



Royal Flying Doctor Service
QUEENSLAND SECTION



Our vision for the future

ROYAL FLYING DOCTOR SERVICE (QUEENSLAND SECTION)

Strategic Plan | 2018 - 2022

The furthest corner. The finest care.



Our Vision

We will improve the health of people in remote, rural and regional Queensland.







Our Mission

We will provide excellence in, and access to, primary health care and aeromedical services across Queensland.

Our Promise

The furthest corner.
The finest care.





NINO DI MARCO – CEO



MARK GRAY – CHAIRMAN

We are delighted to present to you the RFDS Queensland Section Strategic Plan 2018-2022, “Our Vision for the Future”, which outlines our strategic goals and objectives and ongoing commitment towards improving the health outcomes of the people of rural, remote and regional Queensland.

The process of formulating this Plan has provided all of us at RFDS with the opportunity to take time to reflect upon the very essence of what makes this organisation one of Australia’s longest serving health service institutions, but also acknowledge the many challenges that we, and others entrusted with the community’s health care, face now and will no doubt do so into the future.

The **strategic themes** that you will see through this Plan attest to our continued commitment to support our people, expand and consolidate our primary healthcare programs and develop stronger relationships with stakeholders, at all levels. They also reinforce our pledge to achieve service excellence and best practice standards - not only in our flagship aeromedical program, but across all our other patient centred activities.

Underpinning these clearly focused operational goals and aspirations are **a new set of behavioural values** which have been formed through a highly collaborative process.

Living these values will be of fundamental importance not only to those that currently make a contribution, but also to a future RFDS workforce, as they help instil a culture of best practice in quality and safety, collaboration through partnerships, pride in performance and mutual respect – a key to any successful team.

The compilation of this strategic vision represents the concerted efforts of many from right across the organisation with their valuable insights and opinions being incorporated into this document. Let us take this opportunity to thank all our RFDS Queensland Section employees for their time and effort during what has been a lengthy consultation, as we developed this pathway towards our organisation’s enduring success.

To our funding partners, fellow health care providers, corporate supporters, individual donors and most importantly the communities we are privileged to serve, may we thank you also for your enduring support and friendship.

We commend this Strategic Plan to you and trust that it provides the confidence and assurance necessary for you to know that the RFDS will always strive to deliver – “the finest care to the furthest corner” of our great State of Queensland.

Nino Di Marco
CEO, RFDS Queensland Section

Mark Gray
Chairman, RFDS Queensland Section



Our Values



Safety and quality

At all times, with a patient-centred focus



Mutual care and respect

For patients, supporters, stakeholders and each other



Commercially astute

Agile and forward-thinking, to lead the RFDS into the future



Open and transparent

In all our dealings



Collaborative

Encouraging and empowering of each other



Proud and passionate

In all that we do



Support our people

OBJECTIVES

- > Instil confidence in the organisation's future by encouraging a mutually open, active listening culture.
- > Develop strategies to ensure a sustainable RFDS workforce into the future.
- > Embed the RFDS values into organisational practices, to ensure mutual accountability.
- > Foster a culturally safe, supportive and enabling environment.
- > Manage and maintain an effective information technology network that is fit for purpose and supports people in their work.

Consolidate and pursue expansion of our primary health care services and aeromedical programs

OBJECTIVES

- > Provide high-quality health care services, which address the unique needs of each rural and remote community.
- > Seek greater long-term funding certainty, to enable continuity of care provision and greater retention of skilled staff.
- > Expand and/or realign primary health care service delivery to include communities with the need for increased services.
- > Maintain our status as the leading provider of aeromedical services continuing to provide safe, high quality and innovative clinical care.





Build and foster a culture of continuous innovation

OBJECTIVES

- > Promote a culture of research and evidence-based practice.
- > Increase collaboration and engagement between internal teams and external stakeholders to develop new or improved services and business processes.
- > Introduce new technologies as part of a coordinated, integrated and sustainable service model.
- > Maintain our external reputation as a leader in aeromedical and rural and remote innovation and training.
- > Introduce innovation into service delivery and support functions that is seamless, reliable and sustainable.
- > Increase digitisation and consolidations of systems to simplify service delivery and processes.

Stakeholder and partnership development

OBJECTIVES

- > Continue to develop and grow a robust and progressive fundraising program.
- > Protect, grow and enhance the RFDS's levels of brand awareness and community goodwill, while maintaining our status as Australia's most reputable charity.
- > Develop a stakeholder engagement framework and strategy, focusing on building knowledge of, and engagement with, key health and aviation industry agencies and community leaders in the regions in which we operate (i.e. across all three tiers of government).
- > Focus on health service engagement to ensure that stakeholder agencies recognise RFDS service capability and the opportunities for improved integration (service mapping).
- > Improve the visibility of the RFDS among fellow service providers and community leaders in advocating for the health needs of remote, rural and regional Queensland communities.
- > Seek service provision opportunities to expand and enhance our services in health areas or manage community expectations around current program offerings.



Operational excellence in aviation and other delivery platforms

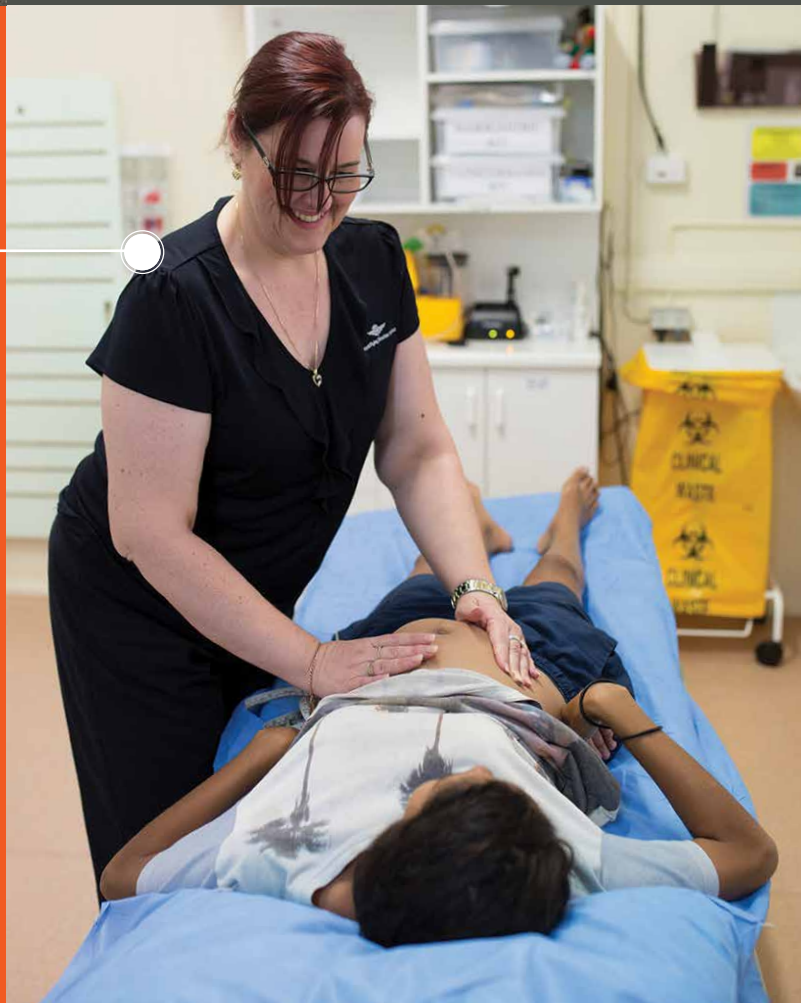
OBJECTIVES

- > Review and clearly define how aviation will enable, supplement and integrate with alternate service delivery methods.
- > Achieve operational excellence in engineering and aviation services.
- > Achieve safety excellence in pilot standards and training systems, in support of RFDS services.
- > Achieve aviation industry best practice safety standards and regulatory reform.

Continuous, ongoing focus on best practice

OBJECTIVES

- > Be recognised and acknowledged as a best practice provider in all we do.
- > Utilise a quality assurance pathway ('Plan Do Check Act' method) to ensure continued focus and development of safety - clinical, aviation and organisational - to best practice standards.
- > Using the evidence base, set the benchmarks in aeromedical and remote area primary health care across the Federation.





Our primary health care locations >

- Mobile dental unit
- Health promotion field days
- Child and family health services
- General practice services
- Drought wellbeing services
- Social and emotional wellbeing services

Dedicated to taking the finest care to the furthest corners, we travel to over 85 rural and remote locations across Queensland to provide primary health care services to those in need.







Royal Flying Doctor Service

QUEENSLAND SECTION

Royal Flying Doctor Service (Queensland Section)

- > Mail to 12 Casuarina Street, Brisbane Airport QLD 4008
- > Call us on 1300 669 569
- > Visit our website www.flyingdoctor.org.au/qld

