

Claudio Grasso

GM Operations and Service Delivery

William Kerr

Head of Risk and Assurance



Royal Flying Doctor Service

Bankstown Airport Operations

RFDS South Eastern

30 June 2025



- > **Our Mission** > We seek the best possible health outcomes for people in remote, rural and regional communities by providing better access to high quality healthcare
- > **Why?**
 - Almost 2 million people call regional, rural or remote NSW and ACT Home
 - That's 1 in 4 people in NSW that live outside our urban centres
 - At a population level, people living in these areas experience poorer health outcomes compared to those in metropolitan areas



Royal Flying Doctor Service

SNAPSHOT OF OUR WORK

Provided over

91,160 occasions
of care

62,559

occasions of care provided
at 4 GP clinics – Clive
Bishop Medical Centre,
Warren, Gilgandra and
Condobolin.

31,032

occasions of care
delivered at over 2,169
primary care clinics.

24/7

Our specialist doctors
and flight nurses
provide emergency
aeromedical retrievals.

473

Telehealth
consultations.

3,978

Inter-hospital
transfers of patients
ranging from low to
high-acuity.

78

Emergency
retrievals.

14 aircraft have flown more than

3,269,000km



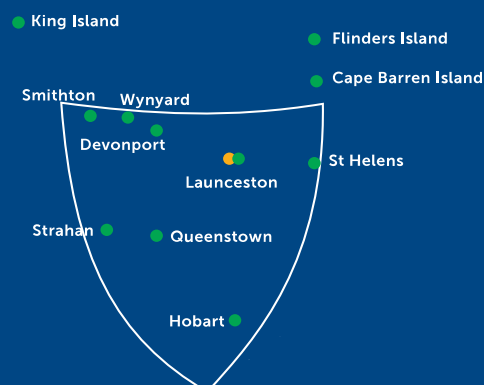


Royal Flying Doctor Service



Lord Howe Island

- Primary Health Clinic
- Remote Area Nurses on site
- GP Medical Practices
- Dental and Oral Health
- Mental Health and Alcohol and Other Drugs support services
- Wellbeing Places
- We've Got Your Back (WGYB) – Far West Region
- Guiding Rural Outback Wellbeing (GROW)
- Emergency retrieval service – provided to all regions within the state of NSW
- Inter-hospital transfers including Air Ambulance locations
- Non-Emergency Patient Transfers (NEPT)
- Rural Aerial Health Service (RAHS)
- Contracted Aeromedical Service Delivery
- South Eastern Section Bases
- Support office



WHERE WE WORK

OUR BANKSTOWN SERVICES



Royal Flying Doctor Service

- > NEPT – Non-Emergency Patient Transport (Air & Road)
- > RAHS – Rural Area Health Service
- > ANSW Supplementary Day 2 (including Lord Howe Island Retrievals)
- > NETS – Newborn & Paediatric Emergency Transport Service



OUR BANKSTOWN ASSETS



Royal Flying Doctor Service

> Aircraft

- B350 Clinical (RAHS)
- B350 Aeromedical (ANSW D2)
- B200 Aeromedical (NEPT)

> Road

- RFSDS Vic – 3 x Patient Transfer Vehicles



OUR BANKSTOWN OPERATIONS



Royal Flying Doctor Service

- > Base Operations & Services (0600 – 2300)
 - NEPT (Air & Road)
 - RAHS
 - NETS
- > Assets
 - Aircraft
 - B350 Clinical
 - B200 NEPT
 - Road
 - 3 x Patient Transport Vehicles

12 MONTHS AT BANKSTOWN



Royal Flying Doctor Service

> 797 missions to Bankstown

- NEPT (Bankstown Crew) – 225
- NEPT (Dubbo Crew) – 328
- RAHS – 139
 - RFDSSE – 73
 - Charter – 66
- ANSW D2 – 105

> Additional Operations

- Governor's Flights
- Aid for Cyclone Alfred – Transporting additional Emergency Crews





Royal Flying Doctor Service

WHERE WE'VE OPERATED
FROM BANKSTOWN

HOW YOU CAN HELP



Royal Flying Doctor Service

Our work is not possible without the generosity of individuals, corporations, the government and the community.

We thank all the kind supporters of the Royal Flying Doctor Service of Australia (South Eastern Section). With your contributions we have proudly served outback Australians for more than 95 years. Help us continue this vital work well into the future by making a donation.

Send your donations to:
Royal Flying Doctor Service of Australia
(South Eastern Section)
Reply Paid 3537
SYDNEY NSW 2001

Phone > 1300 669 569
Email > supporter@rfdsse.org.au
Donate > flyingdoctor.org.au/nswact/support
to make your donation online



Royal Flying Doctor Service