accurately tracked twice, every second by air traffic controllers and other pilots, again increasing safety.

- > **Crafted in Switzerland**
- > **Single engine turbo propeller**
- > **Pratt & Whitney Canada PT6A-67P engine, flat-rated at 1,200 SHP**
- > **330 cubic foot pressurized cabin**
- > **Maximum range of 1,560 nautical miles**
- > **280 knot (322 mph) maximum cruise speed**
- > **A high-lift wing for exceptional short-field performance**
- > **Standard forward passenger door and large aft cargo door to facilitate stretcher loading**
- > **Retractable trailing-link landing gear suitable for sealed and unsealed runways**
- > **State-of-the-art Honeywell Primus Apex avionics**

The new look RFDS aircraft take flight over Perth

Visual of synthetic vision

Air to air image thanks to Jon Davison, Eye in the Sky Productions

Brock's story

Twenty nine year old Brock Philpott of Newman had always been fit and healthy and never thought he would ever need the Royal Flying Doctor Service.

Brock had been experiencing some numbness down one side of his body and had gone to Perth to have some tests. He was on the Virgin plane heading home to Newman when three quarters of the way into the flight he started having seizures.

"It was the scariest thing I have ever been through," Brock said.

However, Brock didn't just have one seizure, he kept on having multiple seizures.

"I really thought I was going to die. It is the worst thing I have ever experienced in my life."

Upon landing in Newman, he was immediately taken by ambulance to Newman Hospital where he continues experiencing seizures. They called the RFDS who flew him as a priority one to Port Hedland Hospital, where he was given drugs to stop him seizing.

All up Brock had 55 seizures. On the day he was released from Port Hedland Hospital, he immediately called the RFDS to say thank you.

"I just cannot say thank you enough to the RFDS," Brock said.

"The service is so far beyond what I had imagined. The level of professionalism and care that I was given was unbelievable."



 **I will be forever grateful.** 

Brock is scheduled to have more tests to find out the reason for his symptoms, but after his recent experience he has a new-found respect for all those who helped him.

"It's really opened my eyes as to how important the RFDS is."

Rio Tinto *Life Flight* Jet transfers 1000th patient

The Rio Tinto *Life Flight* aeromedical jet service clocked up a significant milestone in October last year, transferring its 1000th patient.

The 1000th patient transfer was for a one day old boy who needed life-saving surgery in Melbourne.

Thanks to funding from Rio Tinto, the jet has been in operation since October 2009 and has become an important asset for the RFDS in WA.

The Rio Tinto *Life Flight* jet can reach patients in need anywhere in the state within hours and many lives have been saved as a direct result.



Fundraising milestone for Flying 1000

The Flying 1000 group's medical equipment fund reached an incredible \$3 million milestone in October 2013. The money goes towards the medical fit-out of all RFDS aircraft.

A small group of women, all with country backgrounds, began the fundraising group back in September 2002 with the "Flying into the Future" campaign for RFDS.

Over 800 people from Kununurra, Broome, the Pilbara, Albany and the Margaret River region have given very generous and ongoing support, as well as many friends and sponsors closer to the Jandakot base.

The Flying 1000 committee said they enjoy giving their time,

energy and expertise to help the dedicated, hard working RFDS staff achieve their best results.

Patron Dr Patricia Kallis AM, OBE, and the Flying 1000 committee, have all worked together to make this important contribution to RFDS.

Chair of the committee Georgina Pearce said; "As John Flynn, founder of RFDS said - if you start something worthwhile, nothing can stop it, and \$3million shows it is true."

Thank you Flying 1000 committee and supporters for your amazing support of the RFDS!

RFDS's celebrity friends

In the past six months the RFDS has been supported by some well known identities.

Much-loved Australian film and television actor and presenter, Ernie Dingo, visited the Jandakot base at the end of 2013 to do some filming for a YouTube video to promote the RFDS's involvement in the 4WD & Adventure Show.

In December, Channel 7 ran a news story about the RFDS assisting former Perth cricket star and sports commentator, Ian Brayshaw, after he suffered a life threatening heart attack. Ian came out to Jandakot and was re-united with

Flight Nurse, Robby Lane Naglewicz. He was all too happy to help sing the praises of the RFDS and was extremely grateful for the care he had received.

This year's entertainer on the Great Southern Rail Christmas Train was Ricki-Lee Coulter. Each year Great Southern Rail undertakes a special trip from Sydney to Perth with a performer on board as a gesture of thanks for the support shown by local communities along the Indian Pacific route. The event also helps to raise funds and awareness for the Royal Flying Doctors Service.



Thank you to all our amazing supporters!



Albany Catches & Keepers Cup (Police vs Prison Soccer Match)

It was great to see the rivalry and fun on display in November, when the Albany boys in blue took on their colleagues, the prison officers. It was the inaugural soccer match between the two teams and has set the stage for future competition.

The winners on the day saw the Prison Officers taking out the title, with all the kids involved in the last 20 minutes of the game. The event raised almost \$1000 for the RFDS, through players fees and a sausage sizzle. Many thanks to all the volunteers who helped to put it together, particularly Chris, Laura, James, Paul, Michael and John. Rumour has it that a trophy shield will be up for grabs this year, the big question is will the Police make a comeback?! Thank you for your support guys, it is greatly appreciated!



Verna Barker - \$100K of Soft Drink Sales in Pannawonica

Our long time volunteer Verna has reached an incredible milestone, \$100,000 raised for the RFDS via soft drink sales! Verna has been sourcing soft drink specials, coordinating transport and selling the drinks at the Rio Tinto Mesa J Minesite near Pannawonica since 2001. At just \$1 each that is a lot of soft drink! Many thanks also to Centurion Transport for their support and all of the staff and volunteers at Rio Tinto who buy drinks and help Verna stock the machines. Thank you so much Verna, your time and effort is appreciated by all of us here at RFDS and our patients, thank you!



Barrow Island Yellow Hat Raffle

Barrow Island might be the site of Australia's largest energy resource project, but it is also the home/workplace of a very generous crane crew! The Yellow Hat brigade raised an amazing \$29,000 in the largest raffle for RFDS WA in 2013!! With an enormous range of prizes on offer donated by friends, colleagues and businesses, the Yellow Hat crane crew sold tickets for \$20 each to just about everyone on the island! An outstanding effort from everyone involved, thank you so much to all the Yellow Hats!



On the Road Again Tour for RFDS

The annual On the Road Again Tour set a new record for 2013 with their Goldfields & Esperance adventure. Over \$100,000 raised for the Royal Flying Doctor Service, an outstanding effort! This rally is a mystery tour of 4WD and pre-1980 vehicles, with lots of fun and comradeship along the way. Last year also saw the inclusion of a special leg sponsored by Cliffs Natural Resources, known as the Ore to Shore. Thank you so much to everyone who participated and especially to the volunteer committee who spent many long hours making the event possible! Thank you.



Mt Keith Gift

Every year the BHP Billiton Nickle West workers compete in a unique Goldfields foot-race known as the Mt Keith Gift, to help raise money for the Royal Flying Doctor Service. This year was an incredible success with 38 runners and walkers lined up to race in the 11th anniversary event. Fundraising and community support was at an all-time high with a new record set. Using their special fundraising page http://www.everydayhero.com.au/mt_keith_gift to gather donations, combined with various on-site efforts such as darts and pool competitions, the employees at Mt Keith raised an amazing \$55,000 which has been matched by BHP Billiton to make a total gift of over \$104,000. The generosity of all the staff, shows that incredible things happen when hearts and minds come together for a good cause. Our sincere thanks to all of you who made it possible, you have made a real difference.



Hedland 4 x 4

It is amazing what can be achieved when a few people get together and come up with an idea they feel passionate about. That is exactly what happened when a group of 4x4 enthusiasts decided to raise money for the RFDS and Variety Club in South Hedland. \$17,500 was raised for the RFDS which is an outstanding effort for a first time event. A huge thank you to all the volunteers and sponsors who put their time in to make it a success!

Recognising our supporters

Through the generosity of our Corporate and Community supporters, donors, fundraisers, bequestors and volunteers, we raised over \$12.5 million in 2012/13. Thank you! This is an outstanding result which will be applied to our extensive capital requirements including aircraft replacement, new medical equipment and enhanced operational facilities.

Altitude Partners



Major Partners



Signature Partners



Community Partners



Supporting Partners



CBH partnership helps the Royal Flying Doctors land safely

The CBH Group has come on board to support the Western Australian Royal Flying Doctors Service (RFDS) in its biggest partnership yet under the CBH Community Investment Program.

The sponsorship will provide \$300,000 to the RFDS to continue its extensive Airstrip Survey and Evaluation Program.

The partnership involves an annual \$100,000 investment for the next three years and enables the RFDS to continue to survey and evaluate more than 700 airstrips throughout Western Australia.

CBH Group CEO Dr Andy Crane said the sponsorship is a major investment in the safety of rural communities.

“At CBH, safety comes first in everything we do. Helping the RFDS to safely deliver aeromedical and primary health care services throughout rural and remote WA was such an easy decision for us because it was an obvious fit with our own values,” said Dr Crane.

“Many grain growers and families in rural WA have used the RFDS and we are proud that CBH can support such a vital community service,” said Dr Crane.

The RFDS services 98 percent of the state, with their 15 aircraft providing vital medical and transport services to all



> CBH Group CEO Dr Andy Crane with RFDS WA CEO Grahame Marshall.

major wheat growing areas of WA.

RFDS WA CEO Grahame Marshall said he was pleased that CBH Group had chosen to partner with the RFDS.

“In an emergency it’s critical that we can get to a patient as quickly as possible and this can require our aircraft accessing gravel and dirt airstrips in remote areas,” Mr Marshall said.

“It’s imperative that we maintain a comprehensive register of airstrips and know what condition they are in and this sponsorship will allow that to happen.

“Both the RFDS and the CBH Group share the same commitment to people in rural and remote WA, and we look forward to enjoying a long partnership with them.”

What's on in Support of the RFDS

Flying Doctor Day

17 May

The 17th of May marks Flying Doctor Day, celebrating the first RFDS flight out of Cloncurry, Queensland back in 1928.

Why not hold a fundraiser to celebrate the day and raise vital funds for the Service. For fundraising ideas contact Jayne on (08) 9417 6408.



Chevron City to Surf

24 August

A huge community fun run through the city and out to City Beach. Get your corporate teams together and raise some money for the RFDS. Visit www.perthcitytosurf.com.au.



The Gibb Challenge

18-22 May

The RFDS is delighted and grateful to have been chosen as the Principal Beneficiary for the 2014 Gibb Challenge. This is the second year that the RFDS has been involved in this amazing 700km mountain bike adventure through the Kimberley, along the dusty Gibb River Road. More than 75 teams will be competing in this life changing experience. For more information visit www.thegibbchallenge.com.au or sponsor one of these spirited teams at www.everydayhero.com.au/event/gibb2014.

Fremantle Fun Run

14 September

A community fun run/walk (5 or 10kms) for all ages and fitness levels. For more information contact the WA Marathon Club on (08) 9472 4833 or visit www.wamc.org.au.



HBF Run for a Reason

25 May

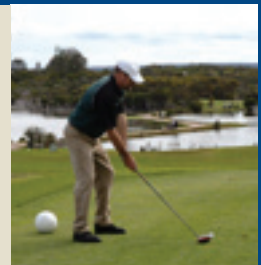
Make your 'reason' the RFDS and get a team together today! Registrations are now open. Visit www.hbfrun.com.au for more details.



South East Golf Tour

15-20 September

A golf lover's paradise, six days of golf from Esperance to Bremer Bay, situated along the rugged south-east coast of WA, with raffles, auction and Calcuttas along the way. Visit www.southeastgolftour.com.au for more information.



RFDS 2014 Hangar Ball

23 August

The annual RFDS Ball is a fantastic night of entertainment! The 2014 Hangar Ball will be held at Crown Perth. For more information please contact Fiona Jones on (08) 9417 6400.



Charity Golf Days

Various

Does your Golf Club hold a charity day for the RFDS? We would love to hear from you, please contact Jayne on (08) 9417 6408 to find out how we can help you have a fantastic day!