



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

# Flying Doctor

QUEENSLAND >



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The donations we receive go towards the purchase and medical fit-out of our aircraft ensuring those who live, work and travel through rural and remote Queensland have access to the very best healthcare.



## Message from the CEO



**Nino Di Marco**

**CEO**

Queensland Section

Thank you to all who have supported us during the last 12 months. The Flying Doctor has come so far in the past 86 years, and it is because we have the support from the community. So, thank you to every donor, small business, our corporate partners, auxiliary members and community groups that donate both their time and money to help us continue to deliver the finest care to the furthest corners of Queensland.

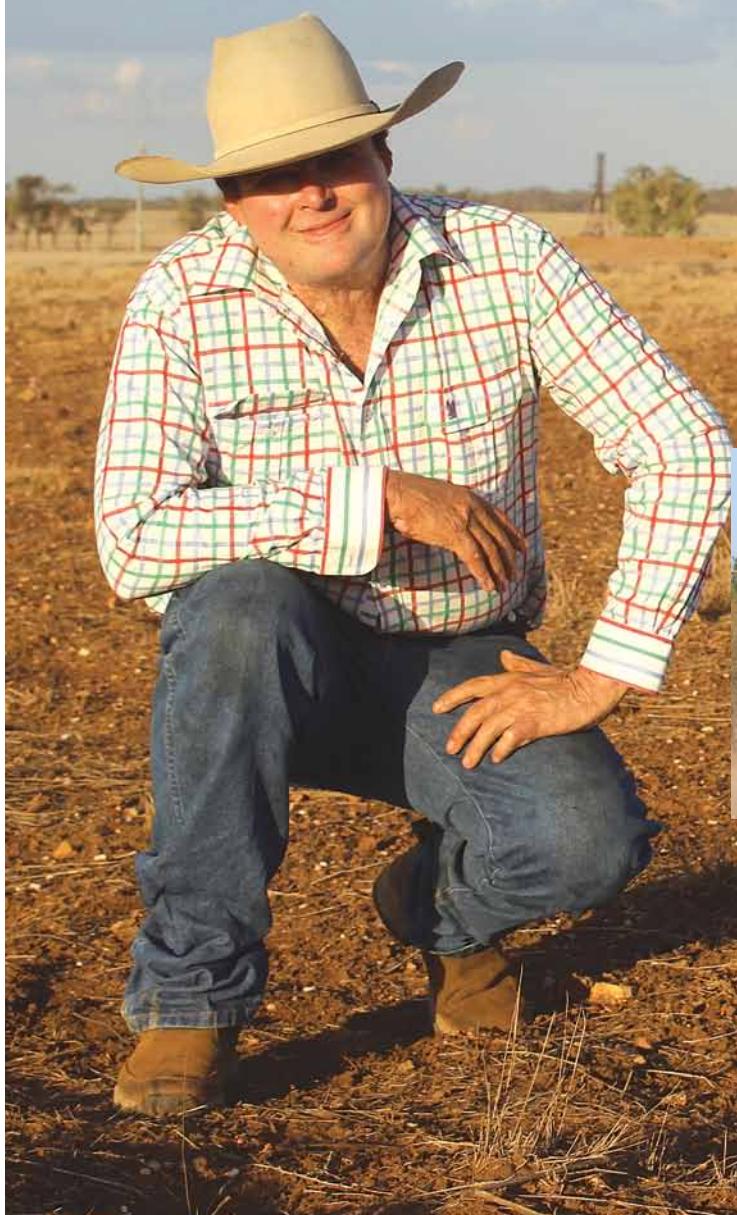
Every day 250 people in Queensland will need help from the Flying Doctor. While we receive funding from both state and federal governments, the cost to deliver health services in partnership in rural and remote areas continues to grow, so our dependency on community support increases each year.

In addition to this rising cost we are also faced with the mammoth task of replacing 10 of our aircraft over the next five years with an approximate cost of \$80 million. The donations we receive go towards the purchase and medical fit-out of these aircraft ensuring those who live, work and travel throughout rural and remote Queensland have access to the very best healthcare. To support the work of the Flying Doctor, call 1300 669 569. Your support will keep us flying.

# A tribute to the Flying Doctor

Grazier Michael Tomlinson has paid tribute to the Flying Doctor for the role it played in saving his life and rapidly transporting him to a specialist burns unit.

On January 14 2013, in the blistering heat, 27-year-old Michael Tomlinson was mustering cattle from a helicopter on his family property near Augathella, some 700 kilometres west of Brisbane, when he experienced engine trouble.



"I made an emergency landing in a little erosion gully. Because I still had a bit of pace on board the skid wedged into the soil and rolled the machine over. The fuel tank split and it exploded while I was still inside. I quickly realised I had to get out of there, so I jumped out and ran across to a water hole that was about a kilometre away," Michael says.

"I sat there for about an hour before my brother eventually found me and raised the alarm." Michael's brother had seen the crash and rode a motorbike to the site. When he reached the wreckage there was no sign of Michael and he began searching the area.

"That's when I yelled out to him. Because burns take time to develop, I looked okay so I said to him, "Don't worry I am not going to 'cark it' but it would be pretty good to get some help," Michael explains.

On receiving the emergency call, the Flying Doctor pilot knew that the airstrip on the property was too short to land, so an ambulance was dispatched to get Michael and RFDS agreed to meet them at Augathella hospital.

"Without the Flying Doctor it would have taken eight hours by road to get me to a Brisbane hospital, (10 with the current roadworks) and at that time of the year the roads are often closed due to flooding so I am not even sure that they would have been able to get through."

Dr Charles Ellis and flight nurse Mark Davis were on duty at the RFDS Base in Charleville and flew to Augathella; arriving at the hospital about five minutes before the ambulance.

"When we got there it was quite clear that he had burns to around 70 per cent of his body," Dr Ellis remembers. "When somebody has burns to that degree - it's pretty scary and you need to make sure you do all the right things for them to give them every chance of surviving."

Severe damage to the skin can result in multi-organ failure and correct early treatment is vital to increasing the survival and recovery rate of a burns victim. After discovering Michael

**Dr Ellis had a nervous flight as Michael's heart rate remained quite high over the almost two-hour trip and the appropriate fluid intake was critical. Fluid loss can cause renal damage and too much fluid could result in respiration complications.**

had a croaky voice Dr Ellis was concerned that burnt tissue near his airways could swell and restrict breathing.

With Michael's body starting to shutdown, the RFDS team worked with the hospital staff to sedate Michael and insert a tube to protect his airway. They also needed to use an EZ-IO device to gain vascular access. He was given fluids, antibiotics and tetanus to guard against infection.

Dr Ellis spoke to Michael's dad to tell him how grave the situation was and to promise him that he would "do all he could to give him every chance".

Dr Ellis had a nervous flight as Michael's heart rate remained quite high over the almost two-hour trip to Brisbane and the appropriate fluid intake was critical. Fluid loss can cause renal damage and too much fluid could result in respiration complications.

"It's quite a balancing act" and Dr Ellis sought advice from the specialists at the burns unit while on route.

After, six weeks in an induced coma, 16 major operations and almost four months in hospital, Michael is back working on the property. He has to ensure he regularly stretches and massages the scars to ensure they don't contract.

Michael does not remember much of the flight or the names of "the flying doctor guys": "I am sure that if I didn't have them there, I certainly wouldn't be in the state I am in today and I most likely wouldn't be here to tell the tale. So I was pretty fortunate they were about," he said.



Above > (l-r) Michael flying before the accident. The remains of the helicopter after the accident. Regular stretching and massage will ensure Michael's scars don't limit his movement. Back home after the accident with best friend Pooti.



## Considering leaving a gift in your Will?

Australia-wide, the Flying Doctor helps more than 290,000 people every year – that's one person every two minutes.

The Royal Flying Doctor Service (Queensland Section) is committed to providing the best possible health care and aeromedical emergency retrieval service to all living, working and travelling throughout rural and remote Queensland.

The RFDS relies heavily on bequests from our supporters to purchase and medically equip our fleet of aircraft, and to finance other major capital initiatives.

We ask that after carefully considering your family and friends in your Will, you give consideration to leaving a gift to the Royal Flying Doctor Service (Queensland Section). Your bequest, large or small, ensures that you will be well remembered and your lasting legacy will continue to make a difference for generations to come.

Many of our supporters wish to make a gift to the RFDS, but because of other commitments to their family and loved ones, feel unable to do so in their lifetime. Leaving a bequest allows you to make such a gift. This ultimate gift gives you the certainty

that your hard-work in this lifetime continues to work hard for others, particularly for those who will rely on the Flying Doctor in the future.

One of the noblest gestures anyone can make is to reach out to another human being to offer assistance. Thank you sincerely to those of our wonderful supporters who have already left a gift in their Will to the Flying Doctor. We are honoured and humbled by your generosity. Thank you also to those who are considering leaving a lasting legacy. We are extremely grateful and thank you on behalf of generations of Queenslanders living in rural and remote areas.

Please let us know if you have already made provision for the Flying Doctor in your Will and, as yet, have not advised us. We would like to thank you personally and to include you as a member of our Companions of the RFDS Alliance. We are honoured and humbled by the generosity of our bequestors.

If you need more information about leaving a gift to the RFDS in your Will, would like a Bequest Brochure or want to speak to someone about a gift, please contact our Bequest Officer, Louise McLaren, on **07 3860 1100** or email [bequests@rfdsqld.com.au](mailto:bequests@rfdsqld.com.au).

# QCoal Community Dental Service

Having celebrated its first birthday earlier this year, the QCoal Community Dental Service continues to achieve milestones as it travels across the vast regional Queensland landscape providing a free mobile dental service to remote communities. Recently the service treated its 3,000th patient in the remote town of Dajarra, approximately 150 kilometres south of Mount Isa.

Operated by the Royal Flying Doctor Service (RFDS), it was on the second visit by the service to Dajarra when the dental team met with local patients, including young Caiden Jack.

Caiden is four years old and has endured dental problems for over a year. Despite efforts for Caiden to receive oral health care, several obstacles had delayed his treatment.

The normally mischievous boy was hesitant, however after a lot of encouragement from his grandmother, Barbara Clarke, Caiden received the treatment that he greatly needed. Over three sessions the QCoal Community Dental Service team completed two extractions and eight fillings.

Principal Dentist, Ian Odendaal who leads the five person dental team, said that the service was making a real difference in areas that would not otherwise have access to this level of oral healthcare.

"Oral health is one of the most consistently unmanaged health issues presented to the RFDS clinicians. Often by the time the patient presents, their oral health is in the late stages of deterioration because rural and remote Australians do not have the same access to oral health services as their metropolitan counterparts."

"Here in Dajarra we are still primarily providing an acute service to counteract years of oral neglect," Dr Odendaal said.

The QCoal Community Dental Service is a free service funded by Queensland mining company, QCoal, through the QCoal Foundation. Comprising of two dental surgeries in a purpose-built semi-trailer, the service provides preventative dental care and treatment in communities where there is limited access to oral health services. Anyone can make an appointment and there is no out-of-pocket cost for patients.

Since commencing operations in February 2013 the QCoal Community Dental Service has visited 13 towns in rural and remote Queensland.

QCoal Group Managing Director Christopher Wallin said the service aimed to bring quality oral health care to people in rural communities.

"When we originally conceived the service together my thoughts went back to my own experiences in regional Queensland and the lack of dental care that was available. Partnering with the Royal Flying Doctor Service allowed us to bring together the medical expertise of the RFDS with an innovative method for delivering the service so that even the most remote corners of Queensland can access state-of-the-art technology," Mr Wallin said.

The service has now had the opportunity to visit a number of communities regularly over the past 16 months. For those communities, such as Collinsville, who have had regular visits the incidence of acute treatments are beginning to fall and preventative procedures are becoming common.

The schedule for the second half of 2014 has just been confirmed with the service set to visit the following towns:

- > **Sapphire:** 28 July – 9 August
- > **Clermont:** 18 August – 30 August
- > **Collinsville:** 8 September – 20 September
- > **Bowen:** 29 September – 11 October
- > **Springsure:** 20 October – 1 November
- > **Theodore:** 10 November – 22 November
- > **Monto:** 1 December – 13 December

For more information about this service please visit [www.flyingdoctor.org.au/dental](http://www.flyingdoctor.org.au/dental) or call: 1800 002 507.

Left > The QCoal Community Dental Service team in Dajarra with 3000th dental patient, four-year-old Caiden Jack and his grandmother Barbara Clarke.

Below > (l-r) RFDS Qld Chairman Bill Mellor, the tooth fairy (RFDS Graduate Dentist Christine Farrelly) and QCoal Group Managing Director Christopher Wallin in Collinsville to celebrate the first anniversary of the QCoal Community Dental Service.



# Marita Box

Primary Health Care Nurse, Child and Family Health Care Service, Royal Flying Doctor Service, Cairns



## How long have you worked at RFDS?

I moved to Cairns with my family just over four years ago so I could work for the RFDS.

## What does your role involve?

The RFDS team of Child and Family Health Care Nurses provide a universal child health service primarily for children 0-5 years old, but does include older children and adolescents when required.

We support families using a family-centred approach, encouraging them to be active partners in their care. We work collaboratively with a number of other health professionals to ensure children have the best possible start to life.

I am responsible for the immunisation of the children, as well as monitoring their growth, physical development and emotional wellbeing and the follow up of any concerns. Together with the RFDS doctors, we perform regular health checks on all the children.

During these consultations, we undertake brief interventions and parent education including: breastfeeding advice; nutritional advice; quitting smoking; SIDS prevention; prevention of anaemia, ear and skin health; protective behaviours and child safety issues. The RFDS Child Health nurses also provide parenting courses.

My favourite part of the week in Kowanyama, is when I visit the local school to do "Crocodile Kids" with the Kinder and Prep classes. This is a program which incorporates early intervention and early literacy. In this program we sing traditional and

contemporary rhymes and songs. It is wonderful to watch their confidence develop. We have lots of fun with the kids and their devoted teachers. Since we began in 2012, the Kowanyama prep classes have composed the lyrics for two of our songs. These songs are now sung all over the Cape, which I am very proud of.

Working in partnership with other services, at the school we also do yearly health checks on all the school students, teach "Bodies and Relationships" and run "Core of Life Programs" for the teenagers.

## How often do you visit Kowanyama?

I fly to Kowanyama for three days every week. I spend two nights in a little donga, which has become my "home away from home".

## What do you like most about your role?

After spending just over four years working in Kowanyama, I love the relationships that I have developed with many of "my" families and the children are absolutely delightful. Working in Kowanyama has enlightened me to the richness of their culture.

## Why did you choose to work for RFDS?

The RFDS is an iconic Australian organisation. It is extremely rewarding to work with such a dedicated team of doctors and health professionals. Not to mention I am lucky enough to experience amazing scenic flights over some of Australia's most pristine landscapes and reef.

## What is your most memorable RFDS experience?

In 2009 I went on a Woman's Bush Camp out to Shelfo. We fished in the Mitchell River, swam in the waterfalls with the kids and wore grass skirts. It was an amazing experience.

Although, meeting Prince William after Cyclone Yasi, with my two daughters, was a once in a life time event.

## Mount Isa Airport lends its support to the Flying Doctor

With the local RFDS Base celebrating its 50th anniversary this week, management at the Mount Isa Airport were keen to show their support for the Flying Doctor's vital rural and remote health services, announcing a \$10,000 donation.

Angela Kennedy, the Airport's Operations Manager presented a cheque for \$10,000 that will be used to purchase both baby and paediatric training manikins, to assist RFDS doctors and flight nurses with patient assessment and treatment techniques - including airway management.

"We congratulate the Flying Doctor for reaching such an important milestone, and we welcome their aircraft hangar's continued presence here at the Airport, a gateway to many

isolated communities in the North West," said Chief Operating Officer Mount Isa Airport Craig Shaw.

"RFDS flight crews are among the most highly trained aeromedical personnel in the world, with emergency, critical care and obstetrics experience mandatory, allowing them to adapt to the most complex of medical emergencies," said RFDS Regional Manager, Stephanie De La Rue.

"These new training manikins will allow us to keep our locally based doctors and nurses up with the latest infant and paediatric treatment techniques, so we are most grateful for Mount Isa Airport's support," Ms De La Rue said.

The Mount Isa based RFDS aircraft last year conducted over 2,400 landings, flew close to 700,000 kms, transported close to 900 patients and attended over 500 clinics across north west Queensland and the lower Gulf.

# New Look For Brisbane Airport's International Terminal

For some it is the last touch of home, for others it is the alluring hello.

Brisbane Airport's International Terminal is currently undergoing a \$45 million facelift that will make it one of the most beautiful terminals in the world.

The breaking of the mould and transformation of the terminal into one with a distinctively Brisbane design can be attributed to two local Brisbane architect firms 'Richards and Spence' and Arkhefield, who have successfully captured the essence of Brisbane; bringing Brisbane's sub-tropical and outdoor living into the equation.

Once complete, the redevelopment will deliver a more relaxed and modern terminal, encapsulating a real sense of the local culture and spirit of Brisbane and Queensland.

Building on the original framework of the existing building that resembles a large "outdoor room", travellers will enter from customs and the newly refurbished walk-through Duty Free store to a spacious, light and airy green zone overlooking the tarmac and runway.

Inside travellers will find a wide selection of specialty retail stores offering unique and bespoke products, as well as a large central 'green' area where they can sit, lay, relax and picnic, much like typical urban spaces reminiscent of Brisbane's gorgeous parks.

Lots of natural light will also enrich the sense of the outdoors, as will the central water feature meandering gently through the terminal.

The furniture and final touches will be an exclusive mix of natural materials ranging from the Spotted Gum stools, bench seats, sun lounges and coffee tables, to modern interpretations of cane-like woven chairs in steel, chrome and aluminium and teak-trimmed armchairs. The artistic touches will also be

"state-of-the-art", creating the world's most 'liveable' airport which can be defined as an airport that is a comfortable experience, one that promotes health through immaculate cleanliness and the ability to revive both body and mind through a connection with nature.

As part of the redevelopment, Queensland artists Sally Gabori and Sebastian Moody have been commissioned to provide spectacular artworks that will greet travellers with a warm 'welcome' to Brisbane and a memorable 'farewell' on their departure. Sally Gabori's work will not be missed by a single person arriving into Brisbane. Standing 2.5 metres high and spanning the entire 720 metre Arrivals Concourse, this incredible piece of work titled 'A sensory hug' will, with its vibrant colour and energy, awaken and stimulate the senses of weary travellers as they enter the 'front door' to Brisbane. Equally impressive is Sebastian Moody's artwork that will leave travellers with a lasting positive message and reminder of Brisbane and Queensland as they prepare to farewell our great city and state.

Ever mindful that the terminal remains operational 24/7 during the redevelopment, the upgrade is being undertaken in multiple stages so everyday operations are not disrupted. The project is due for completion by mid-2015.

For further information about this upgrade and the many other exciting projects currently underway at Brisbane Airport visit [www.bne.com.au](http://www.bne.com.au).

 **A more relaxed and modern terminal, encapsulating a real sense of the local culture and spirit of Brisbane and Queensland.** 



# When the Flying Doctor comes

## Are you Fit for the Field?

The Royal Flying Doctor Service is all too aware that in rural industries, the health of workers can take a battering from conditions including coronary artery disease, some cancers, alcohol consumption and obesity – particularly when life on a farm can leave little time to check up on one's own health.

Research shows that male farmers and farm managers typically experience higher death rates, and increased incidences of coronary artery disease and some cancers, compared to the wider Australian male population.

In direct response to this issue, the Royal Flying Doctor Service (Queensland Section) designed the Fit for the Field program to adapt its Health Field Day model for rural industry workers, as part of a Queensland Government Workplaces for Wellness Initiative.

Health Field Days are based on a holistic view of health, which recognises the importance of the broader social and physical environment, as well as the importance of behaviour modification in creating good health practice and the appropriate management of chronic disease risk factors.

Making changes in the working environment to support the health and wellbeing of workers, can ultimately lead to a healthier rural population and more productive workplaces as well as benefiting rural industries, by contributing to less injuries and workers' compensation claims.

Grazier Graham Cann knows first hand what a valuable health resource these field days are, when he recently attended one at Milo station, which lead to the life-saving diagnosis of a melanoma on his chest.

"I had about 100 stitches in my chest when it was removed, but I'm just so thankful they found it when they did," Mr Cann said.

"The doctors said I was very fortunate that it wasn't left undetected any longer," he said.

RFDS Health Promotion Officer Kate Towler said it was not unusual to come across untreated health problems during these field days.

"One of the great things about this program, is that we bring the health experts to those farm owners and rural industry workers who are finding it difficult to leave their properties, in this current climate, to seek medical attention," Kate said.

"But it's not just about diagnosing current health conditions, the program also aims to educate participants about practical ways they can achieve the recommended dietary and exercise guidelines for health benefits, as well as ways to stop smoking and reduce their drinking to non-risky levels.

"When we make our follow-up phone calls to field day participants, we're usually delighted to hear that people have made real changes to their behaviour as a result of what they've learnt," she said.

To date, the uptake of the Fit for the Field Program and feedback from workplaces and individuals, has been very positive.

**...it's not just about diagnosing current health conditions, the program also aims to educate participants about practical ways they can achieve the recommended dietary and exercise guidelines for health improvement**



# to town...

## Preparation is key to a smooth landing

Currently, there are more than 2,000 landing strips in the Flying Doctor network, many of which are used on a regular basis and many others that exist purely for emergency medical visits. RFDS pilots are trained to land in difficult locations and on runways where little information is provided, however with safety a top priority there are a number of things that private runway owners can do to ensure the RFDS can land on their property when medical assistance is required.

- > Grading the airstrip – if a grader is not available, drag an old wooden sleeper behind a tractor to smooth out the surface of the runway. If a four-wheel drive can comfortably travel at 80kms/hr along the runway, then it is suitable for an RFDS aircraft to land.
- > Clear new growth from both ends of the strip.
- > If you have battery or kerosene flares, ensure you have backup batteries or spare kerosene to use in an emergency.
- > If your property uses a pre-selected UHF channel, please let the RFDS know so that in an emergency the pilot can effectively communicate with those on the ground.

> If a UHF channel has not been selected please switch to channel 5 – the RFDS emergency UHF channel.

If you have constructed an airstrip and want to notify the RFDS, or get more information on maintenance and construction, please email [cwimpenny@rfdsqld.com.au](mailto:cwimpenny@rfdsqld.com.au).



A smooth landing – Please ensure livestock can be quickly relocated away from your runway.

 **Don't wait until it's too late - speak to the Flying Doctor today about how we can help ensure your safety, before an accident happens.** 

## RFDS Medical Chests - a treasure to remote farmers



When ringer Cameron was stung by a wasp, an RFDS medical chest saved his life. Cameron went into anaphylactic shock 100kms outside of Cairns, but with a phone call to an RFDS Doctor and access to a medical chest, his workmates were able to give him four adrenalin injections and stabilise him before the ambulance arrived.

There are over 2,500 RFDS medical chests distributed across Australia. Each contains a range of pharmaceutical and non-pharmaceutical items, which enable emergency and non-emergency treatment to be given to people living and working in remote areas.

If you live in a location isolated from medical services, you can apply to become a custodian of a medical chest. Each application is assessed individually but consideration is given to the distance from medical care, access to adequate telecommunications, size of community and the responsibility of the person.

If you would like to apply for a medical chest please contact your Medical Chest State Coordinator on **07 4040 0149**.



Left to right > Nino Di Marco with, Jono Medhurst (Director, dm2architecture), Cr Denis Cook (Mayor, Murweh Shire Council), Ross Williams (Director, Lanskey Constructions) and David Findlater (Project Manager, Lanskey Constructions) inspecting progress at the base development in Charleville.

## Construction of the new RFDS Charleville Base is underway

Work is on track for the new RFDS Charleville Base redevelopment set to benefit both residents and visitors in South-West Queensland.

CEO, Mr Di Marco said the new development will house office space for RFDS Charleville Base administration staff, a new aircraft hangar, a patient transfer facility and an eagerly anticipated RFDS Visitor Centre.

"The Flying Doctor has enjoyed a long and close association with the Charleville community. In 2013 we celebrated 70 years of operations at our Charleville Base and the opening

of the RFDS Charleville Health Clinic, the first RFDS GP clinic in Queensland," Mr Di Marco said.

In March, Mr Di Marco and Mayor of Murweh Shire Council, Cr Denis Cook, inspected the progress of the new RFDS Charleville Base and hangar redevelopment.

Cr Denis Cook said that the Murweh Shire Council was delighted to have been able to support the RFDS by providing the land for the new development.

"Residents in South-West Queensland will benefit from the new facility, while the new Visitor Centre is sure to be a highlight for visitors to the region."

Due for completion around September/October, the new facility was designed by dm2architecture and is presently being built by Lanskey Constructions Pty Ltd.

The building project has been made possible thanks to community donations and bequests, as well as generous support from the Murweh Shire Council and the Federal Government's Health and Hospital Fund.

## Roma hangar to provide much needed shelter



Above > The Roma hangar will provide all weather protection when transferring patients to and from the aircraft.

A new purpose-built RFDS hangar and Patient Transfer Facility at Roma Airport will soon be completed. With more than 200 patient transfers conducted by the RFDS out of Roma last year the new facility will provide undercover facilities for the RFDS aircraft and crew involved in inter-hospital transfers and aero-medical taskings to and from the Roma region.

Mr Di Marco, CEO, said "In addition to providing undercover facilities for the RFDS aircraft and crew, patients transferred by ambulance from local hospitals will be able to take advantage of a new patient transfer lounge while awaiting the arrival of a transfer aircraft, instead of remaining in an ambulance or on the tarmac."

"The development of this new facility will signify the opening of our ninth Base in Queensland" said Mr Di Marco, "with construction due for completion in the next few months."



Activity at the Rockhampton Base has increased considerably since opening in 1995, managing more than 6,462 tasking calls and 2,517 patient transfers...

## New patient transfer facility in Rockhampton

In June the RFDS turned the sod for a new purpose-built, patient transfer facility, due to be completed later this year.

"The new Patient Transfer Facility will provide patients being transferred to and from Rockhampton, with a more comfortable waiting area for family and carers accompanying them, including parents of small children; improved weather protection; disabled toilets, as well as more private surroundings," said Cr Strelow, Rockhampton Mayor.

Mr Di Marco said thousands of patients will benefit from this new facility which has been made possible thanks to the generous support of the local community.

'The RFDS greatly appreciates the generosity of supporters across Central Queensland and our major funding partners Rockhampton City 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 life of many patients and their loved ones, as the new facility will allow us to separate our aeromedical operations from our maintenance activities, leading to enhanced safety, patient care and working environment for our Rockhampton based team, and the adoption of a new aircraft maintenance system," he said.

Activity at the Rockhampton Base has increased considerably since opening in 1995, managing more than 6,462 tasking calls and 2,517 patient transfers including primary evacuations, inter-hospital patient transfers and repatriations, and recording 3,737 landings, 3,951 flying hours over 1,346,385 kilometres in the 2012/2013 financial year.

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



## From corrugated iron to state of the art

Urandangi is a small community 190 kilometres south-west of Mount Isa near the Northern Territory border.

The Flying Doctor has been conducting regular health clinics there for the past 60 years.

For much of that time clinics were held in the original Urandangi Hall, a building made almost entirely from blue corrugated iron, which includes windows of tin. Inside temps would regularly reach 50 degrees, and with no power, phone or examination couch, conditions were less than ideal for not only the patients but also the RFDS medical staff.

Following a collaborative effort between the Boulia Shire Council, RFDS, Central North West Qld Medicare Local, the Office of Aboriginal and Torres Strait Island Health and the people of Urandangi, a new state of the art clinic was built. On May 31, the people of Urandangi and surrounding regions came together to officially open the new Urandangi Health Clinic and Community Hall with a sausage sizzle.

**The people of Urandangi would like to acknowledge and thank the following individuals and organisations for the generous support which made this redevelopment possible:**

- > Royal Flying Doctor Service: \$50,000 including project management
- > Central North West Qld Medicare Local: \$49,700 and ongoing maintenance management
- > Office of Aboriginal and Torres Strait Island Health: \$25,000
- > Boulia Shire: \$15,000 and provided the building, generator, fuel and building caretaking
- > Vince Corbin: \$4,000
- > Local Artists who created the striking art works displayed in the building: Loretta Bookie, Eva Bookie, Anne Teece, Jessica Bookie, and all the children.
- > Patrick Ishiguchi who created the wonderful native garden.

Every health clinic run by the RFDS would not be possible without community support. In Urandangi the Flying Doctor staff would like to thank the following members of the community for providing lunch, transportation and maintaining the clinic:

- > Les and Rae Miller
- > Liz and Neils, Jane and Tony from the Urandangi Pub
- > Tony, Ray Cantrell, and John 'Cookie' Tweedie
- > Pam Forster from the Dangi Bush Resort
- > Pam and Patrick Ishiguchi

# Help! We have a medical emergency

When Dave Scutchings and his family embarked on the camping trip of a life-time around Australia, they never thought they would need the Flying Doctor.

This all changed however when a quiet night at a camping ground, over 300 kilometres north of Mount Isa, turned into the late night emergency for his three-year-old daughter Lara, making the family realise how vital the Flying Doctor is for all those living, working or travelling through remote Queensland.

"We were camping beside a river outside Gregory Downs and I had taken both Lara and my son Max over to our neighbour's campsite to thank them for letting us borrow their canoe earlier in the day,"

"The neighbours had a portable charcoal burner, which they quickly moved out of the way so the children didn't trip over it. However, it was only a few minutes later, when Lara was walking back towards me, after grabbing a piece of chocolate cake, that she stepped on a smooth river bed rock and screamed in pain. I soon realised that the rocks underneath the charcoal burner were still hot and Lara had a horrible burn developing on her foot. After about an hour of ice packs and cold water, Lara was still in pain so I drove to the Gregory Downs Hotel where they rang the Flying Doctor for advice. RFDS Medical Officer Mick was calm and reassuring on the phone, and quickly made the decision to evacuate Lara by air. Three hours after the accident, Lara and her mum were in the care of the Flying Doctor and being flown to Mount Isa for treatment."



Above > Lara burnt her foot after stepping on a river rock heated by a portable charcoal burner.

Top right > The Scutchings family on a trip of a life-time around Australia.



**I'm so appreciative of what a lucky country we live in, (a place) where you can be in the middle of nowhere, camping and have a doctor and a nurse arrive in no time at all when things go terribly wrong.**

## Behind the scenes at Queensland Emergency Medical System Coordination Centre

Decisions about patient transfers and aeromedical retrievals across Queensland are coordinated, on a 24/7 basis, by the Queensland Emergency Medical System Coordination Centre (QCC) – an operational partnership between Retrieval Services Queensland and the Queensland Ambulance Service.

Procedures in response to emergency calls have been in place for a number of years. While some people in remote areas ring their local RFDS Base directly, the majority of calls are made to 000. These in turn are referred to QCC, where the clinical coordinators assess the patient's condition and a clinical and logistical decision is made, including whether road ambulance, fixed-wing or helicopter transport is required. Sometimes it may involve all three.

QCC makes decisions about the priority of patient retrievals based on the severity of the patient's condition, their location, the most appropriate transportation required, the availability of resources, weather conditions and site access.

If the Flying Doctor is needed, QCC tasks the RFDS (using specifically developed systems to track aircraft in the state-wide network) to ensure the response is co-ordinated and as efficient as possible.

Last year, the RFDS conducted almost 10,000 inter-hospital patient transfers and more than 1,000 emergency evacuations, landing more than 22,000 times.



The Flying Doctor is one of a number of service providers QCC can contact to transfer the patient, under contract to Queensland Health, however the RFDS provides the vast majority of fixed wing aeromedical responses.

If the RFDS is tasked by QCC to transfer a patient, standard operating procedures are followed. This involves close communication and co-operation between the RFDS Flight Nurse or Medical Officer and QCC to establish patient details and logistics regarding the tasking. QCC will not activate the RFDS for a patient transfer until a bed is available for the patient at the receiving hospital.

Night flights bring further risks to the safety of all involved, including the patient, particularly if weather conditions are poor. The decision to fly at night is based on the availability and condition of landing sites, the severity of the patient's condition, and the availability of other forms of transport to get the patient to medical treatment more quickly than RFDS. The duty pilot would become involved regarding aviation logistics.

## New aviation tasking advisor

Due to his extensive experience as a RFDS pilot, Captain Tony Bennett was a natural choice to fill the QCC based trial role of Aviation Tasking Advisor, when it was created in August last year.

Tony brings a wealth of aviation experience to QCC, having joined RFDS in 2008 as Senior Base Pilot at Brisbane Base, following a 30-year career in the RAAF.

Based at QCC, located within Queensland Emergency Operations Centre, at Kedron for 40 hours a week, Tony provides specialist fixed wing aviation advice to Emergency Medical Dispatchers, Nurse Team Leaders and Clinical Coordinators, to assist them with aeromedical logistics planning.

Tony's role, involves maximising the efficiency of the fixed wing aeromedical network to ensure enhanced network coverage, daily reviews of fixed wing aircraft availability, liaising with RFDS management regarding scheduled and unscheduled maintenance, fatigue management, and conducting specific fixed wing planning and logistics training as required.

RFDS Regional Manager for Coastal and South West, Jen Craig said the need for a fixed wing aviation expert at QCC had been recognised by both RFDS and QCC for some time, and it has proven invaluable to both QCC and RFDS to have Tony on board.

"As Tony has oversight of assets across the whole aeromedical system and project availability across both fixed wing and rotary assets (helicopters), he is able to advise QCC when the network will be negatively impacted," Jen said.

"Managing patient movements and co-ordinating with other agencies is a complex task. Accordingly, the role of the Aviation Tasking Advisor requires an in depth knowledge of aeromedical operations and a very broad knowledge of aviation in general.

"As is the case with all RFDS aeromedical operations, no single day is typical and good communication between all parties and QCC is vital," she said

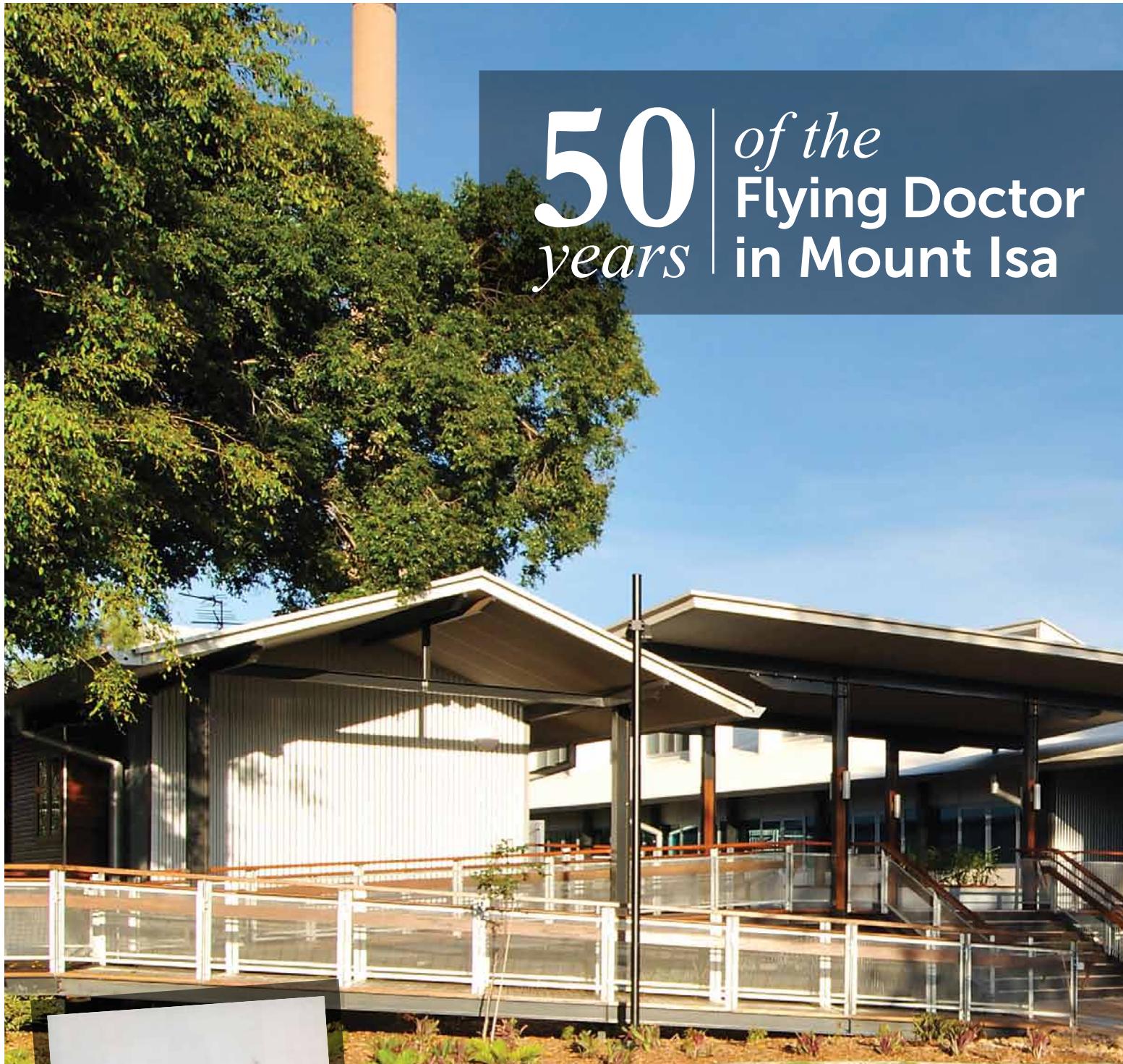
Tony said his role is responsible for providing specific weather forecasts, destination airfield availability and suitability, aircraft availability and transit times to the Clinical Coordinator and other QCC staff. He is also required to liaise with the duty pilots, airstrip owner operators, specifically requesting assistance such as transport (4WD, utes), airstrip clearance and information about local weather.

"The role of the Aviation Tasking Advisor is very fulfilling, and highlights the importance of all organisations working together and communicating effectively to enable the seamless transfer of the patient and to minimise delays as much as possible," he said.

Above left > Aviation Tasking Advisor Captain Tony Bennett with Nurse Unit Manager Fiona Roberts at QCC.



# 50 years | of the Flying Doctor in Mount Isa



Circa 1970 Dr Ian Robinson was the only doctor at the Mount Isa Base, now more than 130 staff are employed at the base.



ABC North West broadcast live from the anniversary morning tea.



(l-r): Station owner Ian Forshaw, with past RFDS Flight Nurse Adel Lingard and her husband Graham.

## The Royal Flying Doctor Service (RFDS) marks 50 years of operations in Mount Isa on 22 June.

The RFDS was established in 1928, when Rev. John Flynn opened the first Flying Doctor Base in Cloncurry. The town was chosen because it was within flying distance of Cape York Peninsula to the north, the Northern Territory to the west and south almost to South Australia - all areas desperate for medical services.

The base was relocated from Cloncurry to Mount Isa in June 1964. The new Base commenced operations on 22 June that year, and has been providing emergency medical evacuations and essential health case services to the region ever since.

RFDS (Queensland Section) CEO, Nino Di Marco, explained that activity in the area had increased substantially since then.

"Today, the RFDS Mount Isa Base, which covers an area from

the Gulf of Carpentaria in the north, the Northern Territory border to the west, Hughenden to the east and Bedourie to the south, operates three aircraft, which flew a total of 722,659km, transporting 849 patients, in the last financial year alone.

"At the same time, the Mount Isa Base conducted 500 health clinics, over 4,000 telehealth consultations and attended to another 5,468 patients through a range of health care programs.

"Given this considerable growth, it's not difficult to see how important this service is to the entire Mount Isa region," he said.

The RFDS officially celebrated this milestone on 1 July, with a special event welcoming RFDS Patron, Her Excellency The Honourable Ms Penelope Wensley AC, Governor of Queensland.



Robbie Katter MP presented a certificate from the State Government to Regional Manager Stephanie De La Rue and Senior Medical Officer Dr Don Bowley.



Long term supporters of the RFDS in Mount Isa were presented with a certificate of appreciation.



Her Excellency The Honourable Ms Penelope Wensley AC, Governor of Queensland with (l-r) Senior Medical Officer Dr Don Bowley, Chairman Bill Mellor and CEO Nino Di Marco.

# Thank you for your donations

We are forever grateful for the wonderful people who volunteer their time to help support the Flying Doctor in Queensland. If you would like to hold a fundraiser or are interested in volunteering, please email: [community@rfdsqld.com.au](mailto:community@rfdsqld.com.au)



## Loaves and Fishes

Thank you to St John's Cathedral in Brisbane who nominated the Royal Flying Doctor Service (Queensland Section) as their charity of choice at the annual Loaves and Fishes Luncheon. Over \$50,000 was raised at the event with money going towards the development of the RFDS 'Healthy Smiles in the Gulf' dental program.

*Above: The Hon. Lawrence Springborg, Minister for Health with Leanne Hill, RFDS flight Nurse (left) and Karen Croker, RFDS Director of Nursing Services (right) at the Loaves and Fishes Luncheon.*



## Condon Treasure

A black tie ball was held at Roma Explorers Inn by the Condon Treasure Charitable Trust on 14 June and \$40,000 was raised by the event. With 300 guests, this is the seventh year in a row that the ball has been held, becoming a must attend event in Roma.

Thank you to Condon Treasure and the Roma community. It sounds like a wonderful night was had by all. And thank you to the Committee who are looking forward to delivering another ball next year.

Those who attended the night and were lucky enough to leave with one of the eleven highly sought after auction items were also much appreciated for digging deep.

*Above: (L to R) Condon Treasure principals Johan Ferreria, Tegan Duff, and Mark Treasure with John Robinson from RFDS.*



## Ron Truman

At 82 years-old and a great grandfather, Ron Truman set off on a 4,300 kilometre solo bike ride from Perth to Tugun on the Gold Coast. His goal, to raise \$4,000 for the RFDS surpassing his target journey. Through determination and generosity from others, Ron recently completed his trip and raising over \$7,000. Thank you Ron!

*Above: Ron Truman raised over \$7000 while cycling from Perth to Tugun on the Gold Coast.*

## Platinum Primary Producers

The Platinum Primary Producers (PPP) Group sponsored New Zealand radio host, Jamie Mackay, to cycle 240km (from Queenstown to Invercargill) in one day.

Jamie, set out on Friday 9 May to raise money for the RFDS and New Zealand Westpac Rescue Helicopter, in recognition of its role in helping rural farming communities.

Thank you PPP for donating the funds raised by your Australian members.

## Keith Dunn

Thank you to Keith Dunn who recorded a CD of country music, with all proceeds being donated to the Flying Doctor. The launch event was held on Saturday 24 May at the Versdale Hotel, north of Beaudesert. To date, over \$5,000 has been raised for the RFDS. Thanks Keith!



## RideWest - Brisbane to Longreach

On 2 May, 30 riders started a gruelling 1,200 plus kilometre bike ride from Brisbane to Longreach as part of the biannual Ride West event to raise money for the Royal Flying Doctor Service.

The RideWest charity was established in 2009 by Les Hancock after being confronted by the statistic that the suicide rate of remote outback Queensland graziers was 30 per cent higher than their coastal counterparts.

"I realised that something needed to happen to create better awareness of men's mental health issues, so that those who needed help could get it and were also more willing to talk about it," Les said.

"My vision was to have a bike ride from Brisbane to the capital of the Queensland outback, Longreach, to raise money for the Royal Flying Doctor Service," he said.

"After completing our third ride to Longreach on 9 May this year, I realised this vision had become a reality. We have had over 50 riders participate across our three events, a range of corporate sponsors engaged including NAB,

Lindsay Transport, M&K Lawyers and Williams Hall Chadwick Accountants and total funds raised of almost \$500,000. It is a very rewarding experience to be a part of,"

Thank you to the RideWest participants and sponsors for another successful ride this year. A special thank you must go to Les and Shelley Hancock and their support team for pulling together a remarkable event which continues to raise much-needed funds for the Flying Doctor.

*Above: RideWest riders on the long road from Brisbane to Archerfield.*

## Bundaberg Wide Bay Burnett Auxiliary team

Thank you to the Bundaberg Wide Bay Burnett Auxiliary for raising \$8,800 for the purchase of four headsets and two electronic tablets to be used by the Bundaberg team.

## 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-MAGWIN14



**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](mailto:donations@rfdsqld.com.au)  
Website: [www.flyingdoctor.org.au](http://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.



# RFDS training courses. Learn from our experience



The Royal Flying Doctor Service. It's an organisation that Australians have trusted and depended on for healthcare services for over 85 years. Now you can share that knowledge and experience with specialised first aid and survival training courses designed for operators in rural and remote environments.

**The RFDS Rural and Remote First Aid Course** - A national training qualification providing theoretical and practical skills essential to First Aid management in a rural and remote setting.

**The RFDS Self Aid Course** - Addressing the practical and psychological elements of self-aid and survival, learn how to administer self first aid and treat illness or trauma when alone until the arrival of medical assistance.

**The RFDS Survival Course** - Equip yourself with knowledge of survival skills and techniques when venturing into harsh and unforgiving isolated areas.

The Royal Flying Doctor Service can also provide a range of on-site medical services such as primary healthcare, FIFO paramedics, WHS services and allied health services including physiotherapy, audiology and mental health. Partnering with RFDS has the added benefit of addressing corporate social responsibility as all revenue derived from training courses and medical services is used to improve and extend RFDS healthcare programs in rural and remote communities.

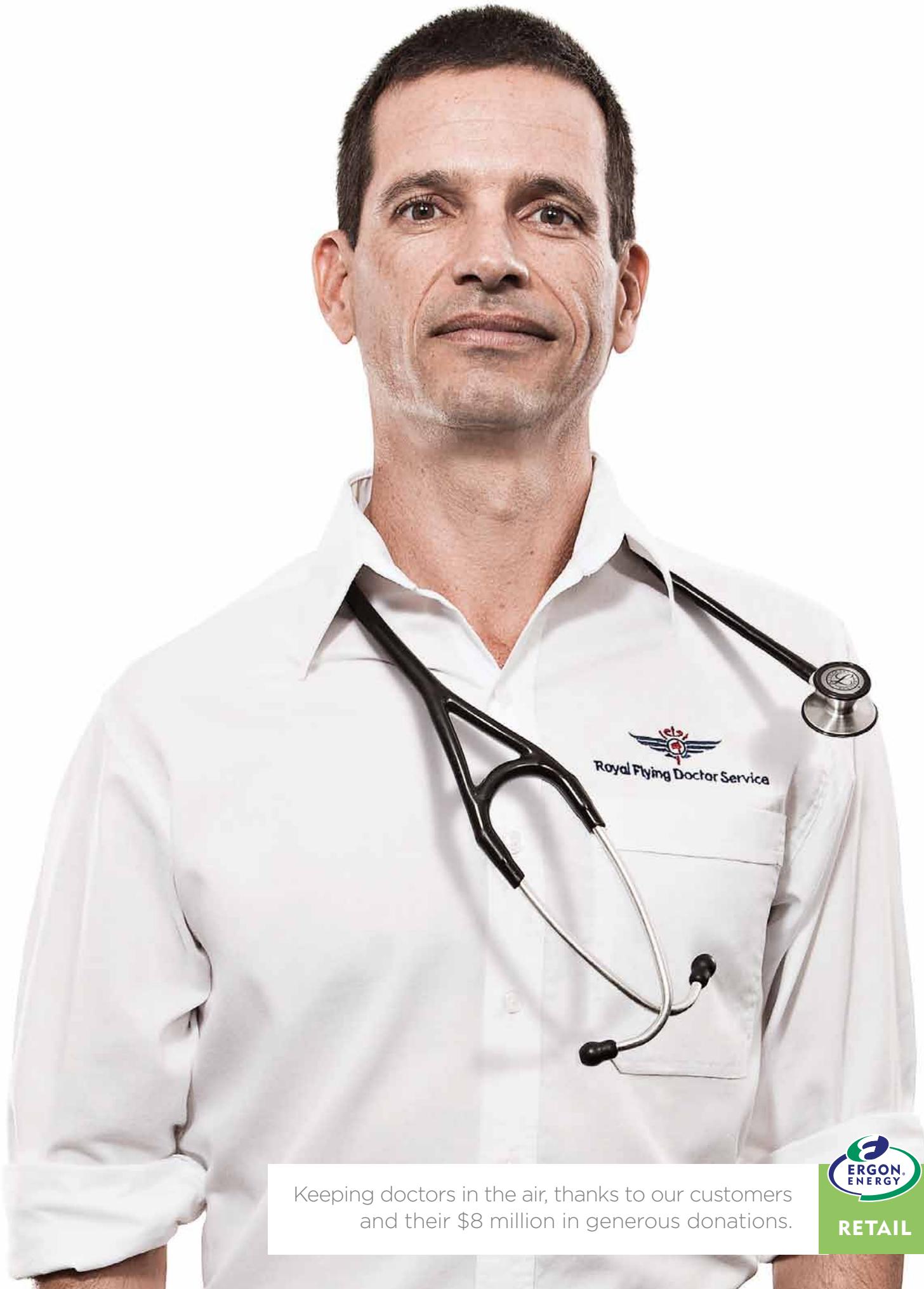


**Royal Flying Doctor Service**  
QUEENSLAND SERVICES



For more detailed information scan the QR code or contact RFDS Queensland Services directly.

**RFDS Queensland Services**  
W [www.rfdsqldservices.com.au](http://www.rfdsqldservices.com.au)  
P 07 3860 1100  
E [admin@rfdstraining.com.au](mailto:admin@rfdstraining.com.au)



Keeping doctors in the air, thanks to our customers  
and their \$8 million in generous donations.



# What's on

## Long Ride 4 Life

16 July to 1 November 2014

This ride is a joint community fundraising initiative supporting both the Leukaemia Foundation and the Royal Flying Doctor Service. The Long Ride 4 Life Team (LR4L) consists of four people, four horses and four dogs who will ride approximately 3,000 kms over 100 days via Queensland and New South Wales stock routes, then on Victorian country roads before finishing in Tasmania.

The ride starts on 16 July 2014 from the Australian Stockman's Hall of Fame and Heritage, Longreach, ending on the 1 November 2014 at the Ulverstone Show (Tasmania), after a street parade through the town.

To follow the Ride's progress and offer your support, please visit [www.longride4life.com](http://www.longride4life.com) for more information.

**Need more information?**

**Want your event added to the next calendar?**

Please contact our Fundraising Coordinator Janine Gardner on 07 3852 7594 to chat about your event, or email [community@rfdsqld.com.au](mailto:community@rfdsqld.com.au)



**Royal Flying  
Doctor Service**

*The furthest corner. The finest care.*

Find us on Facebook



@RoyalFlyingDoc



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## The Reedybrook Ashes

16 - 17 August 2014

The Reedybrook Ashes cricket weekend has become an icon in the social calendar. The Harriman family at Reedybrook Station have been organising and hosting the event for nearly 30 years providing three days of fun for all the family. As well as the bush cricket competition there is a fishing comp for the kids, the great Saturday night dance and a massive auction over Sunday lunch.

Reedybrook Ashes is a major fundraiser for the RFDS so come along and join in the fun of bush cricket at its best!

For more information contact Raeleen Olditch **07 4788 4290**.

## Birdsville Races

5 - 6 September 2014

The iconic Birdsville Race Carnival swells the isolated town's population from 70 to over 7,000. The race meeting has been raising money for the RFDS since the event first began and has raised a total of more than \$120,000 over this time.

If you would like to be a part of the action at this year's Birdsville Races visit: [www.birdsvilleraces.com](http://www.birdsvilleraces.com)

## Barn Door Charity Ball

11 October 2014

The St George Hospital Benefit Fund will be running the Barn Door Charity Ball and Auction at the St George Show Grounds on 11 October 2014.

To find out more, please contact [Patrice\\_robinson@health.qld.gov.au](mailto:Patrice_robinson@health.qld.gov.au)

## OUR SUPPORTERS >



## CONTACT US >

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: [rdfs\\_bne@rfdsqld.com.au](mailto:rdfs_bne@rfdsqld.com.au)

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