



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

# FlyingDoctor

QUEENSLAND >



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## SUPPORTING THE ROYAL FLYING DOCTOR SERVICE THROUGHOUT AUSTRALIA



From remote outback stations to inner city airports the PC-12 operates day and night to keep the Flying Doctor in the air. With twenty four aeromedical PC-12's in operation throughout Australia the Royal Flying Doctor Service is an indispensable member of the Pilatus family. We invite you to call and find out more information about the PC-12 aircraft.

### THE PC-12 NG



# Welcome >

**With the closing of the 2010/11 financial year we put behind us an extremely challenging twelve months of managing difficult economic conditions, compounded by cyclones and floods.**

For me, the silver lining has been the way that Queenslanders have rallied together to support each other and we experienced that here at the RFDS with our donors and sponsors really standing up to help us achieve our \$6 million fundraising target. I thank you all wholeheartedly.

Every donation goes towards ensuring that the Flying Doctor will be there to respond when the call comes in. Cameron Fox's story in this magazine so clearly demonstrates a life and death situation and the critical importance of RFDS people and systems to those who live in rural and remote locations. Cameron is one of 270,000 people who are helped each year by the RFDS. In so many cases these people owe their life to the Flying Doctor and each of you who support us. ○

**Russell Ousley**

General Manager Marketing and Fundraising

## OUR SUPPORTERS >



## OUR PATRON >



We are proud to have Her Excellency, Ms Penelope Wensley, AC, Governor of Queensland as our patron.

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

If you do not wish to receive future editions of this magazine, please contact the RFDS on (07) 3860 1100 or email: [rfd\\_bne@rfdsqld.com.au](mailto:rfd_bne@rfdsqld.com.au)

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**Nino Di Marco**

**CEO**  
Queensland Section

Celebrating the RFDS's 83rd anniversary in May gave us reason to reflect on the rich history of our organisation and where we have come from. It is equally important to acknowledge a number of recent developments that will have a major impact on our organisation moving forward.

## A message from the CEO

It was with great pleasure that our success in securing two Commonwealth Government funding applications was announced in the Federal budget. The Health and Hospitals Fund grants include \$2.2 million for the Charleville Base redevelopment and \$2.7 million for the Mount Isa Base redevelopment.

As a further boost to our base redevelopments, Xstrata Mount Isa Mines has generously contributed \$2 million towards the Mount Isa Base redevelopment, while the Murweh Shire Council has donated land which will aid the Charleville Base expansion.

These budget announcements, the Xstrata donation and the Murweh land contribution provide an enormous boost for the RFDS at a critical time as we work through the national health reforms and the establishment of Medicare Locals. The funding will help us continue to establish modern facilities, which in turn will enable the RFDS to attract and retain new staff; enhance employee training and development; expand our services; and position us well to meet the health care needs of rural and remote Queenslanders.

I'm also thrilled to announce that Queensland's RFDS has been successful in acquiring more than

\$900,000 in new funding for the Federal Government's Strong Fathers, Strong Families program over the next three years. The program will give Aboriginal men culturally-appropriate information about fatherhood and grandfatherhood, with the aim of strengthening their role in nurturing the development of children and providing, in return, a motivating factor for their own self care.

Finally, we look forward to commencing development of a new RFDS Visitor Centre at the Australian Stockman's Hall of Fame in Longreach, with a start date set for December 2011.

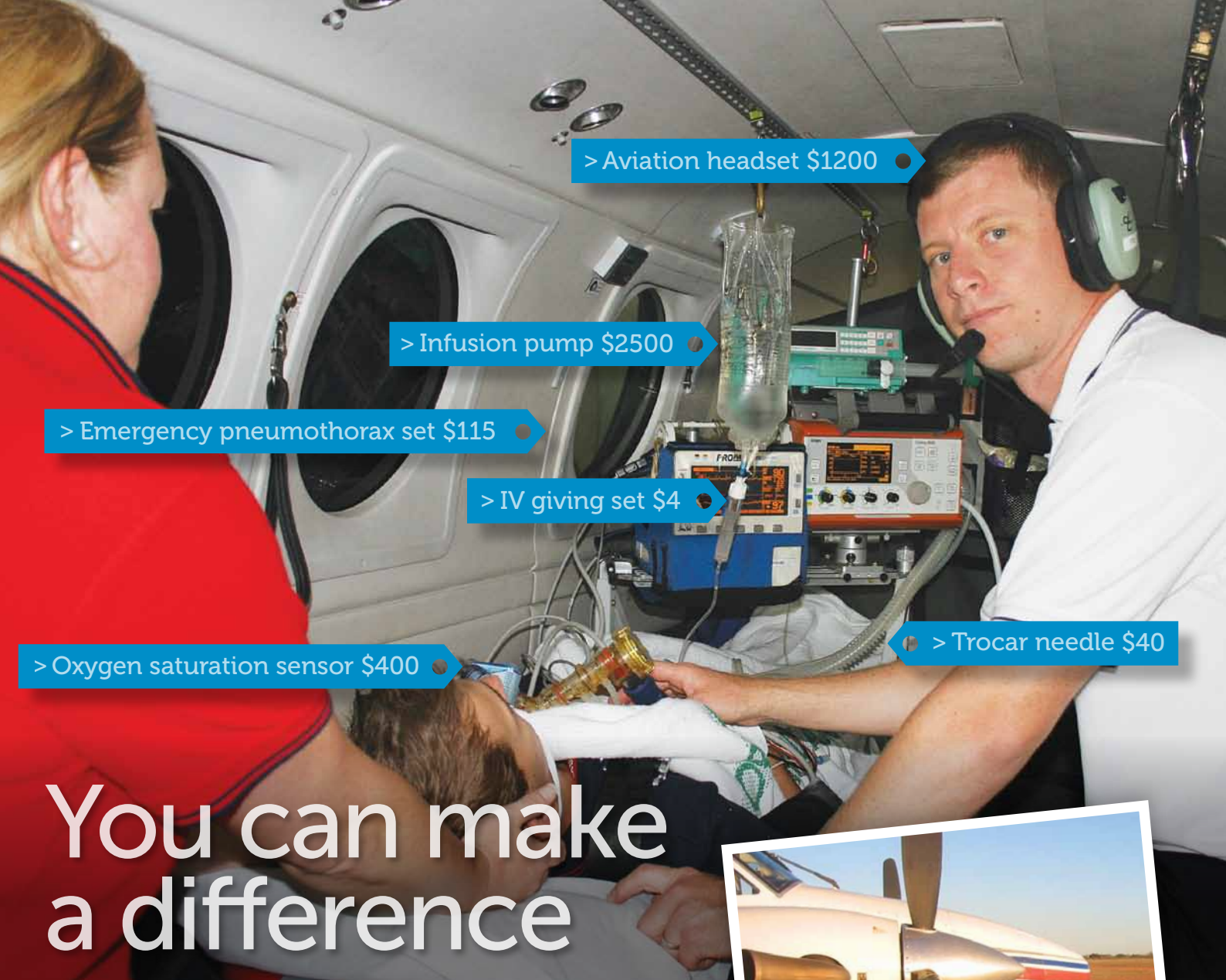


**...a new RFDS Visitor Centre at the Australian Stockman's Hall of Fame in Longreach, with a start date set for December 2011.**

While we are proud of the 83 years of experience and expertise behind us, we are confident that these new developments are helping us lay the foundations for our future as we strive to provide equitable access to comprehensive health services across rural and remote Queensland. ○

Nino Di Marco





> Aviation headset \$1200

> Infusion pump \$2500

> Emergency pneumothorax set \$115

> IV giving set \$4

> Oxygen saturation sensor \$400

> Trocar needle \$40

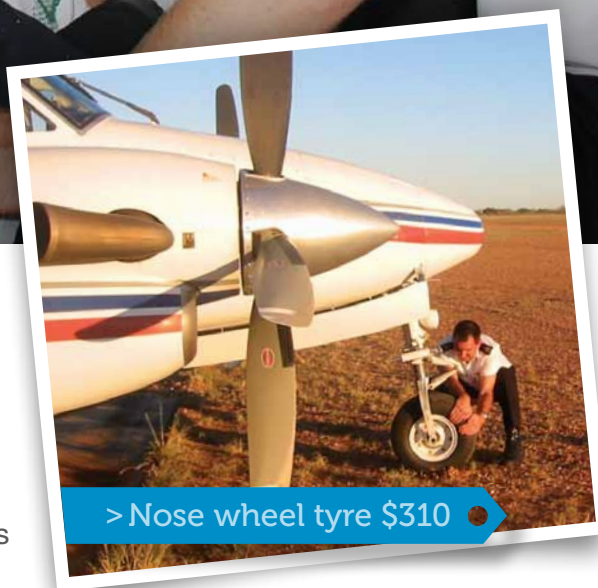
# You can make a difference

A monthly gift may not seem like much or appear to make an impact, but it does. The RFDS needs to purchase various items of equipment, be it for medical or aviation, some are expensive and some not so expensive. We need your help to fund these purchases.

Not everyone is able to make large donations, which is why the Wings program has been developed: to enable everyone to make a difference. Equipment that may seem insignificant to you actually plays a big part in saving lives.

Wings members form the backbone of the RFDS as we are able to rely on your continued support for the future. Please help us continue to provide essential services to the people of Queensland by joining the Wings program today.

- ➔ **Flying Doctor Supporter** \$12 per month or \$144 annually
- ➔ **Pilot Wing Partner** \$24 per month or \$288 annually
- ➔ **Flight Nurse Crew** \$44 per month or \$528 annually
- ➔ **RFDS Custodian** \$66 per month or \$792 annually



> Nose wheel tyre \$310

To become a Wings member or to receive further information please phone (07) 3860 1100 or email [wings@rfdsqld.com.au](mailto:wings@rfdsqld.com.au)



# How RFDS Doctor Minh Le Cong saved Cameron Fox's life from 1,000 kilometres away

When RFDS Dr Minh Le Cong received a call in the Cairns Base telehealth office from Caldervale Station, north of Augathella, some 1,000 kilometres away, on the other end of the phone was the voice of Kimberley Rains.

Kimberley was phoning with a situation of life or death – one of the ringers, Cameron Fox, was going into anaphylactic shock. With the nearest hospital a one hour drive away in Augathella, Cameron's best hope was Dr Minh on the other end of the phone, an RFDS medical chest located on the property, and the team at Caldervale Station.

"Cameron was preparing to go fencing when he had to run back to his ute to pick up some pliers," explained Kimberley. "When he reached into the back to get the pliers, a wasp bit him. Cameron knew he had been bitten by a wasp and within a few minutes could feel his throat contracting and became very ill."

Kimberley was in the office when the 'boys' ran over to tell her what was going on. Her immediate reaction was to phone the Flying Doctor.

"I rang the Flying Doctor and asked the 'boys' to carry Cameron to the verandah and make him comfortable," Kimberley said.

RFDS Medical Officer Dr Minh Le Cong answered Kimberley's call for help.

"When Kimberley told me Cameron had been stung by a wasp, was having trouble breathing and was semiconscious, I knew he was experiencing anaphylactic shock and we only had a limited timeframe to help him," said Dr Minh.

"I found the station location on the map and quickly realised emergency help was going to take too long to save his life," he went on. "I summoned help from another colleague in the office, Dr Dean Taylor, who organised an ambulance from Augathella to start heading towards the station whilst I stayed on the phone with Kimberley, giving her advice about how to draw up the adrenaline and administer it. I knew then and there that Cameron's life depended on him getting that emergency drug injection."



**Kimberley was in the office when the 'boys' ran over to tell her what was going on. Her immediate reaction was to phone the Flying Doctor.**

While Kimberley and Minh worked together over the phone to save Cameron's life, his workmates at Caldervale Station made him comfortable, reassured him and helped him to breath.

"We were all so conscious of staying calm because we knew how serious the situation was," said Kimberley. "Dr Minh was giving detailed instructions to me over the phone, and the boys were putting into action what I was saying by helping Cameron breathe and giving him four adrenaline injections. It was a team effort," she said.

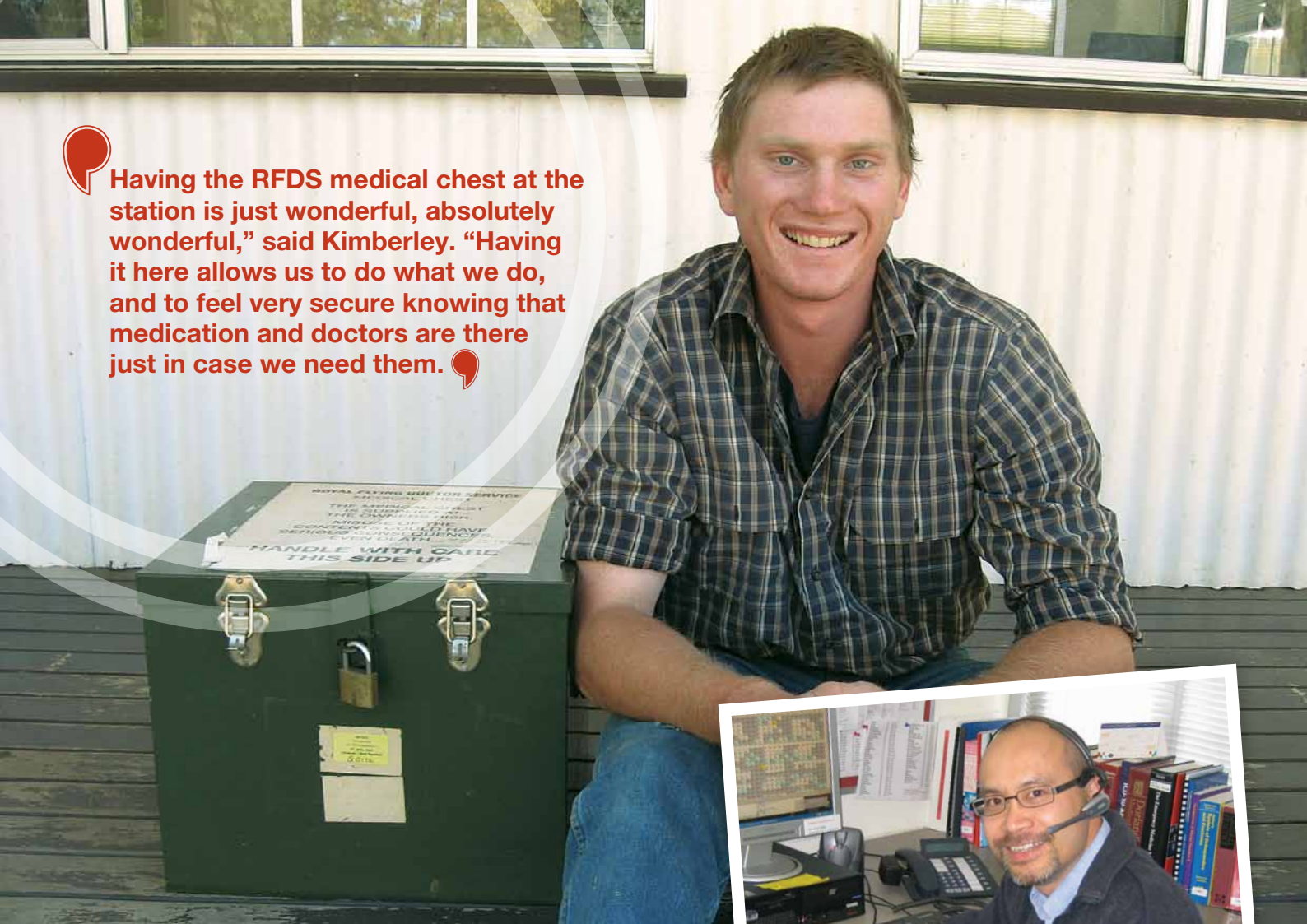
Having access to the adrenaline was a key component of saving Cameron's life. Thankfully for Cameron, the Caldervale Station has an RFDS medical chest on the property. This medical chest, like 1,200 others across Queensland, contains a range of pharmaceutical and non-pharmaceutical items that enable RFDS Medical Officers to provide emergency and non-emergency treatment remotely via the telephone and on-site.

It was in the medical chest that Kimberley's husband and Station Manager Angus found the vial of adrenaline needed to save Cameron's life.

"Angus had only given an injection to one other person before," Kimberley said. "Working on a station we often give injections to horses but not usually people. Dr Minh instructed us to give an injection, only a few millilitres each time. Then we would wait 10 to 15 minutes to see if Cameron responded to the medication and I would describe to Dr Minh what symptoms Cameron had. We had to repeat this process four times until Cameron showed signs of recovery."



Having the RFDS medical chest at the station is just wonderful, absolutely wonderful,” said Kimberley. “Having it here allows us to do what we do, and to feel very secure knowing that medication and doctors are there just in case we need them.”



Above: Cameron Fox with Caldervale Station's medical chest, which contained the adrenaline that saved his life. Right: Dr Minh in the Cairns Base telehealth office where he took the call for help from Kimberley Rains

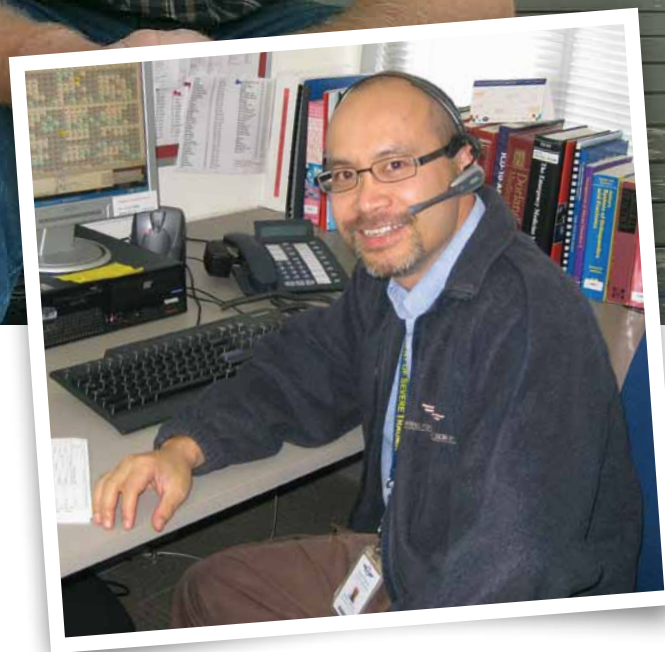
After Cameron responded to the adrenaline and his breathing stabilised, Kimberley hung up the phone from Dr Minh and Angus drove Cameron down the road until they met the ambulance. Cameron was then transferred to the ambulance and driven to hospital for a check up.

“Cameron stayed in hospital overnight and took a day to recover before getting back to work,” said Kimberley. “Without the RFDS we would have had to drive Cameron to the nearest hospital, one hour away, and I would hate to think what could have happened during this time.”

Dr Minh said that despite not being in the same room, everyone involved came together in action and spirit to help Cameron.

“On that day, during the emergency, everyone worked together as a team despite being only joined by a telephone line and I thank all those involved: my colleague Dr Taylor, Kimberley and Cameron’s mates. For despite not being in the same room, we all came together in action and spirit to deliver the care that was needed,” reflected Dr Minh.

While the distance from the nearest hospital threatened Cameron’s life, it was the availability of adrenaline on the spot that saved him.



On that day, during the emergency, everyone worked together as a team despite being only joined by a telephone line and I thank all those involved...

“Having the RFDS medical chest at the station is just wonderful, absolutely wonderful,” said Kimberley. “Having it here allows us to do what we do, and to feel very secure knowing that medication and doctors are there just in case we need them.”

Every day 40 Queenslanders call the Flying Doctor to receive medical advice over the phone for issues ranging from the prescription of antibiotics for infections, to life or death situations such as Cameron’s. Advice is available 24 hours a day, 365 days a year, and the service is also available to rural doctors, nurses working in remote locations, allied health staff and health workers.



# How you can help

## Consider leaving a bequest to the RFDS

We at the Royal Flying Doctor Service are humbled by the number of our supporters who ask what they can do to show their thanks in return for the services we provide.

One important way people can show their appreciation is to consider leaving the RFDS (Queensland Section) a bequest in their Will. A bequest, large or small, means so much to so many.

Our mission, for the past 83 years, has been to take the finest care to the furthest corners of Queensland. The RFDS continues this mission by providing reliable, first class aeromedical and primary health care services. Our service ensures that anyone who lives, works or travels in remote and rural Queensland can enjoy the best of health. With your generosity and thoughtfulness, we can continue these vital services that thousands rely on each year. Australia wide the Flying Doctor helps 270,000 people every year – that's one person every two minutes.

The history of the RFDS is characterised by people working together for a common goal and overcoming hardships to achieve the service that now exists. Today and into the future, with the help of your generosity, we can continue to work together to ensure this essential service is available to all who need it.

**Today and into the future, with the help of your generosity, we can continue to work together to ensure this essential service is available to all who need it.**

Making a Will ensures everything you have worked hard for in your lifetime is passed onto your loved ones and the causes you care about. We strongly encourage our bequestors to look after their families first. Many people do this by leaving a portion of their

estate to their family and a proportion to the Flying Doctor. We suggest you talk over your wishes with your family and seek professional advice to prepare or update your Will.

We would be very grateful to know if you do choose to acknowledge us in your Will. We would also like to hear from those who have already made provision for the Flying Doctor in their Will and, as yet, have not advised us. This would enable us to thank you for your generous support and to recognise your gift during your lifetime. By providing your details you will also enable us to keep you informed on the Flying Doctor's activities. You can also be assured that all your personal details will be treated in the strictest of confidence and we will respect your wishes if you choose to remain anonymous.

**We would also like to hear from those who have already made provision for the Flying Doctor in their Will and, as yet, have not advised us.**

One of the noblest gestures anyone can make is to reach out to another human being to offer assistance. Thank you for considering leaving a lasting legacy for future generations of Queenslanders living in remote and rural areas.

Please contact our Bequest Officer, Louise McLaren, on (07) 3860 1100 or email [lmclaren@rfdsql.com.au](mailto:lmclaren@rfdsql.com.au) if you wish to make a lasting legacy or if you have any questions about including the RFDS (Queensland Section) in your Will.



# Volunteer with an RFDS Auxiliary

Looking for a way to help keep the Flying Doctor flying and get involved in your local community?

RFDS Volunteer Auxiliaries are made up of community-spirited individuals who share the same goal of raising awareness and vital funds for the Flying Doctor. There are many Auxiliaries around the state which hold regular meetings and conduct a wide variety of fundraising activities and events throughout the year.



If you would like to join your local Auxiliary, please visit the RFDS website for more information or call Mike Greasley, Community Fundraising Coordinator on (07) 4040 0143.

## Join the workplace giving program

Workplace giving is a simple and low cost yet powerful way for employees to make regular donations to charities through their employer's payroll system. Employers may choose to match employee donations or donate a specified amount. Together, you and your employer can make a real difference to the lives of those living, working or travelling in Queensland.

### How to get involved!

If your organisation has a workplace giving program in place you can become a workplace giving donor today! Simply contact Peta West, Corporate Partnerships Coordinator (07) 3852 7502 or [pwest@rfdsqld.com.au](mailto:pwest@rfdsqld.com.au)

If your employer doesn't have a workplace giving program and would like to set one up, please don't hesitate to contact us – we can help with:

- > Further information about workplace giving
- > How to set up a program and get employees involved

To get the best out of your workplace giving program it is vital to promote it effectively to your employees. Contact us today and together we can make your workplace giving program a success. ○

### 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) \_\_\_\_\_ W) \_\_\_\_\_

Email: \_\_\_\_\_

Birthday: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Type of card: ☐ MasterCard ☐ Visa ☐ American Express ☐ Diners Club

Credit card number | | | | | | | | | | | | | | | | | | | | | |

Signature: \_\_\_\_\_ Card expiry date: \_\_\_\_\_

MAGAUG11



**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 4007

Ph: (07) 3860 1100  
Fax: (07) 3860 1122  
Email: [rfdsqld@rfdsqld.com.au](mailto:rfdsqld@rfdsqld.com.au)  
Website: [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)

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

# Pit Stop GSK

On Wednesday 8 June the Brisbane Markets wholesalers and buyers found out what gets their hearts racing when they were encouraged to take a pit stop at a special health clinic, driven by the Royal Flying Doctor Service.

Pit Stop is a preventative health campaign targeting men. Based on the concept of car maintenance, men in a particular venue are urged to enter a "Pit Stop" and have a quick check up to ensure they are in good working order.

Fresh Connections conference delegates and Brisbane Markets fruiterers, along with Brisbane Broncos players Ben Te'o and Peter Wallace, and The Honourable Phil Reeves MP, Queensland Minister for Child Safety and Minister for Sport, were vying for a physical roadworthy certificate following checks on their chassis (waist), oil pressure (blood pressure), exhaust (smoking), and duco (skin cancer).

RFDS (Queensland Section) CEO Nino Di Marco said the Pit Stop initiative was an important step towards prioritising men's health issues.



Brisbane Broncos Ben Te'o and Peter Wallace have their Oil Pressure tested by RFDS Nurse Manager Clinical Justine Powell

"The men at Brisbane Markets work hard over long hours, which often means that self-maintenance can slip down the priority list," Mr Di Marco said.

"As an organisation that provides primary health care to more than 40,000 Queenslanders alone every year, the RFDS is proud to stand behind this men's health initiative."

The Pit Stop was supported by GlaxoSmithKline, Brismark and the Australian Chamber of Fruit and Vegetable Industries. ○

## Brisbane's Domestic Terminal gets a face-lift

Brisbane Airport's upgraded and expanded Common User Satellite (CUS) at the Domestic Terminal was officially opened earlier this year by Deputy Prime Minister and Treasurer, Wayne Swan MP.

The expansion has seen an additional five passenger gate lounges, two aircraft parking bays (bringing the total to seven), new food and beverage facilities, new modern, comfortable furniture in waiting areas, improved energy efficiency of the satellite building and space for airline offices.

Brisbane Airport Corporation CEO and Managing Director, Julianne Alroe, said that the CUS upgrade was highly anticipated.

"With over 14 million passengers flying through the Domestic Terminal last year, in comparison to the 740,000 flying through in 1988 when the terminal was first built, an expansion and upgrade has been much anticipated, and we are pleased to deliver the first stage of the upgrade with the CUS," she said.

The next stages of the Domestic Terminal Upgrade will see a new multi-level car park open, upgrades



BAC Chairman Bill Grant, Deputy Prime Minister and Treasurer Wayne Swan MP and BAC CEO Julianne Alroe open the new Domestic Terminal Centre Satellite

to the Domestic Terminal road network, and an elevated walkway built over the roads. Together with the existing multi-level car park, the new car park will bring the total number of bays at the Domestic Terminal to over 9,000.

Brisbane Airport is a proud principal sponsor of the RFDS (Queensland Section). ○



# Brisbane Airport – Keeping the Flying Doctor in the Air



Aviation is all about connecting routes and networks, reducing the distance between destinations, and bringing people across Queensland and the world closer together.

The RFDS is the lifeline for many Queenslanders living out in the regions, connecting them to Brisbane and vital health services and facilities across our state.

We value the work of the RFDS, assisting people around the state 24 hours a day, seven days a week – a service which is undoubtedly great for Queensland.



# Start somewhere and end up everywhere

Improving the social and emotional wellbeing status of remote Cape York communities.

*We are the voice, we are the voice,  
we are the voice of our community,  
Come together, come together,  
come together as one.  
One heart, one mob, one community,  
Come and join us everybody.*

This is the first verse of a song that was written by a group of Aboriginal and Torres Strait Islander people from seven different communities in Cape York. Why did they write these words? Because they have been on a journey of learning and wanted all people, both Indigenous and non-Indigenous to be a part of this journey and beyond. The journey of learning has been facilitated by Queensland's Royal Flying Doctor Service (RFDS) through its Community Capacity Building and Training Project from its Cairns Base.

This highly successful project has recently finished training its second group of participants in a Certificate IV in Community Development, with elective topics focussing on mental health, suicide prevention, domestic violence and drug and alcohol issues. Participants included eighteen students from remote Aboriginal and Torres Strait Islander Cape York communities. By training these students, the aim of the program was to build the capacity of Aboriginal and Torres Strait Islander peoples and their communities, which are serviced by the RFDS in Cape York, to respond to social and emotional wellbeing issues, including suicide prevention and intervention.

Working with Aboriginal and Torres Strait Islander people to help close the gap is a fundamental principle of the Community Capacity Building and Training Project and the RFDS.

What the project achieves is best summed up by one of the graduates, Jonathan Korkatain from Aurukun. "Education is the key," he said. "By working together, Indigenous and non-Indigenous people can build a solid foundation of understanding. This understanding



Participants of the Community Capacity Building and Training Project with RFDS trainer and employees

will then help to 'Close the Gap' on Aboriginal and Torres Strait Islander disadvantage."

Having completed the Certificate IV, the participants now have the knowledge and skills to:

- > Understand the social determinants of Aboriginal and Torres Strait Islander health
- > Identify and provide interventions to address the needs of consumers with mental health and drug and alcohol issues
- > Develop locally and culturally appropriate community programs and resources
- > Advocate for their communities.

Incorporated into the training were Aboriginal and Torres Strait Islander specific tools to address social and emotional wellbeing issues. These tools included the Aboriginal Mental Health First Aid training and Indigenous Risk Impact Screening (IRIS). These units helped create a holistic course that offered learning and skill development across a range of relevant topics to ensure that community based workers can deliver the most up-to-date practice in regard to a range of social issues.

Nothing comes without challenges and one of the key challenges of this program was to provide adequate support to the students to be able to participate in the training course. To participate in the course, the students travelled far and wide to Cairns from their communities for one week each month over a 12 month period. During these weeks they undertook assessments to achieve competencies that enabled them to complete the course. The communities the





participants came from are extremely remote, and many of the students are affected by the very issues which the course aims to address. This means that participating in the training and applying the knowledge and skills to the workplace has been an ongoing challenge for all involved.

All aspects of the program, including the delivery of the training, aim to be culturally specific and therefore supportive of family and cultural obligations. It also aims to be supportive of varied learning requirements and encouraging of Aboriginal and Torres Strait Islander ways of learning and being, especially considering that English is a second or in some cases a third language for some of the participants.

The program co-ordinators have seen participants grow in confidence in their work and personal lives, and gain inspiration from the course content, guest speakers, service provider site visits and from their peers. The confidence gained was evident when participants presented a session on the program at the 20th Annual National Australian Health Promotion Association Conference held in Cairns in April this year. One participant commented, "I'm a bit more confident now then (sic) I used to be. I'll be able to contribute more to where I worked back home." Graduates have also presented at RFDS Cross Cultural Awareness workshops to help support other RFDS employees in culturally appropriate ways of working.

Graduating with a Certificate IV in Community Development has opened lots of doors for the 12 participants. Six of the participants have been employed by the RFDS as Community Development Consultants (CDC) in the Wellbeing Centres of Aurukun, Coen, Hopevale and Mossman Gorge, while one was employed as a Community Counsellor Support Worker in Kowanyama through the RFDS Social and Emotional Wellbeing program. The remaining participants are

employed in other local community organisations such as Lockhart River Council, Pormpur Paanth Healing Centre in Pormpuraaw and the Coen Kindergarten.

One of the graduates, Marilyn Kepple, is employed at the RFDS Coen Wellbeing Centre. Wellbeing Centre Team Leader, John Hannan, explains the benefits of Marilyn's training. "The course has given Marilyn a skill set that is beyond what the clinicians here at the Wellbeing Centre alone could have provided her. It has increased her skills, knowledge and capacity to help others deal with social and emotional wellbeing issues in a culturally appropriate way," he said.

Program co-ordinators are also supporting graduates looking at further studies that will enhance their potential employability in other career pathways either in the social and emotional wellbeing sector or other community development work in their communities.

The project is funded by the Department of Health and Aging, Health Services Branch and through the National Suicide Prevention Program and the Office of Aboriginal and Torres Strait Islander Health. The Queensland State Government has also allocated funds under the Queensland Government Youth Suicide Prevention strategy through the Department of Communities. Funders of the Certificate IV in Community Development include the Department of Education and Training Queensland - Indigenous VET Initiatives through their Training Initiatives for Indigenous Adults in Regional and Remote Communities (TIFIARRC) and Abstudy (Centrelink) covered the Away from Base funding for the students. Southbank Institute of Technology provided the trainers and the Australian Quality Training Framework (AQTF) recognised program delivery.

The RFDS congratulates the participants on completing the course. ○



The Younger Set girls with their mentors  
 Front row, left to right: Hayley Palmer and Shyann Gishford  
 Middle row, left to right: Mollie Stewart, Tahlia Wheildon and Desanka Bull. Top row, left to right: Dorothy Stickland, Sadie McWilliams, Tiannah Carroll, Lavinia White and Jed Cahil

### Demonstrating commendable initiative, seven creative teenagers have produced an educational DVD about road safety.

The enterprising young women, all aged 13 and 14, are members of the Country Women's Association Charters Towers Branch Younger Set.

Their DVD is aimed at tourists, grey nomads, backpackers and other travellers, and focusses

## QCWA Younger Set road safety initiative

on the road conditions and driving challenges that exist in North Queensland. It will be distributed to shire councils and tourism centres.

"We wanted to show everyone that we may be young girls, but we too can have an impact on the community and give something back," said Lavinia White, one of the film makers. "We wanted to make people aware of the circumstances they're driving in and the potential dangers on the road, and how to prevent accidents from occurring."

The DVD is dedicated to Lavinia's mother, Rachelle Priddy, who tragically lost her life on a North Queensland road.

The RFDS's emergency retrieval service operates 24 hours a day, seven days a week, and each year, 10,000 Queenslanders rely on the RFDS for emergency retrieval for a range of reasons, including injury caused by car accidents. The RFDS congratulates the girls from the Younger Set on their efforts to reduce the road toll in rural areas. ○

## Ergon Energy Envirofund grants available

Ergon Energy has launched its 2011 Envirofund program offering a record \$150,000 in grants to community groups to help support energy conservation and environmental initiatives.



An additional \$50,000 in funding is on offer this year as a small gesture to help struggling communities get back on their feet after a devastating summer of natural disasters.

Grants from as little as \$200 up to a maximum of \$10,000 are on offer for environmental projects within Ergon Energy's regional Queensland area of operation.

Preference will be given to projects with an energy conservation focus, however, other environmental benefits will also be considered. Examples of the sort

of projects that could attract funding may include those that:

- > reduce energy consumption
- > reduce greenhouse gas emissions
- > educate and encourage behavioural change around wise energy use
- > use or promote renewable energy alternatives (solar, wind, hydro and biomass)
- > protect, maintain or re-establish natural environments in community spaces or
- > protect wildlife.

Full details are available on the Ergon Energy website [www.ergon.com.au](http://www.ergon.com.au)

Ergon Energy is a proud principal sponsor of the RFDS (Queensland Section). ○





## \$2 million donation to upgrade Mount Isa Base facilities

The RFDS Mount Isa Base will increase health services in the north-west region thanks to a donation of \$2 million from Xstrata Mount Isa Mines. The donation will go toward upgrading Mount Isa Base's 47-year old facilities, a need which has been in the pipeline for the last eight years but unable to proceed without the required level of funding.

Nino Di Marco, Chief Executive Officer of Queensland's RFDS, said there is a growing demand for access to RFDS services in the region.

"Improving the quality of our facilities will allow us to increase existing services and deliver a more diverse range of additional services to meet the needs of communities in north-west Queensland," said Mr Di Marco.

"Financial support from the corporate sector is extremely important to the RFDS and without this contribution from Xstrata Mount Isa Mines we would be unable to complete our Mount Isa Base redevelopment project without an impact on our services and other projects."

"We thank Xstrata Mount Isa Mines for this very generous donation," he said.

As the only service provider of fixed wing medical services in the region, the RFDS transports more than 1,000 patients in and out of Mount Isa each year to receive specialised medical attention.

Brian Hearne, Chief Operating Officer Xstrata Zinc Australia, said Xstrata Mount Isa Mines relies upon the RFDS for emergency support for their 3,390 employees in Mount Isa.

RFDS (Queensland Section) CEO Nino Di Marco helps turn the first soil

"We fully appreciate the importance of the RFDS's services, particularly when emergencies unfortunately occur," Mr Hearne said.

"The availability of a comprehensive range of health services and professionals is also important for the liveability of Mount Isa as Queensland's largest outback city. This is a good example of how the mining industry can support the sustainable growth of the communities which it forms a part of," he said.

In addition to operating a 24/7 emergency retrieval service, the Mount Isa Base also provides primary health care clinics to almost 8,000 people each year, incorporating general practice, child and family health, Indigenous health, mental health and health promotion.

The redevelopment project will create a purpose-built primary health care facility that will house the employees who deliver these services.

The project also involves the construction of several new buildings and facilities to increase health services delivered by the RFDS to Mount Isa and the north-west region, and will accommodate in excess of 50 staff to enable planned growth for the future. RFDS health professionals, through the redevelopment project, will also be provided the opportunity to deliver mental health and other primary health care services such as counselling, dietetics, diabetes education and rural patient consultations in Mount Isa in specially designed consultation rooms located at the Base.

The upgrade is expected to be completed by November this year. ○

# RFDS nurse awarded international medal

Mount Isa-based Nurse Noela Davies has been awarded the Florence Nightingale Medal – nursing’s highest international distinction – after dedicating more than a decade of her life to providing aid in some of the world’s worst conflict zones.

Named in honour of the woman widely acclaimed as the founder of modern nursing, the Florence Nightingale Medal is awarded biennially by the International Committee of the Red Cross in recognition of courage, devotion to victims of conflict and natural disasters, and commitment to public health.

A registered General, Midwife and Mental Health Nurse, Noela is also the Service Development Manager, responsible for improving the RFDS’s primary health care service delivery across north-west Queensland.

But it was Noela’s work with the Red Cross in war-torn countries, prior to joining the RFDS, which has now been recognised at an international level.

Whilst visiting family in Ramu Valley, Papua New Guinea, she was fortunate to observe and participate in the vaccination of a large number of people who had come down from the hills due to earthquakes. The programme was carried out under tarpaulins, and it was very dusty and hot, with helicopters flying in and out.

That experience was an epiphany that completely changed her perception of health care delivery.

After working in remote clinics in the Northern Territory, Noela undertook her first Red Cross mission in 1999. During the following 11 years, she worked in many and varied roles: evacuating and repatriating weapon wounded, surgical emergencies and obstructed labours from the field and across check points; assessing and planning primary health care programs; establishing remote basic health centres; prison visits documenting health care, ill treatment and torture; and other health roles in Sudan, Timor, Ethiopia (Somali and Afar regions), Liberia, Kenya, Kyrgyzstan and Afghanistan. All in all, Noela worked for over six solid years in the field. Trained for emergency response, both natural disaster and armed conflict, Noela witnessed the light and shade of humanity during this time.



“In countries in conflict, civilians and wounded are often hampered in their attempts to access basic health care for many reasons. Many walk for days to seek rudimentary medical treatment and questionable drug therapies. If nothing else is cemented in my mind, it is the humbling and magnificent resilience in the face of massive injuries, the destruction of homes and families, and the indiscriminate attacks by various parties to the conflict,” Noela says.

Despite everything she has been through and accomplished, Noela is quick to play down the award hype. She sees it as an acknowledgement of the work of many, rather than an individual honour.

Noela says that she wanted to work for the RFDS because it is an iconic part of Australia, making a real difference in rural and remote areas where access to health care is limited.

“I want to be part of a dedicated comprehensive health team who provide better health services to rural and Indigenous people, as I believe they are the backbone of the country. The responsibility to provide good quality and accessible health care to the rural and remote folk of Australia cannot be taken lightly. The dedicated RFDS employees from all disciplines and at all levels believe and portray this every day. We embrace the concept of John Flynn, and continue in his work, though we must be creative and embrace the ever changing needs, environment and context in which we live,” she says. ○



# RFDS nurse recognised for contribution to rural medicine

Louis Ariotti is a name synonymous with rural medicine. The legendary Queensland bush practitioner, who passed away in October 2008, contributed significantly to improved rural health through both his personal service and his great leadership in the sector.

This is one of the reasons why RFDS employee Brenda Masutti was so honoured to receive the Louis Ariotti Memorial Award recently.

“Louis Ariotti was recognised for his passion for rural and remote health,” Brenda says, “So to be associated with someone of that stature, and with that commitment, is a great honour.”

The \$5,000 award is provided by the Toowoomba Hospital Foundation to recognise innovation and excellence in rural and remote health in areas such as research, policy, leadership, workforce issues and service development.

Brenda – Deputy Manager, Primary Health Care – from Cairns Base, was presented with the prestigious award at the 11th National Rural Health Conference held earlier this year, in recognition of her outstanding contribution and leadership to rural and remote health.

Prior to joining the RFDS, Brenda worked in numerous positions that aimed to improve the health and wellbeing of people living in rural and remote areas. This included working as a Public Health Nurse and as a Remote Area Coordinator/Trainer with the Aboriginal and Torres Strait Islander Health Worker Education Program, along with a stint at the School of Distance Education.

Since joining the RFDS in 1996, Brenda has been instrumental in developing RFDS Primary Health Care services and has played a lead role in the strategic planning processes of the RFDS health sector. Programs that have benefited from her wisdom and expertise include the medical workforce, the Rural Women’s GP Service, the Indigenous Health Liaison Officer program, Field Days, Wellbeing Centres, and many other Health Promotion and Capacity Building projects. Brenda has also been a driver in introducing and improving many systems that underlie our service delivery including continuous quality improvement, data systems and



E-Health. She has worked tirelessly with all health disciplines to ensure a more comprehensive Primary Health Care approach.

Over the past five years, Brenda has successfully led the development and implementation of the Improved Primary Health Care Initiative (IPHCI) in Cape York, which was recently handed over to the community controlled health service, Apunipima Cape York Health Council. As a result of this initiative, she made a significant contribution to improving partnerships in Far North Queensland, particularly with other health service providers.

Colleagues attribute Brenda’s outstanding contribution to RFDS and rural and remote health to her passion, her sense of humour, her innovation in implementing change and introducing progressive programs, her attention to detail, and most of all, her great ideas in relation to finding solutions to complex situations.

Brenda has a passion for successful partnering and collaborative models of service delivery.

“I hope that all agencies and government departments that have a mandate for health care in rural and remote areas will work collaboratively to bring about improved health outcomes for the people they serve,” she says, adding that the RFDS has “a heart for rural and remote health, and that’s what makes it, for me, a great organisation to work for.”

The RFDS congratulates Brenda, a highly deserving recipient of the Louis Ariotti Award. 



# RFDS farewells respected pilot, Captain Phillip Darby 1923 - 2011

It is with much sadness that the RFDS farewells loved and respected RFDS pilot, Captain Phillip (Phil) Darby.

Phil was born in Mannum, South Australia in 1923. During World War Two, Phil's older brother Bill was shot down over the Timor Sea and listed as missing. As soon as Phil reached 18, he enlisted in the Army with the determination to join the Air Force to follow in his brother's footsteps.

When the war ended, Phil put his flying career on hold and returned to work on the land while still maintaining his private pilot's licence. In 1968, with 7,500 flying hours under his belt and vast bush flying experience, Phil was offered a job with the RFDS.

Phil began his career with the RFDS in May 1968 at the Charleville Base where he stayed until 1974. During this time, Phil was on call seven days a week, 24 hours a day, 365 days a year except for annual holidays.

In 1974, Phil was appointed to the Cairns Base where he worked until retirement in 1988. During his 21 years working for the RFDS, Phil accumulated 21,000 flying hours, a significant achievement.

Phil is survived by his wife Susan, his three children, Phillip, Joanne and Stephen, and his grandchildren. Phil was a much loved and respected pilot at the RFDS and will be sadly missed by all. ○

## Townsville Base celebrates 15 years of operation and announces the expansion of services

The Townsville Base first began in 1996 to provide 24/7 emergency retrievals and regular transfers of patients to hospitals for life-saving surgery, delivering critical support to those who live in and around the Townsville region.

For 15 years, the base has operated with one Beechcraft King Air B200 aircraft. On an average day, the aircraft transports five patients, flies seven hours and travels 2,664 kilometres, which is the equivalent to flying from Townsville to Canberra.

During anniversary celebrations, Townsville welcomed a second Beechcraft King Air B200 aircraft to the fleet and announced the expansion of existing services.

"An extra aircraft will help the RFDS increase the potential number of inter-hospital transfers and emergency evacuations it can conduct in Townsville and surrounding areas. This means that more people in Queensland will have access to our services," said RFDS Townsville Base Manager David Mowat.



Left to right: David Crisafulli, Townsville Deputy Mayor; Graham Vonhoff, RFDS Network Relief Pilot; Rod McLeod, RSL Townsville President; Debbie Schmidt, RFDS Townsville Base Flight Nurse Clinical and Bruce Waller, RFDS Townsville Base Senior Pilot

RFDS aircraft are traditionally purchased with donations from generous individuals, corporate supporters and principal sponsors; however, this aircraft was secured through a contract awarded to the RFDS by Queensland Health for additional services. The aircraft is one of three new aircraft secured through this contract and means that more and more Queenslanders will have equal access to health care no matter where they live. ○



# explorers discoverers developers

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### St George Rugby League Club show their support

The St George Rugby League Club have been getting behind the Flying Doctor and presented a cheque for \$800 to local RFDS Board Member Dr Desley Marshall. The RFDS thanks everyone at the club involved in the fundraising.

Left to right: John Goudkamp, QAS Superintendent and St George Rugby League Club Committee Member, Neil O'Brien, Majella Morris and Tania Griinke, Committee Members, and Dr Desley Marshall, RFDS Board Member



Kate McGowan, RFDS Charleville Base Manager, accepts the cheque from Tegan Duff, Partner CondonTreasure. Back row: Condon Treasure Partners Mark Treasure, Kevin Harker, Rory Condon and Matt Noller

### CondonTreasure Charity Ball

Since it began in 2008, the annual CondonTreasure Charity Ball has become a major highlight of the Roma social calendar with tickets selling out weeks before the event. The Ball has supported the RFDS for every one of those four years, and the 350 guests who enjoyed the June 2011 Ball helped raise a total of \$26,000 on the night from ticket sales and the charity auction. This result brings the total funds raised to date for the Flying Doctor to an amazing \$103,000.

The RFDS acknowledges all the event sponsors, local businesses and everyone involved in making the evening such a great success. Our sincere thanks goes to partners and staff at CondonTreasure for their continued support in choosing the RFDS as the beneficiary of this wonderful fundraiser.

# Thank you for your donations



### Crazy race delivers barrow loads of funds for the Flying Doctor

The Great Wheelbarrow Race is a gruelling three day, 149 kilometre race from Mareeba to Chillagoe in the Tablelands of Far North Queensland. Two of the teams in this year's event raised funds for the RFDS. The Wine, Women and Wheels team saw ten local ladies take on the challenge, and they were joined by a team from the MMG Century Mine.

Together, the two teams raised \$10,000 for the Flying Doctor and we thank everyone for their amazing effort and achievement.

The Wine Women and Wheels team at one of their training sessions before the race

### Trivia night proves a great success

You might recall Matthew Thompson's story from our February issue. Matthew, from Rockhampton, was seriously ill when flown to Brisbane by the RFDS. After 63 days in hospital, 33 of those in a coma, Matthew was thankfully well enough to go home to his young family.

Following his recovery, Matthew came up with the idea of organising a fundraising trivia night in support of the Flying Doctor. With the help of family and friends it grew and grew to become a major event with more than 200 people coming along. Everyone had a great night and over \$4,000 was raised for the Flying Doctor.

The RFDS thanks Matthew and everyone involved in the fundraiser for their support.



Matthew (centre) with aunt Cathy (left) and sister Jess (right) enjoying the night





The Wings of Life team get ready for their around Australia flight with leader and SOQA entrant, Doug (above left)

Mission Beach entrants Donna and Percy celebrate the RFDS birthday with locals at Innisfail



Entrant Stephanie Avis at the St George Show



Guests have fun at the Midnight Muster Ball organised by SOQA entrant Daniel and the Hope for Health team from the Gold Coast.

# The Spirit of Queensland in action

... each entrant is demonstrating their personal passion and commitment to supporting the work of the RFDS and is a great example of true community spirit.



Gala Ball sponsor



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The many entrants in the RFDS Spirit of Queensland Awards have been working hard organising and hosting activities around the state, engaging with their local communities and helping to raise funds and awareness for the Flying Doctor. A very warm welcome to new entrants Patricia Connors from Weipa and Emma Bennett from Quilpie who have joined this year's program.

Whether it is organising fundraising flights around the country, market stalls, cake drives or a local raffle, each entrant is demonstrating their personal passion and commitment to supporting the work of the RFDS and is a great example of true community spirit.

Congratulations to those entrants who have already qualified to come to Brisbane for the finals in November. The annual Spirit of Queensland Awards Gala Ball will celebrate and recognise the achievements of the entrants and will be held on Saturday 19 November. Early bird tickets (before Monday 31 October) are only \$110 per person, thanks to the generous support of Hawker Pacific, and include a three course meal, drinks and entertainment.

The RFDS would like to announce and thank Mirvac Hotels and Resorts for coming onboard as a major sponsor of the SOQA.

**Book your ticket now online at [www.flyingdoctor.org.au/SOQA](http://www.flyingdoctor.org.au/SOQA)**

**To enter, please go to [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au) or email your enquiry to [awards@rfdsqlld.com.au](mailto:awards@rfdsqlld.com.au)**

# What's on

## Upcoming events >

### **Wide Bay International Airshow**

Friday 19 August to Sunday 21 August

**Location:** Bundaberg

Visit the RFDS stall at the show which includes three days of aviation excellence showcasing Australia's leading performing pilots, vintage aircraft and aerobatic displays.

### **Reedybrook Ashes**

Friday 19 August to Sunday 21 August

**Location:** Reedybrook Station, Mt Garnett

Join the fun of three days of the best bush cricket competition in Queensland and help raise funds for the RFDS. Enquiries to Joan Harriman on (07) 4788 5529.

### **RFDS Sunshine Coast Volunteer Auxiliary Fundraiser - Race Day**

Father's Day, Sunday 4 September

**Location:** Corbould Park, Caloundra

Enquiries to Penny Cooper on (07) 5456 2242.

### **RFDS Rockhampton Volunteer Auxiliary Fundraiser - Morning Tea**

Wednesday 7 September

**Location:** QRI Club, Denison Street, Rockhampton

Admission: \$10 per person

Please contact Dell on (07) 4928 6498 or Marion on (07) 4914 0073.

### **Diamonds and Dust Ball Spirit of Queensland Awards fundraiser**

Saturday 5 November

**Location:** Boulia

Please contact Shelley Norton on 0429 434 279.

### **Spirit of Queensland Awards Gala Presentation Ball**

Saturday 19 November

**Location:** The Sebel and Citigate King George Square

Dress: Black tie

Join with us to celebrate and recognise the achievements of the Spirit of Queensland Awards finalists. For more information contact Mike on (07) 4040 0143 or book online at [www.flyingdoctor.org.au/SOQA](http://www.flyingdoctor.org.au/SOQA)

To add your RFDS fundraising event to the calendar, please contact (07) 3860 1100.



## Join Team RFDS in Bridge to Brisbane 2011

The Sunday Mail Suncorp Bridge to Brisbane is on again and is set to be bigger and better than ever as it celebrates its 15th year with different events to suit all ages and fitness levels.

This year, you can run Bridge to Brisbane as a member of Team RFDS and fundraise for the Flying Doctor, helping us to continue to provide assistance to people in need of medical care.

Simply go to [www.everydayhero/event/TeamRFDS](http://www.everydayhero/event/TeamRFDS)

to create your personal fundraising page and ask friends, colleagues and families to sponsor you.

The entries are capped at 50,000 this year and are sure to fill up fast, so hurry and register so you don't miss out. ○





"One of the cows got upset and suddenly took a dislike to me."

Next thing you know, Darcy Byrnes was flying through the air speeding his way to Cairns Base Hospital. Darcy is just one of the thousands of real Queenslanders in remote areas who rely on the Royal Flying Doctor Service. If you're one of the thousands of Ergon customers who have helped raise more than \$5 million since 2000 to keep the doctor flying, Darcy says "thanks" and that he and the cow are friends again. Find out how you can contribute to this worthy cause and donate to the RFDS today. Visit [ergon.com.au](http://ergon.com.au)





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