



**Ronald
McDonald
House®**

Western Australia

Reflect Reconciliation Action Plan

March 2026 to September 2027



Acknowledgement of Country

Ronald McDonald House Western Australia acknowledge the Whadjuk people of the Noongar nation as the Traditional Custodians of the land on which we are privileged to live, work and welcome families. We honour their enduring connection to Country, culture, and community, and pay our deepest respects to Elders past and present.

Here, on Whadjuk Noongar Boodja, we open our doors to families from across Western Australia when they need us most. Grounded in the enduring care and wisdom of the Traditional Custodians of this land, we offer comfort, safety, and a sense of home.

We recognise the strength and resilience of Aboriginal and Torres Strait Islander Peoples, and we walk alongside them with humility, respect, and a commitment to listening, learning, and healing together.

Reconciliation Action Plan Working Group

Donna Brown

Olivia Grose

Tamma Kirkby

Cindy Panos

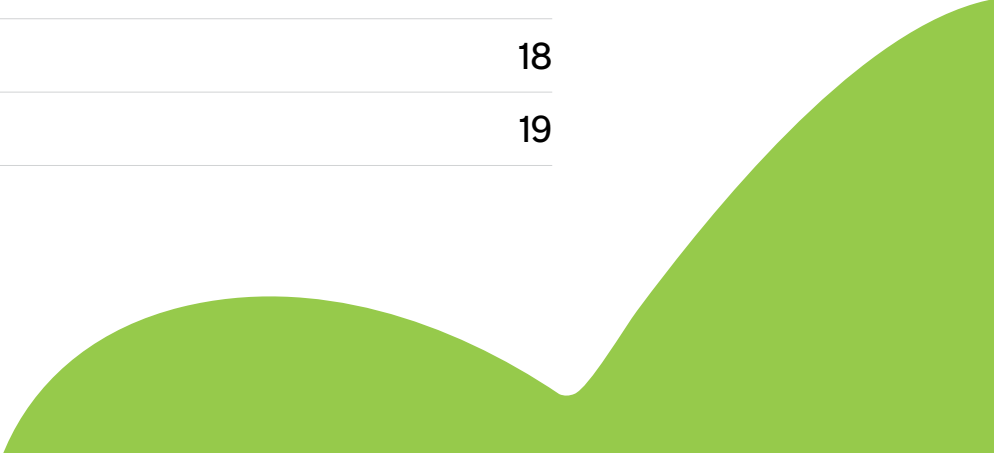
Stephanie Pavlinovich

Caroline Thurling



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Vision, mission, and purpose

Our vision

We believe every family has the right to what they need to ensure the best health outcomes for their children.

Our mission

We provide essential services that remove barriers, strengthen families and promote healing when children need healthcare.

Our purpose

At the heart of what we do, is caring for Western Australian families when their child is ill or injured.

Our values

We lead with compassion.
We are deeply respectful.
We act with integrity.
We are firmly committed.



Ingrid Ngoorlak Cumming – our Aboriginal culture consultant

Ingrid is a proud Whadjuk Balardong Noongar woman from Fremantle, Western Australia.

Ingrid was given the name “Ngoorlak” by her Elders which is the name for the Carnarby Cockatoo, the bringer of rains, healing and change.

Ingrid has been a valued consultant and friend of Ronald McDonald House Western Australia for over ten years and has provided support and guidance to the development of our Reflect RAP.

Ingrid Cumming is a 100% owned and operated First Nations business certified by Supply Nation and member of the Whadjuk Corporation and Noongar Chamber of Commerce. With over 15 years of experience working across Government, Aboriginal Controlled organisations, Corporate and the not-for-profit sectors, Ingrid is a recognised young leader within not only the First Nations community but across many sectors for her work in community engagement, strategic development and leadership, policy and program development, training and education.

Ingrid also is an entertaining and engaging facilitator, performer and speaker, as she has travelled the world presenting her research, publications and appearing as a guest on national and local TV programs such as ABCs The Drum and even stand-up comedy.

Ingrid is a proud Murdoch University and Melbourne Business School Alumnus and has been honoured to serve on many boards including SEDA WA, Aboriginal Women in Business and even served as a Commissioner for Conservation for the WA state government and recipient and finalist of multiple awards in her career.

Ingrid’s work is driven by her passion for change and reconciliation, and to make positive and authentic impact to ensure the journey of truth telling, reconciliation and empowering First Nations people and allies keeps going.



Ingrid Ngoorlak Cumming

Message from our CEO and RAP Champion

On behalf of our management, staff and volunteers, I am proud to share Ronald McDonald House Western Australia's Reflect Reconciliation Action Plan (RAP).

Together, we commit to making our services and environments welcoming, inclusive and culturally safe for Aboriginal and Torres Strait Islander families.

Enabling family-centred care is at the heart of our Mission. We recognise and respect how important family, kinship, and connection to culture and Country are for healing and wellbeing.

For families in our care from diverse First Nations across the state, it is our responsibility to listen respectfully, reflect with humility, and learn together, so that we can continually strengthen our relationships with Aboriginal and Torres Strait Islander peoples and the support we provide them.

With this RAP, we take a deeply genuine step forward in our reconciliation journey. In doing so, we acknowledge the truth of Australia's history, including the past wrongs and the pain experienced through generations of Aboriginal and Torres Strait Islander peoples. We also recognise their strength, resilience and enduring connection to family, culture and Country.

As CEO, I am committed to leading our organisation so that reconciliation is embedded in our culture and service beyond the life of this Plan. I am especially grateful to the Aboriginal and Torres Strait Islander peoples' stakeholders and families who have generously shared their wisdom and experiences with us across our services, helping us to shape support families can trust.

Peter King ASM
Chief Executive Officer
Ronald McDonald House
Western Australia



Message from our Chair

On behalf of the Ronald McDonald House Western Australia Board, I am privileged to present our Reflect Reconciliation Action Plan. We recognise reconciliation as a shared and enduring responsibility that calls for meaningful action and accountability at every level of our organisation.

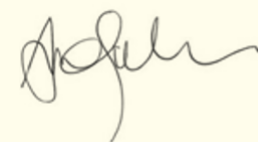
As an essential service within Western Australia's health system, the Ronald McDonald House Western Australia Board affirms its commitment to reflect upon and act on our role in reconciliation. This commitment places the health and wellbeing of Aboriginal and Torres Strait Islander patients and families in our care at the forefront of our decisions and actions.

In doing so, we will continue to deepen our relationships with Aboriginal and Torres Strait Islander peoples' healthcare advocates and service partners and welcome new relationships to share the change they envision through our contribution to reconciliation.

We are grateful for the wisdom, guidance and expertise that Ingrid Cumming has provided to our RAP Working Group and throughout the development of this Plan. I also acknowledge the dedication of the Management and staff of the Working Group, who invested significant time and effort to ensure our commitments are both authentic and actionable.

Our Board has endorsed this RAP with confidence in our collective ability to embed reconciliation into the way we lead, govern, and serve families across Western Australia.

Ante Golem
Chair
Ronald McDonald House
Western Australia



Message from the CEO – Reconciliation Australia

Second Reflect RAP

Reconciliation Australia congratulates Ronald McDonald House Western Australia on continuing its reconciliation journey by formally endorsing Ronald McDonald House Western Australia's second Reflect RAP.

Through this plan, Ronald McDonald House Western Australia continues to play an important role in a network of more than 3000 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 over 5.5 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 continues the journey and primes 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 to 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 Western 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 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 Western Australia on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





Our ambition

Western Australia is one of the most isolated health jurisdictions in the world spanning a total of **2.5 million square kilometres**. In a state as vast as Western Australia, when a child needs specialist medical treatment all roads lead to Perth.

Every child, regardless of where they live, deserves the same opportunity to thrive. For children growing up in regional Western Australia, equitable access to state-of-the-art medical treatment in Perth is not just a matter of fairness – it is a matter of life and health.

We know the family journey requires a holistic approach and continuum of care sometimes for weeks, months and in even years.

We value inclusion for all and recognise our vital role in providing a safe environment for our families with diverse cultural values, practises, and beliefs.

Ronald McDonald House Western Australia employs 75 people, including two employees who identify as Aboriginal, and is supported by more than 400 volunteers, including two who identify as Aboriginal.



Ronald McDonald House at QEII Medical Centre: ‘Home away from home’ supported accommodation walking distance to Perth Children’s Hospital has 47 rooms, including two isolation units, as well as the Bass Family Foundation Learning Centre, play and recreation spaces for all ages, as well as domestic and commercial kitchen and laundry facilities.

Ronald McDonald House Parent Accommodation in Perth Children’s Hospital: Supported in-hospital accommodation with 14 rooms reserved for parents or carers with children in critical care at Perth Children’s Hospital, this facility also includes a domestic kitchen and laundry facilities as well as space for respite.

Ronald McDonald House on Park: Our temporary House facility offering 50 supported self-contained units nestled amongst tranquil gardens, just a short walk from Perth Children’s Hospital. This facility also includes a domestic and laundry facilities, roof top garden and family respite spaces.

Ronald McDonald House Learning Program: Ronald McDonald House Learning Program provides tutors and therapeutic support for ill or injured children to continue their education and connection with school peers through 40 hours of fee-free one on one tutoring and funding towards allied health intervention.

Bass Family Foundation Learning Centre: Located within Ronald McDonald House at QEII Medical Centre, this vibrant learning space is available to young patients and their siblings from Kindergarten to Year 12. Our play and learning program is suitable for school aged children and incorporates culturally informed learning and activities.

Ronald McDonald House Family Rooms at Perth Children’s Hospital: With three spaces located across Perth Children’s Hospital, our Ronald McDonald House Family Rooms offer families and friends respite in between appointments, along with play and learning experiences for patients and their siblings. Our Kulunga Moort Mia Family Room is a dedicated cultural space for Aboriginal and Torres Strait Islander patients, families and visitors, where they can meet with Perth Children’s Hospital Aboriginal Liaison Officers for support.

Ronald McDonald House Family Retreats: Our Ronald McDonald House Family Retreats offer a welcomed sanctuary for families with ill or injured children to reconnect, relax and enjoy time together. Eligible families can enjoy up to one week of free accommodation at a Ronald McDonald House Family Retreat in Bunbury, Busselton and Mandurah.

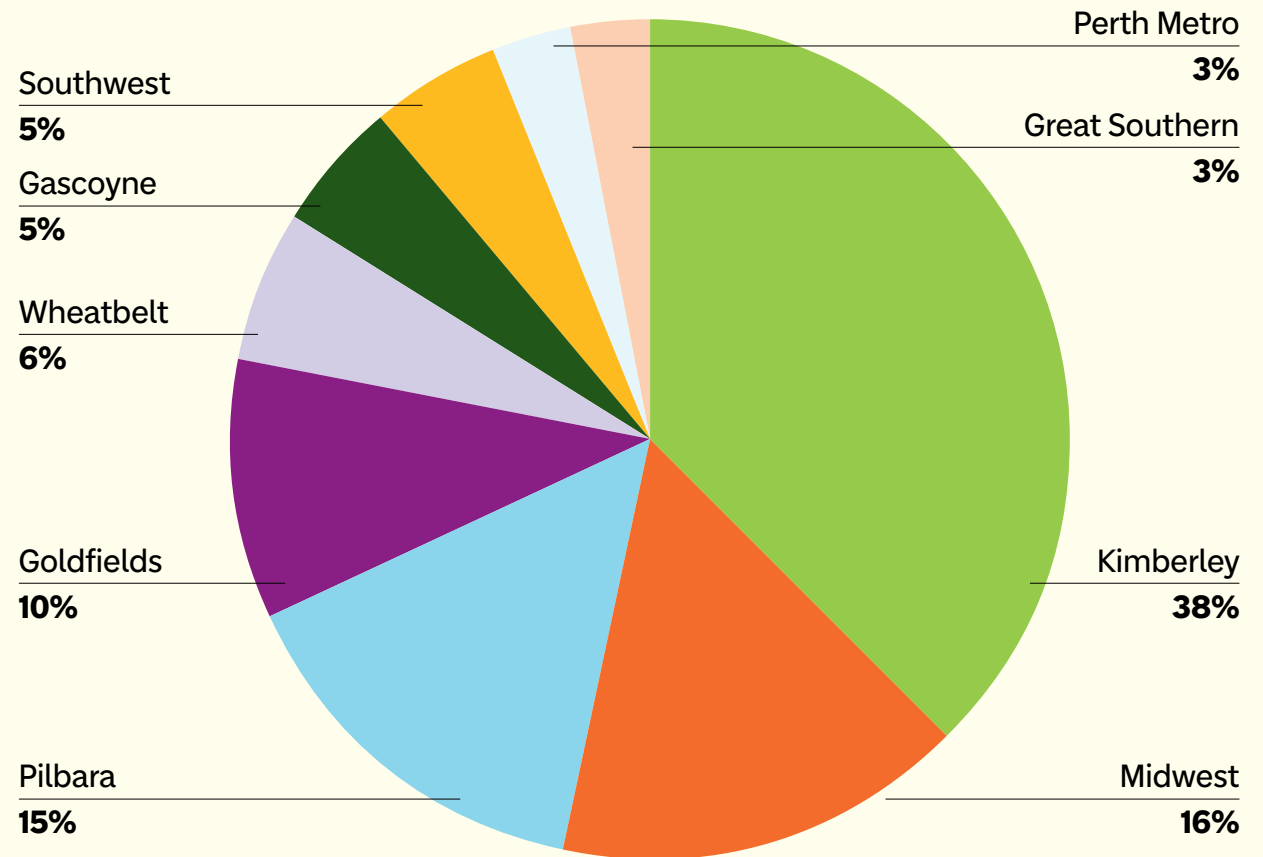


Our service reach: Aboriginal and Torres Strait Islander families

On average, **25% of all patients and families supported** by Ronald McDonald House Western Australia identify as Aboriginal and Torres Strait Islander Peoples.



Aboriginal and Torres Strait Islander families supported, by region, 2024-25.



Our RAP

This Reflect RAP represents our organisation's genuine commitment to meaningful reconciliation, grounded in allyship, accountability and respect. We will walk alongside Aboriginal and Torres Strait Islander peoples, listening with an open heart, learning with humility, and honour truth-telling.

As an essential service supporting families from diverse Aboriginal and Torres Strait Islander communities across Western Australia, Ronald McDonald House Western Australia is committed to creating a culturally safe, welcoming and supportive environment where culture is respected and celebrated, and where families feel seen, heard and valued during some of the most challenging times in their lives.

All of our people; executive, staff, volunteers and Board, have contributed to how we collectively and meaningfully reflect and act upon our role in reconciliation. We shared these intentions with Aboriginal Health Council of WA (AHCWA), regional West Australian Aboriginal Community Controlled Health Organisations (ACCHOs) and Aboriginal Health at Child and Adolescent Health Service (CAHS) and received important guidance and encouragement from a number of their representatives.

The health, wellbeing and cultural safety of the Aboriginal and Torres Strait Islander families we support will remain our priority, and our RAP journey will guide us to strengthen our contribution to reconciliation across the relationships and spheres in which we operate.

We are investing in cultural safety capability across our organisation. Our cultural safety training equips staff and volunteers with the knowledge, confidence and skills to provide respectful and safe experiences, ensuring parents, carers and children feel understood and supported. Our family wellbeing survey provides an anonymous and culturally sensitive way for families to share feedback, helping us learn, reflect and continuously improve.

With guidance from Aboriginal and Torres Strait Islander people's stakeholders and the needs of families underpinning our actions, we will establish clear governance, reporting and implementation structures to ensure this RAP is delivered with integrity and transparency.

Our CEO, Peter King, will champion our reconciliation commitment with the Executive Management Team and a dedicated Reconciliation Working Group, leading actions that empower all staff and volunteers to participate and contribute.

Through this Reflect RAP, we commit to learning more, doing better, and strengthening our role as allies, so that reconciliation is in the heart in our culture, our decisions, and the support we provide to Aboriginal and Torres Strait Islander families now and into the future.



RAP leadership, governance and allyship

Our commitment to succeed in our actions means establishing clear governance, reporting and implementation structures to ensure our actions are meaningful and our progress is transparent.

We will embed responsibility, leadership and advocacy for reconciliation across the Board, CEO and Executive Management Team, supported by a dedicated Reconciliation Working Group and strong governance processes to deliver, monitor, evaluate and report on our progress.

Importantly, we will deepen and grow our relationships with Aboriginal and Torres Strait Islander stakeholder organisations that share our commitment to improving the health, wellbeing and opportunities for Aboriginal and Torres Strait Islander families and communities across Western Australia. Their knowledge, wisdom and lived experience will be essential to how we achieve tangible, lasting outcomes.



Ronald McDonald House Western Australia Board

- Organisation strategy prioritisation for reconciliation.
- Endorsement of Reconciliation Action Plans.
- Endorsement of RAP progress reports.

Chief Executive Officer

- Ronald McDonald House Western Australia RAP Champion – internal and external advocacy.
- Leadership for quality and timely delivery of Reconciliation Action Plans.

Executive Manager – People & Culture

- Organisation lead for culturally informed workplace and support services.
- Chair Reconciliation Action Plan Working Group.
- Progress reporting to the our Board and Risk, Finance, Audit and Investment (RAFI) Sub-Committee.
- Annual Reflect RAP progress report (Ronald McDonald House Western Australia Annual Impact Report).

Executive Management Team

- Lead responsibility for development and coordination of RAP actions assigned to their department.

Reconciliation Action Plan Working Group

- Leads and contributes to RAP actions, monitoring and evaluation.
- Internal reconciliation champions.

Aboriginal and Torres Strait Islander Peoples' Stakeholders

- Advice, guidance, participation and/or endorsement of RAP actions and activities from primary stakeholder organisations operating in the West Australian Aboriginal and Torres Strait Islander health and community services sector.



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal Torres Strait Islander Peoples' stakeholders and organisations.	Identify Aboriginal Torres Strait Islander Peoples' stakeholders and organisations within our local area or sphere of influence.	June 2026	Chief Executive Officer
	Research best practice and principles that support partnerships with Aboriginal Torres Strait Islander Peoples' stakeholders and organisations.	September 2026	Executive Manager, Operations & Facilities
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April-May 2026 & 2027	Executive Manager, People & Culture
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2026 & 2027	Executive Manager, People & Culture
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2026 & 2027	Executive Manager, People & Culture
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff. Ongoing internal communications, engagement, activities plan	March 2026	Executive Manager, Development & Brand
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2026 ongoing	Executive Manager, Development & Brand
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2026	Chief Executive Officer
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	May 2026	Executive Manager, People & Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2026	Executive Manager, People & Culture

Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander Peoples' cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal Torres Strait Islander Peoples' cultures, histories, knowledge and rights within our organisation.	September 2026	Executive Manager, People & Culture
	Conduct a review of cultural learning needs within our organisation.	December 2026 & 2027	Executive Manager, People & Culture
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 2026	Chief Executive Officer
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Review annually in December.	Executive Manager, People & Culture
7. Build respect for Aboriginal and Torres Strait Islander Peoples' cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June-July 2026 & 2027	Chief Executive Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June-July 2026 & 2027	Executive Manager, People & Culture
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2026 & 2027	Executive Manager, Operations & Facilities

Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander Peoples' recruitment, retention and professional development.	Develop a business case for increasing employment of Aboriginal Torres Strait Islander Peoples within our organisation.	September 2026	Executive Manager, People & Culture
	Build understanding of Aboriginal Torres Strait Islander Peoples currently employed to inform future employment and professional development opportunities.	May 2026	Executive Manager, People & Culture
9. Increase Aboriginal and Torres Strait Islander Peoples supplier diversity to support improved economic and social outcomes.	Develop a business case for increasing procurement from Aboriginal Torres Strait Islander Peoples' owned businesses.	June 2026	Executive Manager, Corporate Services
	Investigate Supply Nation membership.	April 2026	Executive Manager, Corporate Services

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.	January 2026	Executive Manager, People & Culture & Chief Executive Officer
	Draft a Terms of Reference for the RWG.	March 2026	Executive Manager, People & Culture & Chief Executive Officer
	Establish Aboriginal and Torres Strait Islander Peoples representation on the RWG.	March 2026	Executive Manager, People & Culture & Chief Executive Officer
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	January 2026	Executive Manager, People & Culture & Chief Executive Officer
	Engage senior leaders in the delivery of RAP commitments.	January 2026	Executive Manager, People & Culture & Chief Executive Officer
	Provide support to the Chief Executive Officer effectively champion our RAP internally and externally.	September 2027	Executive Manager, People & Culture & Chief Executive Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2026	Executive Manager, People & Culture & Chief Executive Officer
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	Executive Manager, People & Culture & Chief Executive Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	Executive Manager, People & Culture & Chief Executive Officer
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	Executive Manager, People & Culture & Chief Executive Officer
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	March 2027	Executive Manager, People & Culture & Chief Executive Officer



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For enquiries about the Ronald McDonald House Western Australia Reflect RAP please contact:

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Executive Manager, People & Culture

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