



RFDS (QUEENSLAND SECTION)

2023/24 Annual Report



Royal Flying Doctor Service
QUEENSLAND SECTION

About us

From our humble beginnings in the small outback town of Cloncurry, the Royal Flying Doctor Service (Queensland Section) (RFDS) has grown into an essential healthcare provider for regional, rural and remote communities across the state.

Founded in 1928 with a vision to bring accessible healthcare to isolated communities, the RFDS established Australia's first air ambulance service. With the support of Alfred Traeger's pedal radio, the organisation was able to deliver on-demand healthcare, with real-time communication. This innovation assisted greatly when trying to reach remote communities, overcoming the challenge of distance and isolation. The RFDS transformed the landscape of healthcare access in Australia, ensuring that support is available to everyone, no matter where they live, work or travel.

Nearly 100 years on, the RFDS (Queensland Section) has expanded its services beyond aeromedical retrievals to include inter-facility transfers, primary health care clinics, mental health consultations, telehealth, and oral health services.

Today, the RFDS (Queensland Section) operates from nine bases—Brisbane, Bundaberg, Cairns, Charleville, Longreach, Mount Isa, Rockhampton, Roma, and Townsville—creating a strategic network that ensures the finest care reaches every corner of Queensland.

As we continue to grow, we remain dedicated to enhancing our services and meeting the evolving needs of the communities we serve.

Growth pillars

Our commitment to delivering the finest care to the furthest corner is underpinned by our five-year *Towards 100 Strategy* and its five growth pillars. This report highlights our achievements and progress over the past financial year, organised by the strategic growth pillars below.



People

Create the best, future-ready workplace and culture for our people to grow.



Community

Strengthen our presence, reputation and support at the heart of the communities we serve.



Service delivery

Support the health and wellbeing of our communities anywhere, anytime.



Innovation

Embrace our culture of innovation to drive growth, create value and lead the future of virtual health delivery.



Organisation

Grow and invest in our organisation, operations and infrastructure.

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From the Chair



The RFDS (Queensland Section) *Annual Report 2023/24* highlights our organisation's accomplishments, celebrates the enduring partnerships with our community, supporters, and partners, and honours the dedication of the RFDS (Queensland Section) team.

It has been a great privilege to step into the role of Queensland Chair this year, and I am proud to support our organisation as we approach 100 years of operation. I would like to express my deep appreciation for the outstanding work Russell Postle accomplished during his time as Chair and sincerely thank him for his unwavering dedication to the organisation.

Last year we launched our five-year *Towards 100 Strategy*, and it is exciting to already see the progress made across all five key areas: our people, community, service delivery, innovation, and organisation.

Many projects and initiatives have seen significant advancements over the past year. We have continued to expand and evolve our services to suit the needs of the communities we serve. Our *10-year Primary Health Care Strategy* was launched with the strategic goal to expand our services and impact, ensuring healthcare reaches those who need it most.

We are incredibly proud of our continued progress and owe it to our team and our generous community of supporters. It's because of you that we can continue to provide healthcare and support services to communities that would otherwise go without it.

On behalf of the Board, I want to express our deep appreciation for the enduring partnerships that enable our Service. Thank you to Brisbane Airport Corporation, Ergon Energy Retail, QCoal, Rio Tinto and Woolworths for their ongoing support and vital funding. Your contributions ensure that we can continue to connect regional, rural and remote communities with healthcare and aeromedical services.

We also value the continuous support from the Commonwealth and State governments, councils and our corporate partners, health stakeholders and partners, local businesses, dedicated fundraisers, regular donors, and supporters who partner with us to ensure that our team can continue to provide the finest care to the furthest corner.

To our dedicated team of doctors, nurses, mental health clinicians, dentists, pilots, engineers and support staff, thank you for all that you do to support the communities we serve. Your commitment ensures that we can continue to enhance the health outcomes for all Queenslanders.

To my fellow board members, I thank you for welcoming me into this position and for your commitment as stewards of our organisation. I also wish to acknowledge Chief Executive Officer Meredith Staib for her strong leadership and continued commitment to providing better health access and outcomes for Queensland communities.

Over the past year, we have welcomed several new board members, Jane Williams, John Stevenson and Michael Hockin. Each of these directors brings with them a wealth of experience and knowledge that will enable us to maintain the high standard of care we are driven to provide.

As we work towards 100 years of operation, I look forward to seeing our Service not only grow but also enhance its impact, reaching and supporting even more people in Queensland's regional, rural and remote communities.

A blue ink signature of Georgie Somerset AM, consisting of stylized cursive letters.

Georgie Somerset AM

Chair

RFDS (Queensland Section)

From the CEO



It has been a year of growth for the RFDS (Queensland Section) as we have continued to make great strides in enhancing service delivery across all areas of our organisation.

I am proud to lead a team that is so deeply committed to our mission of connecting regional, rural and remote communities to the finest healthcare and aeromedical services. Thank you to the Board, executive leadership team and the entire organisation for their work in ensuring we are there for communities when they need it most.

Delivering on our *Towards 100 Strategy* remained a focus, guiding our efforts across the business. Over the last year, we have celebrated many milestones and continued to see growth across our five key areas of our people, community, service delivery, innovation and organisation.

We have continued to innovate across many areas of the business from the augmentation of our medical chests thanks to generous funding secured from the Kinghorn Foundation to the expansion of telehealth services that have improved access to care for those in isolated regions.

We have also proudly welcomed three new Beechcraft King Air B360 aircraft to our fleet, further enhancing our capabilities and ensuring that, no matter how remote, no Queenslanders is too far away.

Our infrastructure program is taking shape. New base constructions in Mount Isa and Brisbane are underway, with Townsville set to follow soon. These developments will allow our teams to operate from more centralised, state-of-the-art facilities, improving efficiency and collaboration.

Construction of the Aeromedical Training Academy in Bundaberg is complete, with the simulator undergoing rigorous testing before opening. This project would not have been possible without support from the Australian Government, our long-standing partner QCoal Foundation, and Bundaberg Regional Council.

The new facility will support better health outcomes for Queensland communities and provide sustainable economic benefits to the Bundaberg region.

Further to our continued investments in the regions we service, the RFDS's economic contribution to Queensland's gross state product was estimated to be approximately \$223.6 million over the 2023/24 financial year. This includes \$89.8 million generated by RFDS direct suppliers and \$133.8 million in economic flow-on effects throughout the state. We are proud to continue to play our part in providing the finest care to the furthest corners of Queensland.

Our connections in the community continued to strengthen thanks to our national partnership with Isuzu UTE Australia. This partnership supports our RFDS Aeromedical Simulator program, enabling our team to visit a number of schools, events and communities to educate, inspire and stay connected. We attended more than 250 events, reaching 36,000 people across Queensland.

The RFDS Ambassador Program welcomed 11 new ambassadors this year. Each ambassador plays a vital role by contributing their time, expertise, and public presence to help us honour and enhance our strong bond with Queenslanders.

We have seen growth in the Rescue Swag brand with the launch of the Premium Adventurer Rescue Swag and continue to see this commercial opportunity support our organisation.

While we have marked many fantastic milestones over the last year, we have also faced challenges and worked to overcome these as best we could.

Our pilot workforce has experienced first-hand the effects of the global pilot shortage. In response, we launched the 'Life off autopilot' recruitment campaign which saw incredible results with more than 360 applications received, helping us create a pipeline of talent to boost the current workforce.

Despite facing challenges like these, our incredible team continues to deliver essential healthcare services with passion and resilience to regional, rural and remote Queensland communities.

As we look ahead, I would like to extend my deepest gratitude to all our supporters, partners, and staff. Together, we are ensuring that the RFDS (Queensland Section) remains an enduring lifeline for communities across Queensland.

Meredith Staib
Chief Executive Officer
RFDS (Queensland Section)

From the Foundation Chair



Since our first flight in 1928, the RFDS (Queensland Section) has been connecting regional, rural and remote communities to essential primary health care and aeromedical services across the state.

What started as an aeromedical service in Cloncurry, has evolved into a multifaceted healthcare provider offering inter-facility transfers, primary health care clinics, mental health consultations, telehealth and oral health services from nine RFDS bases and a state-of-the-art mobile dental unit.

Growth has always been an important part of our RFDS story, which is why the RFDS Foundation needs to support the organisation in sustaining its future and community connections.

Since its inception in 2018, the RFDS Foundation has helped the Flying Doctor in Queensland by annually investing in the professional development of its staff, services, aircraft, aerodrome upgrades, technology and infrastructure.

Each contribution made to the RFDS Foundation leaves a considerable impact on the communities we serve, and I would like to thank all of our supporters for their ongoing fundraising efforts and donations to keep the Flying Doctor flying.

I would also like to send my sincere appreciation to those who choose to leave a lasting legacy through a gift in their Will. It was through a gift in Will that the Flying Doctor first took flight and it is what supports the purchase of our aircraft and vital medical equipment to deliver life-saving services. Gifts in Wills are important in ensuring service continuity and sustainability for our organisation. They help to support the needs of those who live, work and travel in Queensland now and for generations to come.

During the 2023/24 financial year, the RFDS Foundation continued its investment in the *Horse Wisdom Equine Assisted Learning Program* run in Cape York, to improve the health and wellbeing of remote communities in Far North Queensland. The program is held at Wolverton Station, in the Archer River region, with the support of the RFDS Far North Mental Health and Wellbeing team to provide families and individuals the support and services they need to improve their mental health and wellbeing, close to home.

Additionally, the RFDS Foundation is proud to continue its investment in the RFDS strategic aerodrome initiative to strengthen the capability of 36 regional aerodromes in Queensland. Through this initiative, we are committed to assisting aerodrome operators with certification, upgrading runways, animal-proofing fencing and improving safety. These funds enable non-compliant aerodromes, requiring minor remedial action, to become compliant for our Beechcraft King Air B350 and B360 aircraft operations so that we can continue helping the people of Queensland, no matter where they live, work or travel.

To my fellow directors and board members, I thank you for your continued collaboration and support. It's gratifying to be part of such a reputable organisation that is trusted by so many. As we celebrate 96 years of service, I look forward to seeing the organisation continue its growth as we deliver the finest care to the furthest corner into the future.

Nigel Alexander

Nigel Alexander

Chair

RFDS Foundation

2023/24

Highlights

SEPTEMBER

Primary Health Care (PHC)
Strategy launch

P&C finalist in 'Best leadership
Development Program'

NOVEMBER

One-year anniversary of
Operations Control Centre (OCC)

RFDS Staff Spirit Award
winners announced

FEBRUARY

New Longreach office opening

Mobile Dental Unit reached
further (services extended to
Wandoan thanks to Senex)

APRIL

RideWest breaks fundraising record

Woolworths in-store fundraiser

11 new ambassadors join
the RFDS Lighting the Way
Ambassador Program

JUNE

Sustainability document launch

2024 RFDS Queensland Hero
announced – Jodi Hamilton

Record-breaking number of
community events attended

JULY

Launch of Premium
Adventurer Rescue Swag

OCTOBER

Charleville 80-year anniversary

JANUARY

Cairns flood recovery response

One year anniversary of
Towards 100 Strategy

MARCH

Bundaberg Aeromedical Training
Academy building completed

First-ever Facebook fundraiser
challenge launched

24 year partnership with
Ergon celebrated

MAY

Pilot recruitment campaign

Three new B360s – bringing the total to
five in the fleet*

Expansion of after-hours
telehealth General Practitioner (GP)

Launch Elders partnership at Beef
Australia's Beef24 event in Rockhampton

*New aircraft joined the fleet in July, October and March.

2023/24

Year in numbers

The RFDS continues to provide vital emergency medical and primary health care services to regional, rural and remote communities across Queensland.

MORE THAN



225

occasions of care
across Queensland
each day



3,650

immunisations
administered



11,400

consultations
conducted by
headspace Cairns
and RFDS mental
health clinicians



1,300

medical chests in rural
and remote locations
throughout Queensland



12,850

patients transferred
via aeromedical
service



25,900

consultations were
conducted at RFDS
GP and nurse clinics
in Queensland



26,000

remote consultation
calls through our
telehealth service



2,300

consultations by our
RFDS Dental Service

Enabling life in rural Queensland

Life on remote cattle stations may be tough, but the RFDS (Queensland Section) is continuing to ensure that access to the finest care is one less worry for families across Queensland.

For Andrea and her family living at Retreat Station, nestled between Jundah and Windorah in the Barcoo Shire, having access to regular clinics and emergency retrieval services is crucial for their work and family life in this remote region.

“I often think, even though we live where many call ‘the middle of nowhere,’ we are very lucky to have some of the best health services thanks to the RFDS,” Andrea said.

With a team of up to 25 staff members and contractors at the station at a time, there have been a few instances where the RFDS was called.

“Most of the time, we call for non-work-related incidents, like the occasional bike accident or car rollover,” Andrea said.

“Although we have had our share of stitches for fingers and a few bumps from run-ins with the cattle.

“We always believe it is better to be safe than sorry, so we don’t hesitate to reach out to the RFDS for advice.”

To prepare for emergencies, the RFDS conduct first aid training courses for station staff across the state, ensuring they can respond effectively until help arrives.

“Having the RFDS come to our station to lead first aid training was incredibly beneficial for us”

“They even provided an updated round of Q fever vaccinations during their visit.

“We truly appreciate their effort to keep us up to date with our health and training needs.”

The RFDS provides comprehensive healthcare services at a range of clinic locations to limit the distance people need to travel to receive general and specialist care.

As an expecting mother, Andrea was incredibly grateful to have access to prenatal care within 50 kilometres of her home. This meant regular check-ups and any concerns she had throughout her pregnancy would be looked after by the RFDS team.

“All my appointments during my pregnancy were at the local clinics in Jundah and Windorah with the RFDS team,” she said.

“With specialists often visiting, we are very well taken care of here in Western Queensland and incredibly lucky to have such excellent services so close to home.”

When it came time for Andrea to welcome her first child, Michael, she faced a daunting situation.

“After we got home from the hospital, my husband sensed something wasn’t right with the baby,” she said.

“As new parents, it was tough to know what was normal or not, but we decided to call the Flying Doctor.



“The RFDS team provided incredible support, not just during the incident, but afterwards as well.”

Andrea finds comfort in knowing that dedicated, caring professionals are there to look after her family.

“We can’t thank the RFDS enough for all they have done and continue to do to support our family and countless others across rural and remote areas,” she said.

A story of survival

Waking up to a RFDS Medical Officer and a friend saying, ‘G’day mate, welcome back’, is all Craig can remember from the moment he nearly lost his life.

The 53-year-old aviation mechanic was volunteering for the 2024 Cancer Council Winter Shitbox Rally in June when he suffered a cardiac arrest at Tobermorey Station, near the Queensland and Northern Territory border.

Craig had been tolerating uncomfortable heartburn symptoms during the rally and then, on the second last day, he collapsed while walking to his campsite.

“I can remember leaning up against the mudguard of a car trailer before I lost consciousness,” Craig said.

“Fortunately for me, one of the participants in the rally was walking past at the time and saw me hit the ground.”

“He knew that I was in some trouble, raised the alarm, and started CPR on me.”

Thanks to the quick thinking of the event support crew, Craig was quickly connected to a defibrillator and oxygen, and a team of six people alternated in performing CPR on him.

Knowing the closest hospital was more than a five-hour drive away, the team called the RFDS from a phone number they had found inside the station’s RFDS Medical Chest.

RFDS Pilot Brady Thrift, RFDS Medical Officer Andrew Bai and RFDS Flight Nurse (Midwifery) Jenay Scannell were tasked from the RFDS Mount Isa Base to retrieve Craig from the closest airstrip, a 20-minute drive from the station.

After half an hour of performing CPR and three shocks from the defibrillator, the team became very uncertain of Craig’s future.

“The support crew doctor looked at me and said in a loud voice, ‘Craig, I know you can hear me, spit that airway tube out of your mouth for me’,” Craig said.

“Then apparently, I spat it out, opened my eyes and responded ‘G’day mate’.”

Once Craig had been resuscitated, the team used swag mattresses and laid him onto a car trailer to transport him to the airstrip where the RFDS aircraft had landed.

“This story demonstrates our RFDS motto in delivering the finest care to the furthest corner,” Jenay said.

“Not many people survive a cardiac arrest out of hospital in metropolitan areas.

“For Craig to be in the middle of the outback with such a fantastic outcome is testament to the vitality of the services that the RFDS provides.

“Craig received life-saving first aid from his friends in those initial critical minutes and thanks to their actions, we were able to stabilise and support him, and fly him directly to specialty cardiac services in Townsville.”

While the two-and-a-half-hour flight to Townsville felt like 30 seconds to Craig, it was a team effort to keep him stable during the flight and prevent him from going into cardiogenic shock.

“There’s no way I would have received the treatment as quickly as I did if it wasn’t for the RFDS,” Craig said.

“They took amazing care of me and if it wasn’t for the RFDS, I wouldn’t be here.”



Our strategy

This five-year growth strategy represents the next stage of our Towards 100 journey.

Together, we will stretch our wings and grow in five key areas.

RFDS (Queensland Section) 2023–2028 Strategy



Growth has always been an important part of the RFDS story. Together, we will keep doing what we do best while finding new and innovative ways to go further for our regional, rural and remote communities.

To ensure we continue to deliver on our *Towards 100 Strategy*, there are five key principles which guide our actions and decisions:

- 
Live our promise
 Everything starts with our promise
- 
Partnership and collaboration
 Working hand in hand
- 
Patients, families and community
 Patient and family-centred care at the heart
- 
Safety and sustainability
 Pursuing our purpose into the future
- 
Equity, culture and diversity
 Celebrating our unique culture and individual differences

Our values



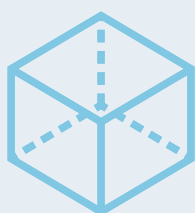
Safety and
quality



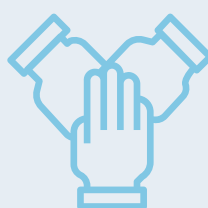
Mutual care
and respect



Commercially
astute



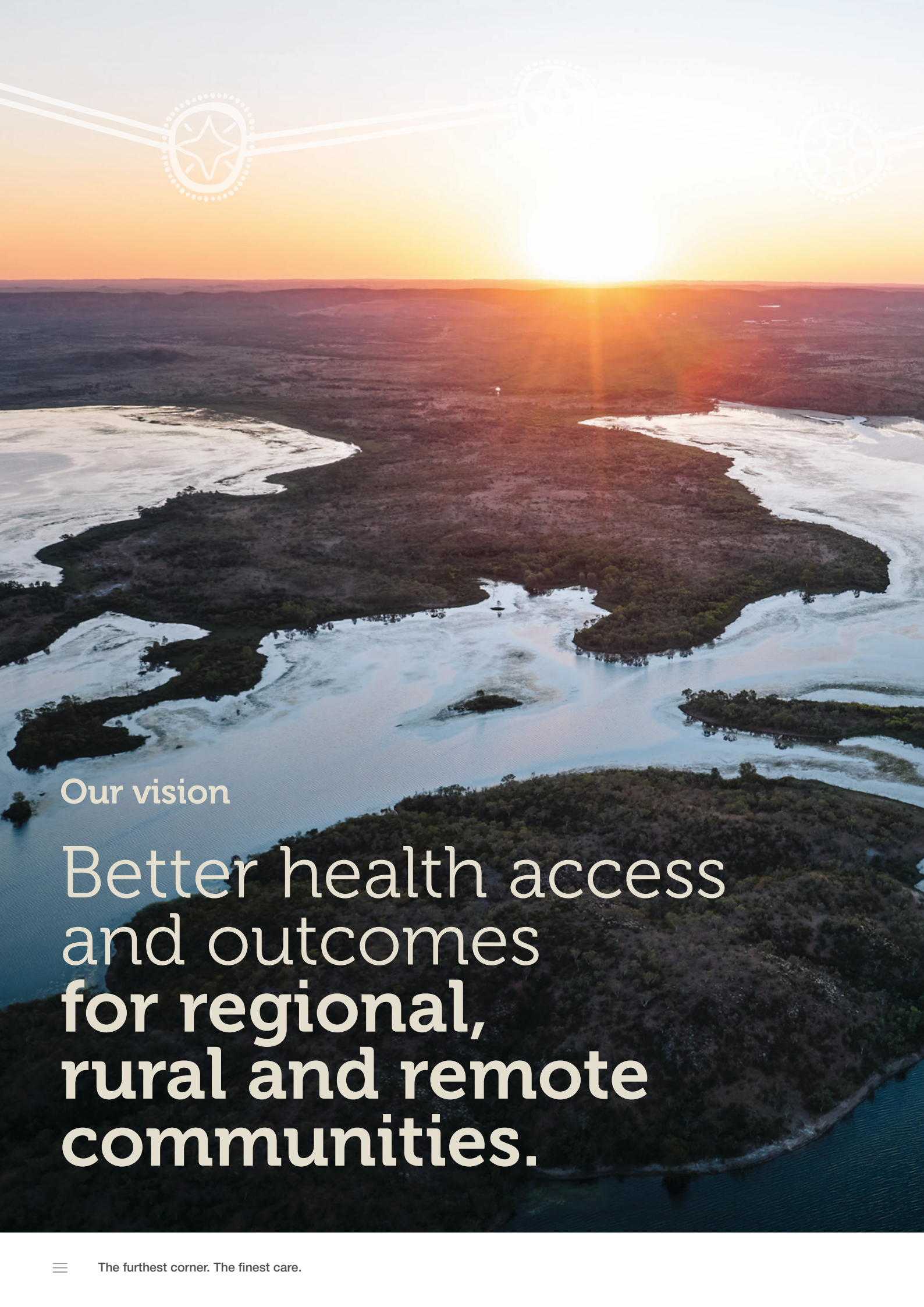
Open and
transparent



Collaborative



Proud and
passionate



Our vision

Better health access
and outcomes
**for regional,
rural and remote
communities.**







Growth in our People

Leaping into a career in aviation maintenance

The RFDS (Queensland Section) Licensed Engineers in Aviation Program (LEAP) is seeing great success with five aircraft maintenance engineers participating in the program.

This program, which was designed to develop a pipeline of skilled personnel to support the RFDS in maintaining its increasingly sophisticated fleet of aircraft, has been a wonderful opportunity for those involved, such as Adam.

After facing significant challenges in finding an organisation that could support him in meeting his qualification requirements, he seized the opportunity to take part in the program.

“As the RFDS handles a wide range of maintenance tasks, I was able to efficiently complete the necessary work to earn my diploma,” Adam said.

“The main draw for me was the RFDS program itself, but the organisation’s commitment to quality was also a major selling point.

“As someone who values attention to detail, I felt it was a perfect fit.”

Despite being based at the RFDS Cairns Base as a LEAP Engineer, Adam responded to urgent maintenance needs across the network.

“One of the most exciting experiences was being called out to Cloncurry for an urgent repair,” he said.

“Repairing a propellor in the middle of the outback was a big job, but incredibly fulfilling to complete.”

After a year with the RFDS, Adam was thrilled to receive his qualification as a Licensed Aviation Maintenance Engineer.

“I was ecstatic when I got the email confirming my qualification!” he said.

“But this achievement doesn’t mean my learning stops.

“As everyone in the industry says, your license doesn’t mean you know everything; it’s a license to learn.”

Decades of devotion to communities across Queensland

We are incredibly grateful to be surrounded by a dedicated team that shares our unwavering commitment to supporting communities across regional, rural and remote Queensland.

Debbie Schmidt joined the RFDS (Queensland Section) as a Flight Nurse in January 1994, initially on a six-month contract. Her dedication and care for the community proved that her time with us was far from temporary.

For over three decades, Debbie has embodied the spirit and values of the RFDS, delivering the finest primary health care and aeromedical support.

Having grown up on a farm in the outback, Debbie understands the importance of her role and remains dedicated to ensuring isolated families continue to have access to essential health services for many years to come.

“The fact that no two days are alike keeps the job exciting and challenging.”

“One of the most challenging tasks was when a caver fell 60 metres underground and suffered severe head and chest injuries,” she said.

“We were called to the scene, and with the support of the Mount Isa rescue team, he was brought to the surface after nearly 20 hours.”

We extend our heartfelt thanks to Debbie for her service and the impact she has had on our organisation and the communities we serve.

We would also like to acknowledge Dr Charles Ellis-Hallett, who has dedicated the past 20 years to providing exceptional care to regional, rural and remote communities, currently serving as Medical Lead at the Charleville Base. Additionally, we celebrate Louise Burton, who has committed two decades as an RFDS Flight Nurse (Midwifery), delivering high-quality care to patients across many Queensland communities.

Outstanding response to living a life off autopilot

Our pilots are an integral part of a multi-disciplined crew, contributing to our organisation's commitment to delivering the finest healthcare across Queensland.

However, the global pilot shortage has increasingly strained our operations, as it has for many in the aviation industry. To uphold the high standards we are committed to, pilot recruitment has been a central focus for the RFDS (Queensland Section).

One of the primary challenges we face is the shortage of pilots with the specialised skills required to serve with the RFDS. Unlike commercial aviation, RFDS pilots operate solo and face unique, challenging situations daily, which require a high level of skill and experience. As a result, our recruitment strategy has focused on attracting experienced pilots who are seeking a career shift.

We recognise that flying for the RFDS isn't for every pilot. For those who prefer a routine job, the RFDS may not be the right fit. However, for those seeking the pinnacle of piloting, the RFDS offers a unique and rewarding experience. Here, our pilots don't just fly; they lead life-saving missions in communities that need it most. Each day brings new challenges, and pilots return home after each shift with a profound sense of purpose and accomplishment.

To effectively capture the essence of a career with the RFDS, a recruitment campaign was designed around the key message: "Life off autopilot". This message embodies a career that provides greater personal control and fulfilment. It highlights the daily excitement, the opportunity to make a difference in people's lives, and the unique experiences you'll encounter that set working for the RFDS apart.

Our key message was presented with dramatic imagery and authentic stories from our pilots, to forge an emotional connection with potential recruits. The campaign showcased the unique and fulfilling aspects of a career with the RFDS, which led to record-breaking success.

We implemented a multi-channel approach to maximise reach, utilising social media platforms like LinkedIn and Meta (Facebook and Instagram) for their targeting capabilities, as well as traditional media and out-of-home advertising, including airport billboards. This comprehensive strategy ensured that our message reached our target audience effectively and generated high-quality leads.



350+
applications



335,900
social reach





Growth in our Community

RFDS Charleville Base celebrates its 80-year anniversary

The 2023/24 year marked the momentous 80-year anniversary of the RFDS Charleville Base.

Established in 1943, this base provides services to more than 622,000 square kilometres in south-west Queensland and is the longest-serving RFDS base in Australia.

To celebrate this incredible milestone, more than 90 guests from across Queensland travelled to join the RFDS Charleville team at an intimate event set inside Charleville's old hangar.

In honour of the base's rich history, we acknowledged the grandchildren and great-grandchildren of Dr Allan Vickers, a man who played a key role in establishing the character and culture of enduring partnerships between the people of Queensland and the RFDS.

We also recognised the 20-year anniversary of two of our RFDS nurses, Nurse Manager Jo Mahony and Flight Nurse (Midwifery) Diane Dowrick, and shared the story about our incredible former RFDS husband and wife duo, Bob and Helen Balmain, who made a significant contribution to rural healthcare.

RFDS (Queensland Section) CEO Meredith Staib said with such an impressive history, it's rare to find a local Charleville resident whom the services of the Flying Doctor haven't touched at some point in their lives.

"Throughout the year, I have had the privilege of visiting our RFDS bases and have witnessed first-hand the transformation happening in our healthcare delivery," Meredith said.

"Innovation has always been important to RFDS, and as we reflect on the past 80 years, we should all be proud of the growth of our services in the south west region.

"The 80-year anniversary of our Charleville Base was an important moment to recognise the hard work and commitment of the team who turn up day in and day out to serve their community."

The Charleville Base provides a range of essential medical services including primary health clinics, patient transfers and emergency aeromedical retrievals to those living, working, and travelling across the region.

Lighting the way for the Flying Doctor

The RFDS (Queensland Section) has partnered with 20 community-spirited individuals to strengthen and grow its connection with the community through its RFDS Ambassador Program – Lighting the Way.

While each ambassador is unique, they all share a genuine affinity with the Flying Doctor and are committed to improving health access and outcomes for communities near and far.

Each ambassador is 'lighting the way' by sharing their time, expertise and public profile to help us celebrate and strengthen our long-standing connection with Queenslanders by being present in communities, attending events, and assisting in promoting the organisation's profile, initiatives and campaigns.

In the past financial year, 11 new ambassadors were inducted, with the team now boasting the likes of North Queensland media personality and radio host Steve Price OAM, the Travelling Jackaroo – Sam Hughes and Far North Queensland Indigenous artist Wudarabin Snider.

Community Engagement Manager Stuart Bonnett said the program recognised those who live our values and support our mission of making a positive difference within the communities we serve.

"Our ambassadors include executives, volunteers, fundraisers, community, and healthcare advocates and former RFDS Local Heroes who all fly the flag for us," Stuart said.

"The program motivates and inspires others to join us on our mission to improve community health and wellbeing.

"Without continued support from Queensland communities, we wouldn't be able to provide the finest aeromedical and primary health care to the furthest corners of the state."

This flagship program is an important part of the RFDS (Queensland Section) five-year community engagement plan which aims to activate the enduring partnership the RFDS has held with the people of Queensland for almost 100 years.

Our ambassadors around Queensland

Location	Ambassador
Birdsville	Don Rowlands Lyn Rowlands
Brisbane	Sam Hughes Russell Postle Emeritus Professor Robert Stable AM Dalene Wray AM Ian Campbell Jane Campbell
Bundaberg	Prudence Barwick Tanya O'Shea
Cairns	Wudarabin Snider
Charleville	Kylee Tindale-Smith
Durong	Georgie Somerset AM
Longreach	Daniel Walker
Mount Isa	Tony Toholke
Roma	Hon. Bruce Scott AM
Tambo	Louise Martin
Townsville	Steve Price OAM
Winton	Sandy Gillies
Wolverton Station (Cape York)	Emma Jackson

Our reconciliation journey

At the RFDS we are committed to our reconciliation journey, guided by our Reconciliation Action Plan (RAP).

With more than half of our patients identifying as, Aboriginal and/or Torres Strait Islander, our vision for reconciliation is for unity, equity and respect for all Australians.

In particular, we strive for our First Peoples to have access to culturally safe health services that will contribute to longer, healthier lives.

In celebration of National Reconciliation Week 2024, RFDS (Queensland Section) partnered with Queensland Cricket to host an event in Cairns for school students to promote health and wellness plus the importance of working together.

More than 120 students met with the RFDS and Queensland Cricket players Courtney Sippel and Ashley White at the Griffiths Park cricket grounds to participate in ball games, paper plane competitions, first aid training, a tour of the RFDS aeromedical simulator and a cricket colour bash.

RFDS Ambassador and Cooktown artist Wudarabin Snider led the students in an original reconciliation artwork where students contributed to the final product, demonstrating how we must all work together in unity to push toward reconciliation.

RFDS (Queensland Section) Reconciliation Action Plan Working Group Chair Carole Tokody said combining the two long-standing Queensland organisations was the perfect way to activate a reconciliation celebration within the community.

"We're proud to have delivered a program to support students' physical and mental wellbeing while educating them about the part we all play in reconciliation," Carole said.

"While there is a long way to go, we are making good progress and meaningful partnerships to lead better health access and outcomes for all.

"The RFDS recognises the strength and resilience shown by Aboriginal and Torres Strait Islander peoples, cultures, and communities and expresses our gratitude to those who share their knowledge with us as we continue to grow our reconciliation journey."



Figure 1: RFDS Ambassador and Cooktown artist Wudarabin Snider and the original reconciliation artwork created with students.



Growth in our Community

continued

RFDS Aeromedical Simulator program expansion

The RFDS in Queensland has continued to raise awareness about the vital work of the Flying Doctor through the RFDS Aeromedical Simulator program, supported by Major National Partner, Isuzu UTE Australia.

Throughout the year, Community Engagement Coordinators John and Kym Warner hitch 'the sim', a full-size replica of a King Air B200 aircraft to an Isuzu D-MAX, and tow it to regional, rural and remote communities across Queensland.

In the past financial year, the pair drove more than 33,000 kilometres across the state and showcased the sim at 250 schools and events to increase awareness and support for the RFDS.

Community Engagement Manager Stuart Bonnett described the aeromedical simulator program to be ever-evolving, playing a key role in educating the public about the organisation.

"The sim provides a unique opportunity for students to learn about the significant contribution the RFDS has made to Australia's history and educates them on the range of services we provide to those living, working and travelling throughout Queensland," Stuart said.

"Since launching the program in January 2023, we have received hundreds of expressions of interest from the public, schools and universities.

"Primary students thoroughly enjoy exploring and role-playing in the sim whilst more senior students are interested in how to build a career with the RFDS.

"It's also very well received at community events."

Members of the community flock to the sim when John and Kym arrive in town to take photos, make a donation to the RFDS, buy RFDS merchandise or a Rescue Swag, or simply to share a story.

When the sim is on site and the doors are open visitors can step inside, sit in the cockpit and experience a day in the life of our pilots, doctors and nurses who deliver the finest care.

"A lot of people know about the RFDS but they don't know in depth how much the organisation does," Kym said.

Supporting the RFDS

As a not-for-profit organisation, the RFDS (Queensland Section) could not sustain its future without continued support from the community.

While we receive substantial funding from the Commonwealth and State Governments, we heavily rely on fundraising initiatives and donations from the public to purchase and fit out our aircraft, purchase vital medical equipment, and enhance our service delivery from our nine RFDS bases.

In the 2023/24 financial year, we were incredibly grateful to generous individuals and organisations who showed their support through face-to-face fundraising activities, our Monthly Giving program, community fundraising initiatives, corporate giving programs, grants and those who chose to leave a lasting legacy through a gift in their Will.

Acting Executive General Manager Fundraising and Philanthropy Sebastien Krantz said the community has gone above and beyond to keep the Flying Doctor flying.

"The RFDS in Queensland wouldn't be able to reach the far-flung corners of our vast state without the wonderful generosity of our community," Sebastien said.

Your donations are more than just financial contributions; they're a lifeline to those who live in remote areas. Every dollar brings us closer to ensuring that everyone, regardless of their location, has access to vital healthcare".

The RFDS (Queensland Section) would like to thank some of our most significant supporters for the 2023/24 year including Clive Berghofer AM, Charles Goode AC and Cornelia Goode, John Santalucia, Tim Fairfax AC and Gina Fairfax AC and The Kinghorn Foundation.

Their shared affinity with the Flying Doctor and their multi-million dollar donations have supported the purchase of our aircraft, the augmentation of the RFDS Medical Chest program and the building of new infrastructure including the Aeromedical Training Academy in Bundaberg.

"Our patients and their families are at the heart of everything we do, and I thank the community for supporting the organisation's mission," Sebastien said.

"For 96 years the Flying Doctor has expanded from aeromedical retrievals to provide inter-facility transfers, primary health care clinics, mental health consultations, telehealth and oral health services.

“Our team wouldn’t be able to do what they do without this dedication, commitment and support from the community.”

A focus on fundraising

Do Your Thing, Be Our Wings

The RFDS (Queensland Section) has launched a new community fundraising hub – Do Your Thing, Be Our Wings. The new website invites members of the community to register their fundraising activities online so the RFDS team can support, motivate and thank them for their efforts throughout their fundraising journey. Whether it’s giving up a habit, setting a fitness challenge, hosting an event or honouring the legacy of a loved one – raising funds for the Flying Doctor has never been easier! Visit doyourthing.org.au/qld.

Fit to Fly Challenge

For the first time, the RFDS (Queensland Section) launched a social media fundraising campaign called the Fit to Fly Challenge. This successful campaign was run on Facebook and challenged participants to achieve 55 squats, sit-ups or push-ups each day in March. More than 1,400 people registered and raised more than \$126,500 for the RFDS (Queensland Section).

Woolworths in-store campaign

In partnership with Woolworths Supermarkets, the RFDS (Queensland Section) held its annual Woolworths in-store campaign to encourage members of the community to support the Flying Doctor while shopping. Customers were invited to donate to the RFDS by adding a \$2 token to their shop or a donation at any Woolworths register. In the 2023/24 financial year, more than \$155,400 was raised with Woolworths Roma being crowned as the top fundraising store in the state. This marked the ninth year of the campaign across 256 stores in Queensland and northern New South Wales which has helped raise more than \$3.2 million since its launch in 2015.



Oceans to Outback

In October we ran our annual Oceans to Outback nationwide fundraising campaign to encourage Australians to walk, run or ride to raise vital funds for the RFDS. More than 16,400 people from across the country registered and collectively raised \$3,525,500 for the Royal Flying Doctor Service of Australia.

RideWest

The 2024 RideWest event saw 38 riders pedal a gruelling 1,311 kilometres from Brisbane to Longreach to raise funds for the RFDS Wellbeing Out West program. Our very own RFDS Nursing Education Officer Bianca Stewart and Flight Nurse Ashleigh Mackney were amongst the support crew to keep the riders safe and to raise awareness about the program. This year RideWest raised a record-breaking \$657,000 for the RFDS (Queensland Section), taking their total for the 14-year partnership to more than \$2.6 million. These funds will help us to continue delivering mental health consultations, workshops and training to communities out west to make a difference in mental health in rural and remote Queensland.



Figure 2 (left to right): Dr Tim Driscoll, Meredith Staib, Petrea Sloman, Georgie Somerset AM, John Sloman.

RFDS Auxiliaries

There are six RFDS Auxiliary groups across the state located in Rockhampton, Brisbane, Far North Queensland, Darling Downs, Jundah and Stonehenge. Our auxiliaries work tirelessly at events, fundraisers and meetings to promote the vital work of the Flying Doctor and to provide their community an opportunity to show their support for the Service. In the last financial year, our auxiliaries collectively raised more than \$250,000 for the RFDS (Queensland Section) to ensure we can continue delivering the finest care to the furthest corner.



Our mission

Connecting regional,
rural and remote
communities to the
**finest healthcare and
aeromedical services.**



The furthest corner. The finest care.





Growth in Service delivery

Providing care virtually anywhere

RFDS (Queensland Section) offers a comprehensive range of virtual health services, including a 24-hour medical consultation service for those living, working, or travelling in remote areas.

This year, RFDS secured additional funding to expand our telehealth services across the Western Queensland Primary Health Network (WQPHN) and the Northern Queensland Primary Health Network (NQPHN). These expanded services have been made possible thanks to our strong partnerships with both PHNs and the increasing need for accessible, high-quality healthcare.

Our telehealth offerings have grown to include on-demand after-hours urgent care, scheduled primary health care appointments, and the introduction of a Virtual Health and Wellbeing Hub through the Healthy Outback Communities (HOC) Alliance. The HOC approach focuses on enhancing community health by improving access to services, reducing hospital visits, and preventing long-term health issues.

This innovative model is currently focused within the WQPHN region, characterised by its vast, sparsely populated areas and notable health equity challenges. The Virtual Health and Wellbeing Hub, supported by local wellbeing practitioners, emphasises a shift from illness management to wellness promotion. By developing wellbeing plans for communities and individuals, we aim to improve health equity and overall wellness for those in remote areas.

RFDS is committed to expanding and enhancing telehealth services to meet the growing healthcare needs of Queensland's rural and remote communities.

Delivering vital mental health support across Queensland

The RFDS (Queensland Section) remains committed to delivering exceptional mental health care across the Far North, Central West and Outback regions of Queensland. Our dedicated team of mental health professionals provide evidence-based therapies tailored to meet the diverse needs of local communities.

During the last financial year, the teams conducted more than 11,400 mental health consultations. Whether it be responding to a natural disaster or delivering regular programs, the support provided by clinicians in the regional, rural and remote communities in which they work is invaluable.

Far North

Our team played a crucial role in the initial disaster response to Tropical Cyclone Jasper in December 2023, offering extended urgent consultations to those in need. To address the ongoing needs of the community, the RFDS specifically assigned a clinician to some of the communities that were impacted by the cyclone.

The team continues to see high demand for all programs, with an external evaluation confirming our largest program, the place-based stepped care program, to be both highly regarded and respected. This program sees a team of mental health professionals delivering a range of psychological therapies to those presenting with mild to moderate mental health needs across many Cape York communities.

The Child and Parenting program, whilst only a small program, continues to create powerful change for young people accessing the program.

Where possible, the team complements the core programs with group work and psychoeducation through the delivery of a suite of mental health first aid offerings and shorter, more bespoke groups on request, such as stress management and healthy relationships to increase mental health awareness and literacy of community members.

There has also been a strong focus on maximising the *Horse Wisdom Equine Assisted Learning Program*. This unique program has proven to be very successful with overwhelmingly positive feedback from all participants. Within this program, the RFDS partners with RFDS Ambassador Emma Jackson to deliver a fully supported two-day program using horse work and evidence-based strategies to support participants in strengthening their toolboxes to process life's challenges more effectively.

As we look forward, we are proud to have successfully negotiated funding which allows us to expand our services to additional remote communities, including Pormpuraaw. This additional funding will significantly enhance our outreach and support, ensuring that more individuals in these areas receive the essential care they need.

headspace Cairns

The RFDS continues to be the lead agency for headspace Cairns, a service providing crucial youth mental health and counselling services. The service supports young people aged 12 to 25 with a broad range of concerns. headspace Cairns remains one of the busiest centres nationally, continuing to provide critical support in the region.

Additionally, this year, headspace Cairns has entered into a bilateral funding agreement with Queensland Health. This agreement aligns with the headspace National “Clinical In-Reach to headspace Centres” initiative, aimed at optimising the system for greater collaboration and enhanced care for our young people.

Central West and Outback

Throughout the 2023/24 financial year, the RFDS (Queensland Section) Central West and Outback Mental Health team has continued delivering essential mental health support across North West, Central West, South West, and Central Queensland. Our services have ensured accessible care, fostered resilience, and strengthened community wellbeing.

Initiatives such as the Remote Wellbeing Service have brought flexible mental health care to isolated areas, while the Drought Wellbeing Service has offered free counselling to drought-affected communities. Wellbeing Out West has enhanced mental health services in the Central West, and low-intensity mental health services have provided early intervention support. Psychological therapies have targeted underserved groups, and family-focused services have supported child development and family resilience.

We’ve also expanded community training in the Downs region and will soon launch the Community Health and Wellbeing initiative, responding to monsoon and flooding events in the North West, to deliver clinical services and upskill communities through Psychological First Aid and Mental Health First Aid training in the next financial year.

Our team played a crucial role in the initial disaster response to Tropical Cyclone Jasper in December 2023, offering extended urgent consultations to those in need.





Growth in Service delivery

continued

Elevating care with our new strategy for primary health

Our vision for primary health care (PHC) is to enhance access and outcomes for regional, rural and remote communities across Queensland. To achieve this, we have developed a *10-year Primary Health Care Strategy* that aims to expand our services and impact, ensuring healthcare reaches those who need it most.

Launched in September 2023, the strategy has identified 19 growth initiatives designed to improve the effectiveness of our services over the next decade. Since its establishment, we have made progress in 14 of these initiatives. Key areas of focus include the introduction of an additional mobile dental unit, establishing ourselves as the preferred provider for mental health services and expanding our face-to-face primary health care clinics to include virtual options.

An additional mobile dental unit will enable us to extend our services to communities in the Cape York and lower Gulf regions, offering regular dental care to more isolated areas. We are actively exploring funding opportunities and working closely with Hospital and Health Services (HHS) to integrate our service with Queensland Health programs, ensuring optimal service delivery.

Our commitment to providing the finest care is evident in our growing reputation as the provider of choice for high-quality mental health services. Recognised by the Queensland Government, Primary Health Networks, and various NGOs, our services continue to receive strong endorsements. We expect ongoing collaboration with these organisations to lead to an increased provision of mental health services in the coming years.

Through the evaluation of our primary health care clinics and service models, we aim to identify and implement improvements that align with the unique needs of the communities we serve. This review will also explore how virtual clinics could enhance our service delivery and accessibility for remote areas.

Our *Primary Health Care Strategy* has identified 19 growth initiatives designed to improve the effectiveness of our services over the next decade.



Enhancing efficiency in delivering the finest care

The RFDS (Queensland Section) Operations Control Centre (OCC) celebrated its first anniversary in November 2023. The OCC has become essential in managing our operations. Staffed around the clock by experts in fields as diverse as nursing and engineering, the team provides support to frontline clinical crews across the state with a proactive and coordinated approach to operations.

The constant stream of real-time data from bases, aircraft, and personnel enables the team to make informed decisions efficiently and effectively. This data-driven approach ensures that decisions are based on the most current and relevant information available. It also enables them to meet their goal of delivering the best possible care to the people who rely on the Service.

The OCC was implemented to replace a single decision-maker model and has become a robust, multi-person team, greatly enhancing operational stability and reducing risks.

This year saw the addition of a new role within the OCC, the rostering and scheduling officers. This role further centralises decision-making and support, by assisting senior base pilots and the flight standards manager with scheduling training events and developing effective rosters to enhance efficiency across operations.

Looking ahead, the RFDS is developing the OCC 2.0 platforms, which will significantly enhance our current systems for forward planning and data management. This extensive project is on schedule for completion and rollout by late 2024. In addition, we will soon install a VHF base station in the OCC to better support flight crews. This upgrade will allow crews to communicate with the OCC during flights into and out of Brisbane for real-time updates such as ETAs and requests. We will also provide a dedicated VHF channel for these communications.

These advancements highlight our commitment to enhancing operational efficiency, ensuring we continue to provide exceptional support to our operational crews and uphold our mission of connecting regional, rural and remote communities with the finest healthcare and aeromedical services.



24/7

support provided by
a multi-disciplinary
team



8,700+

calls supported
by the OCC
flight nurse





Growth in Innovation

Traeger Innovation Hub embracing new ideas

The Traeger Innovation Hub celebrates and embraces our rich history of revolutionary thinking.

The Hub is named after inventor Alfred Traeger who played a fundamental role in the foundation of the RFDS in Australia, by developing a pedal-powered radio in the 1920s.

His invention was groundbreaking as it allowed people in the outback to contact the RFDS if they needed help and revolutionised virtual care making it possible for doctors to conduct radio consultations.

RFDS (Queensland Section) Executive General Manager Commercial and Corporate Affairs Carole Tokody said the hub played a key role in supporting our *Towards 100 Strategy* for future growth in innovation.

“This initiative harnesses the immense knowledge and creativity we have within the organisation.”

“We are committed to embracing new ideas and are collaborating with staff to understand where there are opportunities for us to continue to innovate and consistently improve the services we can provide.”

Throughout the year staff are invited to submit a ‘Traeger innovation’ which could be a new digital service or technology, a piece of equipment, an evolution to a service, or even a commercial opportunity.

Since its launch in 2022, more than 20 proposals have been submitted and six projects are under trial across the state.

Traeger Innovation Hub projects

Drug label stickers

To support our aeromedical team a new method of storing drug labels is being trialled. The new drug labels will help staff administer medications to multiple patients in small, confined aircraft spaces and improve efficiencies. Several prototype designs have been explored, and we anticipate final approval next financial year so it can be rolled out statewide.

In Air Distraction Therapy

The In Air Distraction Therapy innovation is being trialled in Charleville to offer patients entertainment and distraction while in flight. Five iPads, all containing a mixture of games, music, books, TV shows and movies have been deployed to assist in reducing patient stress and anxiety while in the air. Patients also receive a pair of RFDS noise-cancelling headphones as part of the initiative. To measure the success of this trial, RFDS crews complete a short survey after each flight. This innovation embraces new tools and technologies while improving patient care and experiences.

Emergency break glass and seatbelt cutter kits

Approximately 60 emergency break glass and seatbelt cutter kits have been purchased and distributed to RFDS vehicles to enhance our safety and preparedness protocols.

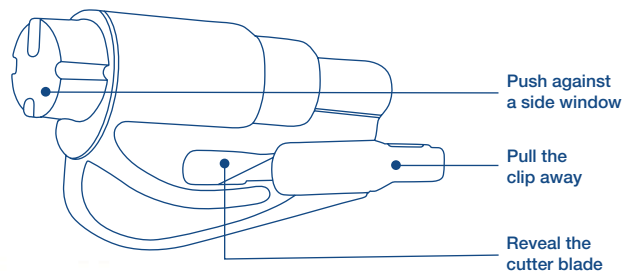


Figure 3: Technical illustration of emergency break glass and seatbelt cutter kits.

Cairns Base storage refurbishment

To support the expansion plans of our Cairns Base, there is an opportunity to address challenges in the layout of the critical stores warehouse. With a focus on ease of access and safety, a new shelving design has been approved and a local supplier engaged. The redesign will reduce overstock issues, avoid heavy items stored in hard-to-reach areas, and improve identification and standardisation processes.

RFDS introduces artificial intelligence (AI)

RFDS Radio Queensland – connecting outback communities

RFDS (Queensland Section) is working with Australia's multi-award-winning regional radio network, Local Sounds, to deliver a designated online radio streaming channel called RFDS Radio Queensland.

This revolutionary technology uses AI and is available to listeners via an online streaming app, smart speakers or Apple CarPlay. Listeners can tune in to hear our latest updates, news stories, ads or RFDS podcasts. The station also supports the promotion of upcoming RFDS campaigns and fundraising activities.

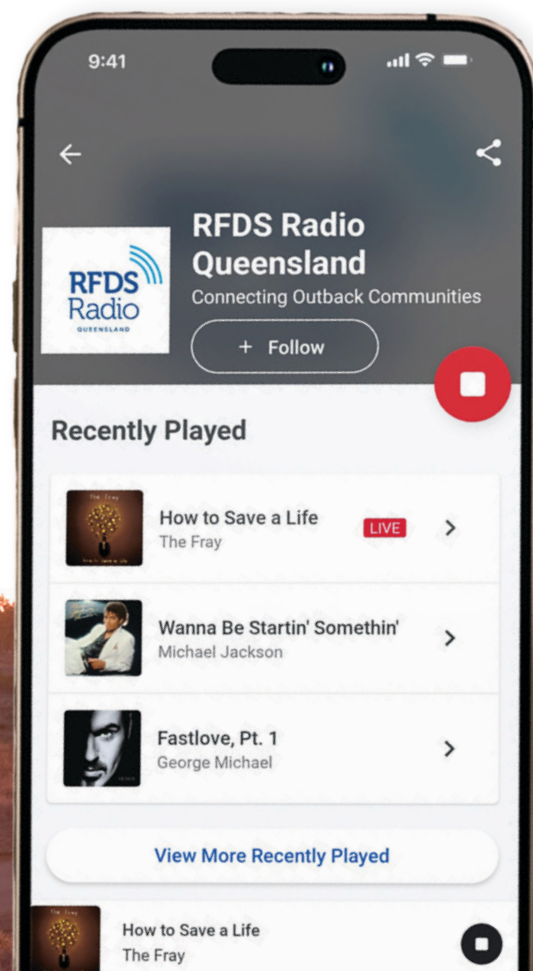
Listen to RFDS Radio
rfdscoradio-queensland



RFDS mixed-reality project

Next financial year, the RFDS (Queensland Section) will launch a mixed-reality app to provide Queenslanders the opportunity to explore the interior and exterior of a RFDS King Air B360 at the touch of a button, while learning about our history and service offerings.

This virtual experience is an extension of the RFDS Aeromedical Simulator program (see page 18), which is restricted by travel costs and logistics. Through this unique and innovative technology, the team will offer a more accessible community engagement program across Queensland.





Growth in Innovation

continued

Connecting Queensland communities with Starlink

RFDS (Queensland Section) has successfully installed the leading satellite service, Starlink, to boost connectivity and efficiency for crews delivering healthcare services in the furthest corners of the state.

RFDS Executive General Manager of Digital and Technology David Harvey said during the past financial year, 19 satellite dishes were installed, including 16 at remote primary health care clinics, two at the RFDS Cairns Base and one on the RFDS Mobile Dental Unit that can be activated when it arrives at a new clinic location.

“Many of the remote locations where we provide GP, nursing, mental health and oral health services have no or limited internet,” David said.

“This has made it incredibly difficult for our staff to access resources, patient records or allow for prescriptions to be sent and printed remotely.”

The first permanent Starlink connection was installed at the Urandangi clinic in December 2022 as a trial.

This was a huge milestone for the team as it provided clear evidence that they had found an innovative solution to providing the finest care off-grid.

“Starlink has improved staff engagement and experience by giving them access to RFDS corporate systems from remote locations including the use of the internet, email and social media for their safety, mental health and wellbeing when travelling for extended periods,” David said.

Two Starlink mobile kits are also available to staff who need internet connectivity and short distance Wi-Fi coverage at remote events, such as the Big Red Bash, or for emergency response work following a natural disaster.

“Innovation has always been at the heart of the Flying Doctor and it’s incredibly exciting to have connectivity options we have never had before,” David said.

“It’s extremely satisfying for the team to be patient-focussed and contribute improvements to the services we provide as an organisation.”

The team is currently looking into extending the installation of Starlink into the remainder of our remote PHC clinics and patient transfer facilities, where it is commercially viable, to expand the network further.

Starlink is also being evaluated as a backup network service at our bases to provide additional resilience in the event of a significant network outage.



“Innovation has always been at the heart of the Flying Doctor and it’s incredibly exciting to have connectivity options we have never had before.”

DAVID HARVEY
EXECUTIVE GENERAL MANAGER OF DIGITAL & TECHNOLOGY





Growth in Innovation

continued

RFDS Medical Chest program goes digital

RFDS Medical Chest Service Manager and Pharmacist Elizabeth Doran is using her clinical and pharmaceutical knowledge to further enhance patient care through the RFDS Medical Chest program.

The RFDS Medical Chest has been a safety net for regional, rural and remote communities for many years, providing access to life-saving medications and medical supplies.

The chests are available at cattle stations, mines, marine vessels, police stations, campsites, caravan parks, and clinics each containing prescription medications to help those who would otherwise need to travel long distances to a pharmacy or medical service.

When a person needs medical help, they call the RFDS and speak directly to a medical officer via the telehealth service. The medical officer instructs the person on how to use the chest ensuring they are prescribed the medications required.

With approximately 1,300 chests located across the state, Elizabeth has introduced a new digital chest software to integrate and improve the program online.

“The RFDS Medical Chest program was digitised to an extent but a lot of it was still paper-based,” Elizabeth said.

“The new system is improving workflow, reducing manual handling for medication orders and centralising records for administration and legislation compliance.”

RFDS Executive General Manager Virtual Health and Clinical Informatics Shaun Francis said the launch of the new software had simplified prescription tracking and medication management via telehealth.

“The RFDS Medical Chest is a fundamental part of our virtual care offering and with the development of the *Virtual Health Strategy* underway we anticipate continued improvements in safety, quality and capability,” Shaun said.

The team is now reviewing the contents of the chest to inform and revise which first-line treatments could be added to improve patient care as well as identify opportunities to better serve Queensland communities.



Lifesaving training provided for remote weather station staff

Training sessions are completed by Bureau of Meteorology staff members at the RFDS Cairns Base before their departure to Willis Island.



Read the full story
rfd.co/weather-station-training

Rescue Swag – a RFDS first aid kit

In 2022, RFDS (Queensland Section) acquired Rescue Swag, a portable and compact first aid kit, as a commercial venture to keep the Flying Doctor flying whilst protecting families no matter where they live, work, or travel.

With more than 80 years of experience in delivering medical supplies through the iconic RFDS Medical Chest, the RFDS has become invested in innovating first aid kits best suited for adventure seekers and Australia's harsh climate.

Best of all, all profits go directly to the RFDS to continue delivering emergency medical and primary health care services to regional, rural and remote communities.

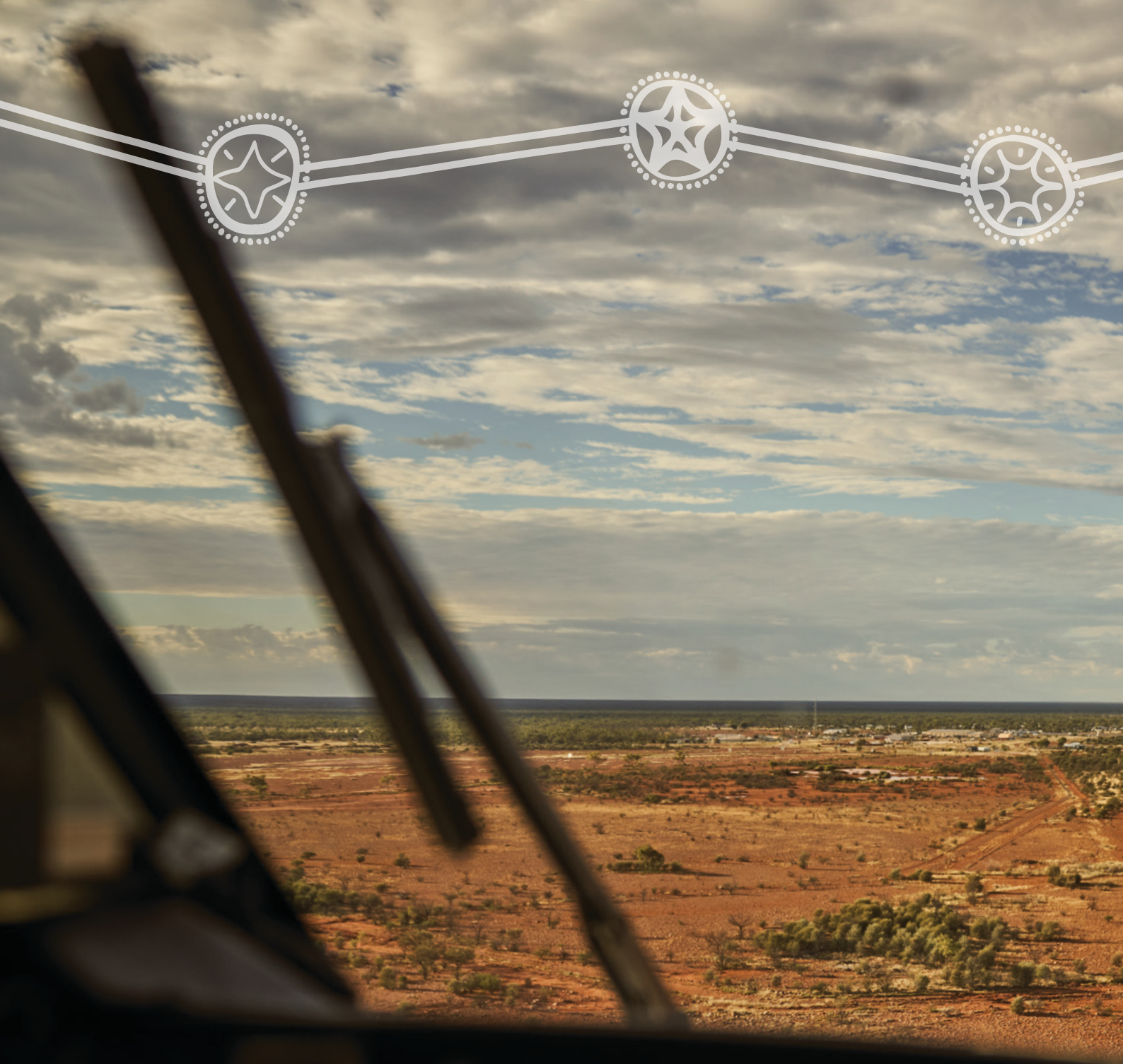
This year has been another momentous year with the launch of the Premium Adventurer Rescue Swag – a stylish, water-resistant and dustproof kit featuring brown leather straps and a unique Australian-made wax cotton outer.

It was the first kit to combine durability with a sleek design and features a symbolic 'Royal Flying Doctor Service' badge for supporters. Since then, the RFDS has sold nearly 1,000 Premium Adventurer kits.

In 2023/24 Rescue Swag sold 2,623 snake bite kits. To capitalise on this, Rescue Swag will be launching its own superior snake bite kit in the second half of 2024 along with the upcoming launch of its own pet and marine first aid kits.

We are proud to share Rescue Swag has generated more than \$1.25 million in revenue for the Flying Doctor and continues to be a vital investment in sustaining our future.





Our promise

The furthest corner.
The finest care.







Growth in Organisation

continued

Strengthening the future of the RFDS in Queensland

As the RFDS (Queensland Section) continues towards 100 years of operation, our focus is on establishing a strong foundation to ensure we can continue delivering the finest care to the furthest corner for years to come.

The ongoing investment in our future is supported by funding from all levels of government, corporate partners, and individual donations.

Our infrastructure strategy is designed to enhance our training capabilities and facilities while ensuring that our treatment and transfer facilities are advanced and fit for purpose.

Mount Isa Base

The redevelopment of the Mount Isa Base will include four dedicated hangar bays and improved maintenance and patient transfer facilities.

This year the Mount Isa Base project has progressed significantly, with plans finalised and construction ready to commence.

The facility will feature a new visitor centre for guests to learn about the Service's rich history and the vital impact of the RFDS (Queensland Section) in remote Western Queensland and beyond.

For this project, the RFDS has received \$6.9 million in funding from the Building Better Regions Fund and an additional \$6.9 million from the Resources Community Infrastructure Fund.

The North Australian Pastoral Company (NAPCo) and Stanbroke have generously contributed, alongside numerous individuals, small businesses, and local community fundraisers to help build the new facility.

It is expected that the project will be completed in August 2025.

Brisbane Aeromedical Hub

The Brisbane Aeromedical Hub will act as a medical gateway to assist patients needing urgent medical care.

The new base will be a part of the Queensland Regional Aeromedical Hub, supported by the Queensland Government, where patients can be moved onto or off aeromedical aircraft out of the elements and into a world-class clinical environment.

The Brisbane Aeromedical Hub project officially commenced in late June with a completion date of early 2027.

The new RFDS (Queensland Section) facility brings together our operational and corporate office teams under one roof, with a variety of modern features designed to support our organisation's future growth.

In addition to RFDS (Queensland Section), the Queensland Regional Aeromedical Hub will also be home to Retrieval Services Queensland (RSQ), LifeFlight and Queensland Police Service Aviation Capability Group.



Figure 4: Brisbane Aeromedical Hub render.*

Townsville Base

The Townsville Base redevelopment will provide a welcomed upgrade to our current facilities. This includes new state-of-the-art training facilities and a new patient transfer area with direct access to an undercover hangar, ensuring that exposure to the elements for patients is limited.

The RFDS (Queensland Section) will receive \$15 million in Australian Government funding, which has been matched by \$15 million from the Queensland Government.

A location for the Townsville Base has been selected with a review of the site plans underway.

Construction is set to commence in 2025.



Figure 5 (left to right): Brisbane Aeromedical Hub render, Mount Isa Base render.*

Building a sustainable future

With increasing challenges set to be posed by climate change, it is crucial the RFDS (Queensland Section) actions initiatives that reduce our ecological footprint as well as future-proof our organisation.

As a crucial entity straddling both the healthcare and aviation sectors, the RFDS (Queensland Section) confronts a dual spectrum of climate-related risks and opportunities.

We aim to overcome climate-related challenges and seize opportunities to enhance our climate-related sustainability performance while delivering the highest quality of care to those who depend on our services.

To assist the RFDS (Queensland Section) in achieving its sustainable goals, we are proud to announce the launch of our sustainability documents, which mark a significant step forward in our journey towards a more sustainable future. Each document provides guidance for the organisation to ensure we are making informed decisions on how we can be more sustainable.

Our *Climate Masterplan* is an overarching plan addressing climate risks and opportunities for the RFDS (Queensland Section) including addressing climate-related financial disclosure (Task Force on Climate-related Financial Disclosures aligned).

Our *Sustainability Strategy* includes an environmental, social and governance (ESG) strategy ensuring our organisation has evidence-based, best-practice accountability and transparency in all our operations.

Our *Aviation Decarbonisation Paper* identifies opportunities to safely and effectively continue to serve remote communities with alternative aviation technologies with lower greenhouse gas emissions. This paper will assist us on our journey to reaching the global aviation industry's goal to achieve net-zero emissions by 2050.

Additionally, in our *Carbon Footprint Report*, we annually collect, monitor, and analyse our greenhouse gas emissions to ensure we remain accountable in our efforts to combat climate change.

*Renders are indicative only.



Growth in Organisation

continued

RFDS Aeromedical Training Academy

The new Aeromedical Training Academy in Bundaberg includes a full-motion Beechcraft King Air Fusion Full Flight B260/350/360/360Q Simulator – the first of its kind in Australia – which will train our pilots to be proficient in the RFDS Beechcraft King Air aircraft fleet.

The facility will play a vital role as the RFDS moves towards 100 years of operation, with innovative aviation and training for pilots and crew, allowing them to continue to provide the finest care to patients right across Queensland.

The simulator will not only enhance internal operations but also offer RFDS (Queensland Section) a substantial commercial opportunity by supporting B3200/300 King Air flight operations across Southeast Asia. We have already received interest from many external commercial clients wanting to use our facilities for their training needs.

This commercialisation approach presents an opportunity to maximise the utilisation and financial sustainability of the facility, as there will be an excess of simulator training hours available which can be leased by external aeromedical or aviation providers.

The \$28.8 million facility is supported by \$14.9 million from the Australian Government, \$3 million from QCoal Foundation, and the remainder from generous corporate and philanthropic donations. We extend a special thanks to John Santalucia for his significant support and the Bundaberg Regional Council for donating the land the facility is built on.

In the past year, the construction of the build has been completed, including the installation of the Simulator.

The onsite acceptance phase of the Full Flight Simulator is being completed, which includes Qualification Testing Guides (QTG), a critical piece to display to the Civil Aviation Safety Authority (CASA) that the simulator is ready to achieve qualification. This phase is scheduled for completion by the end of August 2024.

To ensure the Simulator passes the QTG and is prepared for CASA Certification, RFDS reference pilots, TRU engineers, and Thales technicians have been working on this critical phase, executing the testing, retesting and rectification of any defects.

CASA Certification is scheduled for September 2024 and is the final phase of this project, we aim to have all four variants – B260/350/360/360Q – certified.

We will welcome internal RFDS pilot training in October 2024 and open the facility to external commercial clients in December 2024.



Founding Partners



Enhancing our fleet

The RFDS (Queensland Section) fleet continues to grow with the addition of three more Beechcraft King Air B360 aircraft over the last financial year.

With this addition of new aircraft to the fleet, the RFDS is better equipped to provide essential healthcare services to some of the most remote and isolated communities in Queensland.

This continued growth ensures that more Australians can receive critical medical care, no matter where they are.

Registration	Description	Year of Manufacture	Date Acquired
VH-FDG	Beechcraft King Air B200	2009	July 2009
VH-FDI	Beechcraft King Air B200C	2010	November 2010
VH-FDL	Beechcraft King Air B200	2014	July 2014
VH-FDM	Beechcraft King Air B200C	2010	November 2010
VH-FDO	Beechcraft King Air B200	2014	July 2014
VH-FDS	Beechcraft King Air B200C	2010	September 2010
VH-FDT	Beechcraft King Air B200	2007	October 2007
VH-FDZ	Beechcraft King Air B200	2004	December 2004
VH-VAQ	Beechcraft King Air B200	2007	July 2007
VH-VJU	Beechcraft King Air B200	2004	December 2004
VH-VJW	Beechcraft King Air B200	2006	February 2019
VH-VJX	Beechcraft King Air B200	2006	January 2019
VH-VJY	Beechcraft King Air B200	2006	February 2019
VH-VJZ	Beechcraft King Air B200	2006	January 2019
VH-VOQ	Beechcraft King Air B200	2007	April 2007
VH-VQD	Beechcraft King Air B200	2004	December 2004
VH-FDA	Beechcraft King Air B360C	2022	September 2022
VH-FDB	Beechcraft King Air B360C	2022	December 2022
VH-FDC	Beechcraft King Air B350C	2016	August 2016
VH-FDD	Beechcraft King Air B350C	2017	July 2017
VH-FDF	Beechcraft King Air B350C	2015	August 2015
VH-FDN	Beechcraft King Air B350C	2014	March 2015
VH-FDW	Beechcraft King Air B360	2021	December 2021
VH-FDR	Beechcraft King Air B360C	2021	July 2023
VH-8FQ	Beechcraft King Air B360C	2023	October 2023
VH-8FD	Beechcraft King Air B360C	2023	March 2024





To our staff

Thank you for all
that you do to support
the communities
we serve.





Collaborating to provide the finest care

The RFDS acknowledges our strong working relationships with health service providers and communities. These partnerships are essential in providing the finest care to the furthest corner. Working with key partners in the communities ensures the Flying Doctor can provide quality aeromedical retrieval services, as well as essential primary and preventative healthcare to regional, rural and remote communities.

Hospital and Health Services

Cairns and Hinterland Hospital and Health Service
Central Queensland Hospital and Health Service
Central West Hospital and Health Service
Children’s Health Queensland Hospital and Service
Darling Downs Hospital and Health Service
Gold Coast Hospital and Health Service
Mackay Hospital and Health Service
Metro North Hospital and Health Service
Metro South Hospital and Health Service

Primary Health Networks

Brisbane North
Brisbane South
Country to Coast, QLD
Darling Downs and West Moreton
Gold Coast
Northern Queensland
Western Queensland

Other organisations

Apunipima Cape York Health Council
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
Gidgee Healing

Hospital and Health Services

North West Hospital and Health Service
South West Queensland Hospital and Health Service
Sunshine Coast Hospital and Health Service
Torres and Cape Hospital and Health Service
Townsville Hospital and Health Service
West Moreton Hospital and Health Service
Wide Bay Hospital and Health Service

Universities

Australian Catholic University Ltd
Bond University
Charles Sturt University
Griffith University
James Cook University
Queensland University of Technology
Southern Cross Queensland
TAFE Queensland
University of Queensland
University of South Queensland

Government Partners



Australian Government



Queensland Government

Celebrating our partners

Thanks to our passionate and committed partners the RFDS (Queensland Section) can provide the finest care to the furthest corner.

Principal Partners



Major Corporate Supporters



Corporate Supporters



Community Partners



Major National Partners



2023/24 Supporters

The RFDS (Queensland Section) would like to thank some of our most significant supporters in 2023/24.

Clive Berghofer AM
Charles Goode AC &
Cornelia Goode

John Santalucia
Tim Fairfax AC & Gina
Fairfax AC

National Partners



Major Trust and Foundation Supporters

APS Foundation
Black Dog
Ride Australia
Collier Charitable Fund

The E Robert Hayles
& Alison L Hayles
Charitable Trust
Gambling Community
Benefit Fund
Goldburg Family
Foundation

James Frizelle
Charitable Foundation
The John Waller
Foundation
The Kinghorn
Foundation

Mazda Foundation
RP Medical Fund
Stanwell Community
Partnership Fund
St John's Grace Fund



People and Culture

We deeply appreciate the commitment and unwavering support of our staff in ensuring we can deliver on our mission.

As we continue to be guided by our *Towards 100 Strategy*, we are committed to ensuring there is continued investment in the growth of our people.



Staff profile



610+

total number
of employees



58%

of employees in
full time roles



4.62

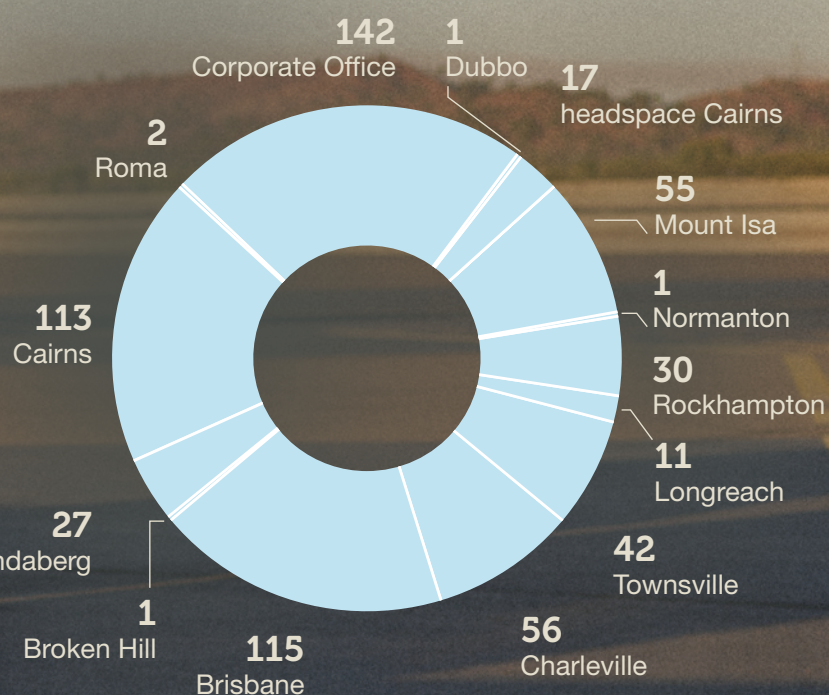
average years
of service



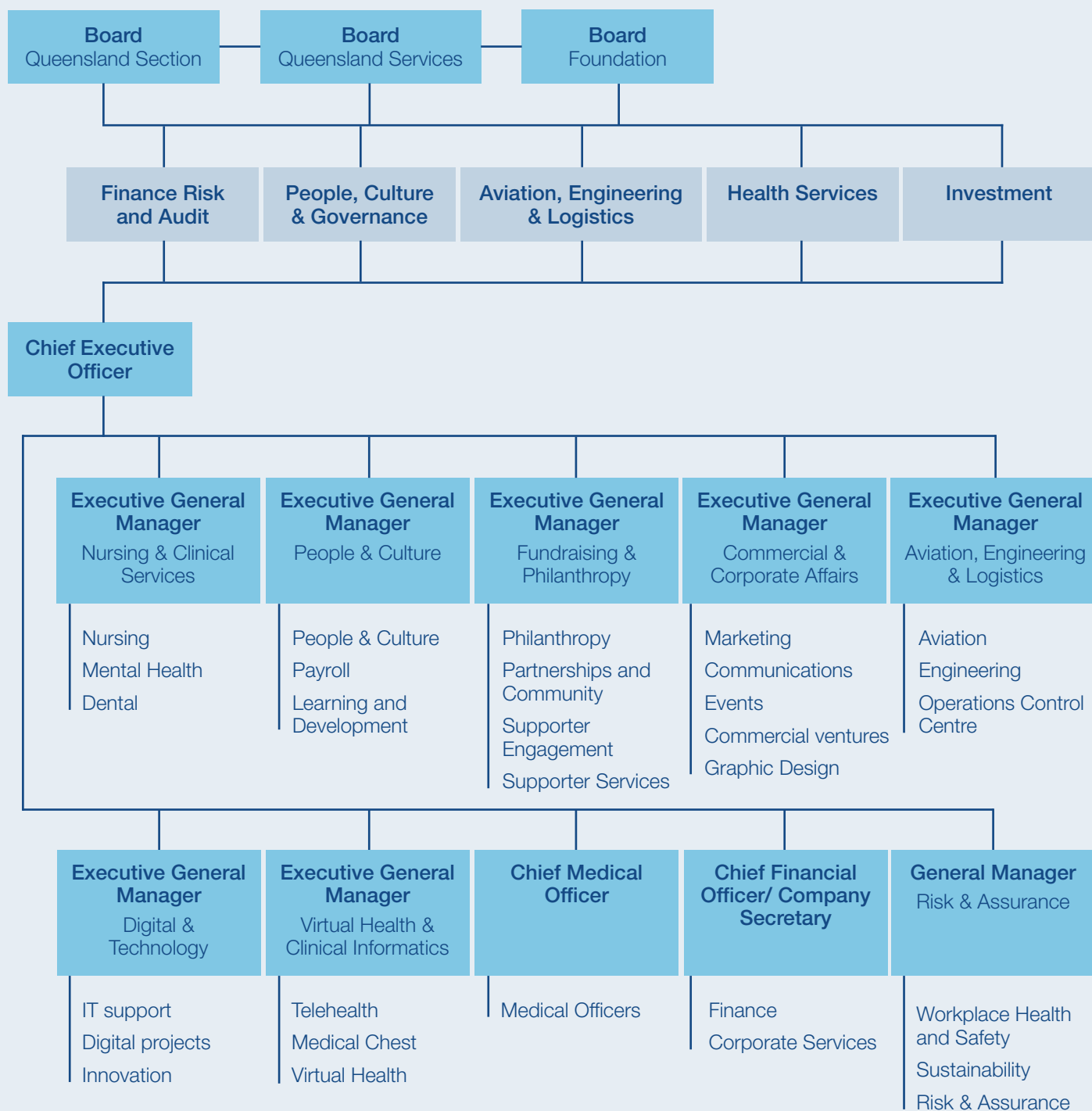
48

women in
leadership positions

Number of staff by location



Organisational structure



■ Advisory committees, made up of directors and external committee members.
■ Innovation

Board overview



Mrs Georgie Somerset AM
Chair



Mr Mark Gray
Deputy Chair



**Assoc Prof. Catrina
Felton-Busch**
Board Member



Mr Edward Fewings
Board Member



Mr Ivan Frkovic
Board Member



Mr Michael Hockin
Board Member



Prof. Sarah Pearson
Board Member



Mr Russell Postle
Board Member



Hon Bruce Scott AM
Board Member



Dr Sarah Springer
Board Member



**Emeritus Professor
Robert Stable AM**
Board Member



Mr John Stevenson
Board Member



Ms Jane Williams
Board Member

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**Royal Flying Doctor Service of Australia
(Queensland Section)**

ABN 80 009 663 478
Consolidated financial report
30 June 2024

Financial report – foreword

The RFDS (Queensland Section) is dedicated to providing vital health care to everyone living, travelling, or working in regional, rural and remote Queensland.

The Commonwealth Government provides funding to support our services across emergency retrievals, primary health care, and the mobile dental unit; while the Queensland Government supports the inter-facility transfer service. This support is integral to the delivery of our services.

While we receive substantial funding from the State and Federal Governments for our services, we heavily rely on fundraising initiatives and donations from individuals, organisations and the community to provide sufficient funding to meet operational costs as well as to purchase and fit out our aircraft, purchase vital medical equipment and enhance our operational facilities.

We are grateful to receive support from the community to help us continue providing the finest care to the furthest corner of the State.

In the year ended 30 June 2024, total donations, and bequests to the RFDS (Queensland Section) amounted to \$34.8 million; these funds are crucial to our continued operations and asset acquisition.

The following financials incorporate the Royal Flying Doctor Service of Australia (Queensland Section), RFDS (QLD) Services Limited and RFDS Foundation Limited (the Consolidated Service), for the financial year ended 30 June 2024.

The consolidated operating result for the year was an operating deficit of \$19.5 million, as our service delivery operating costs exceeded the revenue including grants by this amount. The overall consolidated surplus for the year was \$18.8 million after accounting for non-operational funding including donations and bequests of \$34.8 million. Capital grant and capital donation revenue of \$11.7 million is shown separately because we have received these funds to invest in our assets – aircraft, medical equipment and infrastructure.

Whilst the Consolidated Service produced an overall surplus for the financial year, this surplus along with borrowed funds will be utilised to fund the significant forecast capital commitments required in the 2024/25 and 2025/26 financial years totalling \$48.7 million. The large amount of capital grant and capital donation revenue received in the 2024 financial year is the reason for the large cash balance of \$42.2 million at 30 June 2024. These commitments relate to aircraft purchase and substantial medical fit out and base redevelopments in Brisbane, Mount Isa and Townsville.

Thank you again to our supporters, without your support, the RFDS would not be able to provide, advocate and facilitate equitable access to comprehensive quality health care for regional, rural and remote Queensland.



Georgina Somerset AM

Chair

RFDS (Queensland Section)

Directors' report

For the year ended 30 June 2024

The directors present their report together with the financial report of The Royal Flying Doctor Service of Australia (Queensland Section) and its controlled entities, RFDS (QLD) Services Limited and RFDS Foundation Limited (the Consolidated Service), for the financial year ended 30 June 2024 and the auditor's report thereon.

1. Directors

The directors of the Consolidated Service at any time during or since the end of the financial year are:

Directors	Appointed date
Mrs Georgina Somerset AM (Chair) FAICD	Appointed July 2016
Mr Mark Gray (Deputy Chair) D. Univ, BEcon (Hons), FAICD	Appointed August 2015
Associate Professor Catrina Felton-Busch BA, MPH, Grad Cert PHC Res, PHD (candidate), ARLF	Appointed January 2023
Mr Edward Fewings	Appointed October 2020
Adjunct A/Professor Ivan Frkovic BSW, MSWAP	Appointed June 2023
Mr Peter Gartshore BCom (QLD)	Appointed October 2008 Resigned February 2024
Mr Michael Hockin BE (Hons), MIEAust, FRAeS, GAICD	Appointed January 2024
Adjunct Professor Sarah Pearson DPhil(Oxon), GAICD, FTSE	Appointed January 2023
Mr Russell Postle FCA, FTIA, MAICD	Appointed October 1994
Dr Sean Rothwell	Appointed January 2022 Resigned November 2023
The Hon. Bruce Scott AM	Appointed June 2016
Dr Sarah Jane Springer B.Med, DCH, RACGP, FARGP, Ad. DRANZCOG, FACRRM, GradDipClinEd, GAICD, MHA	Appointed January 2023
Emeritus Professor Robert Stable AM MBBS DUniv (QUT), MHP, FRACGP, FCHSM, FAICD	Appointed November 2012
Mr John Stevenson FCA, GAICD, FGIA, BBus	Appointed March 2024
Ms Jane Williams	Appointed January 2024
Company Secretary	
Mr Greg O'Toole CPA, BBus (Charles Sturt)	Appointed January 2005 Resigned May 2024
Mr Matthew Wedmaier SF FIN, GAICD, MAppFin, MBA, CA, GradDipAppFin, BBus	Appointed May 2024

Directors' report

For the year ended 30 June 2024

2. Directors' meetings

The number of Directors' meetings (including meetings of committees of Directors) and number of meetings attended by each of the Directors and committee members of the Consolidated Service during the financial year are:

Director	Board Meetings		Finance Risk and Audit Committee Meetings		People and Culture Committee Meetings		Aviation and Logistics Committee Meetings		Health Services Committee Meetings		Fundraising and Community Relations Committee Meetings ¹	
	A	B	A	B	A	B	A	B	A	B	A	B
Mrs G Somerset	10	10	5	5	4	4	–	–	–	–	2	3
Mr M Gray	9	10	5	5	–	–	–	–	–	–	–	–
A Prof C Felton-Busch	10	10	5	5	–	–	–	–	4	4	–	–
Mr E Fewings	6	10	–	–	3	4	–	–	–	–	–	–
Adj Prof I Frkovic	7	10	–	–	2	3	–	–	–	–	–	–
Mr P Gartshore	3	4	2	2	–	–	2	2	–	–	–	–
Mr M Hockin	5	5	–	–	–	–	2	2	–	–	–	–
Dr S Pearson	9	10	–	–	4	4	4	4	–	–	–	–
Mr R Postle	10	10	5	5	2	2	–	–	4	4	3	3
Dr S Rothwell	5	5	–	–	–	–	2	2	1	2	–	–
Hon. B Scott	9	10	–	–	–	–	4	4	–	–	3	3
Dr S Jane Springer ²	5	10	–	–	–	–	–	–	1	2	1	2
Dr R Stable	9	10	–	–	–	–	2	2	3	4	2	2
Mr J Stevenson	3	3	1	1	–	–	1	1	–	–	–	–
Ms J Williams	5	5	–	–	1	2	–	–	1	1	–	–

Committee Members

Ms Y Forudi	–	–	5	5	–	–	–	–	–	–	–	–
Mr N Alexander	–	–	1	1	–	–	–	–	–	–	–	–
Mr D Petie	–	–	5	5	–	–	–	–	–	–	–	–
Mr L Hart	–	–	–	–	–	–	–	–	–	–	2	3
Ms H Watson	–	–	–	–	3	4	–	–	–	–	–	–
Ms N Roach	–	–	–	–	4	4	3	4	–	–	–	–
Ms S Bhatia	–	–	–	–	–	–	–	–	–	–	3	3
Ms S Davies	–	–	–	–	–	–	–	–	–	–	3	3
Mr M Hockin	–	–	–	–	–	–	2	2	–	–	–	–
Mr T Alder	–	–	–	–	–	–	2	3	–	–	–	–
Mr C McKie	–	–	–	–	–	–	4	4	–	–	–	–
Dr I Myers	–	–	–	–	–	–	–	–	3	4	–	–
Dr M Coates	–	–	–	–	–	–	–	–	4	4	–	–
Ms L Martin	–	–	–	–	–	–	–	–	3	4	–	–
Dr J Lee	–	–	–	–	–	–	–	–	3	4	–	–

A Number of meetings attended

B Number of meetings held during the time the director held office during the year

¹ The Fundraising and Community Relations Committee was disbanded in May 2024 with responsibilities allocated to existing committees

² Dr Sarah Jane Springer was granted a leave of absence from the Board from 27 June 2024 to 28 January 2025.

Directors' report

For the year ended 30 June 2024

3. Principal activities

The principal activity of the Consolidated Service during the course of this financial year was the provision of health care services, primarily to regional, rural and remote parts of Queensland.

There were no significant changes in the nature of the activities of the Consolidated Service during the year.

Objectives

The strategic plan of the Consolidated Service, which is consistent with the RFDS Federation strategic plan, aims to ensure that the Consolidated Service is delivering excellence in health care, whilst also working to diversify and expand its range of primary health care and aeromedical services.

The strategic plan includes information about our vision, what the organisation would like to achieve, as well as an outline of both the immediate and long term programs of work that will allow us to reach this vision.

The Consolidated Service's long term objectives are covered by the Consolidated Service's vision that we will provide, advocate and facilitate equitable access to comprehensive quality health care for regional, rural and remote Queensland. During the past year, operations have been maintained, providing a mantle of safety across Queensland.

The Consolidated Service aims to achieve this through:

- > Innovative services and methods of delivery which earn the Consolidated Service a reputation for world class quality, safety and efficiency.
- > Continually developing our people within a culturally safe environment, so that their satisfaction in their roles is only exceeded by the community respect they have as Service employees.
- > Being the leading health organisation governments and non-government organisations rely on for the appropriate provision of comprehensive health care services to regional, rural and remote Queensland.

The Consolidated Service's strategic objectives could not be achieved without the RFDS undertaking its principal activities of the provision of aeromedical, primary health care and dental services.

The Consolidated Service measures its performance via an analysis of the key patient, aviation and financial statistics contained in the back of this report.

4. Operating performance

The consolidated operating result for the year was an operating deficit of \$19.518 million (2023: deficit \$21.529 million). The overall consolidated surplus for year was \$18.841 million (2023: \$12.367 million) after accounting for non-operational funding. No income tax is payable as the Consolidated Service is exempt under Australian taxation legislation.

During the year the Consolidated Service received \$34.781 million in donations and bequests (2023: \$30.790 million) that are used to meet operational requirements for the Consolidated Service. In addition to this, the Consolidated Service received \$11.669 million (2023: \$10.666 million) in non-operational grant revenue and donations to fund its capital infrastructure programs.

The Consolidated Service accessed borrowed funds of \$26.666 million during the year (2023: \$5.500 million) to assist with aircraft acquisition activities, with total borrowed funds expected to increase up to \$50 million in FY25. These funds will be used to support the acquisition of aircraft and the RFDS capital infrastructure program.

Further information about likely developments in the operations of the Consolidated Service and the expected results of those operations in future financial years has not been included in this report because disclosure of the information would be likely to result in unreasonable prejudice to the Consolidated Service.

5. Significant changes in the state of affairs

In the opinion of the Directors there were no significant changes in the state of affairs of the Consolidated Service that occurred during the financial year under review.

6. Events subsequent to reporting date

There has not arisen in the interval between the end of the financial year and the date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Service, to affect significantly the operations of the Consolidated Service, the results of those operations, or the state of affairs of the Consolidated Service, in future financial years.

Directors' report

For the year ended 30 June 2024

7. Members liability

The Royal Flying Doctor Service of Australia (Queensland Section) is incorporated under the *Corporations Act 2001* as a company limited by guarantee. In the event of the Consolidated Service being wound up, the liability of each of the Members is limited to two dollars. As at 30 June 2024 the total liability for membership in the event that the Consolidated Service is wound up would be \$100.

8. Auditor's independence declaration

The auditor's independence declaration is set out on page 77 and forms part of the directors' report for the financial year ended 30 June 2024.

9. Rounding off

The Company is of a kind referred to in ASIC Corporations Instrument 2016/191 and in accordance with that Instrument, amounts in the financial report and directors' report have been rounded off to the nearest thousand dollars, unless otherwise stated.

This report is made out in accordance with a resolution of the directors:



Georgina Somerset AM
Chair



Mark Gray
Chair Finance, Risk and
Audit Committee

Dated at Brisbane this 26th day of September 2024.

Consolidated statement of financial position

As at 30 June 2024

In thousands of dollars		2024		2023	
	Note	Consolidated	Parent Entity	Consolidated	Parent Entity
ASSETS					
Cash and cash equivalents	12	42,183	32,350	14,775	6,301
Trade and other receivables	11	31,095	30,229	31,172	30,427
Inventories	10	4,834	4,236	4,381	4,087
Term deposits		968	969	939	939
Total current assets		79,080	67,784	51,267	41,754
Capital investments	13	26,218	1,451	23,520	1,463
Derivative assets		478	478	3,072	3,072
Property, plant and equipment	14	195,627	195,492	164,420	164,280
Right-of-use assets	15	1,776	1,776	1,156	1,156
Total non-current assets		224,099	199,197	192,168	169,971
Total assets		303,179	266,981	243,435	211,725
LIABILITIES					
Trade and other payables	18	10,270	10,014	11,116	11,422
Employee benefits	19	11,037	10,706	10,242	9,907
Grants – contract liabilities	16	43,144	42,535	26,783	26,756
Lease liabilities	21	381	381	568	568
Total current liabilities		64,832	63,636	48,709	48,653
Employee benefits	19	1,751	1,523	1,814	1,603
Loan payable	20	32,166	54,774	5,500	24,238
Lease liabilities	21	1,057	1,057	286	286
Total non-current liabilities		34,974	57,354	7,600	26,127
Total liabilities		99,806	120,990	56,309	74,780
Net assets		203,373	145,991	187,126	136,945
EQUITY					
Reserves		880	880	3,474	3,474
Retained surplus		202,493	145,111	183,652	133,471
Total equity	17	203,373	145,991	187,126	136,945

The notes on pages 56 to 73 are an integral part of these financial statements.

Consolidated statement of profit or loss and other comprehensive income

For the year ended 30 June 2024

In thousands of dollars		2024		2023	
	Note	Consolidated	Parent Entity	Consolidated	Parent Entity
Operating revenue	5	135,308	130,804	116,879	113,105
Less: Operating expenses	7	(154,826)	(149,457)	(138,408)	(134,116)
	6	(19,518)	(18,653)	(21,529)	(21,011)
ADD NON-OPERATIONAL FUNDING					
Bequests		7,684	–	10,041	–
Donations		27,097	27,047	20,749	20,751
Fundraising expenses		(10,323)	(10,323)	(9,040)	(9,040)
Net financing income	9	2,232	1,901	1,480	1,797
		26,690	18,625	23,230	13,508
Surplus/(deficit) from continuing operations		7,172	(28)	1,701	(7,503)
NON-OPERATING REVENUE					
Capital grants and capital donations	5	11,669	11,669	10,666	10,666
Surplus for the year	6	18,841	11,641	12,367	3,163
OTHER COMPREHENSIVE INCOME					
<i>Items that may be reclassified subsequent to profit and loss</i>					
Cash flow hedges – effective portion of changes in fair value		(2,594)	(2,594)	(383)	(383)
Total comprehensive income for the year		16,247	9,047	11,984	2,780

The notes on pages 56 to 73 are an integral part of these financial statements.

Consolidated statement of changes in equity

For the year ended 30 June 2024

Consolidated

In thousands of dollars	Note	Unrealised Gain Reserve	Hedging Reserve	Specific purpose donations/legacies	Retained Surplus	Total Equity
RETAINED SURPLUS						
Balance at 1 July 2022		–	–	–	171,285	171,285
Total comprehensive income						
Net surplus for the year		–	–	–	12,367	12,367
RESERVES						
Opening reserves		216	3,455	186	–	3,857
Other comprehensive income		–	(383)	–	–	(383)
Balance at 30 June 2023	17	216	3,072	186	183,652	187,126
RETAINED SURPLUS						
Balance at 1 July 2023		–	–	–	183,652	183,652
Total comprehensive income						
Net surplus for the year		–	–	–	18,841	18,841
RESERVES						
Opening reserves		216	3,072	186	–	3,474
Other comprehensive income		–	(2,594)	–	–	(2,594)
Balance at 30 June 2024	17	216	478	186	202,493	203,373

Parent Entity

In thousands of dollars	Note	Unrealised Gain Reserve	Hedging Reserve	Specific purpose donations/legacies	Retained Surplus	Total Equity
RETAINED SURPLUS						
Balance at 1 July 2022		–	–	–	130,307	130,307
Total comprehensive income						
Net surplus for the year		–	–	–	3,163	3,163
RESERVES						
Opening reserves		216	3,455	186	–	3,857
Other comprehensive income		–	(383)	–	–	(383)
Balance at 30 June 2023	17	216	3,072	186	133,470	136,944
RETAINED SURPLUS						
Balance at 1 July 2023		–	–	–	133,470	133,470
Total comprehensive income						
Net surplus for the year		–	–	–	11,641	11,641
RESERVES						
Opening reserves		216	3,072	186	–	3,474
Other comprehensive income		–	(2,594)	–	–	(2,594)
Balance at 30 June 2024	17	216	478	186	145,111	145,991

The notes on pages 56 to 73 are an integral part of these financial statements.

Consolidated statement of cash flows

For the year ended 30 June 2024

In thousands of dollars		2024		2023	
	Note	Consolidated	Parent Entity	Consolidated	Parent Entity
Cash flows from operating activities					
Cash receipts from customers		213,458	200,249	162,182	152,454
Cash paid to suppliers and employees		(175,863)	(170,304)	(170,697)	(167,588)
Net cash from (used in) operating activities	23	37,595	29,945	(8,515)	(15,134)
Cash flows from investing activities					
Acquisition of property, plant and equipment		(48,149)	(48,124)	(49,740)	(49,651)
Dividend and distribution revenue		219	2,615	125	2,115
Non-operational grant and donation revenue		11,669	11,669	10,666	10,666
(Increase)/Decrease in term deposits		–	–	30,945	22,000
Net cash used in investing activities		(36,261)	(33,840)	(8,004)	(14,870)
Cash flows from financing activities					
Proceeds of loan from member		–	10,000	–	19,400
Proceeds of loan from bank		26,666	26,666	13,500	13,500
Repayment of loan from bank		–	–	(8,000)	(8,000)
Repayment of loan from member		–	(6,130)	–	(3,362)
Payment of lease liabilities		(592)	(592)	(915)	(915)
Net cash from financing activities		26,074	29,944	4,585	20,623
Net increase/(decrease) in cash and cash equivalents held		27,408	26,049	(11,934)	(9,381)
Cash and cash equivalents at 1 July 2023		14,775	6,301	26,709	15,682
Cash and cash equivalents at 30 June 2024	12	42,183	32,350	14,775	6,301

The notes on pages 56 to 73 are an integral part of these financial statements.

Notes to the financial statements

For the year ended 30 June 2024

1. Reporting entity

The Royal Flying Doctor Service of Australia (Queensland Section) ("the Service") is a not-for-profit company limited by guarantee incorporated and domiciled in Australia. The address of the Consolidated Service's registered office is 12 Casuarina Street, Brisbane Airport, QLD, 4008. The consolidated financial statements of the Service is at, and for the year ended 30 June 2024 and comprise the Service and its controlled entities (together referred to as the Consolidated Service).

2. Basis of accounting

These financial statements are general purpose financial statements and comply with the recognition and measurement requirements in Australian Accounting Standards, the presentation requirements in those Standards as modified by AASB 1060 General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Entities and the Australian Charities and Not-for-profit Commission Act 2012. They have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures made by Australian Accounting Standards Board.

As the Consolidated Service is a not-for-profit entity, the terms 'profit' and 'loss' do not correctly describe the nature of the Consolidated Service's activities. Accordingly, the words 'operating surplus/(deficit)' have been substituted for the terms 'profit/(loss)' prescribed in Accounting Standard AASB 101.

They were authorised for issue by the Board of Directors on 26 September 2024. Details of the Service's accounting policies, including changes during the year, are included in Note 28.

3. Functional and presentation currency

These financial statements are presented in Australian dollars, which is the Service's functional currency.

The company is of a kind referred to in ASIC Corporations Instrument 2016/191 and in accordance with that Instrument, all financial information presented in Australian dollars has been rounded to the nearest thousand unless otherwise stated.

4. Use of judgements and estimates

In preparing these financial statements in conformity with Australian Accounting Standards – Reduced Disclosure Requirements, management has made judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised prospectively.

(a) Judgements

Information about critical judgements in applying accounting policies that have the most significant effect on the amounts recognised in the consolidated financial statements is included in the following notes:

- > Note 13 – Capital investments at fair value
- > Note 28 (d) Property, plant and equipment – depreciation of aircraft and aircraft engines
- > Note 28 (h) Impairment
- > Note 28 (l) Revenue and income
- > Note 28 (q) Leases

During the year, the Service received \$34.781 million in donations and bequests that are used to meet operational requirements for the Service.

Notes to the financial statements

For the year ended 30 June 2024

continued

5. Revenue

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Revenue from contracts with customers – AASB15				
State government fee for service	84,295	84,295	74,474	74,474
Commonwealth government operating grants	1,597	–	1,482	–
Visitor centre sales and admissions	1,182	59	652	203
Specific project operating grants	1,859	1,859	1,543	1,543
Other income	4,426	5,020	2,060	2,620
Revenue recognised under AASB 1058 Income of NFP entities				
Commonwealth government operating grants	30,757	30,757	26,108	26,108
Specific project operating grants	11,192	8,814	10,560	8,157
	135,308	130,804	116,879	113,105
Non operating revenue				
Capital grants	9,219	9,219	4,432	4,432
Capital donations	2,450	2,450	6,234	6,234
	11,669	11,669	10,666	10,666

Capital grants and donations were received to fund current and future base and infrastructure projects in Bundaberg, Brisbane and Mount Isa.

6. Operating deficit

The RFDS (Queensland Section) provides services under contract with the Commonwealth and State Governments generally. There was a consolidated operating deficit for the year end 2024 of \$19.518 million (2023: \$21.556 million), parent entity operating deficit of \$18.653 million (2023: \$21.011 million). This deficit has been funded via non-operational funding such as general donations, bequests and financial revenue. Capital funding and capital donations are used to enhance and acquire assets for service delivery.

The consolidated surplus generated for the year end 2024 was \$18.841 million (2023: \$12.367 million). Parent entity \$11.641 million (2023: \$3.163 million).

7. Operating Expenses

The following are included in operating expenses:

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Lease expenses	1,015	840	1,252	1,017
Depreciation on right of use assets	506	506	751	751
Depreciation	16,473	16,443	13,544	13,524
Aircraft related expenses	11,761	17,253	11,866	16,254
Aircraft fuel and oil	14,083	14,083	14,891	14,891
Health related expenses	74,946	66,395	63,328	57,071
Administration expenses	22,019	21,980	19,966	20,019
Specific project operating expenses	14,023	11,957	12,810	10,589
Total operating expenses	154,826	149,457	138,408	134,116

Notes to the financial statements

For the year ended 30 June 2024

continued

8. Personnel expenses

Personnel expenses are included in health, administration and fundraising expenses.

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Wages and salaries	66,145	60,705	63,302	58,094
Other associated personnel expenses	1,244	1,155	1,239	1,185
Contributions to superannuation funds	7,798	7,174	6,499	5,992
Annual leave	6,637	6,219	868	790
Long service leave	618	568	331	277
	82,442	75,821	72,239	66,338

9. Net financing income

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Interest income	1,119	978	615	332
Dividend and distribution income	787	2,615	669	2,114
Net gain on investments	1,627	(12)	752	129
Finance income	3,533	3,581	2,036	2,575
Interest expense	(1,161)	(1,540)	(96)	(318)
Net foreign exchange loss	(140)	(140)	(460)	(460)
Finance costs	(1,301)	(1,680)	(556)	(778)
Net finance income recognised in profit and loss	2,232	1,901	1,480	1,797

10. Inventories

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Finished goods	633	35	329	35
Aviation spares	4,201	4,201	4,052	4,052
	4,834	4,236	4,381	4,087

11. Trade and other receivables

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Trade receivables	4,694	4,682	6,787	6,771
Contract assets	–	–	2,598	2,401
Other receivables and prepayments*	26,401	25,547	21,787	21,255
	31,095	30,229	31,172	30,427

*The RFDS has entered into an agreement to sublease a new aeromedical facility situated at Brisbane Airport from Brisbane Airport Corporation (BAC). BAC will construct the new facility which will be leased to RFDS once the construction of those facilities has been completed.

Upon the completion of those facilities, the terms of the agreement to sublease requires RFDS to pay BAC \$25 million representing rent in advance for the term of the lease. The Queensland State Government has provided RFDS with \$25 million in funding for the upfront rental payment.

Notes to the financial statements

For the year ended 30 June 2024

continued

11. Trade and other receivables

continued

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Trade receivables are analysed as follows:				
Not past due	4,608	4,597	6,772	6,757
Past due 1 to 30 days	33	33	5	4
Past due 31 to 60 days	50	50	8	8
Past due 61 to 90 days	3	2	2	2
Total trade receivables	4,694	4,682	6,787	6,771

12. Cash and cash equivalents

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Bank balances	27,083	17,250	14,447	5,973
Call deposits	15,095	15,095	323	323
Cash on hand	5	5	5	5
Cash and cash equivalents in the statement of cash flows	42,183	32,350	14,775	6,301

The Consolidated Service aims to maintain a cash reserve of approximately \$10 million to cover working capital commitments. In addition to this, The Consolidated Service had \$42.580 million in capital commitments at 30 June 2024 (2023: \$50.837 million) that had not been expended. These commitments relate to legally committed aircraft purchases and fit out of \$18.497 million and base development costs of \$24.083 million which are expected to be fulfilled in the 2024/25 financial year.

In addition to these contractual commitments, there is a further \$6.125 million in expected capital expenditure relating to base redevelopment costs in Townsville and Cairns as well as medical equipment acquisitions. The commitments will be funded via existing cash and cash equivalent balances, future cashflows, contracted funding arrangements, fundraising and where necessary, external borrowings.

13. Capital investments

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Non-current				
Equities and managed funds – at fair value	26,218	1,451	23,520	1,463
	26,218	1,451	23,520	1,463

Capital investments represent long-term investments held by the Consolidated Service to assist in funding long term capital expenditure programs. Significant expenditure will be required to maintain the Consolidated Service's commitment to the delivery of health services including aircraft and other operational assets. In accordance with the long term operational plans of the Consolidated Service, over the next five years, the income earned from these investments will be used to assist in meeting these capital expenditure requirements and to provide an income stream to fund health services.

Equity price risk

Equity price risk arises from equity securities held by the Consolidated Service in listed equity investments and managed investment schemes. The Consolidated Service uses experienced fund managers to manage the market risk associated with movements in equity prices. The performance of the fund manager is reviewed regularly by the Board of the Parent Entity and the RFDS Foundation Board.

All transactions associated with the Consolidated Service's capital investments are carried out within the Consolidated Service's Investment Policy Guidelines set by the Finance and Audit Committee and the Investment Committee of RFDS Foundation.

Notes to the financial statements

For the year ended 30 June 2024

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14. Property, plant and equipment

Reconciliation of carrying amount

Consolidated	Freehold Land	Buildings on Freehold Land	Leasehold Property	Plant and Equipment	Aircraft and Related Equipment	Capital Works in Progress	Total
In thousands of dollars							
COST							
Balance in 1 July 2023	835	10,064	19,245	13,510	221,233	14,529	279,416
Additions	–	9	470	637	37,505	9,528	48,149
Disposals	(85)	(140)	(74)	(4,512)	(3,315)	–	(8,126)
Transfers	–	7,826	–	131	–	(8,053)	(96)
Balance at 30 June 2024	750	17,759	19,641	9,766	255,423	16,004	319,343
ACCUMULATED DEPRECIATION							
Balance in 1 July 2023	–	2,638	7,256	11,124	93,978	–	114,996
Depreciation	–	360	783	930	14,400	–	16,473
Disposals	–	(92)	(11)	(4,418)	(3,232)	–	(7,753)
Balance at 30 June 2024	–	2,906	8,028	7,636	105,146	–	123,716
CARRYING AMOUNTS							
At 1 July 2023	835	7,426	11,989	2,386	127,255	14,529	164,420
At 30 June 2024	750	14,853	11,613	2,130	150,277	16,004	195,627

Parent Entity	Freehold Land	Buildings on Freehold Land	Leasehold Property	Plant and Equipment	Aircraft and Related Equipment	Capital Works in Progress	Total
In thousands of dollars							
COST							
Balance in 1 July 2023	835	10,064	19,186	13,318	221,237	14,524	279,164
Additions	–	9	470	612	37,505	9,528	48,124
Disposals	(85)	(140)	(74)	(4,512)	(3,315)	–	(8,126)
Transfers	–	7,826	–	131	–	(8,053)	(96)
Balance at 30 June 2024	750	17,759	19,582	9,549	255,427	15,999	319,066
ACCUMULATED DEPRECIATION							
Balance in 1 July 2023	–	2,638	7,215	11,053	93,978	–	114,884
Depreciation	–	360	780	904	14,399	–	16,443
Disposals	–	(92)	(11)	(4,418)	(3,232)	–	(7,753)
Balance at 30 June 2024	–	2,906	7,984	7,539	105,145	–	123,574
CARRYING AMOUNTS							
At 1 July 2023	835	7,426	11,971	2,265	127,259	14,524	164,280
At 30 June 2024	750	14,853	11,598	2,010	150,282	15,999	195,492

Notes to the financial statements

For the year ended 30 June 2024

continued

15. Right-of-use assets

Reconciliation of carrying amount

Consolidated	Properties	Vehicles	Total
In thousands of dollars			
Balance at 1 July 2023	1,000	156	1,156
Addition to right-of-use assets	994	132	1,126
Depreciation	(382)	(124)	(506)
Balance at 30 June 2024	1,612	164	1,776

Parent Entity			
In thousands of dollars			
Balance at 1 July 2023	1,000	156	1,156
Addition to right-of-use assets	994	132	1,126
Depreciation	(382)	(124)	(506)
Balance at 30 June 2024	1,612	164	1,776

16. Grants – Contract Liabilities

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Funds received in advance – Brisbane Base Development	25,000	25,000	25,000	25,000
Funds received in advance – Townsville Base Development	15,000	15,000	–	–
Other grants – unspent funds	3,144	2,535	1,783	1,756
	43,144	42,535	26,783	26,756

The Consolidated Service has received funding from the Queensland State Government as upfront payments representing rent in advance for the Brisbane Base Development and contribution towards Townsville Base development costs.

17. Capital and reserves

Reconciliation of movement in capital and reserves

Consolidated	Specific Purpose Donations	Unrealised Gain Reserve	Hedging Reserve	Retained Surplus	Total Equity
In thousands of dollars					
Balance at 1 July 2022	186	216	3,455	171,285	175,142
Total comprehensive income	–	–	(383)	12,367	11,984
Balance at 30 June 2023	186	216	3,072	183,652	187,126
Balance at 1 July 2023	186	216	3,072	183,652	187,126
Total comprehensive income	–	–	(2,594)	18,841	16,247
Balance at 30 June 2024	186	216	478	202,493	203,373

Parent Entity					
In thousands of dollars					
Balance at 1 July 2022	186	216	3,455	130,307	134,164
Total comprehensive income	–	–	(383)	3,163	2,780
Balance at 30 June 2023	186	216	3,072	133,470	136,944
Balance at 1 July 2023	186	216	3,072	133,470	136,944
Total comprehensive income	–	–	(2,594)	11,641	9,047
Balance at 30 June 2024	186	216	478	145,111	145,991

Notes to the financial statements

For the year ended 30 June 2024

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Specific purpose donations/legacies reserve

The Consolidated Service holds all donations and legacies received with a specific purpose nominated, in separate bank accounts or investments until the funds are required for the nominated purpose. Where specific purpose donations are received during the year, these amounts are transferred from accumulated funds to reserves. Where payments are made during the financial year from specific purpose donations received for a nominated purpose, this amount is transferred from reserves to accumulated funds.

Unrealised gain reserve

The unrealised gain reserve includes the cumulative net change in the fair value of assets previously recognised as available for sale. Since adoption of AASB 9 Financials Instruments investments are no longer classified as available for sale, the Consolidated Service has classified these investments as fair value through profit and loss (FVPL). On adoption of AASB 9 gains and losses on financial assets previously recognised in other comprehensive income are not transferred to profit and loss.

Hedging reserve

The hedging reserve comprises the effective portion of the cumulative net change in fair value of hedging instruments used in cash flow hedges pending subsequent recognition in profit or loss or directly included in the initial cost or other carrying amount of a non-financial asset or non-financial liability.

18. Trade and other payables

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Trade payables	4,612	4,455	4,526	4,470
Other payables and accrued expenses	5,658	5,559	6,590	6,952
	10,270	10,014	11,116	11,422

19. Employee Benefits

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Current				
Liability for long service leave	2,826	2,792	2,839	2,828
Liability for annual leave	8,211	7,914	7,403	7,079
	11,037	10,706	10,242	9,907
Non-current				
Liability for long service leave	1,751	1,523	1,814	1,603
	1,751	1,523	1,814	1,603

20. Loans and borrowings

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Non-current				
Loan from subsidiary	–	22,608	–	18,738
Loan from bank	32,166	32,166	5,500	5,500
	32,166	54,774	5,500	24,238

The Consolidated Service has established three loan facilities with ANZ comprising limits of \$10.000, \$5.000 and \$40.000 million each. These facilities have a term of 3 years each and with interest rates of BBSY +0.4%, BBSY +0.6% and BBSY +1.3% respectively. As at 30 June 2024, \$32.166 million had been drawn down on these facilities.

Notes to the financial statements

For the year ended 30 June 2024

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21. Lease liabilities

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Current				
Lease liabilities	381	381	568	568
Non-current				
Lease liabilities	1,057	1,057	286	286
Total lease liabilities	1,438	1,438	854	854

a) Amounts recognised in profit and loss

The amounts recognised in the statement of profit and loss and other comprehensive income relating to leases where the Consolidated Service is a lessee are shown below.

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Interest expense on lease liabilities	48	48	20	20
Breakdown of lease expenses included in Note 7				
Expenses relating to short term leases	1,664	1,494	995	820
	1,712	1,542	1,015	840

The Consolidated Service leases a number of buildings and hangars under operating leases. The leases run for a period of 1 to 15 years, with an option to renew the lease after that date. None of these leases include contingent rentals.

22. Commitments

The Consolidated Service had \$42.580 million in capital commitments at 30 June 2024 (2023: \$50.837 million) that had not been expended. These commitments relate to legally committed aircraft purchases and fitout of \$18.497 million and base development costs of \$24.083 million which are expected to be fulfilled in 2024/25 financial year.

In addition to these contractual commitments, there is a further \$6.125 million in expected capital expenditure relating to base redevelopment costs in Townsville and Cairns as well as medical equipment acquisitions. The commitments will be funded via RFDS cashflow, contracted funding arrangements, fundraising and where necessary, via borrowed funds.

Notes to the financial statements

For the year ended 30 June 2024

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23. Reconciliation of cash flows from operating activities

In thousands of dollars	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Cash flows from operating activities				
Surplus/(deficit) for the period	18,841	11,641	12,367	3,163
Adjustments for:				
Depreciation	16,473	16,443	13,544	13,524
ROU asset depreciation	506	506	751	751
Realised gain/(loss) on sale of assets	(231)	(231)	–	–
Realised (gain)/loss on investments	(1,627)	12	(752)	(130)
Interest and dividend revenue	(219)	(2,615)	(1,281)	(2,446)
Non-operational grant funding	(11,669)	(11,669)	(10,666)	(10,666)
Non-cash bequest income	(639)	–	(3,271)	–
Foreign exchange (gain)/loss	140	140	457	457
Operating profit before changes in working capital and provisions	21,575	14,227	11,149	4,653
(Increase)/decrease in trade and other receivables	78	198	(4,637)	(4,904)
(Increase)/decrease in inventories	(453)	(149)	(699)	(480)
Increase/(decrease) in trade and other payables	(846)	(1,101)	(17,305)	(17,274)
Increase/(decrease) in provisions and employee benefits	732	719	1,200	1,066
Increase/(decrease) in deferred government grants	16,509	16,051	1,777	1,805
Net cash from operating activities	37,595	29,945	(8,515)	(15,134)

24. Related party disclosures

a) Parent Entity

The parent entity within the group is Royal Flying Doctor Service of Australia (Queensland Section).

b) Controlled Entities

Ownership interest in controlled entities are set out in note 26.

c) Key management personnel compensation

The key management personnel compensation was \$4,018,297 for the year ended 30 June 2024 (2023: \$3,411,140).

d) Transactions with related parties

Controlled Entities	2024	2023
Rental income for the year charged by Royal Flying Doctor Service of Australia (Queensland Section) in relation to RFDS (QLD) Services Limited renting the Mobile Dental Unit	(216,000)	(216,000)
Balance outstanding at year end in relation to intercompany loan to (from) RFDS (QLD) Services Limited	773,772	(306,860)
Aircraft maintenance charged to Royal Flying Doctor Service of Australia (Queensland Section) from RFDS (QLD) Services Limited	5,497,041	4,388,446
Amount paid to Royal Flying Doctor Service of Australia (Queensland Section) for Management and Board support from RFDS (QLD) Services Limited	(678,000)	(486,482)
Balance of loan owing from Royal Flying Doctor Service of Australia (Queensland Section) to RFDS Foundation Limited*	(22,608,333)	(18,738,000)
Interest paid on loan owing from Royal Flying Doctor Service of Australia (Queensland Section) to RFDS Foundation Limited*	379,321	225,316

Notes to the financial statements

For the year ended 30 June 2024

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Controlled Entities	2024	2023
Management fee charged by Royal Flying Doctor Service of Australia (Queensland Section) to RFDS Foundation Limited	(39,000)	(37,136)
Bequest payable to RFDS Foundation Limited from Royal Flying Doctor Service of Australia (Queensland Section)	(130,050)	(304,406)
Amount distributed to Royal Flying Doctor Service of Australia (Queensland Section) from RFDS Foundation Limited under current spending policy	(2,475,000)	(1,990,000)

*On 7 December 2021, RFDS Foundation Limited entered into two loan facility agreements for \$20.000 million each with RFDS (Queensland Section) to support the ongoing capital commitments of the latter. These facilities are unsecured with a term of 5 and 10 years and with fixed interest rates of 1.4% and 2.08%, respectively. As at 30 June 2024, \$4.858 million had been drawn down during the 2023/24 financial year on the 5-year loan, with \$4.811 million being repaid during the same period. \$5.141 million had been drawdown on the 10-year loan during the 2023/24 financial year with \$1.318 million repaid during the year.

(ii) Transactions with Director related entities

During the year, \$103,473 (2023: \$95,665) was paid to BDO a firm of which Mr Russell Postle (Director) is a consultant. Fees charged on an arm's length basis for providing of consulting and corporate advisory services.

25. Subsequent events

There has not arisen in the interval between the end of the financial year and date of this report any item, transaction or event of a material and unusual nature likely, in the opinion of the directors of the Service, to affect significantly the operations of the Consolidated Service, the results of those operations, or the state of affairs of the Consolidated Service, in future financial years.

26. Group Entities

Significant controlled entities	Country of incorporation	Ownership interest 2024	Ownership interest 2023
RFDS (Qld) Services Limited	Australia	100%	100%
RFDS Foundation Limited	Australia	100%	100%

27. Auditors Remuneration

	2024		2023	
	Consolidated	Parent Entity	Consolidated	Parent Entity
Audit and review of financial statements	148,500	93,500	116,000	72,000
Grant acquittal audit	21,250	14,250	13,200	8,700
	169,750	107,750	129,200	80,700

28. Material accounting policies

The material accounting policies set out below have been consistently applied by the Consolidated Service to all periods presented in these Consolidated Financial Statements.

a) Basis of measurement

The Consolidated Financial Statements have been prepared on the historical cost basis except for equities and managed funds which are measured at fair value through profit or loss.

b) Basis of consolidation

Subsidiaries

The Consolidated Service controls an entity when it is exposed to or has rights to variable returns from its involvement with the entity and has the ability to affect those returns through its power over the entity.

Controlled entities are consolidated from the date on which control commences until the date control ceases.

Notes to the financial statements

For the year ended 30 June 2024

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b) Basis of consolidation (continued)

Subsidiaries (continued)

Intercompany transactions, balances and unrealised gains or losses on transactions between Consolidated Service entities are eliminated in preparing the consolidated financial statements. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the Consolidated Service.

c) Foreign currency transactions

Transactions in foreign currencies are translated at the foreign exchange rate ruling at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are translated to Australian dollars at the foreign exchange rate ruling at that date. Foreign exchange differences arising on translation are recognised in the surplus or deficit. Non-monetary assets and liabilities that are measured in terms of historical cost in a foreign currency are translated using the exchange rate at the date of the transaction.

d) Property, plant and equipment

Owned assets

Items of property, plant and equipment are stated at cost less accumulated depreciation (see below) and impairment losses.

Where parts of an item of property, plant and equipment have different useful lives, they are accounted for as separate items of property, plant and equipment.

Subsequent costs

The Consolidated Service recognises in the carrying amount of an item of property, plant and equipment the cost of replacing part of such an item when that cost is incurred if it is probable that the future economic benefits embodied within the item will flow to the Consolidated Service and the cost of the item can be measured reliably. All other costs are recognised in the surplus or deficit as incurred.

Depreciation

With the exception of freehold land, depreciation is charged on a straight line or units of use method over the estimated useful lives of each part of an item of property, plant and equipment. Land is not depreciated. Expenditure on the major overhaul of aircraft engines is capitalised and depreciated over the estimated effective useful life of the engine.

Depreciation rates used in the current and prior year are as follows:

Class of Fixed Asset	2024	2023	Depreciation Method
	Depreciation Rate	Depreciation Rate	
Buildings on freehold land	2.5%	2.5%	Straight Line
Leasehold property	2.5% – 12.5%	2.5% – 12.5%	Straight Line
Furniture and fittings	7.5% – 20%	7.5% – 20%	Straight Line
Computer equipment	20% – 33%	20% – 33%	Straight Line
Medical equipment	25%	25%	Straight Line
Radio equipment	25%	25%	Straight Line
Tools and equipment	6.7% – 25%	6.7% – 25%	Straight Line
Motor vehicles	15%	15%	Straight Line
Aircraft and related equipment	6,500 – 25,000 hours	6,500 – 25,000 hours	WDV units of use based on number of hours flown

e) Financial assets

Recognition and initial measurement

Trade receivables and other receivables issued are initially recognised when they are originated. All other financial assets and financial liabilities are initially recognised when the Consolidated Service becomes a party to contractual provisions of the instrument.

Notes to the financial statements

For the year ended 30 June 2024

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A financial asset (unless it is a trade receivable without a significant financing component) or financial liability is initially measured at fair value plus, for an item not at fair value through profit and loss (FVTPL) transaction costs that are directly attributable to its acquisition or issue. A trade receivable without a significant financing component is initially measured at the transaction price.

(i) Classification and subsequent measurement

On initial recognition, a financial asset is classified and measured at: amortised cost; fair value through other comprehensive income (FVOCI) – debt investment; FVOCI – equity investment; or FVTPL.

Financial assets are not reclassified subsequently from their initial recognition unless the Consolidated Service changes its business model for managing financial assets, in which case all affected financial assets are reclassified on the first day of the first reporting period following the change in the business model.

A financial asset is measured at amortised cost if it meets both of the following conditions and is not designated as at FVTPL:

- > It is held within a business model whose objective is to hold assets to collect contractual cash flows; and
- > Its contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

A debt investment is measured at FVOCI if it meets both of the following conditions and is not designated as FVTPL:

- > It is held within a business model whose objective is to hold assets to collect contractual cash flow and selling financial assets; and
- > Its contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

On initial recognition of an equity investment that is not held for trading, the Consolidated Service may irrevocably elect to present subsequent changes in the investment's fair value in OCI. This election is made on an investment-by-investment basis.

All financial assets not classified as measured at amortised cost or FVOCI as described above are measured at FVTPL. This includes all derivative financial assets. On initial recognition, the Consolidated Service may irrevocably designate a financial asset that otherwise meets the requirements to be measured at amortised cost or at FVOCI as at FVTPL if doing so eliminates or significantly reduces an accounting mismatch that would otherwise arise.

(ii) Financial assets – Business model assessment

The Consolidated Service makes an assessment of the objective of the business model in which a financial asset is held at a portfolio level because this best reflects the way the business is managed and information is provided to management. The information considered includes:

- > the stated policies and objectives for the portfolio and the operation of those policies in practice.
These include whether management's strategy focuses on earning contractual interest income, maintaining a particular interest rate profile, matching the duration of the financial assets to the duration of any related liabilities or expected cash outflows or realising cash flows through the sale of the assets;
- > how the performance of the portfolio is evaluated and reported to the Consolidated Service's management;
- > the risks that affect the performance of the business model (and the financial assets held within that business model) and how those risks are managed; and
- > the frequency, volume and timing of sales of financial assets, the reasons for such sales and expectations about future sales activity.

Financial assets that are held for trading or are managed and whose performance is evaluated on a fair value basis are measured at FVTPL.

Notes to the financial statements

For the year ended 30 June 2024

continued

e) Financial assets (continued)

(iii) Financial assets — Assessment whether contractual cash flows are solely payments of principal and interest

For the purposes of this assessment, 'principal' is defined as the fair value of the financial asset on initial recognition. 'Interest' is defined as consideration for the time value of money and for the credit risk associated with the principal amount outstanding during a particular period of time and for other basic lending risks and costs (e.g. liquidity risk and administrative costs), as well as a profit margin.

In assessing whether the contractual cash flows are solely payments of principal and interest, the Consolidated Service considers the contractual terms of the instrument. This includes assessing whether the financial asset contains a contractual term that could change the timing or amount of contractual cash flows such that it would not meet this condition. In making this assessment, the Consolidated Service considers:

- > contingent events that would change the amount or timing of cash flows;
- > terms that may adjust the contractual coupon rate, including variable-rate features;
- > prepayment and extension features; and
- > terms that limit the Consolidated Service's claim to cash flows from specified assets (e.g. non-recourse features).

Subsequent measurement and gains and losses

(iv) Financial assets at FVTPL

These assets are subsequently measured at fair value. Net gains and losses, including interest or dividend income, are recognised in profit or loss.

(v) Financial assets at amortised cost

These assets are subsequently measured at amortised cost using the effective interest method. The amortised cost is reduced by impairment losses. Interest income, foreign exchange gains and losses and impairment are recognised in profit or loss. Any gain or loss on derecognition is recognised in profit or loss.

(vi) Debt investment at FVOCI

These assets are subsequently measured at fair value. Interest income calculated using the effective interest method, foreign exchange gains and losses and impairments are recognised in profit or loss. Other net gains and losses are recognised in OCI. On derecognition, gains and losses accumulated in OCI are reclassified to profit or loss.

(vii) Equity investment at FVOCI

These assets are subsequently measured at fair value. Dividends are recognised as income in profit or loss unless the dividend clearly represents a recovery of part of the cost of the investment. Other net gains and losses are recognised in OCI and are never reclassified to profit or loss.

(viii) Derecognition

The Consolidated Service derecognises a financial asset when the contractual rights to the cash flows from the financial asset expire, or it transfers the rights to receive the contractual cash flows in a transaction in which substantially all of the risks and rewards of ownership of the financial asset are transferred or in which the Consolidated Service neither transfers nor retains substantially all of the risks and rewards of ownership and it does not retain control of the financial asset.

f) Inventories

Inventories are stated at the lower of cost and current replacement cost. Current replacement cost is the cost the Consolidated Service would incur to acquire the asset on the reporting date.

Costs are assigned on a first-in first-out principle and include expenditure incurred in acquiring the inventories and bringing them to their existing location and condition.

Notes to the financial statements

For the year ended 30 June 2024

continued

g) Cash and cash equivalents

Cash and cash equivalents comprise cash balances, short term bills and call deposits held for less than three months. Bank overdrafts that are repayable on demand and form an integral part of the Consolidated Service's cash management are included as a component of cash and cash equivalents for the purpose of the statement of cash flows.

h) Impairment

(i) Financial assets

The Consolidated Service recognises loss allowances for Expected Credit Losses (ECLs) on:

- > financial assets measured at amortised cost; and
- > debt investments measured at FVOCI.

The Consolidated Service measures loss allowances at an amount equal to lifetime ECLs, except for the following, which are measured at 12-month ECLs:

- > debt securities that are determined to have low credit risk at the reporting date; and
- > other debt securities and bank balances for which credit risk (i.e. the risk of default occurring over the expected life of the financial instrument) has not increased significantly since initial recognition.

Loss allowances for trade receivables are always measured at an amount equal to lifetime ECLs. When determining whether the credit risk of a financial asset has increased significantly since initial recognition and when estimating ECLs, the Consolidated Service considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis, based on the Consolidated Service's historical experience and informed credit assessment and including forward-looking information.

The Consolidated Service assumes that the credit risk on a financial asset has increased significantly if it is more than 180 days past due. The maximum period considered when estimating ECLs is the maximum contractual period over which the Consolidated Service is exposed to credit risk.

Measurement of ECLs

ECLs are a probability-weighted estimate of credit losses. Credit losses are measured as the present value of all cash shortfalls (i.e. the difference between the cash flows due to the entity in accordance with the contract and the cash flows that the Consolidated Service expects to receive).

ECLs are discounted at the effective interest rate of the financial asset.

Presentation of allowance for ECL in the statement of financial position

Loss allowances for financial assets measured at amortised cost are deducted from the gross carrying amount of the assets.

(ii) Non-financial assets

At each reporting date, the Consolidated Services reviews the carrying amounts of its non-financial assets (other than inventories and contract assets) to determine whether there is any indication of impairment. If any such indication exists, then the asset's recoverable amount is estimated.

For impairment testing, assets are grouped together into the smallest group of assets that generates cash inflows from continuing use that are largely independent of the cash inflows of other assets or CGUs.

The recoverable amount of an asset or CGU is the greater of its value in use and its fair value less costs to sell. Value in use is based on the estimated future cash flows, discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset or CGU.

Notes to the financial statements

For the year ended 30 June 2024

continued

(ii) Non-financial assets (continued)

An impairment loss is recognised if the carrying amount of an asset or CGU exceeds its recoverable amount.

Impairment losses are recognised in profit or loss. They are allocated first to reduce the carrying amount of any goodwill allocated to the CGU, and then to reduce the carrying amounts of the other assets in the CGU on a pro rata basis.

i) Employee benefits

Defined contribution superannuation funds

Obligations for contributions to defined contribution superannuation funds are recognised as an expense as incurred.

Long-term service benefits

The Consolidated Service's net obligation in respect of long-term service benefits is the amount of future benefit that employees have earned in return for their service in the current and prior periods. The obligation is calculated using expected future increases in wage and salary rates including related on-costs and expected settlement dates, and is discounted using the rates attached to Corporate Bonds at reporting date which have maturity dates approximating to the terms of the Consolidated Service's obligations.

Wages, salaries and annual leave

Liabilities for employee benefits for wages, salaries and annual leave that are expected to be settled within 12 months of the reporting date represent present obligations resulting from employees' services provided to reporting date, are calculated at undiscounted amounts based on wage and salary rates that the Consolidated Service expects to pay as at reporting date including related on-costs, such as workers compensation insurance and superannuation.

j) Trade and other payables

Trade and other payables are stated at their amortised cost. Trade payables are non-interest bearing and are normally settled on 30 day terms.

k) Loans and borrowings

Loans and borrowings are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, the financial liabilities are measured at amortised cost using the effective interest rate method.

l) Revenue and income

Revenue recognition policy for revenue from contracts with customers (AASB 15)

AASB 15 requires revenue to be recognised when control of a promised good or service is passed to the customer at an amount which reflects the expected consideration.

The customer for these contracts is the funding provider.

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price
5. Recognise revenue

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

Notes to the financial statements

For the year ended 30 June 2024

continued

None of the revenue streams of the Consolidated Service have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Services rendered

Revenue for providing medical services and transportation of patients consists of a fixed and variable component (number of flying hours). The revenue is recognised when the service is provided.

Grant income

Grant income arising from an agreement which contains enforceable and sufficiently specific performance obligations is recognised when control of each performance obligations is satisfied.

The performance obligations are varied based on the agreement. Payment terms vary depending on the terms of the grant, cash is received upfront for some grants and on the achievement of certain payment milestones for others.

Each performance obligation is considered to ensure that the revenue recognition reflects the transfer of control and within grant agreements there may be some performance obligations where control transfers at a point in time and others which have continuous transfer of control over the life of the contract.

Where control is transferred over time, generally the input method being costs, time or flying hours incurred are deemed the to be the most appropriate methods to reflect the transfer of benefit.

Sale of goods

Revenue from the sale of goods is recognised when the control of goods passes to the customer, which is at the time that the goods are physically transferred.

None of the items sold have any warranty attached to them.

Grant income

Assets arising from grants in the scope of AASB 1058 are recognised at their fair value when the asset is received. These assets are generally cash but may be property which has been donated or sold to the Consolidated Service at significantly below its fair value.

The Consolidated Service considers whether there are any related liability or equity items associated with the asset which are recognised in accordance with the relevant accounting standard.

Once the assets and liabilities have been recognised then income is recognised for any difference between the recorded asset and liability.

Donations

Donations collected, including cash and goods for resale, are recognised as revenue when the Consolidated Service gains control of the asset.

Bequests

Bequests are recognised when the company is notified of an impending distribution or the bequest is received, whichever occurs earlier.

Bequests of shares or other assets are recognised at fair value, being the market value of the shares or asset at the date the Consolidated Service becomes legally entitled to the shares or asset.

Significant estimates and judgements relating to revenue

For many of the grant agreements received, the determination of whether the contract includes sufficiently specific performance obligations was a significant judgement involving discussions with several parties at the Consolidated Service, review of the proposal documents prepared during the grant application phase and consideration of the terms and conditions.

Grants received by the Consolidated Service have been accounted for under both AASB 15 and AASB 1058 depending on the terms and conditions and decisions made.

Notes to the financial statements

For the year ended 30 June 2024

continued

Net financing income

Net financing income comprises interest receivable on funds invested, dividend and distribution income, changes in fair value of financial assets at fair value through profit or loss income and foreign exchange gains and losses.

Interest income is recognised as it accrues, using the effective interest method. Dividend and distribution income is recognised on the date the Consolidated Service's right to receive payment is established which in the case of quoted securities is ex-dividend date.

m) Expenses

All expenditure is accounted for on an accrual basis.

Health costs are those costs directly incurred to provide care to patients.

Program costs are those costs directly incurred in providing programs to support the objectives of the Consolidated Service other than those specified.

Administration costs are those incurred in connection with administration of the Consolidated Service and compliance with constitutional and statutory requirements.

n) Income tax

The Royal Flying Doctor Service of Australia (Queensland Section), due to the nature of its activities, has been granted an exemption from the payment of income tax under Section 50 of the *Income Tax Assessment Act 1997*.

o) Goods and services tax

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated with the amount of GST included. The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the balance sheet.

Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

p) Foreign currency risk and derivative financial instruments

The Consolidated Service uses derivative financial instruments such as forward foreign currency contracts to hedge its risks associated with the forward purchase of aircraft in USD. Derivative financial instruments are recognised initially at fair value and remeasured at each balance date. The gain or loss on re-measurement to fair value is recognised in profit or loss.

q) Leases

At inception of a contract, the Consolidated Service assesses whether a lease exists – i.e. does the contract convey the right to control the use of an identified asset for a period of time in exchange for consideration.

This involves an assessment of whether:

- > The contract involves the use of an identified asset – this may be explicitly or implicitly identified within the agreement. If the supplier has a substantive substitution right, then there is no identified asset.
- > The Consolidated Service has the right to obtain substantially all of the economic benefits from the use of the asset throughout the period of use.
- > The Consolidated Service has the right to direct the use of the asset i.e. decision-making rights in relation to changing how and for what purpose the asset is used.

The Consolidated Service has elected not to separate non-lease components from lease components have accounted for all leases as a single component.

Notes to the financial statements

For the year ended 30 June 2024

continued

At the lease commencement, the Consolidated Service recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Consolidated Service believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model where cost on initial recognition comprises of the lease liability, initial direct costs, prepaid lease payments, estimated cost of removal and restoration less any lease incentives.

The right-of-use asset is depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy. The right-of-use asset is assessed for impairment indicators at each reporting date.

The lease liability is initially measured at the present value of the remaining lease payments at the commencement of the lease. The discount rate is the rate implicit in the lease, however where this cannot be readily determined then the Consolidated Service's incremental borrowing rate is used.

Subsequent to initial recognition, the lease liability is measured at amortised cost using the effective interest rate method. The lease liability is remeasured when there is a lease modification, change in estimate of the lease term or index upon which the lease payments are based (e.g. CPI) or a change in the Consolidated Service's assessment of lease term.

Where the lease liability is remeasured, the right-of-use asset is adjusted to reflect the remeasurement or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

The Consolidated Service has elected to apply the exceptions to lease accounting for leases of low-value assets. For these leases, the Consolidated Service recognises the payments associated with these leases as an expense on a straight-line basis over the lease term.

Significant estimates and judgements

Lease term – the Directors considered the extension option on the properties and have determined that due to the market rent reviews and the remaining term of the non-cancellable lease term, it was expected that the Consolidated Service will choose to exercise the option to extend the majority of the lease term and therefore the lease payments that would arise during the optional extension periods have been included in the lease liability.

Details of leasing arrangements

1. Properties

The Consolidated Service leases hangars and office buildings throughout the state for operational purposes, these leases have varying terms dependent on the location from three to 15 years.

2. Vehicles

The Consolidated Service leases vehicles which are used by medical staff to visit patients in regional areas, the lease terms vary from two–five years and the lease payments are fixed during the lease term.

Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor are charged to profit or loss on a straight-line basis over the period of the lease.

r) Members' liability

The Royal Flying Doctor Service of Australia (Queensland Section) is incorporated under the *Corporations Act 2001* as a Consolidated Service limited by guarantee. In the event of the Consolidated Service being wound up, the liability of each of the members is limited to two dollars.

s) New standards and interpretations issued

The Consolidated Service has consistently applied the accounting policies set out in Note 28 to all periods presented in these financial statements.

t) New standards and interpretations issued but not yet effective

The Australian Accounting Standards and Interpretations that have recently been issued or amended but are not mandatory, have not been early adopted by the Consolidated Service for the annual reporting period ended 30 June 2024. The Consolidated Service has not yet assessed the impact of these new or amended Accounting Standards and Interpretations.

Directors' declaration

In the opinion of the directors of the Royal Flying Doctor Service of Australia (Queensland Section) ('the Service'):

- (a) the Service is not publicly accountable in accordance with Australian Accounting Standards.
- (b) the financial statements and notes that are set out on pages 52 to 73 are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:
 - (i) giving a true and fair view of the Consolidated Service's financial position as at 30 June 2024, and of its performance, for the financial year ended on that date; and
 - (ii) complying with *Australian Accounting Standards – Simplified Disclosures and the Australian Charities and Not-for-profits Commission Regulations 2022*; and
- (c) there are reasonable grounds to believe that the Consolidated Service will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the directors:

Dated at Brisbane 26th day of September 2024.



Georgina Somerset AM
Chair



Mark Gray
Chair Finance, Risk and
Audit Committee

Independent auditor's report

To the members of Royal Flying Doctor Service of Australia (Queensland Section)

Opinion

We have audited the Consolidated Financial Report of Royal Flying Doctor Service of Australia (Queensland Section) (the Consolidated Service Financial Report). We have also audited the Financial Report of Royal Flying Doctor Service of Australia (Queensland Section) (the Service Financial Report).

True and fair view

In our opinion, the accompanying Consolidated Service Financial Report and the Service Financial Report of Royal Flying Doctor Service of Australia (Queensland Section) are in accordance with Division 60 of the Australian Charities and Not-for-profits Commission (ACNC) Act 2012, including:

- i. giving a true and fair view of the Consolidated Service's and of the Service's financial position as at 30 June 2024, and of their financial performance and their cash flows for the year ended on that date; and
- ii. complying with Australian Accounting Standards – Simplified Disclosures Framework and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2022 (ACNCR).

The Financial Reports of the Consolidated Service and the Service comprise:

- i. Statements of financial position as at 30 June 2024.
- ii. Statements of profit or loss and other comprehensive income, Statements of changes in equity, and Statements of cash flows for the year then ended.
- iii. Notes, including material accounting policies.
- iv. Directors' declaration of the Consolidated Service.

The Consolidated Service consists of the Royal Flying Doctor Service of Australia (Queensland Section) (the Service) and the entities it controlled at the year end or from time to time during the financial year.

Basis for opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Reports* section of our report.

We are independent of the Consolidated Service and the Service in accordance with the auditor independence requirements of the *ACNC Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the Financial Reports in Australia. We have fulfilled our other ethical responsibilities in accordance with these requirements.

Other Information

Other Information is financial and non-financial information in Royal Flying Doctor Service of Australia (Queensland Section's) annual report which is provided in addition to the Financial Reports and the Auditor's Report. The Directors are responsible for the Other Information.

Our opinion on the Financial Reports does not cover the Other Information and, accordingly, we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the Financial Reports, our responsibility is to read the Other Information. In doing so, we consider whether the Other Information is materially inconsistent with the Financial Reports or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We are required to report if we conclude that there is a material misstatement of this Other Information, and based on the work we have performed on the Other Information that we obtained prior to the date of this Auditor's Report we have nothing to report.

Independent auditor's report

continued

Responsibilities of the Directors for the Financial Report

The Directors are responsible for:

- i. Preparing the Financial Reports that give a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures Framework and the ACNC and ACNCR.
- ii. Implementing necessary internal control to enable the preparation of Financial Reports that give a true and fair view and are free from material misstatement, whether due to fraud or error.
- iii. Assessing the Consolidated Service's and the Service's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate the Consolidated Service and the Service or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Report

Our objective is:

- i. to obtain reasonable assurance about whether the Financial Reports as a whole are free from material misstatement, whether due to fraud or error; and
- ii. to issue an Auditor's Report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the Financial Reports.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional skepticism throughout the audit.

We also:

- i. Identify and assess the risks of material misstatement of the Financial Reports, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ii. Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Consolidated Service's and the Service's internal control.
- iii. Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Directors.
- iv. Conclude on the appropriateness of the Directors use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Consolidated Service's and the Service's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditor's Report to the related disclosures in the Financial Reports or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditor's Report. However, future events or conditions may cause the Consolidated Service and the Service to cease to continue as a going concern.
- v. Evaluate the overall presentation, structure and content of the Financial Reports, including the disclosures, and whether the Financial Reports represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Directors of the Consolidated Service and the Service regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.


KPMG



Simon Crane
Partner
Brisbane
26th September 2024

Auditor's independence declaration under Subdivision 60–C section 60–40 of Australian Charities and Not-for-profits Commission Act 2012

To the Directors of the Royal Flying Doctor Service of Australia (Queensland Section)

I declare that, to the best of my knowledge and belief, in relation to the audit of Royal Flying Doctor Service of Australia (Queensland Section) for the financial year ended 30 June 2024 there have been:

- i. no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.


KPMG



Simon Crane
Partner

Brisbane
26th September 2024

Royal Flying Doctor Service acknowledges the Aboriginal and Torres Strait Islander peoples as the first inhabitants of the nation and the Traditional Custodians of the land.

For more information visit
flyingdoctor.com.au/qld



Royal Flying Doctor Service
QUEENSLAND SECTION