

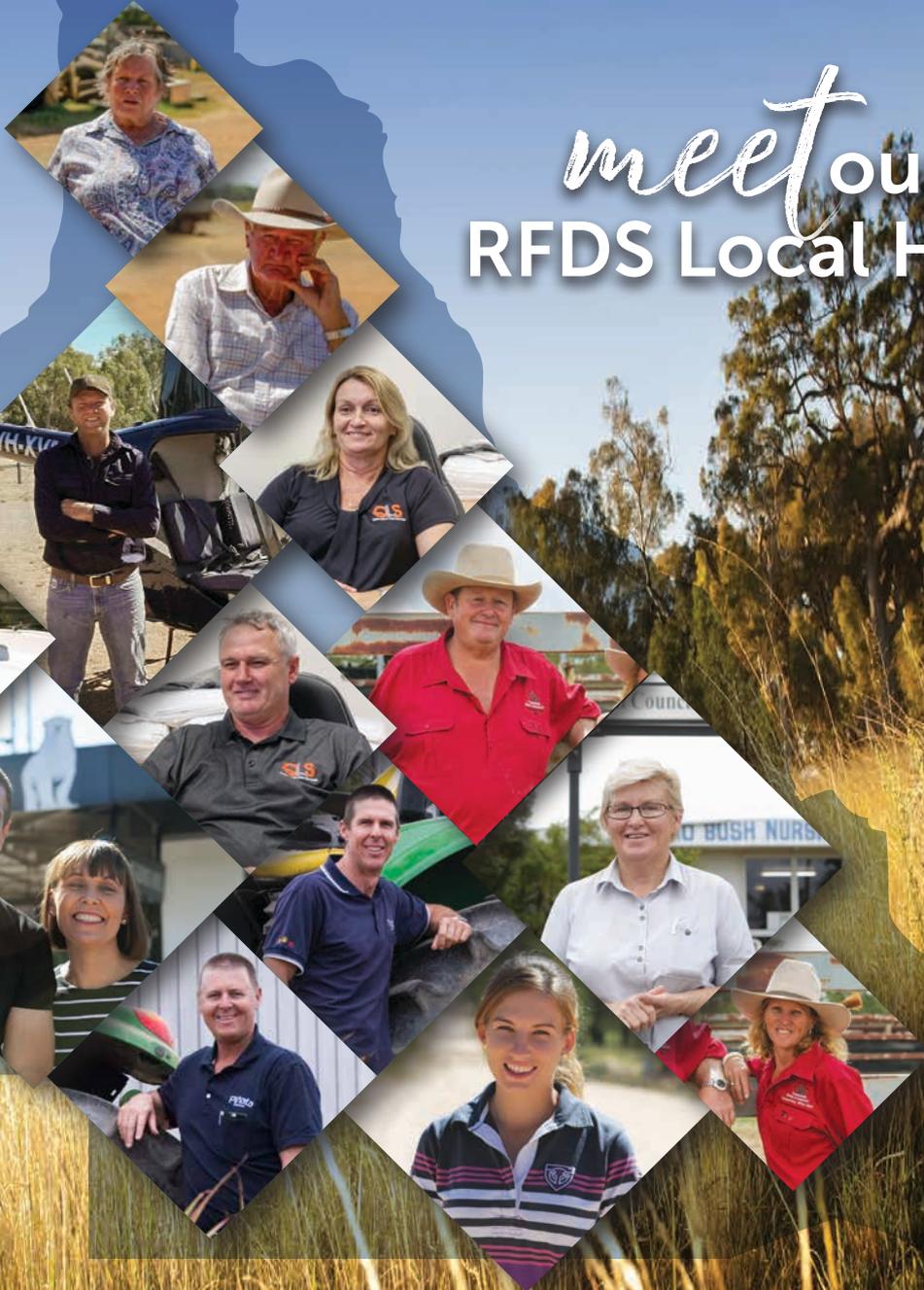


Royal Flying Doctor Service
The furthest corner. The finest care.

Flying Doctor

QUEENSLAND >

meet our 2017
RFDS Local Heroes



A flight like no other for
Queensland music star

A new vision in aviation for the RFDS



Nino Di Marco

CEO

RFDS Queensland Section

Message from the CEO

Dear Supporters,

I hope you've had a positive beginning to 2017.

It has certainly been a very busy time for our RFDS Queensland operations, with a number of important quality assurance initiatives being undertaken, some changes in our Executive Leadership Team and a few important service announcements.

While very much a people-oriented health service, the RFDS throughout its entire history has been intrinsically linked to aviation. Along with our best practice clinical endeavours, the safety and quality of our aviation operations is of utmost importance.

So, while we have an enviable air safety record, it is vital that we keep our eye on the ball and continue to excel - our patients and employees deserve nothing less. That is why I am extremely proud to announce we have become the first aeromedical provider in Australia to have achieved full certification under the International Standard for Business Aircraft Operations (IS-BAO). IS-BAO is regarded as world's best practice in our aircraft class and achieving this accolade is testimony to our aviation team's dedication and professionalism.

Another Australian first for the RFDS Queensland Section is to have aircraft in our fleet fitted with the new Pro Line Fusion avionics, featured in our latest B350C Super King Air. So, what does this mean? Essentially, the cockpit has touchscreen functionality with improved high-resolution synthetic vision, which gives our pilots greater visibility of the terrain below. You can read more about this exciting technology on page 15.

As I mentioned earlier, we have recently welcomed several, new appointments to leadership positions in our organisation, each with impressive executive careers in health. These include:

- Andrew Barron, our new Chief Operating Officer, who joins us from St Andrews War Memorial Hospital in Brisbane where he was General Manager.
- Sarah Black, as our new Chief Nursing Officer, who joins us from Greenslopes Private Hospital where she was Assistant Director of Medical Services.
- Dr Abby Harwood, as our new Chief Medical Officer. Abby was previously Senior Medical Officer – Primary Health at our RFDS Cairns Base and has many years of experience before joining the RFDS, most notably as a Rural GP in remote Western Australia.

I'm thrilled to have attracted people of such high calibre to our organisation; a key ingredient to keeping the RFDS at the forefront of both aeromedical retrieval services and rural and remote medicine.

In health service news, we continue to develop our preventative health care programs, with the extension of our mental health program, the Drought Wellbeing Service, for a further 12 months. Also, our RFDS Dental Service is

now on sustainable long-term footing, with the Federal Government recently committing to support this service through until April 2019.

Many of you will be aware that our Mobile Dental Program had been up until recently, charitably funded through the generosity of the QCoal Group and QCoal Foundation, so this recent transition is proof that private/public partnerships can lead to real and lasting service innovations. Our rebranded RFDS Dental Service will continue to support around 16 rural and remote communities throughout the coming year and deliver over \$1 million of free dental care to those who need it most.

In another worthwhile extension of our preventative health services, we will soon introduce a hearing screening pilot program in collaboration with Australian Hearing, by employing a community health worker to work alongside our travelling dental team. You can see a full write up on this new service on page 13.

Elsewhere in the organisation, as we near our 90th anniversary in 2018, we continue to enjoy the charitable support of the corporate and community sectors and at the same time, develop innovative ways we can give thanks to those that make what we do possible. This year, we were honoured to once again partner with Ergon Energy Retail and Channel Seven Queensland to run our RFDS Local Hero Awards at each of our nine Bases; an opportunity for us to recognise and say thank you to those individuals and organisations that help the RFDS teams every day. Without these people, we wouldn't be able to continue providing services to those living and travelling in rural and remote areas of Queensland.

In an added feature to this year's program, one of our nine Local Heroes will be announced as our RFDS Queensland Hero at our Wings for Life Gala Ball on 29th July in Brisbane.

In closing, may I take this opportunity to offer my most heartfelt thanks to you and all our wonderful RFDS supporters for your continued generosity. You are the lifeblood of our health service, with your contributions allowing us to continue to innovate and find new and better ways to deliver the "finest care to the furthest corner", be it by air, by road, via the phone or internet. At the end of the day, we realise that we are "your Flying Doctor Service" no matter if you live in the city or the bush.

May the rest of 2017 be one of continued health and prosperity for you all.

Take care
Nino



New simulator makes Royal Flying Doctor Service training vision a reality

Royal Flying Doctor Service (Queensland Section) pilots will now have greater access to world-class simulator training with the launch of a new aviation training centre on the Sunshine Coast.

Sunshine Coast-based aviation solution provider, Flight Options, launched its new facility, with the RFDS (Queensland Section) as its official launch customer.

Our RFDS pilots will use the facility to undergo simulator training for the newly introduced Beechcraft King Air B350 aircraft, officially introduced into the Flying Doctor fleet this year.

There are also plans to introduce training for the existing King Air B200 aircraft in our Queensland fleet, later in the year.

The simulator training means we will no longer have to send our pilots to the USA for similar training.

While speaking at the Centre's launch at the Sunshine Coast Airport, Royal Flying Doctor Service (Queensland Section) CEO, Nino Di Marco said access to this kind of technology would help deliver world-class aeromedical care to the people and communities of regional and remote Queensland.

"The safety of our patients and crew is paramount to the standard of care we deliver at the Royal Flying Doctor Service," Mr Di Marco said.

"Without the most skilled and highly trained pilots, doctors and nurses, we simply would not be able to carry out the work we do in delivering the finest care to the furthest corner of the state.

"With this technology at Flight Options on the Sunshine Coast being so close to our operational bases, training for our current cohort of close to 70 pilots will become more accessible and therefore, more in-depth.

"I would like to extend my thanks on behalf of everyone at the Royal Flying Doctor Service Queensland Section to Flight Options in helping us continue to deliver our world-class aeromedical service to people and communities all across the state."



Take a closer look

Mount Isa residents get up close and personal with Queensland emergency service providers.

It's the predicament so many of our supporters deal with - wanting to see what it's like inside an RFDS aircraft, but not wanting to be in a situation which would see you end up in one.

Fortunately for hundreds of Mount Isa locals, they didn't have to be in an emergency situation to get to experience what it's like to sit in one of our aircraft firsthand when we opened the doors to our hangar and our cockpits at the Mount Isa Emergency Services Open Day in May.

The event - hosted in partnership with organisations including Queensland Fire and Emergency Services, Queensland Police Service, Queensland Ambulance Service, and LifeFlight - gave locals the chance to get up close and personal with all of the emergency services from the area that dedicate themselves to keeping the community safe.

The RFDS (Queensland Section) Board also visited Mount Isa to mark the occasion, holding key stakeholder events with local authorities, hospitals and other health care providers to reinforce our commitment to primary health care in the area. Discussions during the visit focused around ways we could further help tackle crucial health issues such as chronic disease management, improve cardiovascular health screening, and improve access to oral health and mental health services.

Royal Flying Doctor Service (Queensland Section) Chairman, Mark Gray, said the day was a great way for the Mount Isa community to get to know the people who were there for them in troubling times.

"The open day is a fantastic opportunity for the people of Mount Isa to rub shoulders with those unsung heroes that respond to us in our time of need," Mr Gray said.

"To see all of the emergency services come together in such a way, particularly in Mount Isa, so close to the spiritual home of the Flying Doctor in Cloncurry, is a testament to the role every member of our emergency services plays in keeping their communities safe."



RFDS Mount Isa Base at a glance

- > Last year our Mount Isa team helped over 5500 people
- > Two dedicated fixed wing Beechcraft King Air B200 aircraft operate out of the Mount Isa hangar
- > Almost 500 GP and mental health clinics were carried out by Mount Isa Base crew in 2015/16
- > As one of our three traditional bases, the Mount Isa Base celebrated its 50th anniversary in 2014. Prior to the move to Mount Isa, Cloncurry was the home of the RFDS in the North West





Kieran Vonhoff, Work Group Leader, Ergon Energy Mount Isa presents Mount Isa Local Hero Award recipient Nathan McDonald with his trophy.

Queensland spirit shines to keep the Doctor flying

Ergon Energy Retail was honoured to support the Royal Flying Doctor Service (Queensland Section) for a second year to unearth and recognise heroes in the community at the 2017 RFDS Local Hero Award ceremonies in May.

Local Hero nominations varied from around the state, all of which showcased the extraordinary lengths people go to in support of the RFDS and reiterated Ergon Energy's commitment to the essential service. See page 6 for all of the stories.

The RFDS are an integral part of the regional Queensland community and Ergon Energy Retail has been a proud partner since 2000 thanks to the generosity of its customers, who have contributed more than \$11 million in donations via their electricity bill payments.

And the generosity doesn't stop there with Ergon Energy Retail customers being hailed as heroes themselves, with thousands supporting a campaign to help save the lives of premature and critically-ill babies.

By signing up to receive their electricity bills via email, customers raised \$97,575 for the Flying Doctor with Ergon Energy Retail donating \$5 to the RFDS for each switch.

The community response was overwhelming with funds put towards an urgently needed neo-natal intensive care cot and stretcher system.

"The Mansell Neo-natal Intensive Care Cot is used across our State's hospital system, providing vital life support to premature babies and sick infants being transferred to hospital either by road or in our air ambulance," RFDS Queensland CEO Nino Di Marco said.

Ergon Energy Retail remains committed as a key supporter of the RFDS, assisting the service to raise funds which are vital for keeping local communities connected across great distances, providing medical care, treatment and essential services.



Thank you to our customers and employees who support the great work of the RFDS who are a lifeline for regional communities.



Tipping our hat to the *unsung her*

They are behind every Flying Doctor story in every Queensland town and without their support, the RFDS would never be able to carry out the service it does.



**Stephen and Gavin Scurr,
Pinata Farms – Brisbane Region**

Since witnessing firsthand the work of the Flying Doctor after one of their station managers and his wife were seriously injured in a car accident, Gavin and Stephen Scurr have become ardent supporters of the Flying Doctor. The Brothers are return participants in the Outback Car Trek, a long-running fundraising initiative with the RFDS as benefactor, both Steven and Gavin have contributed to the success of the Outback Car Trek by supplying participants with much needed food and resupplies when they were unable to make it to the scheduled pit stop due to prevailing conditions and road closures.

They are our 2017 RFDS Local Heroes, and on Flying Doctor Day on May 17 this year, we celebrated their incredible work – whether fundraising, volunteering their time and efforts, or being a good Samaritan in an emergency.

This year, with the support of Ergon Energy Retail and Channel Seven Queensland, the awards generated more than 90 entries from across the state.

RFDS staff, local government representatives and members of the community came together at each of the nine RFDS Queensland bases to acknowledge the incredible work these individuals and community groups do.

Everyone at the RFDS would like to once again thank our 2017 RFDS Local Hero Award recipients and nominees for everything they do to help us stay in the air and in the communities that need us most.



**Nathan McDonald –
Mount Isa Region**

Helicopter pilot, Captain Nathan McDonald offered great assistance to RFDS recently in responding to two separate primary response accidents. Nathan was extremely helpful and showed excellent flying skills in transporting one of our doctors and one of our nurses, plus equipment to a patient with critical injuries following a fall from a horse on Norfolk and then again for a patient with serious injuries following a helicopter accident on Riversleigh. He ensured that the medical crews got to the scenes as rapidly as possible so the patients could receive vital medical treatment without delay.

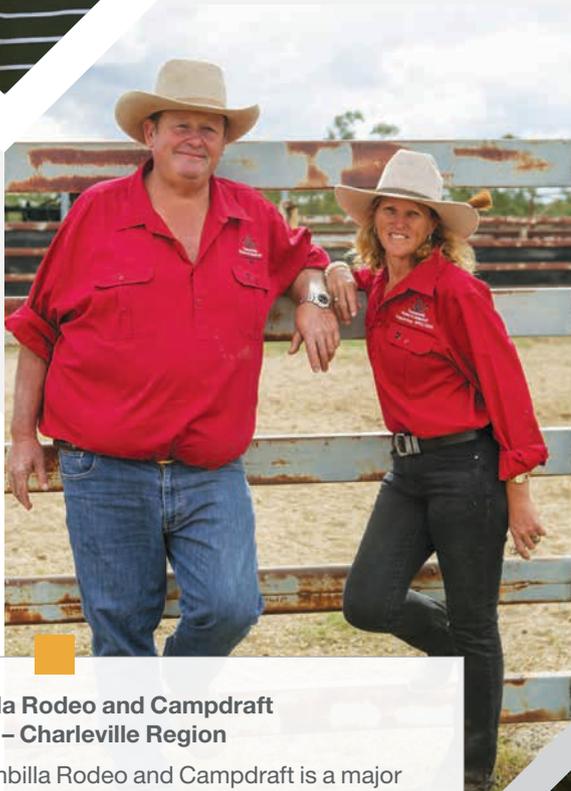




Mario and Jo Strasek – Roma Region

Mario and Jo Strasek, owners of the St George Hotel, have for the past 10 years been tireless workers and promoters of the RFDS. Their donation tins can be seen on the bar and weekly raffles and money spins regularly raise around \$4000 to \$6000 per year for the Flying Doctor. They are also proud sponsors and supporters of events and other fundraising activities in the local community which raise funds for RFDS, including the St George Races, local balls, car rallies and horseback rides.

oes



Sarah Lette – Bundaberg Region

In 2015, Sarah Lette was involved in a two car accident just outside of Eidsvold. The drivers of both vehicles were trapped. While the woman passenger from the other car managed to get her three children out of the wreckage, Sarah took her mobile phone and ran further up the road to where she could get mobile reception and called Triple 0. When Sarah made it back to the crash site, she managed to pull her boyfriend from the wreckage, feet first through the driver's window. The passenger from the other vehicle said Sarah was calm and logical in a tense situation. She said if not for Sarah's cool head, her daughter may not have survived, after the seatbelt she was wearing caused massive internal injuries. Once paramedics arrived, they were taken to Eidsvold Hospital before being transported by the RFDS to Brisbane.

Tooolombilla Rodeo and Campdraft Committee – Charleville Region

The Tooolombilla Rodeo and Campdraft is a major local event that increases the community access to recreational, sporting and social opportunities. Supported by local families and businesses, the committee proudly donates thousands of dollars to the RFDS and the Mitchell and Injune Ambulance services annually.



Pauline Hedges – Townsville Region

Pauline is in her mid-80s and continues to support the RFDS clinics in Pentland. She picks up the RFDS medical team and takes them to and from the hall where the clinic is run. Despite her years, she also helps load and unload the equipment. Pauline is extremely accommodating and willingly waits for the doctor as he conducts home visits around town; an act which is completely voluntary for Pauline.





John and Tina Bass, Queensland Linen Service – Rockhampton Region

John and Tina Bass took over the Rockhampton Steam Laundry business about two years ago. Rockhampton Steam Laundry donated its laundry costs to the RFDS at no charge after the owner's daughter was transported by the Flying Doctor when she was born. John and Tina have continued to clean our laundry free of charge since they have taken over the business, now called Qld Linen Service. The savings to the Rockhampton base due to this generous act is greatly appreciated from everyone at the base.

Lesley De Landelles – Longreach Region

Lesley is the dedicated nurse at the medical centre in Jericho. She is always willing to drop whatever she is doing to help someone in need, whether that be preparing someone for an RFDS flight, or even helping out someone's sick pet. Lesley is renowned for going above and beyond to help those in need in her small community, and that includes coming to the aid of people well outside of her working hours.



Joan and George Harriman – Cairns Region

For over thirty years, Joan and George have been the primary organisers of the Reedybrook Ashes Cricket Carnival, held at their cattle property near Mt Garnet. The weekend of cricket is attended by teams from all over North Queensland, from Townsville to Julia Creek and everywhere in-between. Averaging about \$40,000 or more each year in donations from auctions, food and drink sales and entry fees, all proceeds are generously donated to the RFDS.



Spirit of John Flynn Award

The Spirit of John Flynn Award was awarded to individuals who have positively contributed to the long term health outcomes of their communities over an extended period of time.

Tracy Forshaw – Mount Isa

Tracy has been a long-term RFDS supporter and contributor. Tracy has been the coordinator of the Gregory Downs RFDS Clinic for the past 17 years including arranging crew transport, meals, and clinic building caretaking with the great support of the Gregory CWA. She was the co-project manager for the \$260,000 Gregory Downs Clinic Renovation Project in 2011-12. Without her dedication, determination, influence, and resourcefulness this project would have never reached fruition. Prior to Tracy her mother-in-law Maud Forshaw was the clinic coordinator for eight years and was instrumental in the development of the original clinic building so there has been a long term Forshaw family commitment. Tracy and her husband Ian have been the go to people for RFDS evacuations from Gregory Downs for over 25 years and Tracy got Ian to 'volunteer' to be the handyman for all clinic repairs.

Barbara Shephard – Cairns

Barbara has been a remote nurse in Coen for over 40 years, often working independently or in close liaison with the RFDS in promoting health, providing a quality service and saving the lives of visitors and locals in The Cape. Barbara served for many years on the RFDS (Queensland Section) Board and in 2009 received an Order of Australia Medal in recognition of her services to Indigenous Health Worker Training and rural health. She has worked tirelessly in her community offering more of herself than what she was paid to do - because this is her home. Over many years she has supported fundraising for the RFDS and supplied the private airstrip for the removal of emergency evacuations.



When dreams become reality

When Leanne Loryman was a young girl growing up in Yorkshire, Northern England, she loved watching the Flying Doctor TV series and set her heart on becoming an RFDS Flight Nurse in the Australian Outback. In February this year, Leanne's dream became a reality.



Initially studying Nursery Nursing in the UK, Leanne later became a nanny for a ballet company. However it was while holidaying in Australia with her partner when Leanne's true passion and interest in nursing took hold.

"We basically came back from our holiday, put the house on the market, I applied for a student visa and we were in Australia 12 months later," she says.

In her final year of study, the option to partake in a student placement with the Flying Doctor in Charleville was offered. It was this offer that would open the door to Leanne's childhood dream.

In her application, she did not hold back in detailing her desire to work for the RFDS from a very young age. Memories of her childhood sitting in front of the television in the UK came rushing back, watching the scenes of the sprawling Australian countryside and the incredible nurses and doctors who took to the skies to help those in need in the most remote parts of the country.

"It was so funny, everyone back home said to me 'you will never work for the Royal Flying Doctor Service, because it's not real, it's just a TV show.' They didn't believe the Service actually existed," she says.

Thanks to her hard work and dedication, Leanne's application was successful and she spent two weeks working with the Charleville team for her student placement.

"I had the best two weeks ever, working with the Charleville team," she says. "They got me involved in taskings whenever they could and although it was an extremely busy two weeks, I drove back from Charleville to Brisbane afterwards and I thought to myself, 'this is what I need to do'."

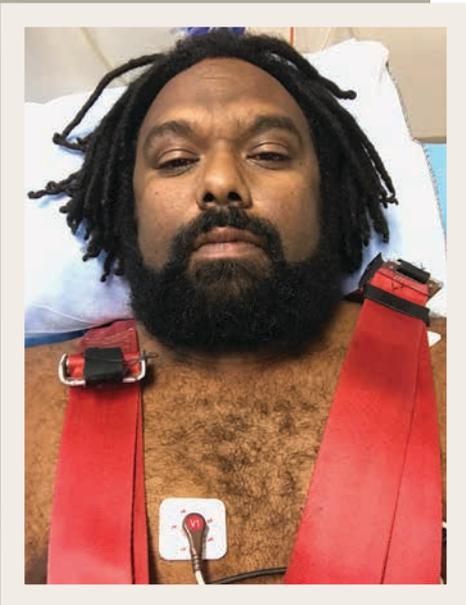
After completing her nursing degree, Leanne set her mind to gaining as much relevant knowledge and experience as she could, to take her towards her dream of being a Flight Nurse.

She completed a graduate program, choosing relevant subjects like intensive care, critical care and oncology. She gained experience in emergency departments; achieved her Rural and Remote Nursing Endorsement working in Julia Creek and McKinlay; and also completed her Midwifery in Townsville.

After 11 years of study, training and hard work, Leanne was successfully appointed a Flight Nurse position based in Mount Isa, in February 2017.

"It's been this massive dream come true and it's still very surreal," she says. "The RFDS is held in such high regard throughout Australia and it is amazing to now be a part of that team".

As someone who enjoys the outdoor lifestyle, often going camping, walking and fishing, Leanne and her husband love their new life in Mount Isa – a place of distinct contrast to that of Yorkshire.



Jeremy Marou prepares for his flight from Rockhampton to Brisbane.

A flight like no other

Jeremy Marou's father, a fit, athletic man in his 50s, was playing a game of touch football with his son, family and friends in Rockhampton. Unfortunately, it would be his last after a heart attack took his life that night.

15 years later, Jeremy himself is lying in a hospital bed awaiting RFDS transfer to Brisbane after a sickening coincidence, which saw him almost fall to the same fate as his father on the same touch footy field in Rockhampton.

"I was playing touch footy with my family and friends as I do quite often. I'm not the fittest bloke in the world but I'm not too bad," Jeremy said.

Jeremy is one half of Australian award-winning roots music duo, Busby Marou. Speaking to the RFDS following his latest shows in Tasmania as part of the band's latest album tour, Jeremy said it's lucky he is able to tour at all.

"Since the [Rockhampton] floods we were playing two games to catch up. We finished the first game off and I just had this weird feeling across my chest. I knew something wasn't quite right," he said.

Knowing he had to fly out of Rockhampton the following morning, Jeremy said he thought it would be wise to skip the second game and head home for some rest.

However on the drive home, a spinning head and tight chest forced him to pull over and let his wife take the wheel. Before she even had a chance to drive, Jeremy told her it might be best to just go straight to the hospital.

By the time the couple arrived at Rockhampton Hospital, Jeremy said he was actually feeling fine. He thought he might have just been experiencing exhaustion. Doctors told him otherwise.

Jeremy had suffered a heart attack as a result of his right artery being 99% blocked, and despite telling the doctors he was now feeling well enough to head home, he was instead told he should have someone bring a bag to the airport as he would be flying to Brisbane.





Jeremy Marou (right) with Thomas Busby, the other half of musical act, Busby Marou.

"I really didn't want to put them out, so I told them it's all good, I'm a platinum flyer so I can sort the flight out myself," Jeremy laughs. "They pretty quickly told me I would be flying with the Flying Doctor."

Jeremy said it was the sudden realisation of the seriousness of his situation that could have contributed to the second heart attack, which hit him that night.

"It was the anxiety of knowing that I wasn't going home, I was going straight to an ambulance and to the tarmac. That made me really anxious and it was actually then that I had secondary heart pains," he said.

"I reckon it was purely because of my anxiety of being scared and worried and not really knowing what was going on because now I was being flown to Brisbane with the RFDS.

"I thought, 'This is only for people who are dying!' I was really scared."

Jeremy's anxiety was apparent to RFDS Flight Nurse Stacey Clayworth as she prepared him for his flight to the capital.

"Feeling anxious about not only the flight, but also what is to come when the patient is transferred onto a tertiary hospital is very common," Stacey said.

"Our patients are often in a state of disbelief that they have had a major health scare and now find themselves in the back of an RFDS aircraft being flown to Brisbane, often in a hurry, for specialist treatment.

"It's our job to provide the patient with reassurance while closely monitoring them during the flight."

A self-declared fan of Busby Marou, Stacey said herself and Pilot Stephen Clarke jokingly suggested to Jeremy that this experience may one day manifest itself in one of his songs.

"We really wish him well in his recovery and hope to see him playing back on stage in Rocky soon," she said.

Jeremy praised Stacey and the flight crew for their calm heads in what was one of the most harrowing moments in his life.

"Stacey was so good," Jeremy said. "I know for a fact I wasn't the easiest patient. I just wanted to sit down, but I know they definitely had my best interests at heart and just wanted to ensure my wellbeing, and they got me through what was, at the time, a very scary time for me."

Now well and truly on the mend after a short stay in Brisbane, Jeremy says he has never felt as good as he does now.

"I'm really enjoying the recovery," Jeremy said. "We're cutting out all of the bad things you do on tour like alcohol and cigarettes, and it's giving me a whole new perspective on some of the amazing places we get to travel to.

"Instead of waking up hungover and running to catch the next flight, we're taking the time to get out and see some of the towns and cities we visit. And my dog thinks it's great because now he's getting walked every day.

"It's unfortunate that it took a heart attack - a massive close call - for me to make those changes. Genetics were obviously against me, knowing that I almost suffered the same fate as my father, but I know there are lifestyle choices I can make to keep me going."

Jeremy also said that Stacey's wish of seeing Jeremy and Busby Marou back performing in their hometown of Rockhampton would also be on the cards.

"Once we finish this tour towards the end of the year we plan on holding a concert in Rocky to raise funds and give back to the Flying Doctor," he said.

"It's the least I can do after what they did for me."

BEST AIRPORT IN AUSTRALIA/ PACIFIC 2016 & 2017



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it all begins here

Hear, hear!

RFDS to deliver hearing assessment services to rural parts of Queensland



Residents of rural and remote Queensland will be delighted to hear the news that the RFDS (Queensland Section) will soon be offering a free hearing screening service.

With estimates stating that one in four Australians are expected to suffer from some form of hearing loss by 2050*, the need for better access to hearing services has never been greater.

The RFDS will address this need by commencing a 12 month hearing assessment pilot program in early August, 2017. The program will be a joint service between the RFDS and Australian Hearing.

The Service will run alongside the RFDS Dental Service, a mobile unit that tours regional Queensland delivering vital oral health services to people living in these parts of the state.

The hearing assessment program is being jointly funded by the RFDS national body and Australian Hearing - Australia's leading hearing service provider.

RFDS (Queensland Section) Chief Operating Officer Andrew Barron, Allira Power said she was excited to be bringing on board a dedicated Community Health Worker to visit schools, community groups, local hospitals and council offices, in those regional and remote towns that our dental team is already committed to visiting.

"Both ourselves and Australian Hearing are keen to assess and measure the extent of hearing loss in these communities and to see if a lack of access to such services is a contributing factor," Mr Barron said.

"It's an unfortunate truth that harmful noise is all around us, and more so now than ever. As a result, this is directly impacting our ability to hear. This is the case for people living in Australian cities, as well as, we suspect, those people living in the bush.

"Through this new program, we will be able to offer an initial hearing assessment and if required, refer people on to hearing specialist care."



Did you know?

- > Besides musculoskeletal disease, hearing loss is the second most common health condition experienced by Australians. It is more common than asthma, heart disease, cancer and diabetes
- > About one in six Australians has some kind of hearing loss
- > The daily use and exposure to noise technologies such as cars, airplanes and portable music devices, has exposed people to increasing amounts of environmental noise that over time directly impact on our ability to hear

**Source: HEARnet.org.au*



A new vision in aviation

The RFDS (Queensland Section) has made Australian aviation history after taking delivery of the Pro Line Fusion cockpit flight display technology, the first of its kind in the country. **Deputy Head of Flying Operations, Clayton Nankivell** explains.

Over the past six months, we have seen the introduction of the latest addition to our aviation fleet - the Beechcraft King Air B350. For those of you who have been keeping up with our movements in this space, you will be aware that this new aircraft variant allows us to fly greater distances with a reduction in the need to refuel, while also carrying more patients at once with a three stretcher configuration - a first for the RFDS in Queensland.

While both of these factors are already proving themselves in regards to improved levels of patient care delivery, we are also proud to show a new piece of technology to add to our aviation quiver.

Two of the four new B350s are equipped with the latest in avionics technology called the Pro Line Fusion flight display. It's supplied by our avionics partner, Rockwell Collins and we are delighted to say that we are the first to use this specific piece of technology in Australia.

The Fusion system replaces legacy systems with state-of-the-art synthetic vision screens, displaying 3D models of the surrounding terrain and aircrafts. All of the screens also have touchscreen functionality, similar to an iPad.

The Fusion cockpits allow our pilots to spend more time flying with their heads up and their eyes forward. Our fleet of King Air B200s are all fitted with the Pro Line 21 systems. These are more traditional cockpits, which require our pilots to spend a lot of time programming flight systems and coordinates. The improved functionality of the Fusion system means we can now simply touch a location on the screen to identifying our destination.

The system also gives us far better visibility in poor weather conditions. Mountains, other aircraft, and approaching runways are all now depicted as 3D images on the monitors, allowing us to get a better view of our surroundings; an extremely useful tool considering some of the locations we fly to throughout Queensland. As we also operate a single pilot system in Queensland, this technology gives us an increased array of easy to use tools right where we need them.

I experienced this firsthand when I had the privilege of flying the first of our B350s fitted with the technology from the factory in the United States back to Australia, flying in to unfamiliar airports, many of which



Top > One of the new B350s with the Fusion avionics system at our Brisbane Base. Bottom > The new Fusion systems touchscreen monitors.

are far busier than what we're used to in Queensland.

This technological upgrade is just another way we are improving safety for our pilots, medical crews, and our patients, and one which we are extremely excited about training our current pilot cohort to use now and into the future.





RFDS Queensland Section Chairman Mark Gray (right) presents QCoal Foundation Director Christopher Wallin with a plaque commemorating the four year partnership.

A partnership worth smiling about

A partnership between RFDS Queensland Section and QCoal lasting more than four years has helped over 8,000 people living in remote communities across the state receive vital dental care.

Back in 2013, with the generous operational funding support of Founding Partners, QCoal Group and QCoal Foundation, and the Federal Government pitching in the initial capital to build an innovative mobile dental unit, the RFDS was able to commence services throughout central and western Queensland.

While meeting with RFDS Queensland Section Chairman, Mark Gray, to reflect upon a successful four year service journey, QCoal Foundation Director Christopher Wallin, said that he and his fellow Directors were pleased to be able to play a significant role in both launching and proving the effectiveness of such a mobile service delivery initiative that facilitated vital oral health access for the people of rural and remote Queensland.

“Travelling over 54,000 kilometres and treating over 8,000 patients from 21 remote communities has not only proven the essential role of mobile service delivery, but has highlighted the ongoing need for better oral health access, which has been endorsed by the Commonwealth Government’s recent announcement of funding to support this style of service delivery into the regions,” Mr Wallin said.

\$4million
IN DENTAL SERVICE TREATMENT
DELIVERED TO DATE

21 rural
COMMUNITIES
visited across Queensland

over **8000** PATIENTS
TREATED

54 000 km
IN ROAD TRAVEL
TO AND FROM THESE COMMUNITIES

“We are very proud of the outcomes the Dental Service has achieved and acknowledge both the hard working Dental Team and the management of the RFDS who share our commitment to addressing the current imbalance between service delivery in metropolitan and regional areas.”

The previously named QCoal Community Dental Service has now transitioned to a Commonwealth funded program as of April 2017.

“The RFDS sincerely thanks our Founding Partners for their generous financial support in the Service’s formative years and for their ongoing advocacy efforts in securing its future,” RFDS Queensland Section Chairman, Mark Gray said.



STARs in the making

The RFDS Queensland Section transports more than 11,500 patients per year, with over 1,000 of these being emergency cases. With our crews flying more than 30 people every day, they must have an enormous wealth of experience in all aspects of Aeromedical Retrieval. **Vicki Gottardo, RFDS Queensland Manager - Clinical Training and Development**, explains how an innovative training course conducted by the RFDS is expanding the capabilities of medical professionals from far and wide.

The retrieval and transport of critically ill patients remains one of the most challenging aspects of modern medicine. There is a requirement for practitioners to possess a broad range of critical care skills and be able to apply them in a highly restrictive and unpredictable environment.

The RFDS Queensland Section has combined all of this expertise into creating the RFDS STAR Program - **Specialised Training in Aeromedical Retrieval**. The major focus of this program is to improve the delivery of clinical care in aeromedical retrieval. This gives participants the opportunity to receive training and education in all aspects of this challenging discipline.

But this unique training facility and program, run throughout the year on Whyte Island in Brisbane, is not only for RFDS staff. Quickly becoming recognised as one of the best scenario-based training experiences in the country, some of our most recent courses have seen doctors, nurses and paramedics from New Zealand, Singapore, Hong Kong and all around Australia come together for the three day course.

The style of training is one of total immersive learning, with delegates being split into four groups of six, with a team leader, observers and the rest of the team acting as the rescue crew.

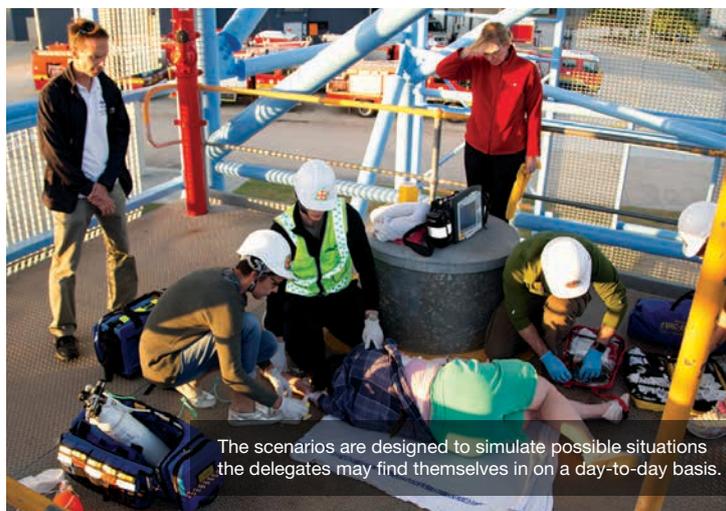
The team enters a scenario completely blind to the situation. Queensland Ambulance Service (QAS) volunteers make the scene realistic; applying fake blood and wounds to the "patients". The scenes can be noisy, hot and confronting and the teams are required to strategise on how to stabilise and retrieve their patients.

The idea is to simulate difficult situations that these professionals could find themselves in while carrying out their jobs on a day-to-day basis. The scenarios are thought provoking, with little challenges thrown in along the way. This could range from a drunken person becoming abusive while the delegates try to stabilise someone who has been severely injured at a house party, to all of the lights going out while trying to retrieve an injured person in a burning building.

The key is teamwork, strong leadership and effective planning; some teams are successful and some are not. But what is incredible to note is the speed in which trust is built between people who, in most circumstances, did not know each other before beginning the course.

The STAR course is a real feather in the RFDS hat, with the Queensland Section's Clinical Training and Development team taking immense pride in developing and curating this internationally recognised course.

For more information about the STAR Program please visit flyingdoctor.com.au/qld/star



The scenarios are designed to simulate possible situations the delegates may find themselves in on a day-to-day basis.



It's incredible to see how quickly trust is built between delegates.



Delegates work to free an injured person from a confined space.



Delegates must work as a team to get the best possible patient outcome in difficult situations.



Mike Padgurskis (Mungana Construction Manager) and Stuart Peirce (Mungana Design Manager & Commissioning Engineer) presented the cheque to Dr Shelley Le Cong (RFDS Manager Aeromedical and Telehealth) at the Chillagoe airport.

Community Spirit

The Royal Flying Doctor Service is tremendously privileged to have a wonderful assortment of community fundraisers who go to great lengths in preparing fun, entertaining, and truly original ways of raising funds to help keep us in the air and in your communities. Here are a few recent events and donations that grabbed our attention.



Entrants in the Miss Big Boar Rockabilly Rebel contest.

A close call and a reason to give

Upon completion of its new gold, silver, copper, lead and zinc mineral processing plant, GR Engineering Services Limited (GRES) found it had a large amount of copper cable cut offs left at the plant just outside of Chillagoe in far north Queensland.

At the end of each of its projects, GRES always looks for ways to give back to the communities who support its workers throughout the stages of construction.

After a close call for one of GRES' employees, it was decided the funds raised from recycling the leftover copper - almost \$8,000 - would be donated back to the RFDS, which came to the aid of the GRES employee.

"We chose to make our donation to the RFDS as they provide an essential service to the Chillagoe community," Matthew Wilson, project manager at GRES said.

"Unfortunately during this project one of our own employees also required the assistance of the RFDS after sustaining a head injury, which may have led to a much worst outcome had the RFDS not been there to assist. We are pleased to report that our employee is on the road to a full recovery thanks to the RFDS being able to transfer him to the right medical attention in such a timely manner."

Revving up the troops for a good cause

The Bikes & Blues Charity Day, held recently by Big Boar V Twin was a huge success.

With the aim of raising money for the RFDS (Queensland Section) the event saw around 160 motorbikes ride from Mackay to the General Gordon hotel in Homebush, and later on to the Kattabul Hotel.

The owners of Big Boar V Twin Motorcycles in Mackay know firsthand the work the Flying Doctor provide after being airlifted to Brisbane in December 2015 after a very serious crash on the Bruce Highway north of Mackay.

As a way of giving back, the organisers arranged an entertaining array of novelty field events to keep the crowds happy including a keg toss, chilli eating contest and even a "pie in the eye" event.

Miss Big Boar Rockabilly Rebel was crowned while the charity auction raised more funds for the RFDS.

More than 700 people attended the event, with a total of \$14,000 being raised for the Flying Doctor.



Cheers Woollies!

Throughout May this year, Woolworths stores throughout Queensland and northern New South Wales joined with the RFDS to help raise crucial funds for our lifesaving work.

The \$2 wall token campaign asked Woolworths customers to purchase a token to be placed on the walls within the stores.

Through the selfless generosity of its customers, Woolworths managed to raise over \$263,000 in just two weeks.

This is an incredible effort in such a short amount of time, and the Royal Flying Doctor Service (Queensland Section) is extremely thankful for the generosity and support shown by Woolworths and its customers.

We are also delighted to hear the news that Woolworths will be continuing its \$2 wall token campaign for three weeks in October from the 10th to the 31st.



A manufacturing milestone means a lot for the Flying Doctor

Sunshine Coast camper manufacturer Trayon Campers has celebrated the milestone of its 1000th camper rolling off the production line by donating the purchase price to the Royal Flying Doctor Service (Queensland Section).

The total purchase price of the 1000th Trayon camper came to \$40,000, according to Trayon Campers manager, Vernon van der Walt.

Trayon Campers is a family owned business that has been building campers on the Sunshine Coast since 1994, with its customer base using the campers to travel throughout the Australian Outback.

So it's little wonder, Vernon says, that the RFDS was an obvious choice when it came to deciding which charity to donate to.

"We wanted to give back to the community who supports us by buying our campers," Vernon said.

"Our customers travel all throughout Australia, and knowing there is a service such as the Flying Doctor to be there for anyone who finds themselves in trouble in some of the most remote parts of the country is extremely comforting.

"We know our customers rely on the RFDS, so we wanted to say thank you by donating the purchase price of our 1000th camper to a truly reputable Australian icon."

Royal Flying Doctor Service (Queensland Section) Executive Manager - Fundraising, Robert Needham said the donation would be used to fund the purchase of vital lifesaving medical equipment.

"It's through selfless donations like this from Trayon Campers that allow the RFDS to continue its lifesaving work," Robert said.

"Every donation, no matter how big or small, is crucial to the continuity of service of the Flying Doctor.

"This donation will help us to deliver care to more than 90,000 people throughout Queensland each year."



From left > Trayon Campers manager Vernon van der Walt, Royal Flying Doctor Service (Queensland Section) Executive Manager - Fundraising, Robert Needham, and the lucky owner of the new camper, David Fuss.



It was incredible anyone survived.



Jade-Elle (middle) with her two sisters Molly and Ruby.

My sister, the brave

Twins Ruby and Molly were only six when it happened. Their big sister Jade-Elle was just eight. They were on their way home after joyful morning on their granddad's old family farm in Duckinwilla, when suddenly, without warning a nine-ton motor home rolled down an embankment and crushed their car.

Bystanders rushed to help, but the girls were completely trapped inside the vehicle. They cried for their mother Justine, but she was many miles away working in her office at the time, and all the desperate crowd could do was reassure them that help was on its way.

Ruby and Jade-Elle were eventually freed by the emergency services. But Molly was unconscious and trapped, and the emergency services had to work out a plan to release her.

Jade-Elle saw a gap in the wreckage and crawled back in and freed her unconscious sister. It was an act of heroism that resulted in an official bravery award.

The girls were rushed to the nearest hospital in Hervey Bay. But unfortunately Molly's head injuries were life-threatening, and she needed to get to Brisbane's Royal Children's Hospital for immediate surgery.

The three and half hour journey by road would have been too long and too dangerous. So the Flying Doctor was called to Hervey Bay and from there it took us just 45 minutes to fly Molly to where she needed to be.

Three weeks later, Molly was well enough to continue her recovery at home, along with her two sisters and their unbelievably relieved mum and dad, who had feared

they'd lost their entire family that day.

It's tempting to call the children's survival a miracle. But that would be incorrect. The reason they're still with us is because Queensland is blessed with heroes. And they came out in force that day.

Some of those who helped were accidental heroes, like the bystanders who risked themselves to comfort the girls. Some were 'just doing their jobs', like the emergency personnel who freed them from the wreck.

But the majority of the heroes that day weren't even on the scene. They were at work, or at home or at the shops. And yet, they were still helping to save the girls' lives because of a decision they'd taken earlier to support the Flying Doctor with a generous gift.



Your support means the world

On behalf of everyone at the Royal Flying Doctor Service, and the Brown family, who allowed us to share the harrowing story of their three daughters' survival, we would like to say thank you to everyone who donated this year. Without your incredible support, we would simply not be able to continue our lifesaving work.

Left > Jade-Elle receives her bravery award for her heroics following the car crash.

Our amazing Auxiliaries

Our Auxiliaries are volunteer committees in the community who work tirelessly to raise vital funds for the RFDS. There is a lot of 'fun' in fundraising, and people join the groups for many different reasons. For more information on Auxiliaries near you, email Robert Needham, Executive Manager - Fundraising at rneedham@rfdsqld.com.au.

Rockhampton

During the recent monthly meeting, the Rockhampton Volunteer Auxiliary was delighted to present Robert Needham and Bill Maddock from the RFDS Queensland fundraising team with a cheque for \$35,000. This wonderful gift takes the Rockhampton Auxiliary's contribution so far this year to just over \$100,000 - and incredible fundraising effort from the team.

Through this past financial year, funds raised by the Auxiliary have been used to purchase a new Neo-Natal cot for the transfer of infants to tertiary hospital care in Townsville and Brisbane; as well as the purchase of new security fences around the Rockhampton Patient Transfer Centre.

Rockhampton Base Services Coordinator, Trish Short said the incredible contributions made by the Auxiliary were helping keep the Flying Doctor in the air.

"Rockhampton RFDS Volunteer Auxiliary's continued fundraising efforts have assisted with the provision of vital medical equipment for our base over many years and more recently with the building of our Patient Transfer Facility," Trish said.



Robert Needham and Bill Maddock from the RFDS (Queensland Section) fundraising team are presented with a \$35,000 cheque from the Rockhampton Volunteer Auxiliary.

"The Rockhampton Base is extremely grateful for this ongoing vital community support from our dedicated volunteers and we thank them for their generosity. Your amazing effort of raising \$100,000 again for us this financial year certainly contributes to keeping the Flying Doctor flying. We wish you all the best in the forthcoming year's fundraising efforts."

Darling Downs

The Royal Flying Doctor Service Darling Downs Auxiliary hosted another very successful winter luncheon on Saturday June 17 at the Highfields Cultural Centre to raise funds for RFDS Queensland.

The Auxiliary welcomed 225 guests to the lunch, with entertainment supplied by the charming cookbook author and television personality Belinda Jeffries.

The Luncheon raised \$13,000 for the RFDS (Queensland Section). This money will be complemented by \$2,500 paid by the Gardens of the Downs to Auxiliary members for manning the gates on three gardens around Hampton during the last weekend in May and a \$10,000 donation from the Conrad Treasure Ball in Roma.



The Bundaberg Volunteer Auxiliary present RFDS Bundaberg Base staff with a cheque for \$10,000.

Near and Far

After being given a personal tour of the Nurses room in Cairns by Flight Nurse Manager Caren Harrison, members of the Near and Far Volunteer Auxiliary came together to help fill a gap in much needed medical equipment as pointed out by Caren.

Pooling together the money the Auxiliary had raised, along with extra funding raised by iconic cricket tournament, the Reedybrook Ashes, they were able to present the Cairns Base with a cheque to purchase the new piece of equipment.

As Cairns Base Services Coordinator, Leanne Lowe, states: "This is an amazing effort once again from those who hold the RFDS so dear to their hearts."

Sunshine Coast

The annual RFDS fundraising luncheon was held on 20th May at Innovation Centre, Sunshine Coast University complex.

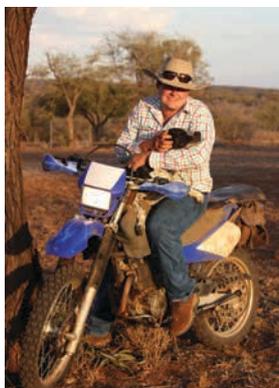
The luncheon, which featured six generously donated raffle prizes and numerous lucky door prizes, managed to raise about \$18,000 for the RFDS (Queensland Section).



The new piece of equipment purchased with funds raised by the Near and Far Auxiliary is presented to Cairns Base Services Coordinator, Leanne Lowe.

a story

worth telling



At the Royal Flying Doctor Service, we pride ourselves on being part of the fabric of Australian life. We are there in the communities, helping those who without us would not have access to basic health care. We are in the skies on our way to help a loved one. And we are by your side in times of hardship.

Since 1928 we have assisted mothers, fathers, sons and daughters in times of emergency. Our story is long and steeped in Australian tradition and pride.

Our story is your story.

Whether in the city or the country you never have to look far to find someone who has been touched by the Flying Doctor. These are your stories and we need you to tell them.

We rely on the selfless individuals who are courageous enough to share their stories with supporters of the RFDS; stories of turmoil, fear and pain, which often result in happiness, relief and a new lease on life.

Each year in Queensland we are tasked with fundraising close to \$12 million in order to keep us in the air and in your community.

By sharing stories of patients who have been helped by the RFDS we can capture the attention of potential supporters by highlighting the real impact we have on the lives of people living, working and travelling in rural and remote Queensland. By allowing us to share your story you will be helping us touch the lives of people all across the state.

If you or someone you know has had their lives touched by the RFDS and you are happy to share your story, we encourage you to reach out by emailing media@rfdsqld.com.au or by calling 0407 595 014. Alternatively you can visit www.flyingdoctor.org.au/qld/share to upload your story.

RFDS Dental Service

The RFDS Dental Service provides crucial oral health services to rural and remote Queensland. Make sure to keep up to date with the RFDS Dental Service and where it will be heading around the state by visiting the Flying Doctor website.

For more information on the RFDS Dental Service visit flyingdoctor.org.au/qld/dental

For appointment enquiries please call **1800 002 507**

Change lives with a gift in your will

Graham Harwood, a pineapple farmer from the Sunshine Coast knew the importance of leaving a gift in his Will.



A lifelong resident of Palmwoods in the Sunshine Coast hinterland, Graham started planting pineapples by hand and contracted himself out to other farmers in the region until he was able to purchase his own farm.

Machinery was a passion for Graham. He was one of the first rotary hoe contractors in the district, so it is only fitting that the bequest Graham generously left in his Will honours his passion for all things mechanical and has assisted with the purchase and medical fitout of our new B350 aircraft.

This aircraft variant is the latest addition to the Queensland fleet and allows our crews to fly further and transport more patients at once, with the first three-stretcher configuration to be used by the RFDS Queensland Section.

The RFDS relies heavily upon donations and bequests such as Graham's.

For more information on how to leave a gift in your will

> Call us on (07) 3860 1100

> Email us at bequests@rfdsqld.com.au

> Visit our website at www.flyingdoctor.org.au/qld

Yes, I want to help keep the Flying Doctor flying

- I would like to make a donation of \$ _____
Please debit as per my details below / a cheque is attached.
- I would like to make regular donations. Please send me information about the Wings regular giving program.
- I would like more information about making a bequest in my Will to the RFDS (QLD Section). Please send information to the address below.
- I have included the RFDS in my Will.

Name: _____

Address: _____

Ph: H) _____ M) _____

Email: _____

Birthday: ____ / ____ / ____

Type of card: MasterCard Visa American Express Diners Club

Credit card number _____

Signature: _____ Card expiry date: _____

Q-MAG17W



Royal Flying Doctor Service
QUEENSLAND SECTION

Donations to the Royal Flying Doctor Service are tax deductible for income tax purposes.

Please complete and send this form to:

Reply Paid 64275
Royal Flying Doctor Service (Queensland Section)
Brisbane Airport QLD 4008

Phone: 07 3860 1100

Fax: 07 3860 1122

Email: donations@rfdsqld.com.au

Website: www.flyingdoctor.org.au/qld

In accordance with the Privacy Act, the RFDS (QLD Section) will not disclose your personal information for reasons other than the primary purpose of the Service, to third parties without your consent. If you would like to access your personal information held by the Service, please contact the RFDS. You can request to have your details removed at any time from our mailing list.

What's on

EKKA 2017

The Royal Queensland Show (Ekka) is Queensland's largest annual event. Held over ten full days from August 11-20, Ekka showcases life and achievements in the Sunshine State, bringing visitors from across Queensland to the heart of Brisbane.

This year marks the 140th show, and more than 400,000 people are expected to come together to celebrate one of south east Queensland's most loved annual event.

To help celebrate, the RFDS is bringing its full scale simulator to the EKKA. The life sized replica of the fuselage of a Flying Doctor aircraft. Recently transformed, it now includes a cockpit, complete with avionics, a propeller flight simulator and is fully equipped with stretchers, oxygen, suction and communications.

For more information visit www.ekka.com.au

Birdsville Races

Tick an item off the bucket list and head out to the Birdsville Races. The iconic Australian event sees the population of the tiny, western Queensland town swell from about 100 to about 10,000.

The uniquely Australian event is held on the first Friday and Saturday in September. This year's event includes the 135th running of the Birdsville Cup on Saturday, September 2.

For more information, visit www.birdsvillerraces.com

Reedybrook Ashes 2017

Whether you fancy yourself an opening batsman, or more useful throwing down the odd bouncer, or perhaps just cheering on from the boundary, this is for you.

Held on the Burdekin River each year, the Reedybrook Ashes is a great chance to pack up the tent, swag and of course, the family, and head out for a weekend of cricket, fun and games all in the name of a good cause, with all proceeds for the weekend being donated to the RFDS, Angel Flight and local clinics.

For more information, please contact Raeleen Olditch on 07 4788 4290.

For information about these events and more, visit: flyingdoctor.org.au/qld/events

The Flying Doctor says Thank You

Australia is a vast land — **hot and dry**. With more than 50% of our bodies made up of water, staying hydrated is a key component to health.

The Royal Flying Doctor Service is very proud of the national partnership with **Neverfail Springwater**, which provides spring water to offices and homes across Australia.

With a campaign called **'It's Cooler to Give'** Neverfail is donating **\$100 to the RFDS** for every new cooler order in the health sector, which helps to keep the Flying Doctor flying.



OUR SUPPORTERS >



CONTACT US >

This newsletter is produced by the Marketing and Fundraising Department of the RFDS in Queensland.

If you do not wish to receive future editions of this newsletter, please contact the RFDS on 07 3860 1100 or email: rfd_bne@rfdsqld.com.au

> 12 Casuarina Street, BRISBANE AIRPORT QLD 4008

> Ph: 07 3860 1100 > Fax: 07 3860 1122 > www.flyingdoctor.org.au/qld

