



OUR STORY >

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

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

Established in 1928 by the Reverend John Flynn, the RFDS has grown to become one of the world's largest and most comprehensive aeromedical organisations.

The Royal Flying Doctor Service SA/NT began in 1939 and delivers 24/7 emergency aeromedical and comprehensive community healthcare services throughout South Australia and the Northern Territory.

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

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

OUR VISION >

A mantle of health care services for improving and saving lives in rural, remote and regional areas of South Australia and Northern Territory.

OUR MISSION >

Providing excellence in aeromedical and primary health care across South Australia and Northern Territory.

OUR PROMISE >

The furthest corner. The finest care.

OUR PURPOSE >

To support healthier and happier Australians no matter where they live, work or play.

OUR VALUES >



CARE >

We demonstrate culturally-safe care for our patients, people stakeholders, communities and the work we do.



INTEGRITY >

We deliver safe, high-quality services through demonstrating trust, honesty, and respect.



COLLABORATION >

We listen, share and communicate as one team to deliver great outcomes.



INNOVATION >

We embrace change and strive to provide industry-leading solutions.

Acknowledgement of Country

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

OUR STRUCTURE >

The Royal Flying Doctor Service of Australia Central Operations ACN 141 354 734 (RFDS SA/NT) is an Australian public company limited by guarantee, registered with the Australian Charities and Not-For-Profits Commission (ACNC).

RFDS SA/NT has a skills-based Board of Directors. The Directors come from both South Australia and the Northern Territory to ensure connection with and representation of the communities we serve, and have been selected to ensure an appropriate and robust skills mix to govern the complex business that is RFDS SA/NT.

RFDS SA/NT has no subsidiaries or controlled entities.

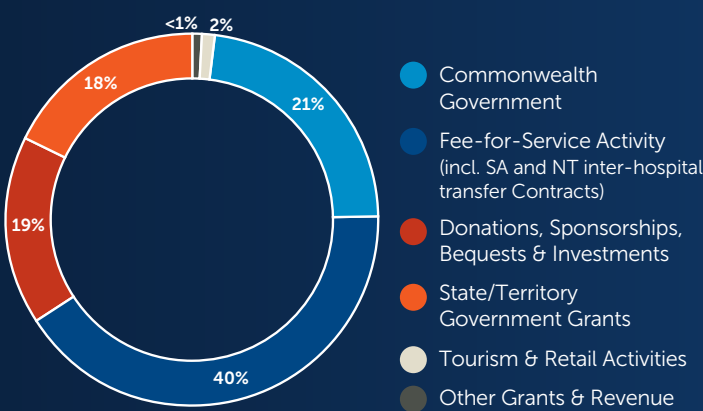
The Royal Flying Doctor Service in Australia is a Federation of seven companies. RFDS SA/NT is one of the entities within this Federation. RFDS SA/NT acknowledges the work of the Royal Flying Doctor Service of Australia (Queensland Section) Limited and of the Federation entity in sharing information available to each in relation to shared suppliers and documents.

This reporting period is the first year that RFDS SA/NT has reached the relevant threshold to mandatorily report. RFDS SA/NT is subject to funding agreements with Commonwealth, State & Territory Governments, which include contractual obligations to comply with the Modern Slavery Act 2018 (Cth). In addition, the organisation also seeks to reduce the risk of modern slavery in its own operations and in its supply chain irrespective of legislative requirement to report.

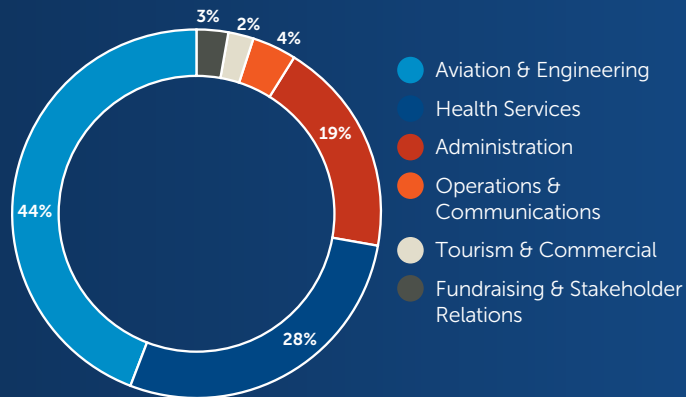
OUR FUNDING MODEL >

RFDS SA/NT receives Commonwealth Government and State/Territory Government funding to operate its services. We also rely on bequests, fundraising, donations and partnerships to support operational costs and fund capital assets including the replacement of aircraft and the investment in vital healthcare infrastructure.

Source of Funds >



Application of Funds >



Top 20 landing locations* >

Port Pirie	685
Port Lincoln	637
Whyalla	613
Mount Gambier	613
Tennant Creek	591
Renmark	554
Kadina	487
Kingscote	301
Ceduna	283
Olympic Dam	213
Maitland	195
Cooper Pedy	184
Yorketown	181
Uluru	166
Yuendumu	133
Yalata	132
Marla	129
Maningrida	126
Naracoorte	114
Oodnadatta	108

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

Top interstate landing locations >

Essendon, VIC	89
Kiwiirrkurra, WA	26
Mildura, VIC	14
Broken Hill, NSW	12
Warakurna (Giles), WA	9
Sydney, NSW	7
Eucla, WA	5
Jandakot, WA	4
Bathurst, NSW	2
Hobart, TAS	2



- Aeromedical Bases & Patient Transfer Facilities
- Remote Oral Health Clinics
- Wellbeing & Mental Health Clinics
- Facilitated Health Clinics
- Remote Area Nurse Clinics
- Aeromedical Evacuations
- First Aid Training Program
- GP/Primary Health Clinics



Scan to see our live flight map.

OUR SERVICES >

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



Aeromedical Evacuations >

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



Long-Haul Medi-Jet >

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



Community Health Clinics >

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



Remote Area Clinics >

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



Telehealth & Digital Health >

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



Medical Chests >

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



Oral Health >

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



Immunisations >

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



Mental Health & Wellbeing >

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



Aboriginal Health >

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



Road Patient Transport Service >

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



Health Promotion >

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



Emergency Training >

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



Professional Placements >

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



Patient Transfer Facilities >

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



Passenger Transport Operations >

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



OUR ACTIVITY 2023/24 >

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

698

Community health vaccinations

793

Face-to-face mental health consultations

74

Patients supported by Aboriginal Health Coordinator

205

Community members trained in First Aid

10,578

Patients transported by aeromedical aircraft

6,174

Face-to-face primary health consultations

5,739

Digital health consultations

156

Medical chests under management

1,551

Face-to-face oral health consultations

730

Patients transported by road ambulance



OUR SUPPLY CHAIN AND RISKS WITHIN >

During the course of 2022 and 2023, RFDS SA/NT undertook a procurement optimisation project to review its supply chain and understand its supplier and stakeholder eco-system.

Procurement within RFDS SA/NT had previously been decentralised for many items such as medical consumables and facilities management. Local purchasing by the local Bases mostly occurs for services and goods.

The aim was to understand where savings could be made and improvements in contractual terms with its suppliers achieved.

The review identified the major categories of RFDS SA/NT's supply chain, including more than 950 suppliers. With 95 per cent of these, unstructured arrangements were in place.

The vast majority of these are Australian businesses and based in South Australia or the Northern Territory.

Where RFDS SA/NT does purchase directly from overseas suppliers, these are predominantly in countries with first-world economies and employment systems, as well as a low risk of human rights abuses.

For example, RFDS SA/NT procures aircraft and aircraft parts from aircraft manufacturer Pilatus. Pilatus Australia is physically located next door to RFDS SA/NT at its Adelaide Base.

Pilatus Australia sources parts from its parent company Pilatus in Stans, Switzerland. RFDS SA/NT representatives have visited the manufacturing plant in Stans. Pilatus' Code of Conduct specifically states, in relation to its Environmental and Social Responsibility:

"We respect the core principles of the International Labour Organization (ILO), which include freedom of association, abolition of forced labour, elimination of child labour and ensuring equality, as well as the United Nations conventions on children's and human rights." It also speaks to their actions when needing to procure 'conflict minerals', and doing so lawfully.

Engine parts and other key aviation items are procured from the United States of America and Canada.

Aviation and aviation parts represent the highest cost procurement in RFDS SA/NT. Our application of funds is shown on page 4.

Wages otherwise represent the highest cost in the business. From a labour perspective, due to the nature of the skilled professionals and registrations required to provide medical, clinical or aviation services, our employees are Australian-based. RFDS SA/NT performs its own aviation engineering.

Professional trades are used to supply maintenance, gardening and cleaning services. These are typically locally owned businesses in each location where the supply is being made. Many of the locations are on controlled airport land, meaning security clearances are either needed, or the relevant personnel must provide the services during times or in circumstances where RFDS SA/NT staff give access to the personnel and can therefore observe them.

IT services are mostly provided in-house. There are many platforms used within RFDS SA/NT which are the creation of local developers, or otherwise from US-based organisations.

Professional services and consulting are used within the business. Services include auditing, legal, accounting, IT and project management, delivered on a project-led, as-needs basis. This mostly includes the service provider attending the worksite to deliver services and so are visible to RFDS SA/NT.

From a labour perspective, including as to servitude, trafficking or forced labour, we consider the risk in our own business and immediate supply chain to be low.

RFDS SA/NT is aware that its suppliers of goods will have their own supply chains.

ASSESSMENT AND MITIGATION OF RISK >

RFDS SA/NT has an updated Procurement Policy and an Ethical Procurement Policy, which especially calls out modern slavery as a risk and selection of suppliers having been assessed on the basis of their performance on this criteria.

These policies were able to be applied and tested during the reporting period.

Specifically, as a service for remote communities and connected to townships and rural locations around Australia, RFDS SA/NT has a buy-local requirement within its procurement policies. As a result, the vast majority of suppliers are local Australian, often family, businesses.

RFDS federally has a Supplier Code of Conduct template which sets out the minimum requirements and standards expected of our suppliers, service agents, contractors, subcontractors and those engaged in the supply of goods and services to the RFDS.

This template can be used to issue to suppliers and request countersignature. As well as expectations regarding environmental impact, cyber security and integrity, the Code speaks to upholding and protecting fundamental rights as outlined in the United Nations (UN) Universal Declaration of Human Rights, the UN Guiding Principles of Business and Human Rights and the International Labour Organisation's Core Conventions.

RFDS SA/NT is accredited to:

1. ISO 9001 Quality Management Systems
2. ISO 14001 Environmental Management Systems
3. ISO 45001 Occupational Health and Safety Management Systems
4. Aerospace Standard AS 9110C – Quality Management Systems for Aviation Maintenance Organisations

RFDS SA/NT has a robust Risk Management Framework and internal Risk Appetite Statement. Training competencies are included for all new staff and repeated throughout engagement with RFDS SA/NT to keep personnel up to date with the risk appetite, its actions and controls and other tools and resources.

These risk assessment frameworks assist staff to assess the risks of their particular projects and work efforts. Such risks to consider include issues that can affect the reputation of RFDS SA/NT and issues that could cause a compliance breach.

We are aware there is high and publicised risk associated with latex gloves which are used in the health industry. Prior to the reporting period, we sought to confirm within our disparate ordering processes whether we procure gloves from suppliers which source supply from high risk locations such as specific countries within Asia. Those suppliers responded by confirming their supply sources and by providing copies of their modern slavery statements and positions regarding management of modern slavery risks. During the reporting period, we conducted a review of medical consumables and released a Request for Tender response from various suppliers to consolidate our supply and obtain modern slavery positions from the tenderers.

RFDS SA/NT conducted three other major tender releases during the reporting period which included ranking suppliers against the criteria of our procurement policies. Further to the medical consumables tender, these three tenders related to facilities management services (eg. maintenance, gardening and cleaning among others), the selection of a supplier for a software product, the selection of a builder for a construction project in Port Augusta.

ASSESSMENT AND MITIGATION OF RISK (continued) >

As new contracts for supply are formalised, RFDS SA/NT has developed a suite of contract clauses to which it requires suppliers to commit, including a promise to RFDS SA/NT that there is nothing that would constitute a modern slavery offence in the operations of the supplier, and that the supplier has made or will make enquiries into its own supply chain regarding the same, and advise RFDS SA/NT. Otherwise, suppliers are required to seek to minimise the risk in their own supply chain and report regularly to RFDS SA/NT.

TEST OF EFFECTIVENESS >

To date the experience of implementing modern slavery clauses in new contracts has not received any disagreement or resistance from suppliers.

Our plan in the next reporting period will be to:

- engage with our largest suppliers with their own complex supply chains to test their engagement and information shared with RFDS SA/NT;
- having conducted some consolidation of suppliers, update our supplier register along with risk ratings with respect to modern slavery risk in supply chain;
- issue questionnaires to those suppliers with contracts with RFDS SA/NT that require supplier reporting, and assess the promptness and completeness of responses;
- roll out modern slavery awareness training within RFDS SA/NT to those managers and leaders that are responsible for procurement choices or managing local supply.

AUTHORISATION >

This Modern Slavery Statement was prepared in consultation with members of the executive leadership team, the procurement function within the business, and approved by the Board of the Royal Flying Doctor Service of Australia Central Operations, being the principal governing body of the organisation, by resolution dated 18 December 2024.



Peter de Cure AM
Chair