



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

# The Flying Doctor

WESTERN AUSTRALIA >



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## Message from the CEO



Dear Supporters,

This is a very exciting year for the RFDS in WA, as we celebrate 80 years of providing aero medical and primary health care in Western Australia.

We will be using National Flying Doctor Day on the 15th May this year to not only celebrate our 80th birthday in WA, but also to publicly launch our largest capital fundraising campaign to date, the "RFDS Aero Medical Fund". The Aero Medical Fund aims to generate funding for our major capital needs of the next 5 to 10 years, including new aircraft, expanded operating facilities around the State, and essential medical and aviation equipment.

A key component of the expansion of our facilities in the North of our State, to ensure we're able to meet the ongoing growth in patient demand from those Regions, is our new Broome operating base, which I'm thrilled to announce will commence shortly, as land has been secured at Broome International Airport, and building plans have now been approved. The new facilities are scheduled to be completed and operating by the end of this year, which will mark another important milestone for the RFDS in WA.

Lastly, I'd like to make a special mention of our Board Chair, Mr Neville Bassett, who, on Australia Day this year, was recognised for his 25 year involvement in the Royal Flying Doctor Service by being named in the Australia Day Honours List. Neville has been involved in many milestone changes throughout his time on both the RFDS WA Board, and the National RFDS Board, and has made a meaningful and extremely valuable contribution towards the shaping of the organisation into what it is today. We thank and congratulate Neville for his commitment and dedication to the RFDS, its staff, patients and supporters.

On behalf of our patients, and our staff, thank you for your continued support of our 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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## Neville Bassett



Our Board Chair, Mr Neville Bassett, on Australia Day this year was recognised for his 25 year involvement with the Royal Flying Doctor Service by being named in the Australia Day Honours List.

Mr Bassett says it is an absolute honour to have received the award, adding that “you don’t undertake service for an organisation such as the RFDS to receive an award, but to receive recognition for your contribution is something I can truly reflect on, and is an award my family is extremely proud of.

“Although an individual award, it is also testament and recognition of the wonderful work undertaken by everyone involved with the RFDS” he said.

The chartered accountant, who is a passionate football supporter and follower, being involved with the Swan Districts Football Club for 30 years, and receiving a life membership in 2002, has been Chairman of the RFDS Western Operations since 2009, juggling the high profile role whilst running his own corporate consultancy.

Mr Bassett was initially approached in 1991 to take on the role as Treasurer, a responsibility he thought he’d undertake for 2 or 3 years.

“As each year goes by there is a new challenge, something you want to see through to fruition. Then suddenly its 25 years later,” he said.

“Over my 25 years, we as an organisation have had to confront many issues and I have always been amazed by the way in which RFDS staff take on any challenge and invariably solve the issue, be it funding for the RFDS or coming up with innovative approaches to a problem. I have loved every minute of my involvement.”

The RFDS has seen significant change over the past 25 years, with two major restructures of the organisation which resulted in the formation of RFDS Western Operations as well as the move to a single standardised aircraft fleet which commenced in 2001 with the introduction of the Pilatus PC12. Additionally the RFDS in WA has introduced the first ever permanent fully outfitted aero medical jet operation in Australia.

“We have, I believe, become a far more efficient organisation both operationally and financially” Mr Bassett added.

When questioned on what the RFDS means to him in terms of the assistance and support it provides to those living, working and travelling in remote locations, Mr Bassett noted that for many, the RFDS is their lifeline.

“The remoteness and the distance from critical care is tempered by the reassurance that help is on its way. Western Australia is a massive land area and the RFDS, through its aero medical fleet, ensures that everyone has access to the care that people in the Perth metropolitan area take for granted,” Mr Bassett said.

“Hopefully, in some small way, my involvement with the RFDS has made a difference. The reward is quite simple, the thank you letters we receive from a parent, a patient or a loved one. That’s what makes you proud of the work our staff do.”

## The Nerve Centre – 24/7

The Jandakot State-wide Coordination Centre is the communication and tasking hub for medical evacuation operations right across Western Australia.

Operating 24 hours a day, 7 days a week, 365 days a year, it takes an impressive group of people with a unique skill set, working closely together, to keep the nerve centre of the entire organisation ticking over, and to achieve the best possible outcome for every patient and situation presented.

Modern technology and advanced computer programs allow the Jandakot Coordination Centre to run RFDS operations around the state. All patients and cases are assessed and managed out of this centre, with each of the RFDS bases tasked to respond accordingly with “flying intensive care” aircraft and highly trained aero medical crews.

The Coordination Centre takes hundreds of calls a day from patients, doctors and hospitals and has the task of assessing the priority of each case, then managing the process each step of the way. From tasking the aircraft, doctors, nurses, pilots and ambulances ensuring there are available hospital beds, and even arranging meals for the staff on the flights, the staff in the Coordination Centre are busy day in day out.

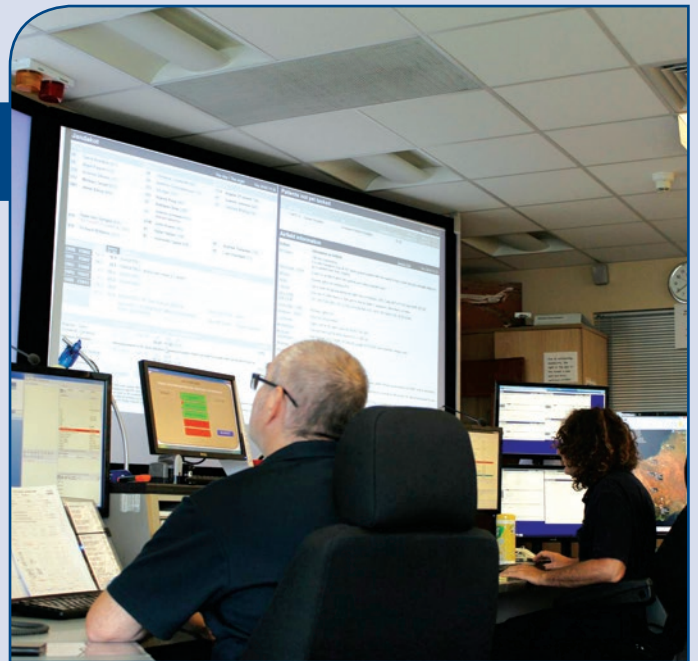
Heather Tobin, Customer Service Officer, loves being at the sharp end of the operation, where each day presents something different, including life threatening emergencies.

“We are trained to handle every situation,” she said, “You just have to stay calm, no matter what you are presented with.”

“Obviously not every call is an emergency, but you pretty much know by the tone of voice if you need to move quickly.

“It’s not a job for everyone, but I enjoy the challenge and I think it takes a certain personality type to stay calm and focused- you just have to follow the process, be firm and remain level-headed.”

Communication is key in an emergency and for these dedicated 24/7 staff, being at the receiving end of every phone call to the RFDS in WA and being able to assist those in need, when they need, is what brings them back each day.





# Celebrating 80 Years of Western Operations



In 2015 the Royal Flying Doctor Service celebrates 80 years of providing aero medical and primary health care across Western Australia. The section's first base at Port Hedland became operational in 1935; Kalgoorlie was the next base to open in 1937, however, aircraft were flown on medical missions from the early 1930's, before they were used for this purpose in most other parts of Australia. Western Operations today have five fully staffed operating bases at Jandakot, Port Hedland, Kalgoorlie, Meekatharra and Derby, with a sixth being constructed this year in Broome; over 300 staff and 15 aircraft which cover the 2.5 million square kilometres of this vast state.



As the need and demand for our services continues to grow, the RFDS remains crucial to the health and safety of all Western Australians as they live, work, and travel across our vast State. To ensure we can continue to grow the capability of our aero medical services, and deliver our primary health care services in areas of identified need, we must remain at the forefront of innovation, and continue to be the most trusted provider of aero medical services for Western Australians. Through initiatives such as the Aero Medical Fund to be launched during 2015, the introduction of world first Pilatus PC24 long range aero medical jet aircraft in 2017, and development of the new Broome Base, the RFDS can continue to achieve the best possible aero medical and primary health care outcomes for our patients across Western Australia.

## Quick Facts 2013/2014

**34,706**

patients assisted

Aircraft flew

**7,676,000km**

**8,846**

patients flown by air around WA

**2,155**

healthcare clinics were held across the state

**25,860**

health clinic attendees

**31,748**

people received Telehealth advice





**ALTITUDE** is the prestigious, annual, black tie ball established to raise essential funds for the Royal Flying Doctor Service Western Australia.

Taking place on Saturday 25th July, 2015, this year's exclusive and glamorous red carpet event will once again be the highlight of the Perth social calendar. ALTITUDE 2015 will feature a spectacular blend of international and local entertainment, premium fine dining and wine, world class service and a live charity auction all within the luxurious five-star surrounds of the Crown Metropol Perth.

Featuring state-of-the-art audio visual, spectacular lighting, and a custom ALTITUDE Bar, ALTITUDE 2015 promises the ultimate high-end charity experience. ALTITUDE sold out in 2014 so don't miss out- book your tickets and glam up for a night of unforgettable entertainment with all proceeds raised going to support the RFDS.

For more information and to book your tickets, please visit the ALTITUDE Ball website [www.altitudeball.com.au](http://www.altitudeball.com.au)





## Broome Base Underway



The Royal Flying Doctor Service has secured land and received building approval for its brand new operating base at the Broome International Airport.

The Broome base will help us to better respond to the growing patient demand for our services in the North of the State, which has increased by 236% in the past 5 years. Broome will provide additional aircraft and staff to manage and treat the increasing number of people requiring aero medical retrievals all year round in the North of our State.

The new operating base, which includes two aircraft hangars, a patient transfer centre, and staff facilities, is due for completion by the end of 2015 and will begin operating from temporary facilities at Broome airport in July 2015. The RFDS is pleased to have received support from the Federal and State Governments, which along with various community and corporate partners and generous donors has allowed us to move towards bringing this project to fruition.

## Aero Medical Fund Takes Flight



The Royal Flying Doctor Service is dependent on the good will of its volunteers, corporate partners and community fundraising groups. To assist with building long term sustainable capital funding for our future aircraft and infrastructure needs, the RFDS has established an Aero Medical Fund, which makes contributing to the cause much more accessible and practical for more people than ever before.

The Aero Medical Fund presents a distinctive focus on fundraising for the future capital needs of the RFDS across four key areas: aero medical, innovation, building WA, and leadership, and creates a case for support built around very specific areas that we know underpin the future of the delivery of our services in Western Australia.

The fund will officially be launched on Friday 15th May, coinciding with National Royal Flying Doctor Day.

## Eastern Goldfields Auxiliary - Thank You

The RFDS is privileged to receive support from many community and Auxiliary groups around WA, and in each future Donor newsletter we will profile one of these important supporter groups, who provide ongoing support to the RFDS and its service.

This time around we are profiling the Eastern Goldfields Auxiliary which each year holds several events including a quiz night, raffles, numerous sausage sizzles, and handles hundreds of donation tins spread from Southern Cross to Leinster to the Eucla and Border Village.

They have also made significant contributions to projects including the purchase and installation of back-up generators for our Kalgoorlie and Meekatharra operating bases, rewiring of electrical services during the Meekatharra hangar relocation, supplying catering for numerous RFDS fundraising events each year, paying for landscaping at the visitor centre in Kalgoorlie and putting an enormous amount towards the replacement of the hangar door at the Kalgoorlie Base.

We appreciate and look forward to ongoing support from the dedicated team at the Eastern Goldfields Auxiliary.

## Baynton West Line the school with coins



As part of numeracy week celebrations in late 2014, Baynton West Primary School in Karratha held a very creative fundraising activity in support of the RFDS. Each of the classes was set a challenge to collect as many silver coins as possible, with the aim of having enough coins to create a line around the perimeter of the school. The students took to the challenge with great enthusiasm!

They succeeded in creating an unbroken line that measured 448.19 metres long. The Baynton West Primary School community raised an impressive \$2,204.65 for the Royal Flying Doctor Service and showed that fundraising can be creative, educational and rewarding.



## Ten Thousand Tins, 1.2 Million Dollars

In the last 5 years, the RFDS has distributed 10,000 tins to Western Australian fundraisers, and raised over \$1.2 million!

Close to 2,000 collection tins are distributed each year to dedicated fundraisers all around the state.

From outback stations and mine sites to shops and local businesses, the program has continued to prove that those with a little spare change can make a huge difference.

Whether they're simply placed on the counter of a business, or at a community event, the generous support for the RFDS is extremely well received and we would like to thank each and every one of you who has actively participated in this program.

If you would like to get involved in the Tin Program and assist us in raising more fundraising dollars, please contact our Marketing team on [9417 6400](tel:94176400) or email [fundraise@rfdswa.com.au](mailto:fundraise@rfdswa.com.au).

### You can make a difference...

With the consistent, dependable support of our monthly regular donors we can continue to provide our vital services to those living, working and travelling in rural WA. Become a monthly regular RFDS Giving Partner and know that with your monthly gift you are recognised as 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, you no longer need to write out a cheque, fill out forms, send emails or make phone calls, and your generous monthly support will be summarised in an annual tax deductible receipt sent at the end of the financial year.

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

For queries please call [\(08\) 9417 6400](tel:0894176400) or email [regulargiving@rfdswa.com.au](mailto:regulargiving@rfdswa.com.au).

## John Hancock & Team Swim the Rottneest Channel for the RFDS



Royal Flying Doctor Service Board member John Hancock took up the challenge of taking part in the 2015 Karma Resorts Rottneest Channel Swim. With three sturdy teammates in sports

doctor Matthew Allan, triathlete Renee Baker and triple Olympic gold medallist Michael Klim, the 'Karma Number 1 Team' took to the choppy waters on Saturday 21st February to tackle the 19.7km open water swim from Cottesloe Beach to Rottneest Island.

As a champion swimmer in high school, Hancock was participating for both fundraising and fitness, vowing to be in good shape when he hit 40. Hancock had a laugh in the lead up to the event, vowing that he would forgo a shark shield if his mother, Gina Rinehart, donated \$25,000 for their chosen charity, the Royal Flying Doctor Service. The team took to the water in support of the RFDS, raising over \$36,000. What many people don't realise is that when patients need to be transported, the RFDS perform the airborne transfer from Rottneest Island to the mainland, with over 50 transfers just last year.

The team finished the event in 5 hours 45 minutes 16 seconds, second place in the charity challenge. Well done to John and the team on such a great achievement!



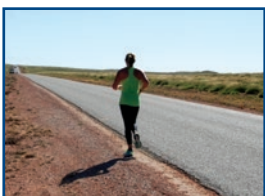
# Thank you to all our amazing supporters!

## 1. BAE Charity Golf Day - \$11,710.00



The annual BAE Charity Golf Day, held on Saturday, 23rd November at Kennedy Bay Links Golf Course, was attended by 92 participants with an incredible \$11,710 raised for the RFDS. BAE Systems Henderson is a long time supporter of the RFDS and we are extremely grateful for their ongoing support.

## 2. Lisa Clay – Running for RFDS \$12,000.00



In July 2014 Lisa Clay ran from Coral Bay to Exmouth in three days and raised \$12,000 for the RFDS through various fundraising activities- an amazing effort!

## 3. Ramsbottom Christmas Lights - \$23,000.00



John and Sheila Ramsbottom once again created a wonderful Christmas lights display at their house in December. Since 2005, John and Sheila have raised over \$23,000 for the RFDS. A very big thank you to John and Sheila for their ongoing support!

## 4. RFDS Committees and Auxiliaries



The RFDS here in Western Australia is supported by a number of long standing and dedicated volunteers and volunteer groups.

Our dedicated committees, auxiliaries and volunteers around the state are such an important part of the RFDS family, and we're extremely grateful for all your support!

# What's on in support of the RFDS



## 1. Goldfields Children's Charity Ball

Date: Saturday, 21st March 2015  
[www.goldfieldschildrencharity.com](http://www.goldfieldschildrencharity.com)



## 2. Busselton Old Time Dance

Date: Friday, 27th March 2015  
Contact: Rose (08) 9754 2206



## 3. 2015 RFDS Swim Thru

Date: Saturday, 18th April 2015  
[www.flyingdoctor.org.au/RFDSSwimThru](http://www.flyingdoctor.org.au/RFDSSwimThru)  
Contact: (08) 9093 7590



## 4. Flying Doctor Day

Date: Friday, 15th May 2015  
Contact: Marketing team on (08) 9417 6400



## 6. Ride to the Other Side

Date: June 2015  
[www.ridetothetherside.org.au](http://www.ridetothetherside.org.au)



## 7. Altitude Ball

Date: Saturday, 25th July 2015  
[www.altitudeball.com.au](http://www.altitudeball.com.au)



## 8. Outback Air Race 2015 Esperance to Hamilton Island

Date: 23rd August – 4th September 2015  
[www.outbackairrace.com.au](http://www.outbackairrace.com.au)



## How YOU help us

### Workplace Giving

Workplace Giving assists the RFDS in keeping our admin costs down. This is also a relatively private way to give as we don't receive your details from your employer and they make one monthly donation on behalf of all participating employees. We aim to keep our costs down and we know you appreciate this.

For more information call Marketing on [9417 6400](tel:94176400) or [fundraise@rfdswa.com.au](mailto:fundraise@rfdswa.com.au)

### Regular Giving

By setting up a regular monthly payment plan, you allow us to deduct your donations automatically, meaning you don't need to contact us each time you wish to donate. This makes you feel your ongoing contributions are making a meaningful difference. The flexibility to stop and start at any time adds to the ease of giving and means in tough times we will appreciate you may not be able to give or give as much.

Further details call Marketing on [9417 6400](tel:94176400) or [fundraise@rfdswa.com.au](mailto:fundraise@rfdswa.com.au)

### Community Fundraising

For some, giving is all about community spirit and involvement. Community Fundraisers like to organise or get involved in events to help make a difference. We have so many great Community Fundraisers who regularly support the RFDS. There are always events going on around the state. If you would like to know more, or are interested in running your own community event, please contact us and we'll happily keep you in the loop.

Please call Marketing on [9417 6400](tel:94176400) or [fundraise@rfdswa.com.au](mailto:fundraise@rfdswa.com.au)

Fundraising is ever changing and we are here to assist your fundraising goals, be they big or small. It's all about YOU.

## Recognising our supporters

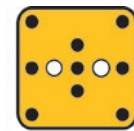
### Altitude Partners



Supporter of Pilatus PC 12 Aircraft

Supporter of Rio Tinto Life Flight Jet

### Major Partners



### Signature Partner



### Community Partners



### Supporting Partners







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