

STRATEGIC PLAN 2019 - 2021

MISSION

Through service excellence, partnering with our clients, we deliver the rural financial counselling service program.

VISION

The most trusted facilitator of positive transformational change.

STRUCTURE

RFCSNQ is a business owned by the Remote Area Planning and Development Board (RAPAD) and RAPAD holds the contract with the relevant Australian and Queensland Government departments for the delivery of the RFCS program in the North Queensland service area¹.

RAPAD is a not for profit company (ACN: 057968653) owned by the local governments of the Central Western Queensland region.

A Project Management Committee (PMC) provides RFCSNQs governance and administration. The PMC is a skills based board, appointed by the Board of RAPAD.

¹. Defined under contract by the relevant department.

PRIORITY AREAS

To ensure a responsive and proactive approach consistent with our vision and mission, the RFCSNQ PMC highlights the following priority areas.



CLIENTS

Goals:

- » Use professional case management to partner with our clients to set goals that will effect positive change in their financial circumstances.
- » Actively involve clients in the counselling process.



PORTAL

Goal:

- » Maintaining and utilising the portal client database as an effective governance oversight, management and reporting tool.



GOVERNANCE

Goals:

- » That the RFCSNQ Project Management Committee is a highly competent and trained group, meeting but striving to exceed contemporary board governance levels.
- » That RFCSNQ meets, but aims to exceed, all legal, contractual, financial and reporting requirements, at all times.



COMMUNICATIONS

Goals:

- » That clients, potential clients and stakeholders are fully aware of the service its deliverables, objectives and desired outcomes.
- » That funders are appropriately acknowledged at all times and in a manner consistent with contractual guidelines.



HUMAN RESOURCES

Goals:

- » Attraction and retention of employees who are willing and active contributors to the service, its vision, mission and priorities.
- » A professional and highly trained staff; an independent, but team-focused staff.
- » Employees who understand that WH&S is paramount and its importance never undervalued.
- » Supporting counsellors in their role as change drivers.



STAKEHOLDER ENGAGEMENT & NETWORKING

Goal:

- » RFCSNQ is a highly effective network organisation providing optimum leverage to the service, its objectives and deliverables.

Supporting rural businesses *through all seasons*