



Royal Flying Doctor Service

The furthest corner. The finest care.

The Flying Doctor

The official newsletter of the Royal Flying Doctor Service

WESTERN AUSTRALIA • SEPTEMBER 2015



IN THIS ISSUE >

- > 2014/15 Year in Review
- > Derby Base Diamond Jubilee Ball
- > A New Era of Aircraft
- > Aero Medical & Aviation Training Centre of Excellence

A MESSAGE FROM OUR CEO >



Dear Supporters

2015 marks the 80th year of the RFDS providing aero medical and primary health care services in Western Australia, where the need and patient demand for our assistance continues to grow, and our footprint is evolving to match.

In the past 12 months, we’ve flown 9,132 sick and injured patients to hospitals around the state and received 41,200 telephone calls for medical assistance and advice. Our pilots made almost 18,823 landings around WA, and flew over eight million kilometres across our vast state.

Recently we held our annual fundraising ball at Crown Perth. The prestigious Altitude Ball, black tie ball was a glamorous evening of fine-dining and world class entertainment from the likes of Jessica Mauboy. Altitude 2015 sold out in record time, and the 760 attendees experienced a memorable night, raising a considerable amount for the RFDS through the various raffles and auctions. Altitude 2015 was an astounding event and we’re grateful to all who supported us on the evening.

Whilst we reflect on our past 80 years here in WA, we’re looking evermore to the future and how we can build a sustainable future for the RFDS over the next 80 years and beyond. Whilst our new base is being constructed in Broome, the Jandakot Base hangar is set to undergo a development to accommodate the revolutionary Pilatus PC-24 long range jet aircraft which are due to arrive from 2017. Alongside the hangar expansion, the Aero Medical and Aviation Training Centre of Excellence will be developed, as well as a state of the art state-wide Coordination Centre. You can read all about these exciting developments and more inside.

We are very excited to see the evolution of the RFDS in WA to meet the needs and demands of our patients and thank you for your ongoing support and continued commitment to our Royal Flying Doctor Service.

Grahame Marshall
Chief Executive Officer
Royal Flying Doctor Service, Western Australia

2014/15 YEAR IN REVIEW >

THE RFDS IN WESTERN AUSTRALIA PROVIDES THE FINEST CARE TO THE FURTHEST CORNER, PROVIDING AERO MEDICAL AND PRIMARY HEALTH CARE TO THOSE IN NEED ACROSS 2.5M SQUARE KILOMETRES.

OVER THE PAST 12 MONTHS, THE NUMBER OF PATIENTS FLOWN INCREASED BY 3%.



RFDS ESPERANCE AUXILIARY PROFILE >

In this issue, we profile the RFDS Esperance Auxiliary, a dedicated group of 23 individuals, led by President Helen Scott.

Since its inception in 1998, the RFDS Esperance Auxiliary has raised \$927,000 for the RFDS here in Western Australia. The committee and countless volunteers run a number of fundraising activities throughout the year in Esperance and its surrounds, ranging from firewood cutting, private donations, displaying donation tins, hosting

barbecues, sausage sizzles and open gardens, and raffles.

“We are just a bunch of passionate country folk who want to do good in our community and ensure we play our part in the RFDS continuing to do the great job it does”, says Helen.

This year alone, the RFDS Esperance Auxiliary have already raised \$80,000 of much needed funds to support the Flying Doctor – who on average, flies in to Esperance four times a week to transport sick and injured

patients. We are told that the Flying Doctor’s presence is felt greatly in the regional town, with around half of the community having personally relied on the service.

Nick Harvey, General Manager of Marketing and Communications for the RFDS in WA, says “We are very grateful for the RFDS Esperance Auxiliary, who not only raise critical funds for the RFDS, but importantly, represent us as ambassadors in their community.”

CONTACT DETAILS

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

Business contact details

TEL (08) 9417 6400
FAX (08) 9417 6499
EMAIL fundraise@rfdswa.com.au

Follow us on

Website

flyingdoctor.org.au

Medical Emergencies only

1800 625 800

Our Doc Shop carries a range of official RFDS merchandise.

flyingdoctor.org.au/shop

Kalgoorlie Visitor Centre

(08) 9093 7595

DERBY BASE DIAMOND JUBILEE BALL >

2015 has been a year of celebrations for the RFDS here in WA. In addition to our 80th Anniversary, our Derby base is also celebrating their 60th Anniversary! To mark this special milestone, our Derby base created a unique event to mark their Diamond Jubilee!

On Saturday, 22nd August the Derby hangar came alive for the Diamond Jubilee Fundraising Ball. The Hangar was transformed into a glistening ballroom for the sold out event, with 220 attendees from the local community raising over \$22,000 for the RFDS. It was a wonderful evening enjoyed by all who attended.

DERBY REDEVELOPMENT

Redevelopment of the Derby base brings all administrative and operational staff together into one facility to provide better efficiency and overall outcomes for patients and staff.

The redevelopment at the Derby Airport has a purpose built patient treatment and transfer facility and aircraft hangar to provide the best possible service and outcomes for our patients.

TOOL CONTROL TECHNOLOGY INTRODUCED

Safety is paramount when it comes to maintaining and operating RFDS aircraft. The RFDS has introduced state of the art technology to align with industry best practice.

Thanks to a partnership with Snap On Tools, the engineering department of the RFDS have received the latest in tool control technology. The ‘Snap On Automated Toolkits’ combine

networked tool storage with inventory management software to reduce the risk of hand tools being left in aircraft.

The robust system is installed with user identification technology and a camera to capture the contents of the toolbox. The tools being used by each engineer are automatically tracked to reduce the risk of foreign damage in the aircraft.

This innovative addition to the RFDS increases aviation safety for patients and staff.



RFDS Engineer Mark Crittenden with Snap On Toolkit

A NEW ERA OF AIRCRAFT



PC-24 Illustration

KEY FACTS:

- > IMPROVED FUEL EFFICIENCY
- > CRUISING SPEED OF 780KM/H
- > INCREASED CAPACITY FOR 3 STRETCHERED PATIENTS
- > BESPOKE AERO MEDICAL DESIGN AND FIT OUT
- > SHORT TAKE OFF AND LANDING CAPABILITIES
- > ACCESS TO UNSEALED REMOTE AIRSTRIPS

The Pilatus PC-24 long range jet is set to revolutionise aero medicine for the patients of the Royal Flying Doctor Service, ensuring better outcomes for people in WA.

Grahame Marshall, RFDS WA CEO said “in order to maintain our high standard of timely services to the people of WA, our current fleet of 14 Pilatus PC-12 aircraft and a Hawker 800XP jet needs to change and expand.”

The RFDS will welcome the first of 3 new Pilatus PC-24 long range jet

aircraft from 2017. The innovative aircraft will deliver increased fuel efficiency with twice the cruising speed of the PC-12. With an increased capacity to carry three stretchered patients, the ability to land on unpaved airstrips and shorter take off and landing capabilities, the PC-24 jets will be a game changer for the RFDS.

Ultimately, it means we will be able to retrieve patients even more efficiently, and faster, from a greater number of locations around the state.

Long term RFDS Corporate Partner, Rio Tinto, has been instrumental in enabling innovative aero medical emergency health and evacuation services to Western Australia as a result of their support of the Rio Tinto Life Flight Jet.

Rio Tinto is recognised as the exclusive partner of the PC-24 jets, enabling one of the most innovative shifts in the history of the Royal Flying Doctor Service.

SOPHIE’S STORY: RFDS FLIGHT NURSE



RFDS Flight Nurse Sophie Pepper

I currently work full time as a Flight Nurse for the Royal Flying Doctor Service in Western Australia. From a very young age I was interested in becoming a nurse and what the profession offered. I grew up in a small country town in a family of health professionals that were dedicated to promoting health. I spent many hours in rural hospitals volunteering my time and learning about the profession before enrolling in university on completion of high school.

During my time at university, it became apparent to me that a career in retrieval medicine, and the RFDS was my chosen career pathway. I worked for 5 years in a hospital setting before finally joining the Royal Flying Doctor Service.

It was a combination of aspects that got me interested in flight nursing; firstly, a strong interest and enthusiasm in the fields of critical care and midwifery and secondly, an interest in providing the highest standard of care to rural and remote areas of Australia. Then there’s the fun and excitement of no day ever being the same — seeing different places every day, balancing aspects of patient care, support and interventions with aero medical logistics and being an independent clinician.

I personally love being a flight nurse and find my job very rewarding. I enjoy the teams and close knit community in which we work, the satisfying and exciting situations in which we are exposed to, the various professions that interlink in supporting patients to receive care, and finally the logistics of getting an experienced team together

into an aircraft with prioritisation, communication and emphasis on the patient’s needs.

There is no typical day as a flight nurse, life is never boring. It’s exciting and on the go and every day varies significantly. In a week a flight nurse may work a variety of nights and days, with a range of people. They may land on a road, a remote dirt strip, may fly out to an isolated community to deliver a baby, may transport a sick neonate or intubated patient from one hospital to another. They may be mid-flight to transport a patient and get diverted to a serious quad bike accident, motor vehicle accident or station accident that requires immediate treatment – every day ranges significantly.

I have been exposed to minor cases through to some very serious cases. I have experienced road landings, dirt strip landings, headlight and flare landings, and been involved with birthing babies on the tarmac.

The thing that has surprised me the most is how large Australia is, how long it takes to get to people in need, and most of all how resilient people in outback communities are.

Someone in a remote community may sustain a serious life threatening injury in which it may take two hours for us to get to them, although despite this, the communities band together with knowledge, skills and a friendly attitude to all play a part in making it easy to get them help, comfort, support and keep them alive until assistance arrives. This may include using an RFDS medical chest from a station 200km away.

I encourage everyone that is interested in becoming a flight nurse, to just do it. I love my job and would not change a thing.

NURSE SOPHIE PEPPER

IN JULY 2015

- > BASED IN PORT HEDLAND
- > FLEW 23,800 KILOMETRES
- > FLEW TO 11 REMOTE OR RURAL COMMUNITIES
- > 65 HOURS FLYING TIME
- > TOTAL OF 12 DAY SHIFTS AND 8 NIGHT SHIFTS COMPLETED
- > 36 LOCATIONS ATTENDED
- > 21 PATIENTS ATTENDED INCLUDING 3 BABIES UNDER 1 AND THE OLDEST PATIENT WAS 81 YEARS.



ALTITUDE 2015 >

WE WOULD LIKE TO
ACKNOWLEDGE THE
GENEROSITY OF OUR SPONSORS
AND EVENT SUPPORTERS,
WITHOUT WHOSE HELP THE
EVENT WOULD NOT BE THE
AMAZING SUCCESS IT IS.

Australian singer Jessica Mauboy



Reigan Derry, Bianca Wheeler, CEO Grahame Marshall, Dami Im, Jessica Mauboy



Auctioneer and MC Tim Gossage



Peter and Janie Langrell

A FUNDRAISING SUCCESS

This year's RFDS fundraising Altitude Ball at Crown Perth, presented by Pilatus, was another tremendous success with a record breaking number of attendees. The sell-out Ball was a memorable night for the 760 guests who enjoyed an amazing spectacle, dug deep and raised much needed funds for the RFDS through a range of raffles and auctions.

Planning is already underway for next year's Altitude Ball, which we expect to again be a sell out. To register your interest for next year's premier event or to become a Corporate Ball Sponsor, call Susan Imgrund on (08) 9417 6400 or visit altitudeball.com.au.

We would also like to acknowledge the generosity of our sponsors and event supporters, without whose help the event would not be the amazing success it is.



RFDS AERO MEDICAL & AVIATION TRAINING CENTRE OF EXCELLENCE >

As the need for our services continues to grow, the facilities at the Jandakot base need to accommodate this growth. This includes the expansion of operational facilities including hangars to accommodate the Pilatus PC-24 jets for engineering and maintenance, as well as a state of the art state-wide Coordination Centre and the Aero Medical & Aviation Training Centre of Excellence.

RFDS Aero Medical & Aviation Centre of Excellence

The RFDS Aero Medical & Aviation Training Centre of Excellence will be a significant and needed feature at Jandakot; a designated facility for training and education. The centre will consist of training facilities for pilots, medical and engineering staff, as well as a historical archive museum showcasing the rich 80 year history of the RFDS in Western Australia.

Level D PC-12 NG Simulator

We are aiming to raise sufficient funds to purchase a PC-12 Simulator; the only one of its kind in the Southern Hemisphere, to be housed in the RFDS Aero Medical & Aviation Training Centre of Excellence.

The Simulator will be utilised to train pilots in what is the most realistic

flight simulator available. This incredible technology will allow both RFDS and external pilots to train and gain their qualifications as well as practice safe flight techniques, and emergency situations.

The revolutionary technology is beneficial to the RFDS and the patients we serve, as aircraft will no longer need to be used for training purposes, and instead can remain in operation to save lives and fly those in need. Pilots will have the most comprehensive skill set available, increasing the capability and capacity of services provided to Western Australians.

Hypoxia Training System

The RFDS Aero Medical & Aviation Training Centre of Excellence will also include the Hypoxia Training



PC-12 Level D Simulator interior

System, used to educate all flight staff, including pilots, doctors and nurses, in identifying hypoxic symptoms in others, and simulating safe practice in hypoxic situations.

Safety innovation is paramount to the RFDS and the benefit of having the Hypoxia Training System in the RFDS Aero Medical & Aviation Training Centre of Excellence means staff will be fully trained to overcome any potential in-flight situations that may arise if oxygen is lost, a crucial practice for the safety of all on board.

To make all of this a reality, the RFDS relies on funding from private donations, philanthropic grants, private trusts, events and community fundraising. If you are interested in supporting this project please contact us on (08) 9417 6400.

2015 XMAS CARDS NOW AVAILABLE >

YOUR SUPPORT MAKES OUR LIFE SAVING WORK POSSIBLE! >

Assorted packs of 10. Mixed and single designs >
Limited availability!

PURCHASE ENQUIRIES:

☎ 9417 6400

@ FUNDRAISE@RFDSSWA.COM.AU

JOHN'S STORY >

HEART PATIENT



John and Pauline Stephenson

British couple John and Pauline Stephenson had been camping in Carnarvon in April when John started to feel ill. Having recently had shingles, Pauline thought she would monitor him. When the sickness didn't go away, she decided to take him to hospital.

This proved to be a critical move as John's condition didn't improve after arriving at hospital. On April 1, John was admitted to

Exmouth Hospital and hospital staff administered antibiotics. A nurse came to see him later that evening and found him to be unresponsive. It was a code blue situation and medical staff began CPR. John had suffered a cardiac arrest.

His situation was critical and he needed specialist medical care. John was put into a medically induced coma and the Flying Doctor was called to fly him to Perth where he could receive specialist treatment.

After a matter of days, and with his wife Pauline by his side, John woke up.

His situation remains a medical mystery as the reason for his cardiac arrest is unclear. All his wife knows is that without the care John received from the RFDS he surely wouldn't be here today.

"I'm not sure what would have happened but I know without the Royal Flying Doctor Service we would have been really stuck," she said. "We are just glad that such services exist as Australia is so vast. In the UK we are never far from an Emergency department — in Australia, the RFDS bring the emergency department to you."

AS A SUPPORTER YOU ARE HELPING US KEEP SO MANY FAMILIES LIKE JOHN AND PAULINE'S TOGETHER.

PEER TO PEER FUNDRAISING – WHAT IS IT?

YOU MAY HAVE HEARD ABOUT PEER TO PEER FUNDRAISING



HBF Run for a Reason

At the RFDS, we like to call peer to peer fundraisers 'heroes' and 'sponsors'. A hero is a supporter who participates in a fundraising activity or event, like a fun run. Their sponsors are supporters who donate to the hero's cause. RFDS is proud to be a beneficiary in many peer to peer fundraising events such as the following:

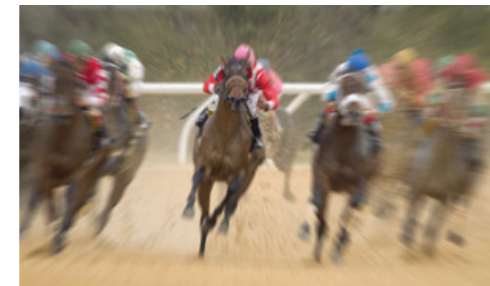
- > HBF Run for a Reason
- > Chevron City to Surf
- > Karma Resorts Rottnest Channel Swim

What you may not know is that for most of these events you can select the charity you would like to raise funds for. The next time you take part in a peer to peer event, please think of us and make us your beneficiary. We would be proud to have you on board.

Whatever challenge you set for yourself, good luck with your next run, jog, cycle or swim. The sky is the limit!



WHAT'S ON IN SUPPORT OF RFDS >



> KULIN BUSH RACES

2ND TO 4TH OCTOBER 2015

This year, the Kulin Bush Races celebrate their 21st Birthday. As long time supporters of the RFDS, the Novelty Tin Horse Race and Auction is being held on Friday 2nd October. This is an event not to be missed! For more information please visit <http://kulin.wa.gov.au/main/tourism/kulin-bush-races/>



> ON THE ROAD AGAIN TOUR – 'CAPE TO CAPE'

10TH TO 17TH OCTOBER 2015

The On the Road Again Tour is back again in 2015! This event is open to pre-1980 vehicles plus any-age 4WDs. Entrants are encouraged to adopt a theme for their vehicle and crew.



> PERTH 4WD AND ADVENTURE SHOW

6TH - 8TH NOVEMBER 2015

The RFDS will once again be involved with the Perth 4WD and Adventure Show which is being held at McCallum Park. Come down and visit the RFDS Pilatus PC-12 Model as well and enjoy non-stop entertainment, attractions, and a variety of demonstrations and activities on all things 4WD & adventure.



> CHRISTMAS LIGHTS

DECEMBER 2015

To celebrate the festive season and raise funds for the RFDS, a number of families throughout both regional and metropolitan WA adorn their homes with Christmas lights. We would like to encourage more families to get involved in this fun activity.



> KARMA RESORTS ROTTNEST CHANNEL SWIM

27TH FEBRUARY 2016

Registrations for the 2016 Karma Resorts Rottnest Channel Swim event open on Monday 12th October 2015. You can be part of the world's largest open water swim and fundraise for the RFDS.

To register your interest in any of the above events or find out more, please contact our Events and Sponsorship Coordinator on (08) 9417 6408 or email fundraise@rfdswa.com.au



80TH ANNIVERSARY CELEBRATIONS >

2015 is a big year for RFDS in Western Australia. As well as celebrating our 80th year in Western Australia, we acknowledge the following milestones:

- > In 1955, the Flying Doctor Service was granted a Royal Charter by Queen Elizabeth II and became the Royal Flying Doctor Service. In September 2015 we mark our Diamond Jubilee of being Royal.
- > 70 years of service for the RFDS base in Meekatharra.
- > 60 years of service for the RFDS base in Derby.
- > 50 years of volunteering for the Eastern Goldfield's RFDS Auxiliary.

HOW YOU CAN HELP >

The RFDS relies on funding from private donations, philanthropic grants, private trusts, events and community fundraising to ensure our life saving services are maintained.

Make a donation or become a regular giver

Make a regular monthly gift. This gives us the stability to support long term projects and programs.

Community fundraising & events

Create your own unique fundraising event and let us provide support to you along the way from authorising your event to advising on how to run a raffle.

Leave a gift in your Will

Give a gift to the RFDS in your Will. This has the power to impact countless lives.

Give in memory or celebration

Make a donation to the RFDS in lieu of a gift or flowers. This is a touching way to honour an occasion, a loved one or an event.

Corporate Partnerships

Each business, whether big or small, has a lot to offer and we will make your philanthropic experience something you will be proud to be involved in.

**WE HAVE INFORMATION AND RESOURCES AVAILABLE TO ASSIST YOU.
PLEASE CONTACT US ON (08) 9417 6400 OR EMAIL FUNDRAISE@RFDSWA.COM.AU
WE WILL BE HAPPY TO ASSIST IN ANY OF THE ABOVE AREAS.**

SPOTLIGHT ON OUR SUPPORTERS >

The Royal Flying Doctor Service in Western Australia is lucky to have a selection of events of which we are the major or partial beneficiary. There are a variety of activities that take place throughout the year where people showcase their creativity, community spirit and teamwork to put on events all in the name of supporting our cause.

Our thanks go to all of our event organisers including the following who have generously donated to RFDS over the past 12 months.

> CHARITY FUN RUNS – OVER \$34,500



This year we had an incredible number of participants of all ages put on their running or walking shoes to raise money for the RFDS through both the HBF Run for a Reason and the Chevron City to Surf, with a combined fundraising tally of \$34,500!

> RFDS SWIM THRU – \$30,000

The biennial RFDS Swim Thru was held at the Goldfields Oasis Recreation Centre on Saturday 18th April. This event was supported by major sponsor CPC Engineering as well as the City of Kalgoorlie-Boulder, Radio West/Hot FM and the RFDS Eastern Goldfields Auxiliary. 50 swimmers completed 2,362 laps of the pool over 7 hours. The event raised just over \$30,000.



> RIDE TO THE OTHER SIDE – \$7,300

Since 2012, Craig Alford and his team of volunteers along with the Rotary Club of Armadale have been completing a long haul journey on a Hustler Super Z Ride on Lawn Mower!

In June, they travelled from Sydney to Darwin via Brisbane and Townsville, clocking up 5,000km over 35 days and raising more than \$7,300.

> GOLDFIELDS CHILDREN CHARITY BALL – \$130,000

The Goldfields Children Charity Glisten Ball held on March 21st was once again a highlight of the Kalgoorlie social calendar. This year's event broke all previous records, with an incredible \$130,000 presented to the RFDS. The success is due to members of the Goldfields Children Charity Ball Committee, volunteers, guests and the Kalgoorlie/Boulder community.



> OUTBACK AIR RACE – \$424,000

The Outback Air Race is our largest and longest standing community fundraising event, and has raised over \$1.5 million for the RFDS since its inception in 1996. This year, close to 30 teams set off from Esperance on Monday 24th August and finished in Hamilton Island, QLD on Friday 4th September. At the time of publication fundraising for this year's event was sitting at just over \$424,000 and still climbing.



> POSTIE BIKE RIDE – \$20,000

The Leeuwin Lion's Club Postie Bike Ride held in May saw the group travel on their postie bikes over 2,300km from Augusta to Esperance all to raise money for the RFDS. Since the first Postie Bike Ride back in 2011, this event has raised over \$70,000 for the RFDS, with this year's event raising a fantastic \$20,000.

> RUNWAY RESTAURANT AND BAR – \$16,500

On 10th August the Runway Restaurant and Bar in Broome held a fundraising event raising over \$16,500. Annalisa and her team are planning future fundraising events and activities to raise additional funds for the RFDS. We are grateful for the ongoing commitment and support. The event was supported by the local community and our own RFDS Ambassador Melva Stone.

WE WOULD LIKE TO THANK OUR COMMUNITY FUNDRAISING SUPPORTERS THROUGHOUT WESTERN AUSTRALIA FOR THEIR ONGOING COMMITMENT AND GENEROSITY.

OUR SUPPORTERS >

Altitude Partners

Rio Tinto

Founding partner – Aero Medical Fund
Partner of the Rio Tinto Life Flight jet fleet



Partner of
Pilatus PC-12 Aircraft

Major Partners



KARARA
MINING LTD



Community Partners



THIESS



Altitude Ball Sponsors



NEC

Corporate Supporters



ALDER & PARTNERS
Private Wealth Management

BAE SYSTEMS
INSPIRED WORK



Government Supporters



Australian Government
Department of Health



RFDS IN THE COMMUNITY >

THE RFDS WOULD LIKE TO THANK ALL OF OUR AMAZING VOLUNTEERS, COMMITTEES AND COMMUNITY FUNDRAISERS WHO GENEROUSLY DONATE THEIR TIME AND EFFORT TO FUNDRAISING FOR THE RFDS.

WITH SPECIAL THANKS TO:

Broome Ambassador – Melva Stone, OAM
Busselton RFDS Volunteer Committee
Dongara RFDS Volunteer Committee
Flying 1000
Friends of the Flying Doctor
Geraldton RFDS Volunteer Committee
Jurien RFDS Volunteer Committee
Katanning RFDS Volunteer Committee

Mount Barker RFDS Volunteer Committee
Narrogin RFDS Volunteer Committee
Pannawonica RFDS Volunteer Committee
Paraburdoo RFDS Volunteer Committee
RFDS Eastern Goldfields Auxiliary
RFDS Esperance Auxiliary



Royal Flying Doctor Service
WESTERN AUSTRALIA