

STRATEGIC PLAN 2017 - 2019

MISSION

Through service excellence, and with client empathy 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.

PRIORITY AREAS

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

CLIENTS



Goal:
Through professional case management, outcomes are positive, productive and foster dignity, for our clients.

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.

STAKEHOLDER ENGAGEMENT & NETWORKING



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

1. Defined under contract by the relevant department.