



Caring for Australians,
from the ground up.

OUR PURPOSE >

We exist to support **healthier and happier Australians**, no matter where they live, work or play.



OUR PROMISE >

The furthest corner. The finest care.

OUR STORY >

The Royal Flying Doctor Service of Australia (RFDS) has been saving lives in rural and remote Australia for more than 95 years.

Using the latest in aviation, medical and communications technology, the RFDS delivers emergency aeromedical and comprehensive community healthcare services to people who live, work and travel throughout Australia, every day (and night) of the year.

Established in 1928, the RFDS has grown to become the world's largest and most comprehensive aeromedical organisation.

Nationally, our vital services are delivered by a dedicated workforce of 1,652 staff, a fleet of 87 aircraft located at 23 aeromedical bases, 292 road vehicles and five remote community health facilities.

Today the RFDS delivers more than 340,000 episodes of care across Australia every year – equivalent to assisting someone every two minutes.

Services are delivered on a day-to-day basis by six RFDS operating sections – Central Operations (serving South Australia and the Northern Territory), Queensland Section, South Eastern Section, Tasmania Section, Victoria Section and Western Operations.

RFDS SA/NT began in 1939 and delivers 24/7 emergency aeromedical and comprehensive community healthcare services throughout South Australia and the Northern Territory.

We operate four aeromedical bases in Adelaide, Port Augusta, Alice Springs and Darwin, four remote community healthcare facilities in Andamooka, Marla, Marree and Innamincka, and a Virtual Emergency Centre in William Creek in outback South Australia, as well as Patient Transfer Facilities in Mount Gambier, Renmark and Tennant Creek.

The RFDS is a for-purpose organisation. While supported by Australian, State and Territory governments, the RFDS relies on bequests, fundraising and donations to bridge the gap in operational funding and to finance its capital-raising program for the replacement of aircraft, medical equipment and other major capital initiatives.

RFDS SA/NT is hereinafter referred to as the RFDS.



Acknowledgement of Country >

The RFDS acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to Elders past, present and emerging.

Our Patrons >

Her Excellency the Honourable Frances Adamson AC, Governor of South Australia

His Honour Professor the Honourable Hugh Heggie AO PSM, Administrator of the Northern Territory

CHAIR'S REPORT >

This year, we deepened our commitment to supporting healthier and happier Australians by expanding our service delivery and enhancing care through strong partnerships with patients, communities and health partners.

With support from our government, corporate and community partners, we have invested in purpose-built infrastructure, equipment and systems to deliver emergency and essential health services in ways and areas it has never been done before.

Our new Patient Transfer Facility in Tennant Creek, the first of its kind in the Northern Territory, is set to commence operations soon. The facility will support both patients and crews with an undercover hangar, a climate-controlled patient area, and an integrated ambulance station leased to NT Health and operated by St John Ambulance NT.

With nearly 600 RFDS landings in the past year, Tennant Creek is our busiest landing location in the Northern Territory outside of our Alice Springs Base. The multi-million-dollar development is another example of our commitment to enhancing services and purpose-driven collaboration with local health partners to ensure high-quality care for Territorians.

In partnership with the Australian Stroke Alliance, EMVision and service delivery partners, we are continuing trials of a groundbreaking portable stroke scanner, as the device advances towards commercial production.

If realised, the device will revolutionise remote emergency response – enabling faster triage, transfer, and pre-hospital or in-field treatment decisions, ultimately improving survival and recovery outcomes for stroke patients.

Meanwhile, in Port Augusta, the 'lid is off' and the roof is on at our state-of-the-art integrated primary health and education centre. Construction is well underway, and the centre is beginning to make its mark on the town's horizon.

From 2026, it will house a multi-disciplinary health clinic delivering more than 25,000 patient consultations every year, while serving as a rural and remote health education hub.

Further north and west, in partnership with the Outback Communities Authority (OCA), we have launched

an initiative to bring high-speed public Wi-Fi to outback towns by installing world-class satellite and cyber security technology.

The first towns under the pilot project, Fowlers Bay, William Creek and Marree, represent a cross-section of remote communities. This connectivity is transforming access to care via telehealth, eliminating the need for residents to travel hours for health consultations.

Operating off this high-speed Wi-Fi solution, our William Creek Virtual Emergency Centre has completed a successful first year of service.

Designed to support the outback tourist town's 26,000 annual visitors, pastoral workers, and surrounding communities, the centre enables immediate telehealth access to on-call RFDS doctors and emergency medical supplies. Already, two lives have been saved and five aeromedical retrievals have been avoided – keeping families together, minimising unnecessary hospitalisations, and freeing up capacity for RFDS crews to attend to other critical cases.

Alongside our work in the skies and 'in the cloud', we hit the road in 2025 with a new all-terrain ambulance, custom-built to provide faster, more efficient care in hard-to-reach areas. The vehicle has been stationed in the outback town of Andamooka, one of four permanent RFDS community health clinics in South Australia that continue to be a lifeline to local communities, surrounding pastoral stations and travellers.

These innovations, driven by our dedicated workforce, enable us to overcome geographical barriers and deliver faster medical triage, timely treatment and enhanced care to some of the country's most remote areas.

We are working stronger than ever alongside governments, service delivery partners, corporate sponsors, individual donors, and community supporters who make our work possible.

Once again, we were humbled to be recognised as Australia's Most Reputable Charity in the annual *Charity Retrak* survey for the 13th time and as the Most Trusted Not-for-Profit Organisation in the 2024 *Reader's Digest Trusted Brands* survey.

In 2025, we proudly hosted our inaugural National Partners Event at the RFDS Adelaide Base, showcasing the depth of our work to the corporate sponsors that provide critical funding and a shared passion for rural and remote health care.

This year also marked a major milestone, with long-serving corporate partner Beach Energy extending its sponsorship – beyond 21 years – to support the ongoing upgrade of our aircraft and life-saving equipment.

Our annual 'Wings for Life' Gala Ball drew a sell-out crowd of more than 1,000 guests and generated net proceeds of \$240,000. Meanwhile, our 'Double Up for the Doc' Giving Day returned for its second year, raising an incredible \$500,000 in under 12 hours with the support of our generous matching partners Elders Limited, S. Kidman & Co and MGA Whittles Group of Companies.

These activities, among many others led by our Philanthropy Team and supported by our donor community, contributed to a total of \$14.9 million raised in 2024/25.

This funding is vital to delivering on our ambitious strategic vision, as we expand rural and remote services, modernise our fleet of emergency aircraft and vehicles, and invest in public value projects that enhance patient care and advance the health system.

I extend my sincere thanks to my fellow Board Members for their purpose-driven leadership; to our Chief Executive Tony Vaughan ASM and the Executive Leadership Team; and to all RFDS staff and volunteers who bring our values to life every day.

I also acknowledge outgoing Board Member Claire Clutterham MP for her service, and commend Her Honour the Honourable Vicki O'Halloran AO CVO for her first year as Deputy Chair, recognising her strong leadership in the Northern Territory.

We are deeply grateful to all those who support the Flying Doctor. Your continued generosity ensures we can deliver the finest care to the furthest corner.



Peter de Cure

Peter de Cure AM
Chair



A young patient is cared for at Alice Springs Base | NT

CHIEF EXECUTIVE'S REPORT >

Our regional, rural and remote communities have long trusted the Flying Doctor to deliver the finest care to the furthest corner – and now – patients can also be assured of a world-class standard of aeromedical care.

This year, the RFDS achieved full accreditation from the European Aero-Medical Institute (EURAMI) – the leading authority and global benchmark in aeromedical quality and safety.

Following an extensive external audit, we met and exceeded international standards in Critical Care, Mental Health, Paediatric Critical Care Transport and Neonatal Critical Care Transport. It is a deserved 'gold star' and a testament to the skill and dedication of our people and systems.

We are one of only two aeromedical organisations in the nation to hold this global standard.

With a continuous commitment to improving patient care, we were proud to receive an Exemplar Practice award under the National Safety and Quality Health Service (NSQHS) Standards, for our successful development and implementation of the RFDS Electronic Health Record (EHR).

Governed by the Australian Commission on Safety and Quality in Health Care, the NSQHS Standards set the national benchmark for the quality of care consumers and funders can expect from health service organisations.

The recognition of Exemplar Practice highlights real-world examples of best practice in action such as the EHR, which for two years now has served as an 'extra pair of hands' for our medical crews, affording more time for high-quality patient care. This marked only the second time it had been presented by the Commission.

These accreditations are not just framed certificates. For our patients, they are tangible symbols of reassurance that reflect our unwavering dedication – whether in the air, on the ground, or via digital means – to deliver timely, high-quality care and treatment.

In fact, today, our largest-ever workforce and aircraft fleet are enabling more emergency responses, life-saving transfers and essential primary care to be delivered than ever before.

Over the past 12 months, we delivered more than 43,000 episodes of care to patients in South Australia and the Northern Territory – helping someone, on average, every 10 minutes. These included:

- 10,954 aeromedical evacuations;
- 6,747 face-to-face primary health consultations;
- 5,590 digital health consultations;
- 862 face-to-face mental health consultations;
- 1,857 face-to-face oral health consultations; and
- 1,743 patients transported by road.

In Alice Springs, we have expanded our care with a new road patient transport service, transferring more than 350 patients in the first eight months to ensure seamless continuity of care between our airport base and Alice Springs Hospital.

Out of Darwin, our Low Acuity Medical Retrieval (LAMR) Service continues to provide clinically and culturally safe transfers for patients returning home after hospital care across the Top End, Big Rivers and East Arnhem regions.

Our Oral Health Team delivered vital services to more than a dozen remote communities and, this year, extended into the Top End in collaboration with Laynhapuy Homelands Aboriginal Corporation in North East Arnhem Land.

From Aboriginal communities to outback homesteads, from the back of aircraft to telehealth services, our innovative hybrid model of multidisciplinary community health care continues to make a life-changing impact to remote communities in South Australia.

The first 12 months of our dedicated Child and Family Health Nursing Service delivered more than 200 consults to 80 rural and remote families, providing guidance and support on child health, development and all the milestones of the crucial first five years of life. The service has seen the revitalisation of our Bush Babies program, a virtual parenting group

that connects young families to facilitate valuable discussions around dietetics, mental health and so much more.

More than 40 remote communities in South Australia rely on the RFDS's regular fly-in services, or 'bush runs' as they're affectionately known, for essential primary health care.

Booking in for these services has just become much easier, with the launch of RFDS Bushlink, a dedicated online bookings platform.

Co-designed with RFDS primary healthcare patients, Bushlink allows people to manage appointments easily, while helping us optimise clinic and flight schedules for more effective care delivery.

Amplifying patient voices, through surveys, education and ongoing feedback tools remains an ongoing priority to ensure care remains collaborative and high quality.

In the mental health and wellbeing space, we worked with Aboriginal language experts to co-create culturally relevant resources in Pintupi-Luritja, Pitjantjatjara and Alyawarr languages – strengthening our connection to Central Desert communities and improving communication and care.

Alongside innovation, quality improvement remains a top priority. On the back of opening the William Creek Virtual Emergency Centre in 2024, we formally launched our Virtual Emergency Care Service, synergising the management of RFDS Medical Chests, Automated External Defibrillators (AEDs), telehealth hubs and First Aid training, to further expand our ability to deliver care when and where it is needed most.

To uphold the highest safety standards, we established a dedicated Aviation Safety and Quality Team, and lodged our inaugural *Modern Slavery Report* with the Australian Government – affirming our commitment to ethical procurement and responsible business practices.

We also invested in leadership through Activate, a new program for emerging leaders across the organisation. This year-long initiative equips participants with the skills and mindset to lead in the uniquely challenging RFDS environment.

All of these achievements would not be possible without our strong partnerships with like-minded partners that share a vision for improving health outcomes – no matter where people live, work or play.

I acknowledge our funding and service delivery partners in the Australian Government, the South Australian Government, SA Ambulance Service, the Northern Territory Government, St John Ambulance NT, Country SA Primary Health Network, NT Primary Health Network, Flinders and Upper North Health Network, and Aboriginal Community Controlled Health Organisations.

I particularly commend the South Australian Minister for Health and Wellbeing, Hon Chris Picton MP, for announcing an historic 10-year partnership agreement with RFDS. The renewed agreement commits the operational funding – and enhanced response capabilities – for the inter-hospital transfer of patients within the SA Hospital network for the next decade.

I extend my gratitude to Chair Peter de Cure AM and the Board, for their guidance, and acknowledge the Executive Leadership Team and every member of our workforce who has contributed to another year of patient-centred progress and proven quality care.

Finally, an enormous thank you to our *Ground Crew* – volunteers, individual donors, sponsors and supporters – who give generously, stand with us, and advocate on our behalf.

We greatly appreciate your enduring efforts that help keep the Flying Doctor flying.



Tony Vaughan

Tony Vaughan ASM
Chief Executive



OUR SERVICES >

We understand the health challenges faced by rural and remote Australians, and strive to advocate and provide evidence-based, accredited models of emergency and community health care to these communities.



Aeromedical Evacuations >

Integrated 24/7 aeromedical evacuation and coordination service spanning outback patient retrievals to inter-hospital transfers of patients from country hospitals to major metropolitan hospitals.



Long-Haul Medi-Jet >

Long-haul (interstate) transfers of critically-ill patients between major hospitals using the world's first purpose-built aeromedical jet, the *RFDS PC-24*.



Community Health Clinics >

Regular 'fly-in' health clinics delivered by a multidisciplinary clinical team of Rural Generalists, Registered Nurses and Allied Health Professionals with specialties in chronic disease, child and maternal health, midwifery, Aboriginal health, dietetics, mental health, occupational therapy, physiotherapy and podiatry.



Remote Area Clinics >

Remote Area Nurses providing in-clinic primary health care, home visits, referrals, 24/7 medical consultation and 4WD emergency ambulance services to residents and tourists in outback communities.



Telehealth & Digital Health >

Rural Generalists, Registered Nurses, Allied Health and Mental Health Clinicians providing remote scheduled and 24/7 emergency consultations to people living, working or travelling in rural and remote areas.



Medical Chests >

Provision and administration of Medical Chests and Automated External Defibrillators to isolated individuals, communities and businesses in conjunction with 24/7 on-call emergency telehealth and digital services.



Oral Health >

Dentists, Dental Hygienists and Remote Oral Health Assistants delivering a complete suite of preventative, early intervention and treatment services ranging from simple check-ups, x-rays and hygiene services through to restorations, extractions and continued roll-out of endodontic (root canal) treatment.



Immunisations >

Delivery of public health immunisation programs, including child and maternal health, targeted 'high risk' adult and disease outbreak campaigns such as COVID-19.



Mental Health & Wellbeing >

Psychologists, Mental Health Nurses, Social Workers and Community Liaison Officers working under a stepped model of care to provide culturally appropriate mental health services to isolated communities.



Aboriginal Health >

Providing advice and advocacy for Aboriginal patients from remote areas during their treatment in hospital or within their own community, including support to navigate social and health systems and language/cultural barriers.



Road Patient Transport Service >

Purpose-built RFDS ambulances and a team of Patient Transport Officers and Paramedics supporting the repatriation of patients and ambulance transport requests from public and private health service organisations.



Health Promotion >

Community engagement to build awareness and understanding of chronic disease, cancer self-screening, diet and nutrition, exercise, and mental health and wellbeing.



Emergency Training >

Provision of emergency medical skills training for service delivery partners as well as First Aid and Cardiopulmonary Resuscitation (CPR) training for people living and working in rural and remote communities.



Professional Placements >

Workplace placements in partnership with professional institutions such as the RACGP GP Registrar Program, as well as short-term placements for medical and nursing students to encourage and attract the future workforce to rural and remote medicine.



Patient Transfer Facilities >

State-of-the-art medical facilities based at regional, remote and rural airfields that enable crews to treat and stabilise patients in a safe and secure setting, equipped with medical provisions.



Passenger Transport Operations >

Reliable transport of service delivery partners, external health professionals and essential medical goods to outback communities.



Child and Family Health Nurse Tanya Eggleton performs a six-month development check on baby Ava | Outback SA

OUR ACTIVITY 2024/25 >

Every 10 minutes your Flying Doctor delivers the finest care to someone living, working or travelling in rural and remote South Australia and the Northern Territory.

5,590
Digital health
consultations

862
Face-to-face
mental health
consultations

897
Community health
vaccinations

179
Community
members trained
in First Aid

6,747
Face-to-face
primary health
consultations

102
Patients supported
by Aboriginal Health
Coordinator

10,954
Patients
transported
by aeromedical
aircraft

1,743
Patients transported
by road ambulance

193
Medical chests
under
management

1,857
Face-to-face
oral health
consultations

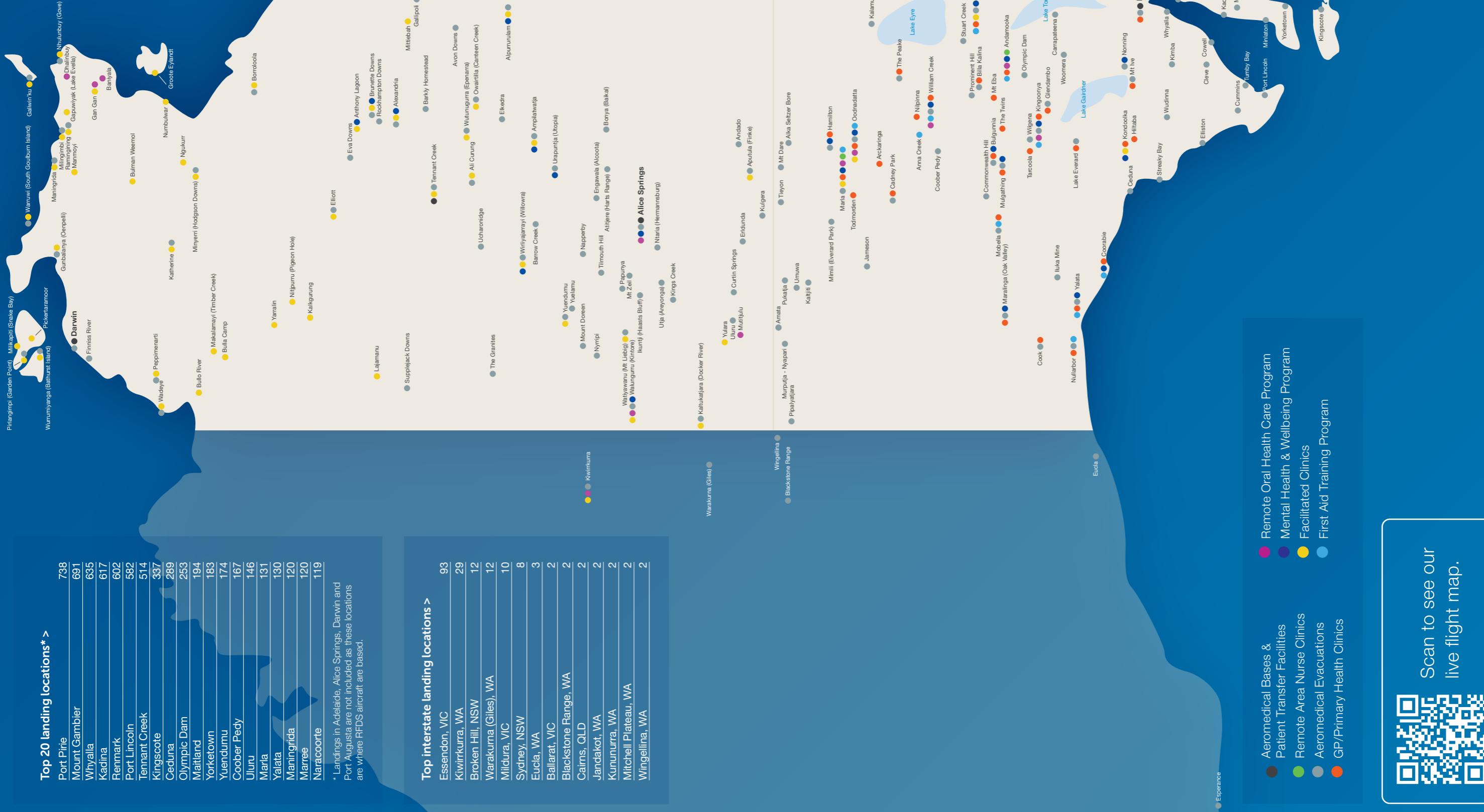
OUR FOOTPRINT 2024/25 >

Top 20 landing locations* >

Port Pirie	738
Mount Gambier	691
Whyalla	635
Kadina	617
Renmark	602
Port Lincoln	582
Tennant Creek	514
Kingscote	337
Ceduna	289
Olympic Dam	253
Maitland	194
Yorketown	183
Yuendumu	174
Coober Pedy	167
Uluru	146
Maria	131
Yalata	130
Maningrida	120
Marree	120
	110

* Landings in Adelaide, Alice Springs, Darwin and Port Augusta are not included as these locations are where REDS aircraft are based.

Top Interstate landing locations >	
Essendon, VIC	93
Kiwirrkura, WA	29
Broken Hill, NSW	12
Warakurna (Giles), WA	12
Mildura, VIC	10
Sydney, NSW	8
Eucla, WA	3
Ballarat, VIC	2
Blackstone Range, WA	2
Cairns, QLD	2
Jandakot, WA	2
Kununurra, WA	2
Mitchell Plateau, WA	2
Wingellina, WA	2



Scan to see our live flight map.



OUR SERVICE HIGHLIGHTS 2024/25 >

Stroke scanner hits the skies >

The RFDS has taken to the skies with the latest in stroke detection technology, in collaboration with the Australian Stroke Alliance and technology company EMVision.

The device, a portable lightweight radiofrequency scanner, will have the capability to diagnose the type of stroke a patient is having, paving the way for quicker triage, transfer and treatment decisions by health professionals. This can ultimately increase the chance of a successful recovery.

With a scanner on an aircraft, the RFDS can fly out, perform a scan and start treatment immediately en route to a tertiary facility. The sooner treatment begins, the better the chance of recovery and avoiding lifelong disability for a stroke patient.

The 12-kilogram device is non-ionising and is designed to provide full brain coverage in a single scan that is completed in a few minutes.

RFDS team members have received preliminary training for using the proof-of-concept device and are currently conducting physical testing in remote locations via volunteer scans of healthy patients.

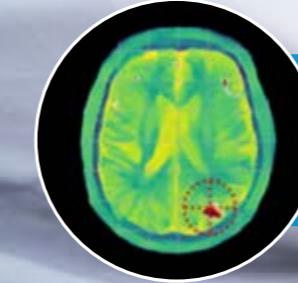
The current study – involving the RFDS, SA Ambulance Service (SAAS), SAAS MedSTAR, SA Health, the Royal Adelaide Hospital and the Australian Stroke Alliance – will assess the device's usability, reliability and other key criteria to meet user needs and global regulatory standards.

The RFDS completed the first live trial scan in rural Australia, with the scanner having flown to Port Augusta, Marree, Marla and Olympic Dam in outback South Australia this year. The plan is to conduct further trials out of Alice Springs and other remote areas, before advancing the scanner towards commercial production.



Scan the QR code to learn more.

XPS
EXTRAPOLATED SURFACE



Stroke type classification enabled by dielectric contrast between haemorrhage, ischaemia and healthy tissue.



Lightweight device uses non-ionising radiation with scan power below standard safety concern levels (<10% of a typical mobile phone).



Neurodiagnostic output provided via onboard display.

OUR SERVICE HIGHLIGHTS 2024/25 >



Territory-first comes to life >

The RFDS has completed the construction of its first remote Patient Transfer Facility (PTF) in the Northern Territory, which will be used daily to stabilise and transfer patients to and from Tennant Creek Hospital.

With close to 600 RFDS landings in the past year, the outback town of Tennant Creek is the Flying Doctor's top landing location in the Territory outside of its Alice Springs Base.

The majority of patients are transferred from Tennant Creek Hospital to Alice Springs Hospital or Royal Darwin Hospital for further treatment.

For nine months of the year, the town's average daily maximum temperature sits above 32 degrees. The facility's 'taxi-through' hangar – the second of its kind in the country – will protect patients and crews from extreme weather conditions, ensuring an improved patient experience and a more seamless journey.

The \$3.65 million project was backed by a \$949,500 grant through the Australian Government's Building Better Regions Fund, with the RFDS bridging the funding gap through fundraising with the community.

Operational from the second half of 2025, the Tennant Creek PTF will immediately assist the RFDS in caring for patients and saving lives.

Construction of the PTF was undertaken by Australian company Ahrens, who ensured local Tennant Creek businesses were engaged in the construction of the facility.

The PTF features:

- a taxi-through undercover hangar with direct access from the aircraft to the PTF;
- a climate-controlled indoor environment for the clinical handover of patients;
- a secure undercover ambulance patient drop-off area;
- a spacious floorplan to accommodate multiple patients and crews at the same time;
- an adjoining ambulance station, leased to NT Health for St John Ambulance NT operations; and
- private rest areas for patients and crews.

Care at your fingertips >

More than 40 communities in South Australia rely on the RFDS's regular fly-in primary health services, or 'bush runs' as they are affectionately known.

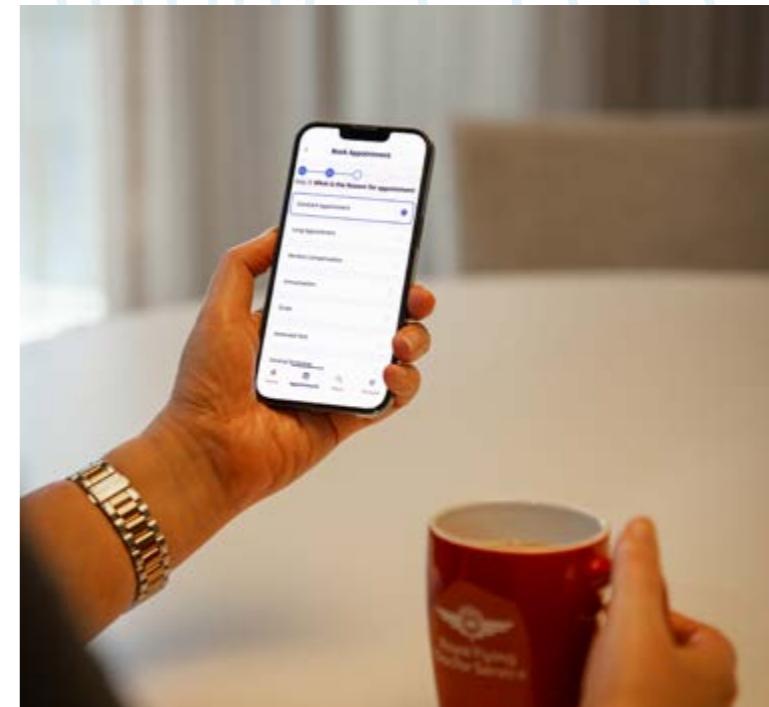
Booking in for these services has just become much easier for patients, with the RFDS launching Bushlink – a dedicated online bookings platform.

Via web browser – and soon via an RFDS mobile app – Bushlink enables patients to choose from a range of RFDS health professionals, including doctors, nurses, mental health specialists, physiotherapists, and other allied health professionals for an upcoming fly-in clinic.

Bushlink provides all-hours access for RFDS patients to book and manage their face-to-face appointments via smartphone, tablet or desktop.

By offering the ability to schedule appointments online, it ensures flight operations and clinic rostering can be optimised so patients receive the most effective care and treatment.

Co-designed with RFDS patients, the development of Bushlink has been a collaborative approach and is currently being rolled out across rural and remote communities in South Australia.



A future in the making >

Construction is well underway on the RFDS's outback centre for health, research and education in Port Augusta, set to test a groundbreaking model for fully-integrated healthcare provision and workforce development in regional Australia.

Port Augusta has been home to the RFDS for 70 years, servicing SA's outback communities with fly-in emergency and essential primary healthcare services.

As a first of its kind, the \$21 million centre in Port Augusta will provide:

- **Health Services:** integrated GP, primary and allied healthcare services in one location (approximately 20,000+ consultations per year);
- **Training:** accredited placements for GP Registrars and medical students across emergency aeromedical, and primary and allied healthcare settings; and
- **Education:** undergraduate medical and nursing student placements in partnership with universities and local Aboriginal health services.

It is anticipated the hub will help attract, train and retain a future health workforce for Far North South Australia, including much-needed Rural Generalists – doctors specialising in healthcare delivery in the bush.

The equivalent of 222 full time equivalent (FTE) jobs are being supported during the construction phase of this project, with the RFDS employing a new ongoing workforce of 17 employees as a result.

The Port Augusta project was boosted by a \$1 million funding injection through the South Australian Government's Enabling Infrastructure Program, with RFDS fundraising and partnerships offsetting the total construction cost.



OUR SERVICE HIGHLIGHTS 2024/25 >



Flying for more than health >

For the third consecutive year, a group of students from the Tiwi Islands boarded an RFDS aircraft — not for emergency care, but to participate in their first competitive race, the NT City2Surf in Darwin.

Made possible through the RFDS's ongoing partnership with Tiwi College, the multi-day journey aimed to build confidence, resilience and self-esteem by exposing the young students to new experiences beyond their remote island community.

As well as competing, the group toured the RFDS Darwin Tourist Facility, where they had the chance to engage with Flying Doctor team members and learn more about the organisation.

The partnership demonstrates that true health care extends beyond the clinical setting. Empowering healthy and happy communities is also about investing in community-led programs that contribute to physical, social and emotional wellbeing.



Stamp of approval >

The RFDS attained world-class credentials for the first time, earning a coveted stamp of approval from the European Aero-Medical Institute (EURAMI), the leading authority in aeromedical accreditation.

Following a forensic external audit over the past year, the RFDS exceeded all requirements to secure EURAMI Regional Fixed Wing Air Ambulance accreditation, with endorsements in Critical Care Transport, Mental Health Transport, Paediatric Critical Care Transport and Neonatal Critical Care Transport. It is one of two Australian organisations currently holding a EURAMI accreditation.

The RFDS also received an Exemplar Practice award under the National Safety and Quality Health Service (NSQHS) Standards, for the successful development and implementation of the RFDS Electronic Health Record (EHR).

Governed by the Australian Commission on Safety and Quality in Health Care, the NSQHS Standards set the national benchmark for the quality of care consumers and funders can expect from health service organisations.

The recognition of Exemplar Practice highlights real-world examples of best practice in action such as the EHR, which for two years now has served as an 'extra pair of hands' for RFDS clinicians. This marked only the second time it had been presented by the Commission.

For RFDS patients, these accreditations are tangible symbols of reassurance that reflect the organisation's unwavering dedication — whether in the air, on the ground, or via digital means — to deliver timely, high-quality care and treatment.

Raising bush babies >

This year marked a successful first 12 months of the RFDS's Child and Family Health Nursing Service, which provides specialist guidance and support on child health and development, breastfeeding, sleep and settling, and all the factors parents and caregivers need to know about their children during the crucial first five years.

Led by a Child and Family Health Nurse, the service works hand in glove with the RFDS's longstanding Community Midwifery Service, ensuring isolated families are supported from conception through to the first day of school.

The first year of the service saw the RFDS deliver over 200 consults to more than 80 rural and remote families, through regular checkups and health assessments across outback clinics, homesteads, in the back of a plane or via video call.

The service has included the revitalisation of the Bush Babies program, a unique initiative designed to support new parents in the outback via group video sessions.

Bush Babies, run across four-week blocks, connects isolated parents with others facing the challenges of early parenthood. It is a comprehensive, wrap-around service where parents have access to RFDS midwives, specialist nurses, dieticians and mental health professionals who guide discussions — from introducing foods to navigating postnatal anxiety.



Communicating on Country >

The RFDS Patient Experience Team has been working with Aboriginal language experts to produce in-language tools for the RFDS's Mental Health and Wellbeing Service in Central Australia — both audio and visual.

The RFDS Mental Health and Wellbeing Team based in Alice Springs drives and flies to Central Desert communities, offering one-on-one support, running group activities and spreading awareness about social and emotional wellbeing.

Given the diverse language groups in the region, the in-language resources aim to help strengthen connections with these communities. Providing accessible information is a vital part of tackling the stigma associated with reaching out for help — to overcome 'shame', a deeply embedded cultural construct in Aboriginal communities.

So far, work has been done to create Pitjantjatjara, Pintupi-Luritja and Alyawarr resources, as these languages are represented in many of the Central Desert communities supported by the RFDS.

In the past 12 months, the RFDS provided more than 460 mental health consultations across communities in the Northern Territory.



OUR PATIENT STORIES >

Our patients and communities are at the very heart of everything we do. Learn more about how the Flying Doctor is caring for Australians, from the ground up.



To Lil, it's that her children still have their mum.

With blood splayed across the white tiles of her bathroom, Lil Bryant's family and friends arrived to what looked like a scene from a horror movie.

The young mum was experiencing a secondary postpartum haemorrhage, an unpredictable pregnancy complication that causes excessive bleeding after childbirth.

Located at a remote Territorian cattle station, help was at least four hours' drive away via rough dirt roads and highways in pitch darkness.

"If the RFDS didn't exist, my kids probably wouldn't have their mum, which is a really scary thought."



To Josh, it's immediate emergency care in the middle of nowhere.

During a work trip to William Creek in Far North South Australia, Josh Larven felt his lip start to swell and had a sinking feeling of what was to come.

As a child, Josh was diagnosed as anaphylactic to various foods, but had never experienced a serious episode. It'd been a long time since his allergies were front of mind.

Fortunately for Josh, William Creek is home to a 24/7 RFDS Virtual Emergency Centre with innovative digital health technology, which immediately connected him to an RFDS doctor and treatment.

"The whole time, I genuinely felt like I was being looked after as if I was in Adelaide at a hospital."



To Robert, it's a life-saving jet journey across the country.

For Robert Wendl and his wife Katerina, life in the remote NT community of Borroloola, 1,000 kilometres southeast of Darwin, offers peace, solitude and a deep sense of purpose.

But isolation also means that medical emergencies can quickly become life-or-death situations, as Robert discovered one morning in July 2024, when he awoke with acute chest pain.

Robert was suffering an aortic dissection – a rare and often deadly condition that occurs when there is a tear in the wall of the aorta (the body's main artery), compromising blood flow to the heart and vital organs.

In a race against time, Robert now needed life-saving surgery – and the closest city with the specialist team and facilities available to respond to Robert's condition was Adelaide – almost 3,000 kilometres away.

"I knew everything was being done to keep me alive with the utmost professionalism and commitment with a special aircraft to help get me there on time."



To Ratna, it's the transfer that saved her baby boy.

More than 1,000 kilometres stood between Alice Springs mum Ratna Willis and the hospital that could help her baby boy.

Born prematurely at 31 weeks with a rare brain condition, her newborn son required urgent surgery in Adelaide to save him from lifelong complications, or potentially more devastating circumstances.

Before long, Ratna found herself in the back of an RFDS PC-24 aeromedical jet with a flight nurse, which gave her reassurance that everything would be alright.

"The experience was scary – really scary for me. But as Mum, I tried to be strong for him."

To Paul and Phil, it's saving lives through innovation and professionalism.

On an outback adventure, Phil's crash and Paul's health scare had both brothers calling for RFDS help in the space of a week.

Just days after jumping on their motorbikes from Leigh Creek, bound for the Simpson Desert, Phil came off his bike 1,000 kilometres north of Adelaide, fracturing seven ribs.

Not long after, Paul experienced a sudden neurological disorder.

"The RFDS is just a stunning service. The professionalism is beyond imaginable. They not only save your life, they make you feel comfortable while doing it."



To Lyn, it's the helping hands that carried her to safety.

In the midst of a Central Australian holiday, Melbourne tourist Lyn Bellinger had just completed the popular Kings Canyon Rim Walk when she fell ill and out of breath.

She was taken to Kings Canyon Medical Clinic, where initial tests confirmed a suspected heart issue. The nurses told Lyn she had to get to Alice Springs Hospital, 300 kilometres away.

"I saw The Flying Doctors on TV back in the day, but never in my wildest dreams did I think I'd need services from them"



Scan the QR code or visit finestcare.com.au to meet our patients and watch their stories.

OUR PEOPLE >

Staff employed >

	Full Time	Part Time	Casual
Medical Practitioners	1	20	9
Flight Nurses	25	65	20
Pilots	61	1	-
Engineering	42	-	-
Primary Health Nurses	4	9	13
Primary & Allied Health Workers	3	1	-
Mental Health Clinicians	7	1	2
Oral Health	3	2	14
Patient Transport Officers	1	4	21
Paramedics	-	-	20
Operations Communication Centre	18	1	1
Tourist Facilities	4	2	15
Executive Managers	8	2	-
Other Managers	11	5	-
Operational Support & Administration	25	14	1
Finance	7	4	-
People & Culture	17	2	-
IT	14	1	-
Marketing & Stakeholder Relations	3	-	-
Fundraising	10	2	-
Total Staff	264	136	116

Milestones >

Staff, 35 years >

Karyn Paterson, Deputy Flight Nurse Manager

Staff, 25 years >

Doug Briggs, Senior Base Engineer

Staff, 15 years >

Chris Beaver, Accounting Assistant; **Derani Burns**, Base Clinical Educator / Flight Nurse; **Adam Cattonar**, Pilot; **Denise Martin**, Aboriginal Health Coordinator; **Alistair Singh**, Flight Nurse; **Mary Vanikiotis**, Receptionist / Administration Assistant

Staff, 10 years >

Kristina Childs, Clinical Safety & Quality Systems Support Officer; **Brenton Keneally**, Senior Base Engineer; **Rachel McIntosh**, Operations Coordinator; **Rob Hane**, Production Manager

Staff, 5 years >

Kayleen Alexopoulos, Remote Area Oral Health Assistant; **Alda Boucadas**, Customer Service Assistant; **Jasmin Breslin**, Flight Nurse; **Jannene Cannard**, Flight Nurse Manager; **Brannan Clarke**, Aircraft Maintenance Engineer; **Sally Cole**, Rural Generalist Consultant; **Michelle Dobie**, Principal Advisor – Digital Health Systems & Projects; **Chris Green**, Flight Nurse; **Jacqui Jones**, Flight Nurse / Base Clinical Educator; **Montie Lester**, Pilot; **Izzy Martin Eastwood**, Flight Nurse; **Sam Mauder**, Pilot; **Jacqui Merkel**, Community Midwife; **Lee Norman**, Digital Marketing Specialist; **Mary Packard**, Community Midwife; **Debbie Portelli**, Flight Nurse; **Anthony Pryzibilla**, Executive General Manager, Operations & Logistics; **Brendan Rose**, Engineer; **Dave Rose**, Cleaner – Engineering; **Laura Sarich**, Executive General Manager, People, Culture & Environment; **Dr Mardi Steere**, Executive General Manager, Medical & Retrieval Services; **Mitchell Stennett**, Customer Service Assistant; **Joh Talman**, Operations Manager – Alice Springs; **Viv Wu**, Flight Nurse; **Evan Young**, Engineer

Values Awards >

The annual RFDS Values Awards celebrate individuals and teams who have gone to exceptional lengths in demonstrating the organisation's underpinning values.

Annie Godwin, Remote Area Nurse

Care Award (patient facing)

For demonstrating care for our patients, people, stakeholders, communities, and the work we do.

Belinda Toy, Senior Financial Accountant

Care Award (non-patient facing)

For demonstrating care for our patients, people, stakeholders, communities, and the work we do.

Quinn Mooney, Facilities Coordinator

Integrity Award

For delivering safe, high-quality services through demonstrating trust, honesty and respect.

Dr Neil Thomson, Clinical Director Retrieval Services

Collaboration Award

For listening, sharing and communicating as one team to deliver great outcomes.

Philip Remilton, Deputy Head of Flight Operations

Innovation Award

For embracing change and striving to provide industry-leading solutions.

Joh Talman, Operations Manager – Alice Springs

Chief Executive's Award

For displaying the values of care, integrity, collaboration and innovation while supporting healthier and happier Australians no matter where they live, work or play.

Alice Springs Engineering Team

Purpose Award

For supporting healthier and happier Australians no matter where they live, work or play.

Industry Awards >

Kristen Besant, Aboriginal Health Practitioner

Winner, Regional Award

2024 Gladys Elphick Awards

Dr Vaibhav Garg, Dentist

Rural/Remote Health Professional of the Year

2024 National Rural & Remote Health Awards

Ryan Klose, Chief Information Officer

Finalist, CIO of the Year

2025 Oracle Awards

Maureen Burns, Paul Campbell and Andrew Franklin – Darwin Clinical Team

CEO Commendation

St John NT Save a Life Awards



Team members at Alice Springs Base | NT

OUR PATIENT SAFETY & ENGAGEMENT >

Clinical Safety & Quality >

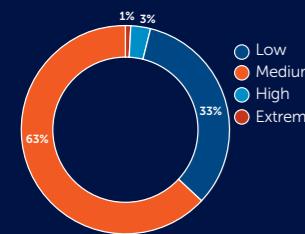
In 2024/25, the RFDS continued to strengthen its commitment to delivering safe, high-quality health care across South Australia and the Northern Territory, fostering deeper engagement and greater responsiveness in clinical governance across all services.

Incident reporting and learning

In 2024/25, the RFDS reported a total of 410 clinical incidents – more than double the previous year. This increase reflects both the continued growth in service delivery scale and a strengthening organisational culture that values transparency, safety, and continuous improvement.

Incidents were assessed using the Safety Assessment Code (SAC) framework. Of all incidents reported, 96 per cent were classified as SAC 3 or SAC 4, indicating low severity. These events often represent emerging trends or system-level issues, providing early opportunities for intervention and quality improvement. A small number of SAC 1 incidents were thoroughly investigated, deemed unexpected and unpreventable, and reviewed through robust clinical governance to inform system improvements.

Severity Assessment Code (SAC) Rating 2024/25



Incident alignment with NSQHS Standards

Aligning reported incidents with the National Safety and Quality Health Service (NSQHS) Standards enables the RFDS to manage clinical risks effectively, monitor compliance, and use incident data to drive targeted quality improvement initiatives.

In 2024/25, 44 per cent of all reported clinical incidents were aligned with NSQHS Standard 1: *Clinical Governance*. NSQHS Standard 5: *Comprehensive Care* represented the second most frequently reported category, accounting for 18 per cent. These primarily related to care assessment and planning, reinforcing the importance of robust clinical documentation and coordinated care delivery.

Clinical incident by National Standard 2024/25



Continuous quality improvement

Auditing remains a critical component of the RFDS Clinical Safety and Quality framework, enabling the assessment of healthcare practices against evidence-based standards to drive continuous improvement.

In 2024/25, 51 endorsed clinical audits were active across our service departments. Findings from these audits are regularly reviewed, with improvement actions documented and reported to clinical governance committees, ensuring visibility, accountability, and ongoing enhancement of care quality and patient outcomes.

During the reporting period, the RFDS Clinical Audit Program underwent a comprehensive review in collaboration with key stakeholders. This included a reconciliation to validate compliance with the existing audit schedule. As a result, an updated audit schedule for the 2025/26 financial year has been developed, endorsed by relevant sub-committees, and approved by the Board.

Workforce capability

A key achievement in 2024/25 included the successful orientation of 93 new clinical staff by the Clinical Safety and Quality Training Facilitator. This onboarding process ensured all incoming staff received essential training in safety, quality and clinical governance principles, equipping them with the foundational knowledge required to uphold high standards of care from day one.

Digital health and innovation

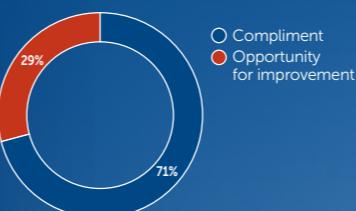
A key development was the establishment of a new Digital Health Sub-Committee under the RFDS Clinical Governance framework. This Sub-Committee will play a critical role in overseeing the safe and effective integration of digital tools and technologies to enhance care delivery in remote and out-of-hospital environments.

We are proud to have been recognised by the Australian Commission on Safety and Quality in Health Care with an Exemplar Practice award in the development and implementation of our Electronic Health Record (EHR) system. Designed specifically for remote and out-of-hospital care, our EHR is helping to ensure patients receive coordinated, safe and effective care, no matter where they are.

Consumer Engagement >

The RFDS remains committed to engaging with health consumers as a key driver of clinical safety and quality improvement. In the 2024/25 reporting period 41 health feedback submissions were received, with 71 per cent being compliments that highlighted the professionalism, compassion and high standard of care delivered by our teams. The remaining 29 per cent identified areas for improvement, providing valuable opportunities to review and enhance our services. All health consumer feedback is regularly reviewed and reported to the RFDS Health Consumer Advisory Committee and the RFDS Board, ensuring that consumer perspectives are embedded in our decision-making processes and continue to inform the delivery of safe, responsive and high-quality care.

Health consumer feedback 2024/25



Co-designing services to improve patient experience

Delivering safe, high-quality, person-centred care requires meaningful collaboration with the people we serve. Understanding the needs of the diverse communities we assist, supports the RFDS to meet its promise: *The furthest corner. The finest care.*

Informed by the Australian Charter of Healthcare Rights, and the NSQHS Standard 2: *Partnering with Consumers*, the RFDS Patient Experience Team works to embed the voices of patients, families, and communities directly into the design, delivery, and evaluation of services.

Over the past year, 155 consumer voices from remote South Australia and the Central Desert region of Northern Territory have contributed their insights to shape service improvements and the delivery of exciting innovations, such as:

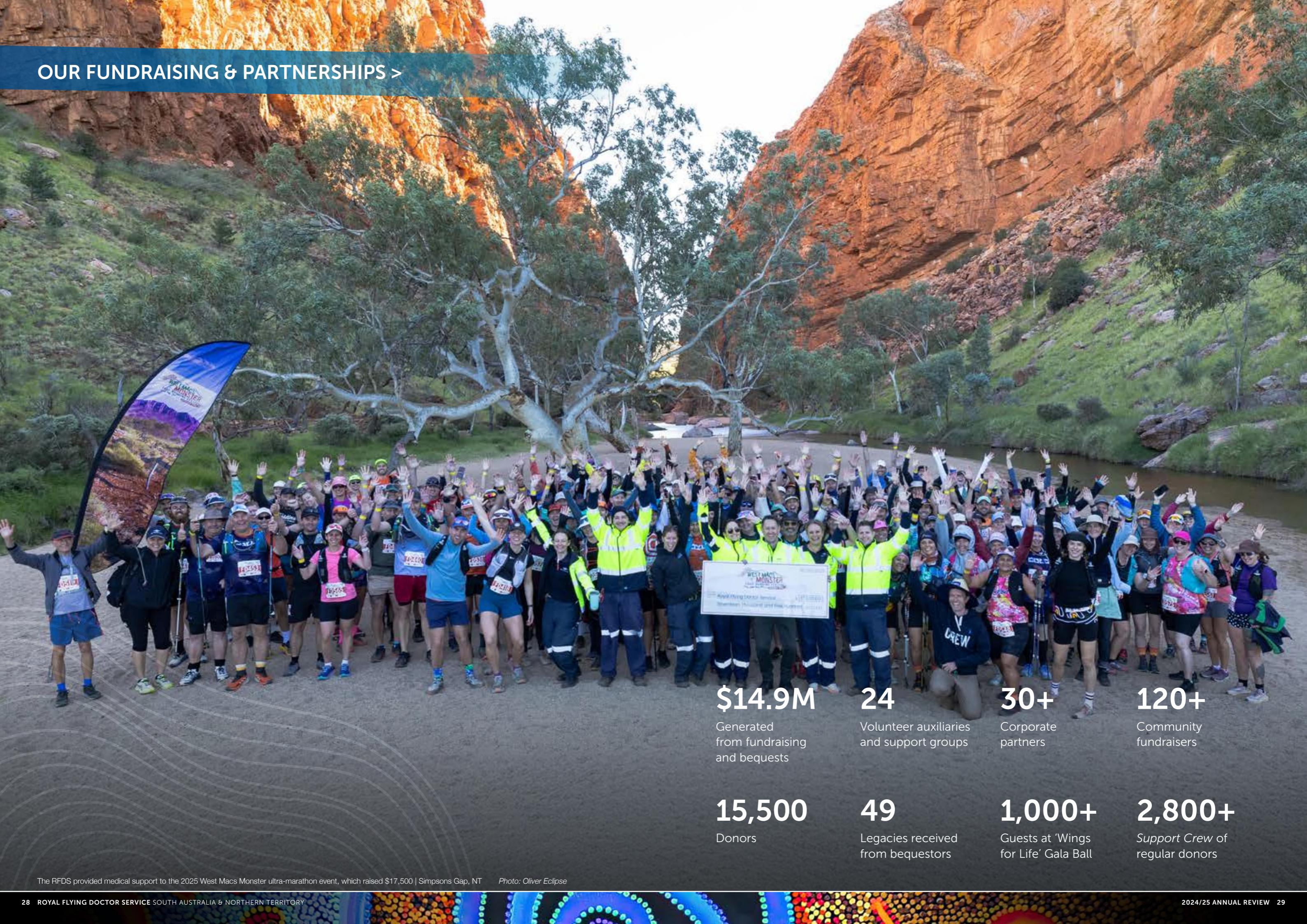
➢ **Bushlink:** an online patient bookings platform that provides 24/7 access to manage face-to-face primary health appointments.

➢ **Patient Services Website:** a digital portal dedicated to providing clear information and easy navigation of healthcare services.

➢ **Talking Brochures:** A suite of Mental Health Service resources for communities in Central Australia in the languages of Alyawarr, Pintupi-Luritja and Pitjantjatjara - both visual and audio.

These initiatives reflect a continued commitment to listening, learning, and co-creating with those who use RFDS services – partnering to strengthen the nexus where care is experienced.

OUR FUNDRAISING & PARTNERSHIPS >



OUR FUNDRAISING & PARTNERSHIPS >

Here are just some of the many incredible fundraising efforts for the Flying Doctor throughout 2024/25.



'Double Up for the Doc Day' raised \$500,000 in under 12 hours with the help of our donors and matching partners.

Our dollar-matching partners >



The RFDS Port Lincoln Auxiliary raised \$200,000 in what was a record fundraising year.



In loving memory of their late son and brother, the Bruhn family continue to support the RFDS through their 'Lewis' Long Lunch' event, raising \$20,000 this year.



The Naracoorte Rural Women's Association held its inaugural Hynam Woolshed Ball, raising \$41,000.



The Limestone Coast's latest billboard, courtesy of the RFDS Kingston SE Support Group, volunteers, local businesses and community.



Team Cobber raised more than \$170,000 in the 2025 RFDS Outback Car Trek.



The RFDS Clare Support Group's inaugural Black Tie Ball at the Clare Valley Aerodrome raised more than \$26,000.

OUR CORPORATE PARTNERS >

Jet Partner



Aircraft Partner



Major Partners



National Partners



Community Partners



Supporting Partners



OUR HEALTH PARTNERS >

We thank the following partners for working with and supporting the RFDS in 2024/25.

Funding Partners



Health
Flinders and Upper North Local Health Network

Service Delivery Partners >

Adelaide United Football Club
Alpurrurulam School
Alpurrurulam Community Health Centre
Ampilatwatja Health Centre
Aboriginal Corporation
Ampilatwatja School
Amplar Health
Anyinginyi Health Aboriginal Corporation
Arlparra School
Ashford Hospital
AusCycling
Barkly Regional Council
Bicycle SA
Calvary Health Care
Central Australia Health Service
Central Australian Aboriginal Congress Aboriginal Corporation
Central Australian Retrieval Service
Central Desert Regional Council – Community Development Program
Charles Darwin University
Child and Family Health Service (Women's and Children's Health Network)
Country & Outback Health
Envista
Event Managers Australia
Eyre & Far North Local Health Network
Flinders University
GPex
headspace
Isolated Children's Parents' Association
Kakarrara Wilurrara Health Alliance
Laynhapuy Homelands Aboriginal Corporation
Medical Retrieval & Consultation Centre (MRACC)
MedSTAR Emergency Medical Retrieval
Mutitjulu Community Aboriginal Corporation

Aviation Partners >

Adelaide Airport
Aerodrome Design Services
Airservices Australia
Civil Aviation Safety Authority
FlightSafety International
NT Airports
NT Department of Logistics and Infrastructure
OzRunways
Regional Aviation Association of Australia

Skills Training Partners >

Advanced Maternal and Reproductive Education Australia
Advanced Paediatric Life Support Australia
Charles Darwin University
Edvoke Education
Guardian Personal Safety Training
Launch Learning Online
Medical Retrieval & Consultation Centre (MRACC)
Office of the Chief Psychiatrist
Parasol Medical Training
Resuscitation Australia
Riverland Academy of Clinical Excellence
Rural Doctors Workforce Agency
SA Ambulance Service
Skilled Manual Handling
St John Ambulance NT
St John Ambulance SA
The University of Adelaide
The University of Tasmania
Women's and Children's Hospital (SA Health)

AWARDS >

Regional Fixed Wing Air Ambulance Accreditation (European Aero-Medical Institute [EURAMI])

National Safety and Quality Health Service Standards Exemplar Practice (Australian Commission on Safety and Quality in Health Care)

2025 Australia's Most Reputable Charity (Reprak)

2024 Australia's Most Trusted Charity (Reader's Digest)

2025 Tripadvisor Travellers' Choice Award

OUR COMMUNITY PARTNERS >

Through the generosity of our corporate and community partners, donors, bequests, volunteers and staff, \$14.9 million was raised in 2024/25 to help keep the Flying Doctor flying.

Auxiliaries & Support Groups >

Adelaide Auxiliary
Ceduna Support Group
Clare Support Group
Copper Coast & District Support Group
Cowell & District Support Group
Fleurieu Support Group
Gawler & District Support Group
Jamestown & District Support Group
Kangaroo Island Support Group
Kimba & District Support Group
Kingston & District Support Group
Marree Support Group
Millicent & District Support Group
Mount Gambier Support Group
Naracoorte & District Support Group
Port Augusta Auxiliary
Port Lincoln Auxiliary
Port Pirie & District Support Group
Riverland Support Group
Roxby Downs Auxiliary
Southern Yorke Peninsula Support Group
Sunraysia Support Group
Tatiara Support Group
Whyalla Support Group

Volunteers >

Speaker Program Volunteers
Simulator Volunteers
Operational Volunteers
Adelaide Office Volunteers
'Wings for Life' Gala Ball Volunteers
Royal Adelaide Show Volunteers
Knitting Volunteers

Meritorious Service Awards >

Lynne Boss
Peter Boss
Patricia (Pat) Jones

Community Fundraisers >

AGL Energy
Agribusiness Australia
Alice Springs Running and Walking Club – West Macs Monster Trail
Angela Smith
Anon Ymiod
Arthur Brinsley
Assetlink Village Services
Athletics Northern Territory – NT City2Surf
Australian Science & Mathematics School
Australian Stud Sheep Breeders Association
B.J Taylor & B.R Whittenbury
Bad Penny Social Club
Balhaves of Coonawarra
Border Village Roadhouse – Border Dash

Nelson Indoor Bowling Club

The North Australian Pastoral Company
Norwood Secondary College
Novafast Holdings
Nullarbor Roadhouse Pty Ltd
Oodnadatta Racing & Horse Sports Club
OZ Bash Outback Odyssey
Palmer Golf Classic
Palmers Tours
Petroleum Exploration Society of Australia
Pink Roadhouse
Play for Purpose
Port Augusta City Council
Port Augusta Racing Club
Port Broughton Uniting Church
Opportunity Shop
Port Lincoln Hotel
Price Progress Association Inc Golf Club
Qube Logistics
R Marine SA
Raid Australia
Renmark Club
Renmark Horse and Pony Club
Renmark Hotel
Renmark Lions Club
River Murray Boat Owners Association
Riverland Car Club & Rodders
Robyn and Simon Schinckel's Garden Party
Rodeo by the Sea
Rotary Club of Barossa Valley
Rotary Club of Dubbo South
Rotary Club of Holdfast Bay
The RV Hub
SA Quilters
Seymour College Boarders
Simpson Desert Bike Challenge
Southern Eye Trailers
The Southern Grassfed Carcase Classic
St Peter's College
Star Electrical – Team Three Stooges (Oz Outback Odyssey)
Strathalbyn Racing Club
Streaky Bay Community Hotel Board
Switchback Riders
SYP Community Shop
Team Cobber (The Outback Car Trek)
Unity Op Shop Port Lincoln
Walk the Yorkes for Charity
Welly's Run
William Creek Gymkhana Committee
William Creek Hotel
Wudinna & Districts Business and Tourism Association
Wudinna Bowling Club
Xpedition Tagalong Tours

WINGS FOR LIFE 2025 >

It was the wickedest night at our 'Wings for Life' Gala Ball at the Adelaide Entertainment Centre in May, with more than 1,000 guests joining the magical Emerald City Ball edition.

A whopping \$240,000 was raised on the night, which will directly benefit the RFDS's capital-raising program for the purchase and replacement of 'flying intensive units', so that it can continue to provide the finest care to the furthest corner.

Thank you to MC Ali Clarke, entertainment acts Ding Productions, The Robbie Williams Experience and Motel Music, event and corporate sponsors, volunteers and prize donors. This year marked 24 years of 'Wings for Life', an event made possible by ongoing philanthropic support.

Major Sponsors

Heathgate Resources, MGA Whittles Group of Companies, Iluka Resources, BHP, S Kidman & Co, Peter Kittle Motor Company, Beach Energy, Ahrens, HCF

Major Donors

Edible Blooms

Aircraft Partner

Pilatus Aircraft Ltd

Supporting Sponsors

Elders Limited, Novatech, WDM, DogRidge Wines, Balter Brewing



How you can help >

Help us continue to deliver the finest care to the furthest corner of Australia.

- › Mail your donation to:
Royal Flying Doctor Service
PO Box 381
Marleston SA 5033
- › Call us on 1800 813 318
- › Email us at enquiries@flyingdoctor.net

- 💻 flyingdoctor.org.au/sant
- 🌐 @flyingdoctorsant
- 𝕏 @royalflyingdoc
- ଓ @royalflyingdoc
- linkedin @royalflyingdoctorservice



Visit flyingdoctor.org.au/sant
to make an online donation

Where to find us >

Adelaide Base

1 Tower Road, Adelaide Airport SA 5950
t 08 8238 3333
e enquiries@flyingdoctor.net

Alice Springs Base

28 Davis Drive, Alice Springs NT 0870
t 08 8958 8400

Darwin Base

10a Lancaster Road, Eaton NT 0820
t 08 8998 9940

Port Augusta Base

Airport Road, Port Augusta SA 5700
t 08 8648 9500

Andamooka Health Service

Hospital Road, Andamooka SA 5722
t 08 8672 7087

Innamincka Health Service

Browne Street, Innamincka SA 5731
t 08 8080 3790

Marla Health Service

8 Cockatoo Crescent, Marla SA 5274
t 08 8670 7007

Marree Health Service

First Street, Marree SA 5733
t 08 8675 8345

Alice Springs Tourist Facility

8-10 Stuart Terrace, Alice Springs NT 0870
t 08 8958 8411 w rfdsalicesprings.com.au

Darwin Tourist Facility

39 Stokes Hill Road, Darwin NT 0800
t 08 8983 5700 w rfdsdarwin.com.au

