



2021/22

# Modern Slavery Statement



Royal Flying Doctor Service  
QUEENSLAND SECTION

# About the Royal Flying Doctor Service

The Royal Flying Doctor Service is dedicated to providing vital healthcare to everyone, no matter where they live, work, or travel throughout Australia. Regardless of the time, or location, when someone needs life-saving care, the Flying Doctor is there. Providing the finest care to the furthest corners of Australia, the Flying Doctor is an instrumental part of regional, rural, and remote communities.

The Royal Flying Doctor Service in Queensland (**RFDS (Queensland Section)**) provides excellence in, and access to primary health care and aeromedical services across the state. Our emergency retrieval service operates 24 hours a day, seven days a week, delivering the finest care to thousands of people each year. In addition to aeromedical retrievals of the critically ill or injured, we also deliver a broad range of essential primary and preventative healthcare services, including telehealth, mental health, oral health and health promotion.

Delivered by a dedicated team of 400+ professionals across nine bases, RFDS (Queensland Section) uses the latest in aviation, medical and communications technology. Supported by an army of grassroots volunteers and supporters, we provide a lifeline for everyone who lives, works and travels in remote, rural and regional Queensland.

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## Our cover artist

On the cover and throughout the pages of the Modern Slavery Statement are elements of Wudarabin Snider's artwork titled, *Lores*.

The teen artist previously created the winning design in an Indigenous Creative Art Competition, with her artwork also featuring on the cover of the 2020/21 RFDS (Queensland Section) Financial Report and Annual Report. When designing her most recent artwork for the RFDS (Queensland Section), Wudarabin focused on the values, or lores, of the RFDS.



Wudarabin explained:

The firesticks represent mutual care and respect. Our people would make a fire to show their respect when passing through neighbouring clans' territory and for smoking ceremonies to show care for their wellbeing.

The large shields represent the theme safety and quality as the shields were used by our people for protection. They were quality shields to provide safety.

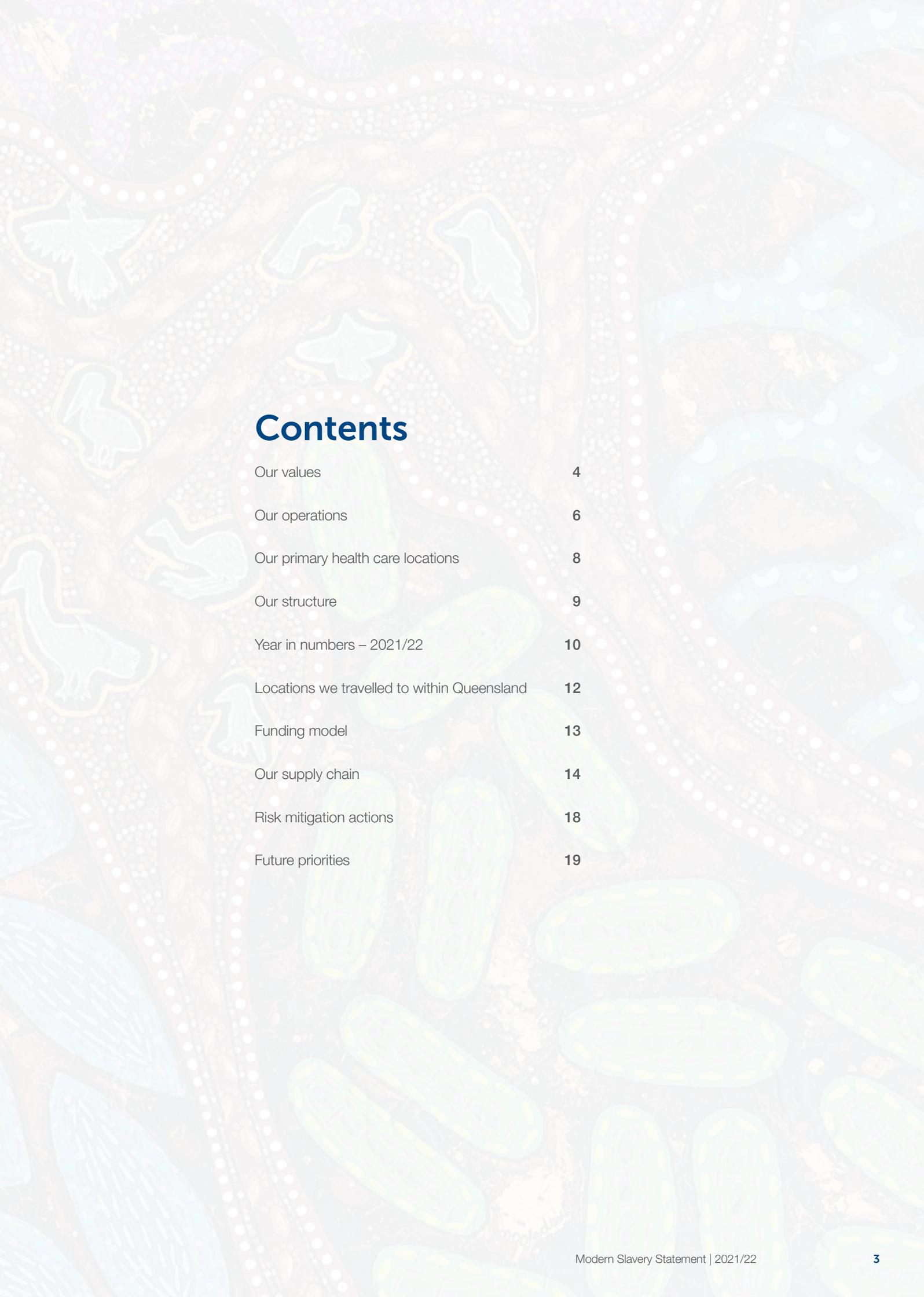
The clapsticks were used around the fire to sing songs, and share stories, as a community together, in a collaborative environment.

The huts symbolise the safety and shelter we had in an open and transparent environment.

The boomerangs represent the value of commercially astute, as a person has to be very sharp and clear to be able to throw a boomerang and make it return.

The birds represent the pilots, doctors, and nurses, being proud and passionate as they fly high in the sky like the planes.

There is also surrounding Bama (Aboriginal) dot art, which shows my pride and passion in my culture, especially the white dots which represent my bubu (country) Laura and the ancient cave art.



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# 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

## Our operations

Our ability to access some of the most remote parts of the country over the past 94 years places us in a privileged position of trust within rural and remote communities. With our background in aeromedical retrieval, we have grown to be one of the largest providers of primary health care services in the country. We actively collaborate with other like-minded healthcare partners such as Primary Health Networks, Hospital and Health Services and Aboriginal Community Controlled Health Organisations, to support and promote multidisciplinary, team-based care for the people of regional, rural and remote Queensland. We are committed and engaged in clinical design and innovation tailored for Queensland's rural and remote populations.

We employ some of the most highly qualified pilots, medical officers, nurses and mental health professionals in the country. We have a robust system of employment policies and procedures design to protect our employee's human rights, and to ensure compliance with Australian industrial relations laws.

RFDS (Queensland Section) is committed to taking all reasonably practicable steps to eliminate hazards and reduce risks associated

with our operations, and for health and safety to be the overriding consideration at all times. We ensure appropriate resources are available to continuously and effectively monitor and manage health and safety related risks in our operations. This includes resources for continuous improvement of our Quality Management System and Safety Management System, and the appointment of adequate numbers of appropriately trained quality and safety personnel.



## **Aeromedical Services**

Our aeromedical operations include both primary retrievals and inter-hospital patient transfers across Queensland. Working with Retrieval Services Queensland and alongside other service providers, we provide access to emergency and specialist care for more than 12,000 patients each year.

## **GP and Nurse Clinics**

Comprehensive full and half day clinics are regularly conducted at more than 30 locations throughout Queensland. With more than 35,000 patients seen annually, our GP and nurse clinics include a range of additional services including skin and hearing checks. Our highly qualified GPs and primary health care nurses are enabling clinical leadership and patient centered care, specifically tailored for Queensland's rural and remote population.

## **Child and Maternal Health**

All of our primary health care nurses are trained midwives, and alongside our medical officers, offer a comprehensive Child and Maternal Health service to expecting and new mothers across Queensland.

## **Field Day and Health Promotion**

RFDS Field Days are conducted at cattle stations and events across Queensland every year, tailored specifically around individual community needs. Held in conjunction with our GP and nurse clinics, the Field Days provide a true social experience with a health promotion focus, covering areas such as first aid, diet and nutrition, mental health and exercise.

## **Mental Health**

Our dedicated mental health clinicians deliver comprehensive services to people suffering mental health issues. Working closely with local GPs under a Stepped Care approach, our clinicians provide a full range of interventions, from low intensity, through to the more severe and complex disorders. Our mental health program delivers over 12,200 occasions of care annually, predominantly across the far north and central western regions of Queensland.

## **Telehealth**

Our medical officers located in Mount Isa, Cairns and Charleville offer a 24-hour medical consultation service to people living, working or travelling in remote and rural Queensland.

Our telehealth service includes after hours and weekend consultations times as well as the use of videoconferencing technology from our Cairns Base to people living in northern parts of the state. We conduct over 17,000 remote consultation calls a year.

## **Medical Chests**

We provide more than 1,200 medical chests to remote communities (cattle stations, mining sites, offshore enterprises) across the state and into the Northern Territory. The contents of the chests are prescribed remotely by RFDS medical officers, with the support of a 24/7 aeromedical emergency and telehealth service.

## **RFDS Dental Service**

Our custom built, mobile dental surgery travels to 15 remote communities with more than 1,600 patients seen annually. This Commonwealth funded service provides X-rays and extractions, treatment for acute or pre-existing conditions, treatments for gum disease and referrals to specialist dental services.

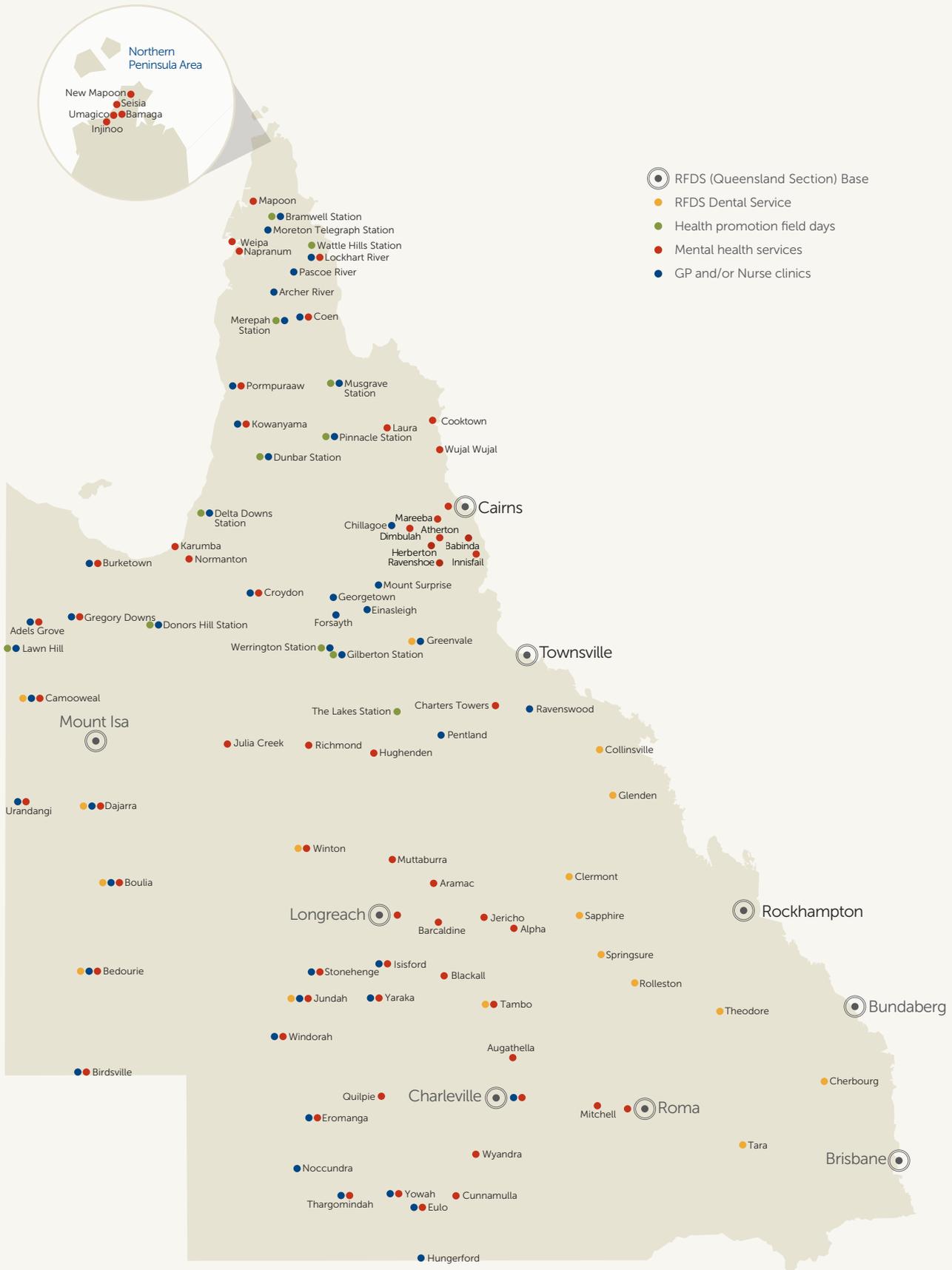
## **Immunisations**

Through our Child and Maternal Health program, we administer over 10,700 immunisations a year.

## **RescueSwag**

Rescue Swag - an RFDS first aid kit designed in Far North Queensland for people living in the outback – is ensuring the Flying Doctor continues keeping people safe no matter where they live, work, or travel.

# Our primary health care locations

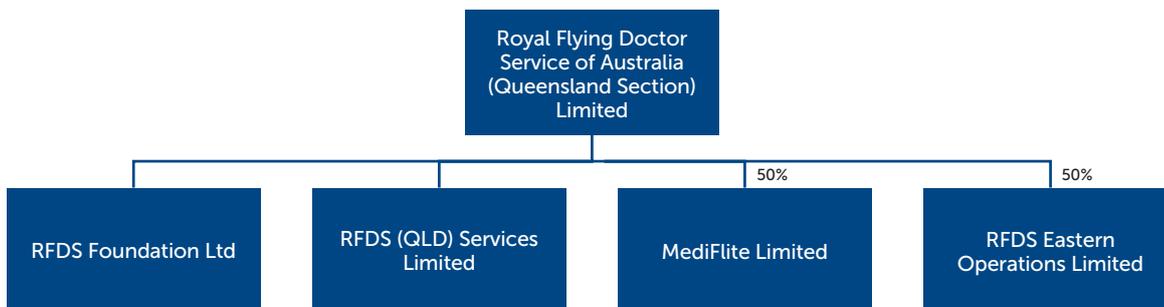


# Our structure

RFDS (Queensland Section) is proudly an Australian charity. Governed by a skills-based Board of Directors with a strong connection to rural and remote Queensland, more than half of our members currently live in rural Queensland, with several representatives also being current or former rural GPs.

Our activities are presently undertaken through five companies:

- 1. Royal Flying Doctor Service of Australia (Queensland Section) Limited** – our main operating entity, and a registered charity, providing aeromedical and other health care services across Queensland.
- 2. RFDS Foundation Ltd** – a registered charity designed to encourage social venture capital investment and greater long term philanthropic support for the RFDS in perpetuity.
- 3. RFDS (QLD) Services Limited** – a health promotion charity responsible for our dental programs, headspace services and RescueSwag. This company also provides aircraft maintenance and engineering services to our fleet pursuant to a Part 145 Air Operators Certificate.
- 4. MediFlite Limited** – this company was established jointly with LifeFlight Australia to provide additional aeromedical services into regional Queensland.
- 5. RFDS Eastern Operations Limited** – was established jointly with Royal Flying Doctor Service of Australia (South Eastern Section) to pursue health service projects for residents in rural, regional and remote Qld, NSW and ACT who are in need of benevolent relief.



## Year in numbers — 2021/22

The RFDS continues to provide vital emergency medical and primary health care services to regional, rural, and remote communities across Queensland.



MORE THAN **240**

occasions of care across Queensland each day



MORE THAN **10,700**

immunisations administered



MORE THAN **12,200**

consultations by headspace Cairns and RFDS mental health clinicians



**1,200**

medical chests in rural and remote locations throughout Queensland



MORE THAN **12,000**

patients flown via RFDS aeromedical service



MORE THAN **35,000**

patients attended RFDS GP and nurse clinics in Queensland



MORE THAN **17,000**

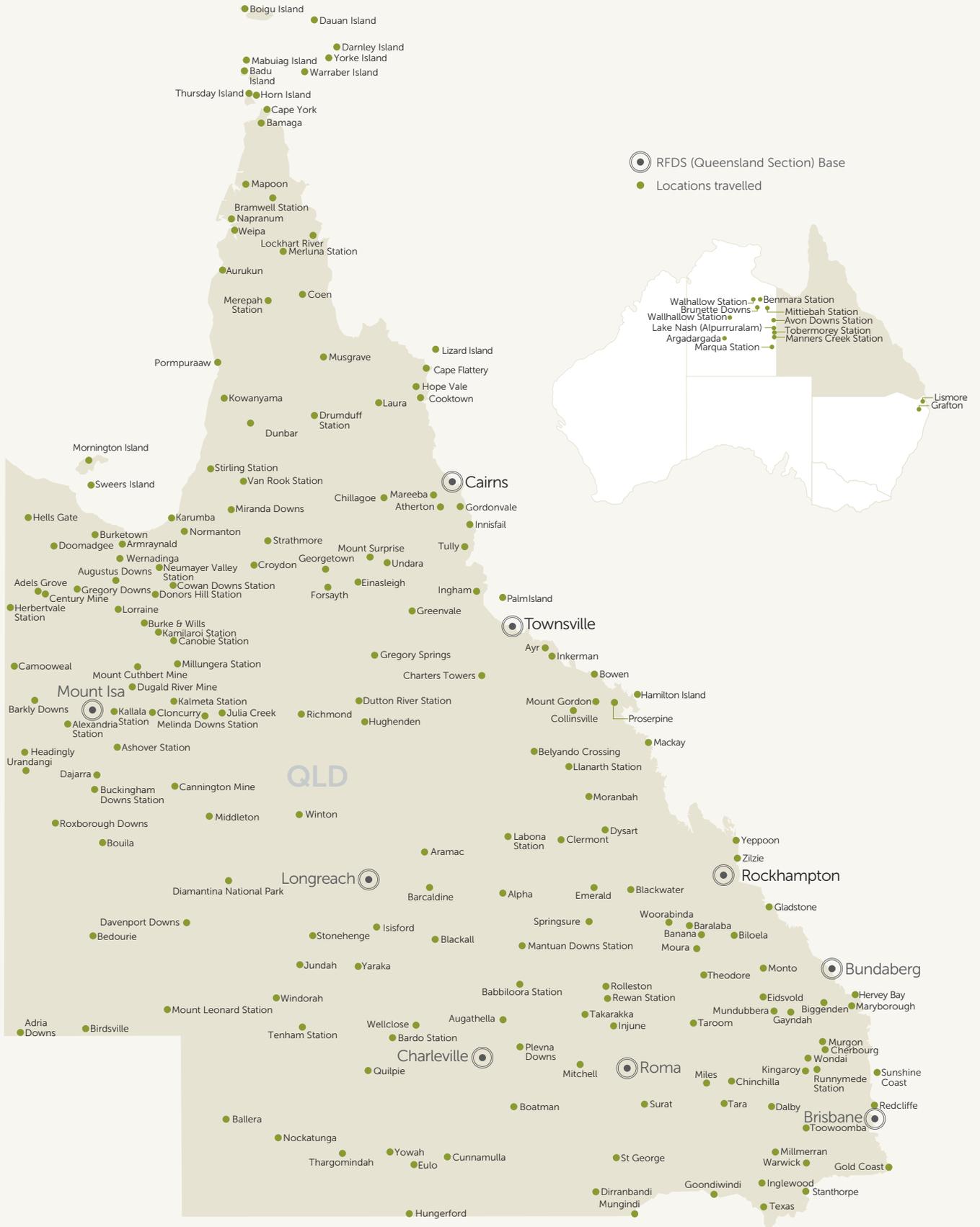
remote consultation calls through RFDS telehealth service



MORE THAN **1,600**

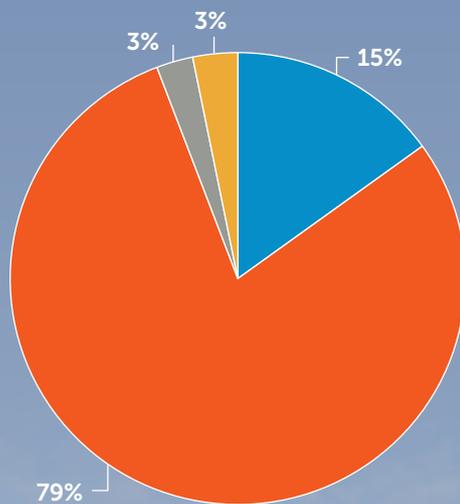
consultations by the RFDS Dental Service team

# Locations we travelled to within Queensland



# Funding model

RFDS (Queensland Section) receives Commonwealth Government and State Government funding to operate its services. We also rely on bequests, fundraising, donations, and partnerships to support operational costs and fund capital campaigns including the replacement of aircraft, the back-of-cabin fit-out, investment in infrastructure at bases, the purchase of medical equipment, and other major capital investments.



- Donations and bequests
- Revenue from government including grants
- Revenue from investments
- All other revenue



## Our supply chain

RFDS (Queensland Section) annually engages with approximately 960 contractors, service providers and suppliers to deliver our aeromedical and primary health care services to rural and remote Queensland. These various providers represent Tier 1 of our extended global supply chain.

Our Tier 1 providers are predominately Australian owned, operated or based. The majority, by number, are based in regional areas of Queensland. Whilst twenty-nine of our suppliers are from overseas, each is located in countries with robust employment and industrial relations laws and a low risk of human rights abuses.

Country	Country risk ranking <sup>1</sup>	Number of Tier 1 suppliers	% of FY22 spend
Australia	163	931	66.8%
United States	158	20	33%
Canada	166	4	0.15%
New Zealand	164	2	0.02%
Argentina	157	1	0.01%
Singapore	97	1	<0.01%
United Kingdom	132	1	<0.01%

Where contractors are used in our operations, such persons are typically highly qualified, ranging from professional advisors through to specialist engineers, pilots and medical professionals. We also engage a variety of professional trades, including electricians, plumbers and gardeners to help us maintain our bases, offices, clinics and residential properties. Typically, these trades are small family owned and operated rural businesses.

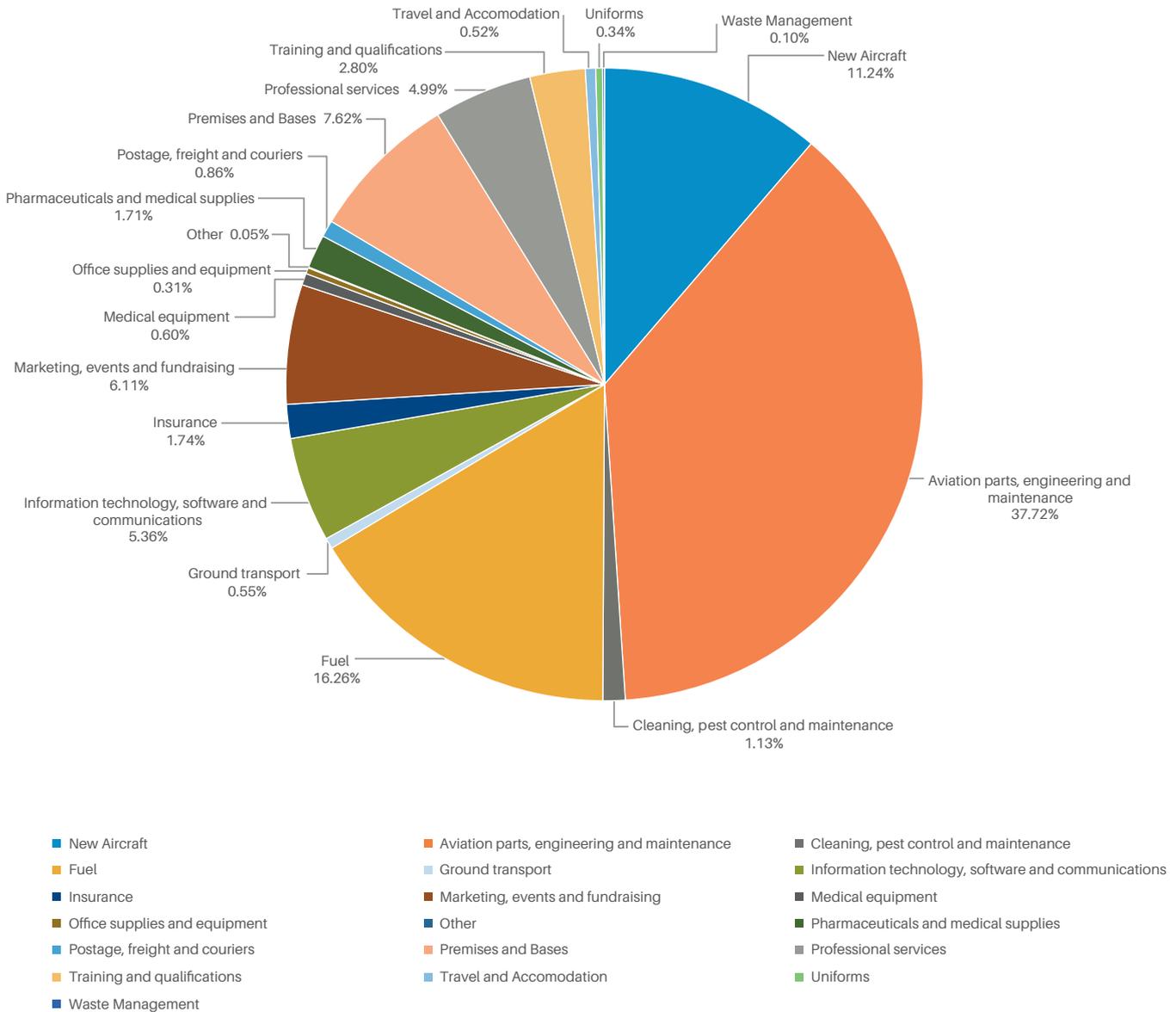
In the areas of commercial cleaning and security, sectors where subcontracting is rife and the risks associated with indirect employment and use of vulnerable populations is considered high, our modern slavery risk is low. In many cases security guards and cleaners require special clearance to work on our airport bases, and due to the 24/7 nature of our operations, they are visible and known to our night shift personnel. Around the state, we engage several small contract cleaners and security guards that are regionally based family-owned operations. Our largest provider of security services has made public commitments regarding the proactive steps they are taking to address modern slavery risks in their business.

From a labour rights standards perspective, we consider that there is a low risk of modern slavery within our own operations or our Tier 1 supply chain.

<sup>1</sup> Global Slavery Index Ranking from 1 (worst/highest risk) to 167 (best/lowest risk) of the "Estimated prevalence of modern slavery by country". <https://www.globallslaveryindex.org/2018/methodology/prevalence/>

We recognise that our Tier 1 suppliers have their own complex and diverse supply chains for the products and goods supplied to us (and the raw materials used to create those goods) and these supply chains extend beyond Australia's borders. It is this extended supply chain that has been identified as a risk area for potential human rights abuses.

Because of the number and variety of services and products required to deliver aeromedical and primary health care services across the state, we grouped the multitude of products and services used in our activities into nineteen categories. These categories were then assessed for potential modern slavery risks having regard to the specific service, product, raw material, supplier, and country of origin/manufacture.



Our risk assessment indicates that there is a low risk of modern slavery within our operations and Tier 1 supply chain:

- RFDS (Queensland Section) employees are all based in Australia and protected by Australia's industrial relations system;
- All our employees are skilled professionals in their chosen career or field of expertise;
- Where we use contractors, they are typically skill professional advisors, engineers, pilots and medical professionals or qualified trades such as electricians and plumbers;
- of our c.960 Tier 1 providers, all but 29 are Australian owned and operated, or have dedicated operations based in Australia. The 29 foreign companies we deal with are all based in jurisdictions with a low risk of human rights abuses;
- RFDS (Queensland Section) does not manufacture any products overseas, or directly procure goods and products from any suppliers located in high-risk countries for modern slavery;
- half of our top 20 suppliers have made public commitments to combat modern slavery within their own supply chains;
- a large proportion of our suppliers are small family owned and operated businesses located in regional Queensland; and,
- the current status of the Covid-19 pandemic response does not increase the vulnerability of workers within our supply chain to modern slavery risks.

Our risk assessment included an analysis of the steps being taken by our providers to combat modern slavery within their own supply chains (our downstream supply chains). Collectively, Tier 1 providers representing at least 60% of our annual spend have filed modern slavery statements in Australia or issued similar statements and commitments pursuant to the reporting requirements of another jurisdiction.

Whilst our risk assessment determined that the overall risk of modern slavery within our supply chain was low, we recognise that the expanded nature of global supply chains creates the potential for hidden risks of unacceptable practices occurring in certain areas:

### **Aircraft & Aviation Parts**

Over 35% of our annual spend is directed towards the cost of Aviation parts, engineering and maintenance services. In addition, we regularly purchase new Beechcraft aircraft from the United States which are fitted out in Queensland as aeromedical aircraft to our exacting standards.

A modern aircraft is complex composite of a significant number of individual parts, materials, and components. A final assembled aircraft may incorporate parts supplied by many individual manufacturers spread around the globe. In many cases those parts have defined usable lifespans and require regular or semi-regular replacement.

Raw materials used in the production of aircraft parts and components, such as aluminum, tin, copper, gold, brass, tantalum, tungsten, rubber and cotton, may come from downstream supply chains that pose a risk of labor exploitation and human rights abuses (depending on their source).

We recognise this risk and only use reputable suppliers for all our aviation parts and needs. Our largest suppliers of aircraft, aviation parts and equipment are committed to the elimination of modern slavery within their supply chains.

These commitments extend, in the case of our key supplier, to a conflict minerals compliance program designed to conform to the Organization for Economic Co-operation and Development Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas.

### **Medical equipment & supplies**

Our risk assessment identified the possibility of there being hidden risks of labour and human rights abuses with our supply chain for common medical goods such as gloves, surgical instruments and clothing. We also recognise risks may be present in the production of the various medical electronics we use. This area collectively represents approximately 2.3% of our annual spend.

Our largest medical suppliers have made public commitments regarding the elimination of modern slavery within their supply chains.

These commitments are made in Anti-slavery and Human Trafficking Policies issued under UK law, Transparency in Supply Chains Policies under Californian law or Australian Modern Slavery Statements.

# Risk mitigation actions

Our risk assessment identified several system improvements and additional measures that we should take to mitigate the risk of modern slavery within our operations and supply chains.

RFDS (Queensland Section) has a robust governance framework. To strengthen this framework, we have adopted a Modern Slavery Policy which sets out our commitment to ensuring modern slavery does not occur in our operations or supply chain:

- We reject any form of modern slavery such as slavery, servitude, human trafficking and forced labour.
- We respect the human rights of our employees, patients, and the community as whole, as well as the employees of our suppliers and business partners.
- We aim to identify and manage risks related to human rights across our business and in our supply chain.

Our Code of Conduct has been updated to set out the Board's clear expectations regarding the rejection of modern slavery within all aspects of our operations. We have also updated our Grievance and Complaints Handling Policy to specifically address the confidential reporting of suspected human rights abuses.

Our employees already receive regular training on internal processes and procedures, health and safety, as well as changes to regulation and developments in our industry, together with a wide range of professional development and specialist training programs. We have now created a dedicated training module on modern slavery risk that will be rolled out to staff in the future.

We have updated our Procurement Policies and created a detailed supplier due diligence questionnaire dealing specifically with modern slavery risks. We have also adjusted our supplier audit, evaluation and risk assessment criteria to account for such concerns. Where we identify a supplier or contractor is potentially supplying at risk products and services, they will be required to complete the detailed due diligence questionnaire.

To support the changes to our procurement processes, we have also implemented a set of model clauses that will be used in our contracting process to impose legal obligations on our suppliers to manage modern slavery risks within their organisation and our mutual downstream supply chains.

# Future priorities

We are committed to improving our approach to the elimination of modern slavery risks within our supply chain. Our future priorities include:

- we will look to create a Supplier Code to specifically address our expectations regarding, among other things, the elimination of modern slavery risks within our supply chain. We envisage that the Supplier Code will include obligations on suppliers and contractors to:
  - take steps to identify and manage modern slavery risks within their organisation and supply chain;
  - ensure they do not use any form of forced, compulsory, child or slave labour;
  - ensure their employees work voluntarily and are entitled to leave work; and,
  - ensure provide each employee with an employment contract and terms that adheres to the relevant employment laws.
- ensuring all RFDS (Queensland Section) employees complete modern slavery awareness training; and,
- undertaking ongoing assessments of potentially at-risk areas within our supply chains, such as the supply of staff uniforms and scrubs, to better map and understand the source of the goods we use in the delivery of our services to rural and remote Australia.

## Authorisation

This statement was prepared in consultation with members of the executive leadership team, and approved by the Board of Royal Flying Doctor Service of Australia (Queensland Section) Limited in their capacity as the principal governing body for RFDS (Queensland Section).



**Russell Postle**  
Chair  
RFDS (Queensland Section)



Royal Flying Doctor Service  
QUEENSLAND SECTION

The furthest corner. The finest care.