



2016–2017

# Reconciliation Action Plan



Royal Flying Doctor Service





## OUR VISION FOR RECONCILIATION

The Federation of the Royal Flying Doctor Service of Australia is committed to improved health outcomes and access to health services for Aboriginal and Torres Strait Islander Australians.







## ABOUT US

The Royal Flying Doctor Service of Australia was the world's first – and is today one of the largest and most comprehensive – aeromedical organisations in the world. Using the latest in aviation, medical and communications technology, we deliver extensive primary health care and 24-hour emergency service to those who live, work and travel throughout remote, rural, regional and more recently metropolitan areas of Australia.

With a waiting room of 71.5 million square kilometres across Australia, we provide 24-hour aeromedical emergency services to remote and rural Australia. We also provide regular fly-in fly-out GP, Nursing, Dental, Mental Health and Allied Health Clinics to rural and remote communities. Almost half of those we provide health care services to are Aboriginal and Torres Strait Islander people.

With 23 aero bases, 66 aircraft, and 48 health care vehicles, in 2014/15 we provided 15,248 primary health care clinics, provided 92,776 telehealth consultations, transported 64,673 patients, and delivered 9,845 episodes of dental care. Having seen nearly 300,000 patients in all, we were named Australia's most reputable charity for the fifth year in a row.

## OUR ORGANISATION

The federated charity of the Royal Flying Doctor Service of Australia provides aeromedical and primary health care services across Australia. In remote and rural Australia, it is often the only provider of health services.

The Federation of the Royal Flying Doctor Service of Australia employs 1,224 people across Australia.

Forty three Aboriginal and Torres Strait Islander people are currently employed across the Federation of the Royal Flying Doctor Service of Australia.







## OUR RAP

The Federation of the Royal Flying Doctor Service of Australia provides health care to around 300,000 Australians annually, about half of which are Aboriginal and Torres Islander Australians. Our RAP has been developed as means of committing the Federation of the Royal Flying Doctor Service of Australia to the 'Close the Gap' campaign in order to improve both health outcomes and access to health services for Aboriginal and Torres Strait Islander Australians.

Our RAP was initiated by the Board of Directors of the Federation of the Royal Flying Doctor Service of Australia, and reporting against the RAP commitments will be monitored by the Board.

As a federated charity, each autonomous company to the Federation has its own strategic imperatives, operational priorities, and differing approaches to service delivery. This RAP has been designed to allow continued flexibility as to how companies to the Federation fulfil the aspirations of the RAP.

Our RAP Working Group comprised the Federation CEO, a board director, and staff members from each of the companies to the Federation, and included Aboriginal and Torres Strait Islander participation and contributions.

## Our RAP focuses on Relationships, Respect, and Opportunities.



# Relationships



The Federation of the Royal Flying Doctor Service of Australia is committed to improved health outcomes and access to health services for Aboriginal and Torres Strait Islander Australians. Our ability to improve health outcomes and access to health services will benefit from deeper relationships with Aboriginal and Torres Strait Islander people and Aboriginal and Torres Strait Islander controlled organisations.

## FOCUS AREA

As an aeromedical and primary health care service provider, the Federation of the Royal Flying Doctor Service of Australia will prioritise relationship development with Aboriginal and Torres Strait Islander controlled organisations that foster health and wellbeing.

ACTION	RESPONSIBILITY	TIMELINE	TARGET
1 The RAP Working Group continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	Federation CEO	Review July, and December, annually	RWG oversees the development, endorsement and launch of the RAP. Meet at least twice per year to monitor and report on RAP implementation.
2 Celebrate National Reconciliation Week by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.	Coordinated by Federation CEO	Last week of May, first week of June annually	Federation Office to coordinate an event each year, with input from participating Section and Operation Human Resource Managers.
3 The Federation of the Royal Flying Doctor Service of Australia, through its Federation Office, establishes formalised relationships with peak Aboriginal and Torres Strait Islander controlled organisations that foster health and wellbeing.	Federation CEO	Review July, and December, annually	Develop formalised agreements between the Federation Office and the National Aboriginal Community Controlled Health Organisation, Australian Indigenous Doctors Association, Indigenous Allied Health Australia for the purpose of obtaining ongoing input and feedback on Royal Flying Doctor Service priorities.
4 Monitoring and reporting on Aboriginal and Torres Strait Islander 'customer' satisfaction with services delivered by the Royal Flying Doctor Service.	Federation Director of Programs & Policy	Review July, and December, in 2016	Establish in year one a method of collecting customer satisfaction data from Aboriginal and Torres Strait Islander patients cared for by participating Royal Flying Doctor Service Sections and Operations.
		Review July 2017, and publish in November 2017	Publish in year two and then annually a specific report on Aboriginal and Torres Strait Islander customer satisfaction from participating Sections and Operations.



## RELATIONSHIPS *continued*

ACTION	RESPONSIBILITY	TIMELINE	TARGET
<p>5 Promote the Royal Flying Doctor Service's commitment to reconciliation internally to all staff to raise awareness of how each staff member can contribute to achieving RAP actions.</p>	<p>Coordinated by Federation CEO</p>	January 2016	Launch RAP internally.
		January 2016	Provide a copy of the RAP in new staff induction packages.
		January to March 2016	Provide a presentation at staff meetings on RAP.
<p>6 Promote the Royal Flying Doctor Service's commitment to reconciliation to the broader Australian public.</p>	<p>Federation CEO</p>	January 2016	Publish the RAP on the Royal Flying Doctor Service website and Reconciliation Australia website.
		January 2016	Develop a communication strategy for promoting our RAP activities through Royal Flying Doctor Service's existing communication and promotion channels.







# Respect



The Federation of the Royal Flying Doctor Service of Australia works in and serves Aboriginal and Torres Strait Islander communities around Australia. It has demonstrated respect to Aboriginal and Torres Strait Islander Australians through this service role over many decades. Respect for Aboriginal and Torres Strait Islander peoples is a cornerstone of developing strong relationships with Aboriginal and Torres Strait Islander Australia, and we believe our service delivery is

enhanced by demonstrating respect. Through this RAP, commitments to tangibly demonstrate respect are proposed.

## FOCUS AREA

As a large employer, the RAP focuses its actions on building the cultural capability of its workforce.

ACTION	RESPONSIBILITY	TIMELINE	TARGET
1 Engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies.	Section and Operation Human Resource Managers, supported by Federation CEO	May 2016  July, annually	Develop, implement and communicate a protocol document for use within the Federation of the Royal Flying Doctor Service of Australia.  Identify at least one significant event for which a Welcome to Country from a Traditional Owner will be included each year.
2 Engage employees in cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved.	Section and Operation Human Resource Managers, supported by Federation CEO	August 2016	Develop, implement, and communicate a cultural capability guide for use of Board Directors and Staff within the Federation of the Royal Flying Doctor Service of Australia.  Provide cultural training to all employees, and provide opportunities for RAP Working Group members, RAP Champions, and HR managers and other key leadership to participate in training.  Investigate additional cultural activities available in locations across RFDS's operations and promote to all staff.
3 Provide opportunities for Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events.	Section and Operation Human Resource Managers, and the Federation CEO	Second week of July, annually	Develop a calendar of events of local NAIDOC Week activities in locations across RFDS operations and promote to all staff.  Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.  Provide, where possible, opportunities for Aboriginal and Torres Strait Islander employees to participate in local NAIDOC Week events.

# Opportunities



The Federation of the Royal Flying Doctor Service of Australia has an opportunity to improve health outcomes and access to health services for Indigenous Australians as a contribution to the 'Close the Gap' campaign.

## FOCUS AREA

As an aeromedical and primary health care service provider, the RAP places priorities on monitoring and enhancing outcomes of Aboriginal and Torres Strait Islander patients cared for by the Federation of the Royal Flying Doctor Service of Australia, developing the capacity of the Aboriginal and Torres Strait Islander health workforce, and using our research and policy voice to advance Aboriginal and Torres Strait Islander health and wellbeing.

ACTION	RESPONSIBILITY	TIMELINE	TARGET
<b>1</b> Identify opportunities within the organisation to increase Aboriginal and Torres Strait Islander employment opportunities.	Section and Operation Human Resource Managers, supported by Federation CEO	July 2016	RWG oversees the development, endorsement and launch of the RAP. Meet at least twice per year to monitor and report on RAP implementation.
		December 2016	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.
		December 2016	Pilot different approaches to increasing Indigenous employment within the organisation where appropriate (this may include training pathways, apprenticeships, internships, cadetships, work experience).
		December 2016	Investigate Aboriginal and Torres Strait Islander media and networks that RDFS job advertisements could be promoted through.
<b>2</b> Identify opportunities to increase supplier diversity within the organisation.	Federation Corporate Service Manager	July 2016	Review procurement policy so barriers to Aboriginal and Torres Strait Islander businesses are able to be addressed.
		July 2016	The Federation company to become a member of Supply Nation.



## OPPORTUNITIES *continued*



ACTION	RESPONSIBILITY	TIMELINE	TARGET
3 Monitor and report against health service targets (to be informed by CRG agreement).	Health Service Managers, coordinated by the Federation Health Program Manager	December 2016 <hr/> July 2017	Develop ability to collect and analyse Aboriginal and Torres Strait Islander patient health data in year one (method yet to be informed by CRG agreement). <hr/> Report as appropriate from year two and then annually (in a process to be informed by CRG agreement).
4 Identify strategies to enhance opportunities for Aboriginal and Torres Strait Islander people.	Federation Health Program Manager	July 2016	The Federation Company to establish a scholarship and mentoring scheme for promising Aboriginal and Torres Strait Islander health students or leaders working within or external to the Federation of the Royal Flying Doctor Service of Australia.
5 Use research and policy to improve Aboriginal and Torres Strait Islander health outcomes.	Federation Health Program Manager	December 2016 <hr/> Review July and December, annually <hr/> December 2016	Federation Office to produce a specific Aboriginal and Torres Strait Islander health research and policy paper in year one. <hr/> Each Federation Office research and policy paper to include a specific Aboriginal or Torres Strait Islander focus. <hr/> A Federation Office joint research and policy project be established with an appropriate Aboriginal or Torres Strait Islander research partner.

## TRACKING PROGRESS AND REPORTING



ACTION	RESPONSIBILITY	TIMELINE	TARGET
1 Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	All CEOs, coordinated by Federation CEO	September, Annually	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
2 Report achievements, challenges and learnings in Federation Annual Report.	Federation CEO	November, Annually	Detail in Annual Report progress on implementation of RAP commitments.







**Royal Flying Doctor  
Service of Australia**

Federation Office  
Level 2, 10-12 Brisbane Avenue,  
Barton ACT 2600

**T** 02 6269 5500

**F** 02 6269 5516

**W** [www.flyingdoctor.org.au](http://www.flyingdoctor.org.au)



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