

Ronald McDonald House  
Charities Australia  
Reflect Reconciliation  
Action Plan

February 2023  
to February 2024



RECONCILIATION  
ACTION PLAN

**REFLECT**



RMHC<sup>®</sup>  
Australia



# Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of the lands, skies and waterways on which we work. We recognise the Aboriginal and Torres Strait Islander peoples amongst the families we care for, our employees, volunteers and supporters, who form part of the oldest continuous living cultures on earth. We pay our respects to them and their Elders past, present and emerging. Ronald McDonald House Charities Australia promises to be respectful and connect with Aboriginal and Torres Strait Islander peoples so together, we can improve outcomes for seriously ill and injured children and their families.



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# Message from Chief Executive Officer

I am honoured as both the leader of Ronald McDonald House Charities Australia (RMHC Australia) and an everyday Australian to be part of a national reconciliation movement as I present our first Reflect Reconciliation Action Plan (RAP). Our journey of reconciliation is essential for our charity as we operate across Australia, working and living on the lands of Aboriginal and Torres Strait Islander peoples as we aim to support our families and children. Our Reflect RAP is our road map to establish the necessary organisational culture, practices, and behaviours to ensure that we deliver our mission in a manner that is both culturally appropriate, engaging and sensitive.



Our Reflect RAP is a foundational document to deepen our understanding of Aboriginal and Torres Strait Islander peoples' cultures and needs as we build partnerships and develop open and constructive discussions with Aboriginal and Torres Strait Islander led organisations, professionals, and communities. This journey also provides our organisation the opportunity to embed respect and to celebrate the oldest continuous living culture in the world.

Our reconciliation journey allows RMHC Australia to continually improve our cultural responsiveness into every aspect of our charity from governance and policies to employment and volunteering to mission and program delivery.

As a charity that partners with the health and education system to improve health outcomes for children, it is essential that we acknowledge the specific needs of Aboriginal and Torres Strait Islander peoples. We strive to be part of the solution to reduce some of the significant health and education inequities that Aboriginal and Torres Strait Islander peoples experience, and it is only by working with, listening to, and truly walking alongside these peoples we can overcome the inequities that are in place that provide barriers and gaps in services.

A handwritten signature in black ink, appearing to be 'Barbara Ryan', written over a horizontal dotted line.

Barbara Ryan  
CEO RMHC Australia

# Message from Reconciliation Australia CEO Karen Mundine

Reconciliation Australia welcomes Ronald McDonald House Charities Australia to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Ronald McDonald House Charities Australia joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Ronald McDonald House Charities Australia to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Ronald McDonald House Charities Australia, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

**Karen Mundine**  
CEO Reconciliation Australia





## About the Artwork

### Artist Mali Isabel Arabana, Kokatha

Mali Isabel is an Arabana and Kokatha artist, living and practising on Kaurna land (Adelaide), Australia.

In 2020, Mali graduated from a Bachelor of Arts (Primary Education) at Flinders University, before pursuing her career as a practising artist and later launching her business, Mali Isabel Art, in 2021. Mali creates contemporary dot paintings using all colours of the rainbow to spread her message of positivity and equality. By combining her passions for education and painting, Mali hopes to achieve a greater understanding of culture and equity through her rainbow artworks.



Through her combination of traditional dot painting, her hallmark use of colour, and contemporary style, Mali creates bright and magical artworks that aim to spread joy and positivity, encourage meaningful conversations, and share personal stories and worldly experiences.

As a proud Arabana and Kokatha woman, Mali loves to draw inspiration from the land that surrounds her, capturing the environments and translating them into magical landscapes. Stories are deeply entwined in her paintings, many of which highlight feelings, themes, and experiences that transcend all cultures, races, and religions. The underlying goal of this is to embed the understanding that we are all human and deserve to be treated with equal respect and kindness.

Mali was highly commended in the 2021 Our Mob Trevor Nickolls Art Prize and was the Adelaide Fringe Festival's poster artist for 2022 – the first Aboriginal poster artist for the Adelaide Fringe in its 62-year history.

### Our Safe Sanctuary

Mali Isabel's artwork *Our Safe Sanctuary* was created to tell the story of the Ronald McDonald House Charities and its impact on the families that become a part of their journey. In soft pastel rainbow hues, each colour on the canvas represents the diversity of families from different walks of life who seek and find comfort and support from the Ronald McDonald House Charities.

The background flows across the canvas in a pattern reminiscent of rays of sunshine, symbolising the hope, positivity, clarity, confidence, and power the Ronald McDonald House Charities instils in the families they support by offering a warm and supportive home where families can stay together.

The largest meeting place at the base of the artwork embodies the Ronald McDonald Houses all over Australia and the charity as a whole. This meeting place is what gives the artwork its name, *Our Safe Sanctuary*, because this is what the houses represent to so many families with children suffering from a serious illness. Across the canvas, smaller meeting places are scattered, representing the diverse communities, families, individuals impacted and supported by the charity.



Throughout *Our Safe Sanctuary*, animal and human tracks are used to represent both new and old families becoming a part of the journey, while conveying the message that every family is welcome. Golden star symbols are scattered throughout, symbolising the guiding light and compassion of the Ronald McDonald House Charities volunteers and staff, as well as the support and companionship of other families who are navigating a similar journey.

At its heart, *Our Safe Sanctuary* tells the story a home-away-from-home, offering hope, comfort, compassion, and support to families in their time of greatest need.





# Our Business

## The RMHC Australia Mission Statement

RMHC creates, finds and supports programs that directly impact the health and wellbeing of children and their families. RMHC is there for families when they need it most: right in their own communities.

## The RMHC Australia Vision Statement

A world where all children have access to medical care, and their families are supported and actively involved in their children's care.

## RMHC Australia

RMHC Australia works under a Federated structure and works in collaboration with RMHC Chapters helping Australian families with seriously ill children to stay together since 1981 and supports a wide range of programs in all States and Territories. RMHC Australia and the RMHC Chapters are part of RMHC Global.

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When a child is diagnosed with a serious illness, it impacts the whole family, lives can be turned upside down. The Ronald McDonald House Program provides vital accommodation so families can stay together whilst a seriously ill child, injured child or a child with a mental health condition are receiving medical care at a nearby hospital. Ronald McDonald House keep families close by giving parents and siblings the opportunity to stay together to support the sick child. The House also helps to preserve the family unit in the midst of physical, emotional and financial stress. It gives parents the chance to draw hope and comfort from other families in similar situations.

Ronald McDonald Family Rooms are exclusively for families of children undergoing treatment in paediatric and neo-natal wards. The Family Rooms replicates a home-like atmosphere when a parent or family member requires a break from the hospital environment.

The Ronald McDonald Family Retreat Program gives families of sick children a place to relax, connect and spend precious time together. For families who are suffering the bereavement of a child, the Family Retreats provide a necessary opportunity and peaceful place where the family can come together and share memories.





The Ronald McDonald Hospitality Cart provides additional care and support to bedside families and children on paediatric, special care nursery wards and on neo-natal intensive care units. The Hospitality Cart delivers activities and refreshments to these families free of charge.

For some Ronald McDonald Houses, Family Rooms and the Hospitality Cart they provide support to a significant cohort of Aboriginal and Torres Strait Islander families.

The Ronald McDonald Learning Program assists children who have or are recovering from a serious illness, injury or mental health condition catch-up on missed education. Since its inception the Learning Program has supported 892 Aboriginal and Torres Strait Islander children catch up on missed education. The program also supports teachers through the EDMed program to understand the needs of these students as they return to school. The Ronald McDonald Learning Program is exclusive to Australia.

RMHC Australia employs 22 staff. The structure of RMHC Australia consists of a senior leadership team who look after Corporate Services, Fundraising, Marketing, Programs and Impact. They are supported by 6 national managers, a contractor and 11 coordinators.

RMHC Australia don't currently have any Aboriginal and/or Torres Strait Islander peoples employed.

The RMHC Aboriginal and Torres Strait Islander Cultural policy recognises Aboriginal and Torres Strait Islander Peoples as Australia's First Peoples and Custodians of the Land. It acknowledges Aboriginal and Torres Strait Islander peoples', unique family needs.

Our Diversity, Equity and Inclusion Policy covers all aspects of difference, culture, ethnicity, genders, religion language, sexual orientation, gender identity, disability, and age, as well as difference in backgrounds and live experiences. The policy ensures that everyone will be treated equally and given equal employment opportunities when applying for a position within the charity.

RMHC Australia has staff located in Sydney, Melbourne and Canberra. There are two main offices located at 21 – 29 Central Avenue Thornleigh, NSW and at 2 Smith Street Collingwood, Melbourne.

## Global Reach

Globally Ronald McDonald House Charities operates in many countries and regions around the world. As part of this reach it runs the following Programs

- Ronald McDonald Houses in 45 countries and regions
- Ronald McDonald Family Rooms in 28 countries and regions
- Ronald McDonald Care Mobile in 10 countries and regions



# Our Reconciliation Action Plan

RMHC Australia is developing a RAP to respect the cultures of Aboriginal and Torres Strait Islander peoples and to ensure RMHC Australia serves every Aboriginal and Torres Strait Islander person and family with respect, dignity and appreciation of cultural differences.

The development of the RAP began in February 2022 with a discussion between our previous General Manager, Programs & Impact, Tracey Webster and Kamilaroi woman and Consultant Dr Lana Leslie from Gunnedah Hill Aboriginal Management Consultants. Dr Leslie was subsequently engaged to assist RMHC Australia with the RAP. Tracey Webster (General Manager, Programs and Impact) and Anita Neville (National Programs and Impact Manager) commenced as Co-RAP Champions.

Information sessions for RMHC Australia staff and the RMHC Australia Board were held in May 2022 and facilitated by Tracey Webster, Anita Neville and Dr Leslie. The sessions included information about reconciliation, reconciliation action plans and the reasons RMHC Australia were developing a RAP. The sessions also sought people to join the RAP Working Group. Expressions of interest were gathered which led to the formation of the RAP Working Group in June.

In the development stage, the RAP Working Group met to participate in three meetings from August to September 2022. The RAP Working Group meetings focused on discussing information to inform the development of the RAP. The meetings included a focus on culture, including Dr Leslie incorporating a Winangay methodology as a framework for the meetings, incidental cultural education and a cultural close activity. As well as the meetings, optional cultural self-directed learning activities were forwarded to the RAP Working Group with each agenda. RMHC Australia also forwarded the self-directed learning activities to all staff across the organisation.

The development stage also included online cultural education sessions with Dr Leslie. Each session focused on a different topic including white privilege, naming and terminology, racism and cultural safety. Once all meetings were held, the RAP was finalised and submitted to Reconciliation Australia for review and later endorsement.

The implementation stage will involve the RAP Working Group meeting regularly to put into practice the plan and to monitor progress against the actions and deliverables.

Anita Neville, National Programs and Impact Manager at RMHC Australia champions and supports the development and monitoring of the RAP through her role.

The RAP Working Group consists of the following members:

- Anita Neville, National Programs and Impact Manager, RAP Champion
- Denise Lumsden, General Manager, Corporate Services
- Deborah Dissanayake, National Fundraising Manager
- Andrew Duncan, National Senior Manager Partnerships
- Dr Lana Leslie, Gunnedah Hill Aboriginal Management Consultants (development stage only)



# Our Partnerships and Current Activities

## Our Partnerships

### RMHC System

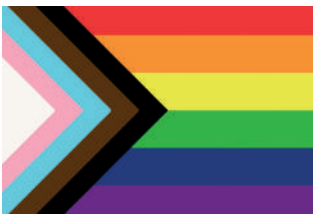
RMHC is a Federated organisation, the RMHC system includes RMHC Australia and 11 RMHC Chapters. RMHC system Mission Leadership Group have developed an Acknowledgement of Country and Acknowledgement of Diversity and confirmed that the statements would be used on job advertisements (paid and unpaid) or other external facing communications, to promote RMHC's position on welcoming volunteers and job seekers who are seeking a workplace where diverse applicants are welcomed.

### Acknowledgement of Country for RMHC System



Ronald McDonald House Charities would like to acknowledge the Traditional Custodians of the lands, skies and waterways on which we work. We recognise Aboriginal and Torres Strait Islander peoples amongst the families we care for, our employees, volunteers and supporters, who form part of the oldest continuous living culture on Earth. We pay our respects to Aboriginal and Torres Strait Islander people and their Elders past, present and emerging.

### Acknowledgement of Diversity for RMHC System



Ronald McDonald House Charities values and promotes an inclusive workplace where everyone, from any background, can feel valued, be appreciated and do their best work. At our place, everyone regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, citizenship or any other aspect that makes them unique can contribute to improving the health and wellbeing of children and their families.

### RMHC Chapters

All RMHC Chapters have a strong and ongoing relationship with the Health Professionals and the Aboriginal Liaison Officers at their partnering Paediatric Hospital to ensure they continue to meet the needs of the families they care for in culturally appropriate ways.

RMHC North Australia began their first Innovate RAP reflecting their well-established relationships with Aboriginal and Torres Strait Islander Peoples and in 2022, had their second Innovate RAP endorsed by Reconciliation Australia. Over 44% of the families they care for are Aboriginal and Torres Strait Islander peoples. The Chapter has formalised their commitment through a clear vision for reconciliation where all people interacting with the Charity's programs can feel culturally and spiritually safe in their care. The Chapter has an Aboriginal and Torres Strait Islander Advisory panel which meets four times per year, maintains Aboriginal and/or Torres Strait Islander representation on their Board and provides cultural inclusion training to every staff, Board and volunteer member. The artwork used within the Chapter was created by local Aboriginal Artist, Linda Oliver, specifically for use in the Chapter.



## Our Partnerships and Current Activities *cont'd*

RMHC Western Australia (RMHC WA) worked with the local Aboriginal Health Action Advisory (AHAA) Committee and The Aboriginal Leadership Group at Princess Margaret Hospital (PMH), local Aboriginal Elders and other Aboriginal and Torres Strait Islander staff and community groups to plan and design the Aboriginal and Torres Strait Islander-specific lounge, Kulunga Moort Mia, at Perth Children's Hospital. Since opening Kulunga Moort Mia, RMHC WA have seen an increase to their support of Aboriginal and Torres Strait Islander families from 17% to 27%.

RMHC Greater Western Sydney began their Reflect RAP process in 2021. As part of their commitment to Aboriginal and Torres Strait Islander families they work closely with the Aboriginal Health Liaison Officers at the Children's Hospital Westmead. The Chapter has an ongoing working relationship with Kamilaroi woman and Consultant Dr Lana Leslie from Gunnedah Hill Aboriginal Management Consultants that specialises in assisting organisations with their RAPs, leadership and strategic planning, and cultural support.

RMHC South Australia completed their Reflect RAP in 2021. The Chapter is involved with Aboriginal, and Torres Strait Island AFL players and runs activities in the Chapter for families and children during NAIDOC week. They have continuing strong relationship with the Aboriginal Liaison Officers at the Women's and Children's Hospital to ensure that all Aboriginal and Torres Strait Islander families are supported and cared for in line with their cultural needs. Wiltja Boarding School, catering for Aboriginal students and youth from remote communities are involved with this RMHC South Australia Chapters, Meals from the Heart Program.

RMHC South East Queensland have just received funding from RMHC Australia to open a specific space for Aboriginal and Torres Strait Islander families at Queensland Children's Hospital



# Internal Activities/Initiatives

## RMHC Australia

Where possible, RMHC Australia conferences start with a Welcome to Country conducted by an Aboriginal Elder or group performing a traditional smoking ceremony or dance. All other conferences and meetings start with an Acknowledgement of Country.

During NAIDOC Week and National Reconciliation Week, RMHC Australia holds activities for employees. In 2022, an online morning tea for all States in Australia was held with Aunty Donna Ingram as guest speaker. In addition, email signature blocks and banners are used for both events, as well as promotion through our social media.

At our 2022 Organisational Excellence Forum Dr Paul Callaghan a Worimi man shared with staff that many Aboriginal people that engage with non-Indigenous organisations and society can be a culturally unsafe and anxiety ridden experience. His presentation provided insights into why this is the case. After setting the scene, he outlined several key elements in creating engagement including the importance of respect, trust and relationships.

RMHC Australia and RMHC Chapter staff also participated in a cultural workshop with Koomurri Entertainment Aboriginal Dancers, to learn about Dreamtime stories, symbols and to develop our own dreamtime story through boomerang painting.

RMHC Australia is working with McDonald's Australia to share learning opportunities and be part of their cultural training sessions.

The RMHC RAP Working Party will continue giving fortnightly self-directed learning opportunities to the RMHC Australia team to further develop their knowledge of Aboriginal and Torres Strait Islander Peoples' cultures.

RMHC Australia develop and distribute national policies that are relevant to Aboriginal and Torres Strait Islander peoples. The policies include Aboriginal and Torres Strait Islander Cultures, Diversity, Equity and Inclusion policies.



# Actions and Deliverables

# Relationships



Over the next 12 months February 2023 to February 2024, RMHC Australia commits to the following actions and deliverables:

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	February 2023	National Programs and Impact Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2023	National Programs and Impact Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	National Senior Manager Partnerships
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2023	National Programs and Impact Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2023	General Manager Corporate Services
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Monthly, Review July 2023	National Programs and Impact Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2023	National Senior Manager Partnerships
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June 2023	National Senior Manager Partnerships
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2023	General Manager Corporate Services
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	November 2023	General Manager Corporate Services



# Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within RMHC Australia,	March 2023	National Programs and Impact Manager
	Conduct a review of cultural learning needs within RMHC Australia.	April 2023	General Manager Corporate Services
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	April 2023	National Fundraising Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2023	National Fundraising Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2023	National Senior Manager Partnerships
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	National Senior Manager Partnerships
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2023	National Programs and Impact Manager



# Opportunities



Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our RMHC Australia.	October 2023	General Manager Corporate Services
	Build an understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2023	General Manager Corporate Services
9. Investigate Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander-owned businesses.	April 2023	General Manager Corporate Services
	Investigate Supply Nation membership.	June 2023	National Fundraising Manager



# Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	Form a RWG to govern RAP implementation.	February 2023	National Programs and Impact Manager
	Draft a Terms of Reference for the RWG.	February 2023	National Programs and Impact Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2023	National Programs and Impact Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2023	National Finance Manager
	Engage senior leaders in the delivery of RAP commitments.	May 2023	National Programs and Impact Manager
	Maintain a senior leader to champion our RAP internally.	February 2023	National Programs and Impact Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	February 2023	National Fundraising Manager
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	National Programs and Impact Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August, annually	National Programs and Impact Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	National Programs and Impact Manager
13. Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP.	November 2023	National Programs and Impact Manager



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