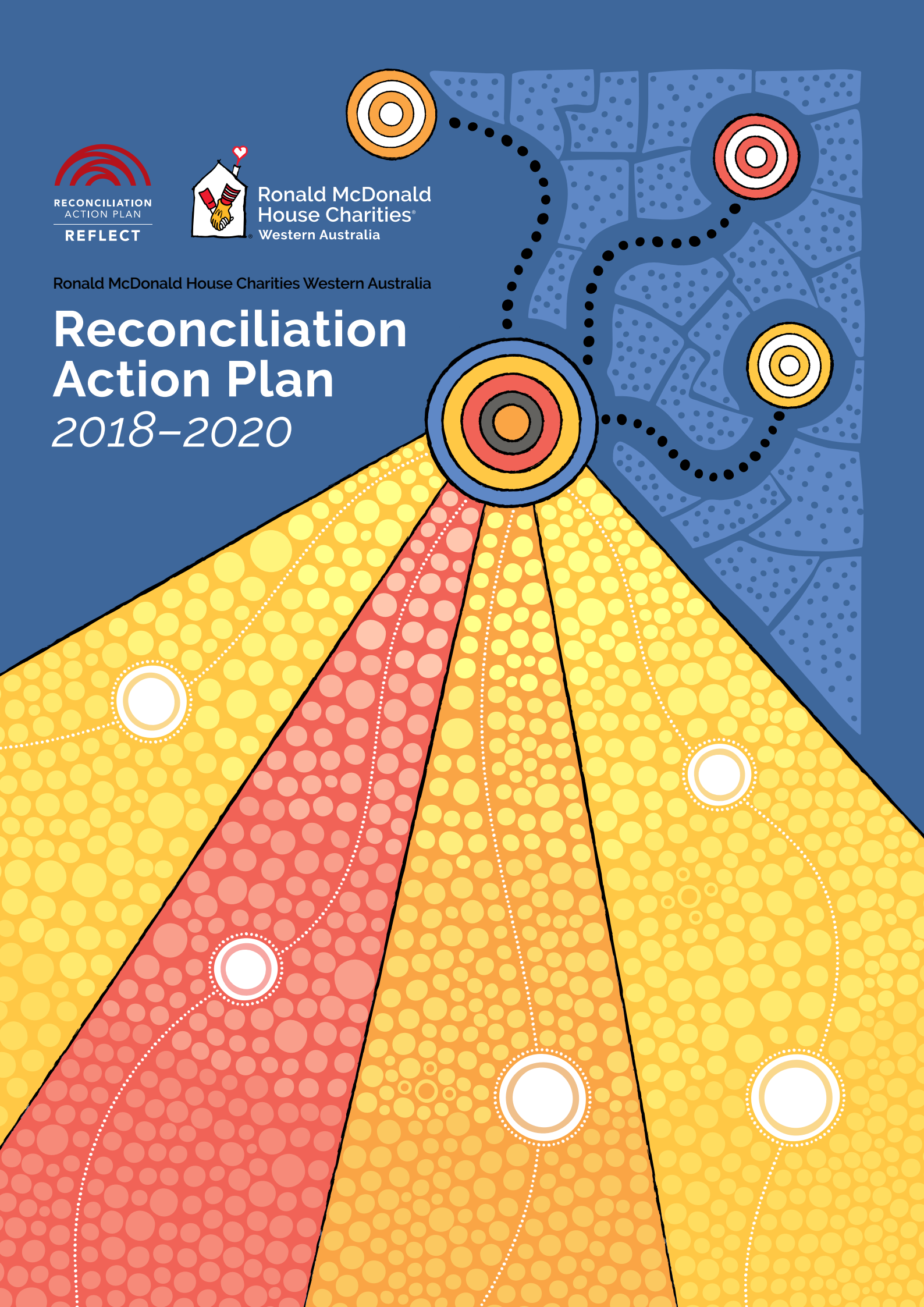




Ronald McDonald
House Charities®
Western Australia

Ronald McDonald House Charities Western Australia

Reconciliation Action Plan 2018–2020



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CEO's Foreword

As part of the world's largest family charity, Ronald McDonald House Charities Western Australia (Ronald McDonald House Charities WA) has been a friend to West Australian families in difficult times for over 25 years. At Ronald McDonald House Charities WA, we help keep families close by providing accommodation, learning programs, family rooms in hospitals and holiday accommodation that support them while their seriously ill child is receiving or recuperating from medical treatment. We go above and beyond provision of this basic need for accommodation and shelter and are proud to also offer many extraordinary experiences for families whilst they stay with us. These experiences include daily home cooked meals, education services, school holiday programs and access to the first education centre in a Ronald McDonald House in Australia. We are also the first House in the country to embark on the Reconciliation journey, and we are deeply committed to building on these achievements by the implementation of our Reconciliation Action Plan.

We are proud of our values and strive to live them every day:

Family – Love It!

Excellence – Do It!

Integrity – Live It!

Inclusion – Embrace It!

Energy – Bring It!

Inclusion is an important value for us, and we continually strive to provide a culturally safe environment for all our families coming from diverse cultural backgrounds. We have shown strong leadership in this area and have made a conscious effort to create a culturally supportive environment so that Aboriginal and Torres Strait Islander and other Australian families build respectful relationships with one another during their stay with us. We are taking this opportunity to demonstrate the many ways in which we create these opportunities.

We strive to be the children's charity and an employer of choice in Western Australia, and we will embed this vision through a set of important principles and practical actions to ensure we become the charity of choice for Aboriginal and Torres Strait Islander peoples.

This Reconciliation Action Plan embodies our enduring commitment to Reconciliation. Having supported Aboriginal and Torres Strait Islander children and their families for over 25 years, we would like to make a public commitment to Reconciliation. We are committed to reconciliation through social and economic opportunities for Aboriginal and Torres Strait Islander peoples as part of the implementation of our RAP. I look forward to working with our passionate and dedicated board, staff and volunteers to implement our RAP and continuing our journey towards Reconciliation.

Ronald McDonald House Charities WA has appointed a People and Culture Manager to focus on increasing cultural awareness for all our staff and volunteers, and strengthening our organisational culture. Thanks to engaging the professional services of Waangara Marra Consulting, we have been able to offer an excellent cultural appreciation program to staff and volunteers and have already been putting initiatives into action, which have been met with positive family feedback and a more inclusive and respectful environment.

The charity needs a dedicated and inclusive workforce to deliver better services for the West Australian community and we are committed to engage Aboriginal and Torres Strait Islander peoples through volunteering and employment opportunities. Our Reflect Reconciliation Action Plan commits us to continue to promote an understanding of Aboriginal and Torres Strait Islander peoples, communities, cultures, histories, heritage and aspirations.

I commend our inaugural Reconciliation Action Plan to all our stakeholders, and encourage each of us to take actions as individuals, managers and leaders to implement it.

Peter King
Chief Executive Officer



Reconciliation Australia's Response Message

Reconciliation Australia congratulates Ronald McDonald House Charities WA on the endorsement of its first Reconciliation Action Plan (RAP), which will see it build on the key pillars of reconciliation – relationships, respect and opportunities.

As the first Ronald McDonald House in Australia to embark on the reconciliation journey, this Reflect RAP will assist the organisation in developing its own unique vision for reconciliation, as well as commitments to applying cultural learning, respectful business practice, and opportunities for Aboriginal and Torres Strait Islander employment across the organisation.

By building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples, organisations, and communities, Ronald McDonald House Charities WA leads by example in its commitment to create a closer working relationship with local hospitals, to ensure the organisation is working collaboratively to support Aboriginal and Torres Strait Islander families.

Practicing respect and understanding for Aboriginal and Torres Strait Islander peoples, histories and cultures is demonstrated in the Ronald McDonald House Charities WA Reflect RAP through its aim to work with the local Traditional Owners to create a Welcome to Country video, to be shown to all families on arrival at the House, and as part of their induction to the services provided by the House.

Ronald McDonald House Charities WA's dedication to providing opportunities and employment pathways for Aboriginal and Torres Strait Islander peoples is communicated through its commitment to actively recruit an Aboriginal and Torres Strait Islander Board member.

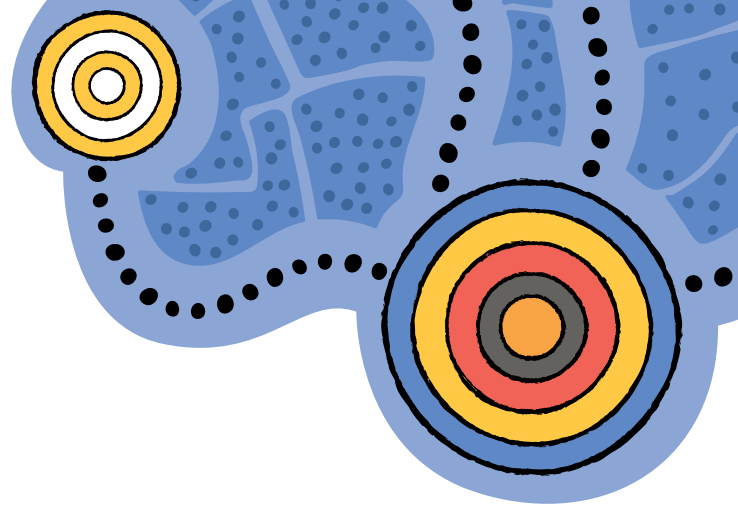
On behalf of Reconciliation Australia, I commend Ronald McDonald House Charities WA on implementing its first RAP, and look forward to following its ongoing reconciliation journey.

Karen Mundine

Chief Executive Officer

Reconciliation Australia





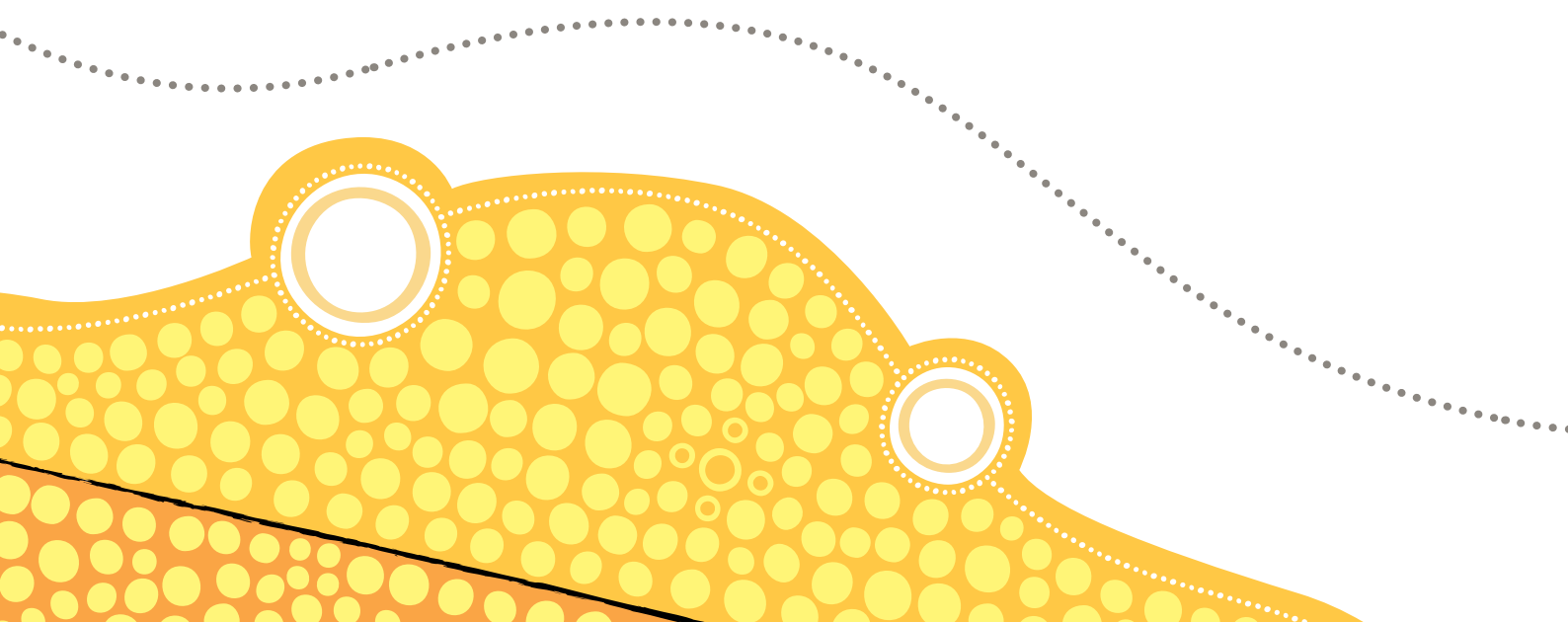
Our business

We officially opened in November 1990, and since then Ronald McDonald House Charities WA (the House) has provided a 'home away from home' for regional families of Western Australia who have seriously ill children undergoing treatment for serious and/or life-threatening illnesses at Perth hospitals.

When families must travel far from home to receive specialised medical care for their sick child, seeking accommodation in an unfamiliar place only adds to their stress and anxiety. Treatments can sometimes take weeks, months or even years and children need their families close by for comfort and reassurance. Though there is no place like home, Ronald McDonald House Charities WA strives to provide a safe, comfortable and welcoming environment where the whole family can stay together for the duration of their child's treatment.

Our organisation employs approximately 28 full-time permanent staff in our office which is located in Nedlands, Perth. We have a diverse team, however we do not currently have an Aboriginal and/or Torres Strait Islander member of staff or as volunteers. Our organisation is generously supported by over 265 volunteers, and we are keen to address our current workforce and volunteer status as part of our RAP. Supporters can assist us in the running of the House through the Home for Dinner Program (volunteering to make an evening meal for families residing in the House) and a variety of other opportunities from reading stories to children at dinner time, or working with the teaching team in the Learning Centre in the afternoon.

Our core business is providing accommodation services through Ronald McDonald House; however, we offer other services across Western Australia.





Service Provision

Ronald McDonald House Charities WA offers a range of services to assist sick children and their families.

The range of services include:

Patient Accommodation Facility (PAF), Aboriginal Family Lounge (Kulunga Moort Mia) and Family Resource Centre

The PAF, situated at Perth Children's Hospital, provides all the comfort of a Ronald McDonald House but within a Hospital; an oasis for parents and carers to relax and unwind whilst being only steps away from their child's bedside. Kulunga Moort Mia supports Aboriginal and Torres Strait Islander families from all over Western Australia by providing resources and connections with varying services to help with the journey the families' face at PCH.

Family Retreats

Our retreats are holiday homes available to anyone caring for a child diagnosed with a serious illness. The whole family are welcome to stay for up to a week free of charge.

Learning Program

This program supports the educational needs of children recovering from serious illness and their siblings, by providing individual learning programs, delivered by professionals.



Our RAP

Catering for families of regional and remote Western Australia, 27% of the families we now service identify as being of Aboriginal and/or Torres Strait Islander descent. As an organisation, we recognise and understand that no one community is the same, and that the cultures and heritage of Aboriginal and Torres Strait Islander peoples are diverse.

Our RAP is a result of communication and consultation with our RAP Working Group and consultant Christine Sindely, Aboriginal and Torres Strait Islander families, external stakeholders and community members. The plan will be monitored and maintained by a key working group within our organisation, with input for relevant external stakeholders.

The membership of our RAP working Group include the following people:

Membership	Role in Ronald McDonald House Charities WA
Peter King	Chief Executive Officer
Clare O'Connor	RAP Champion and Learning and Development Manager
Courtney Kennedy	Operations Manager
Rochelle Ford	Business Manager
Lee Vivian	Marketing and Communications Manager
Killian Feehan	Business Development Executive
Amy Banasik	Family Liaison Officer
Helen Barns	Learning Centre Coordinator
Geraldine Day-Perkins	Family Liaison Officer



Ronald McDonald House Charities WA's RAP is intended to be a living document. In addition to regular monitoring and review by the RAP Working Group, an annual report will be produced to highlight our progress, challenges and most importantly success and achievements.

We are excited to be the first Ronald McDonald House to have developed and implemented a RAP and that our leadership will encourage those other service providers across Australia who do the same work as us to do the same.

Under the guidance of Waangara Marra Consulting we have developed a RAP that considers how we do business and support the needs of those Aboriginal and Torres Strait Islander families needing our support. This process has seen us grow and develop as an organisation to become more aware and conscious how important it is to support the needs of Aboriginal and Torres Strait Islander families as part of our service delivery. It has also offered internally an opportunity to be introspective and question if we are providing a service that is culturally appropriate and responsive.

The development of our RAP has reinforced our perception and given us options to enhance our service delivery to ensure that every Aboriginal and Torres Strait Islander child and their families are actively engaging with our services. In addition, we have seen the inclusion of consistent Aboriginal and Torres Strait Islander programs and activities as part of our In-house Learning Program encourage the participation of Aboriginal and Torres Strait Islander children and provides a platform for us at the House to engage local Aboriginal and Torres Strait Islander artists, storytellers and educators to showcase to all visiting children and their families the cultural significance of Aboriginal and Torres Strait Islander cultures and histories and the important place it holds in our society.

We are very excited about the impact that we can have through the implementation of our RAP and the flow-on effect and impact it will have on our clients, their families, employees, volunteers, key stakeholders, sponsors and service providers. There is a strong sense of commitment across the House to ensure the implementation of our inaugural RAP has a significant impact and creates and maintains a home, workplace, service and organisation that strongly aligns and demonstrates the principles of reconciliation as promoted by Reconciliation Australia.



Our Partnerships/Current Activities

Through our significant working relationship with Christine Sindely, Managing Director of Waangara Marra Consulting, who we have engaged to help set up our RAP, deliver cultural appreciation training for staff and volunteers and support our policies to ensure our services are culturally safe and appropriate. In addition, we have had significant consultation with the Aboriginal Health Action Advisory (AHAA) Committee and The Aboriginal Leadership Group at Princess Margaret Hospital, local Aboriginal Elders and other Aboriginal and Torres Strait Islander staff and community groups during the planning and design of the Aboriginal and Torres Strait Islander-specific Lounge at PCH, all of which is documented.

Since opening our doors in December 2015, the number of Aboriginal and Torres Strait Islander families using our facility have increased from 17% to 27%. Many engagement opportunities for Aboriginal and Torres Strait Islander peoples have been established vis-a-vis the in-house Learning Program. Annually, the centre runs engaging Reconciliation and NAIDOC activities which has seen a record number of Aboriginal and Torres Strait Islander students attend the centre. In addition, the Executive Team have met with Leah Bonson, head of Aboriginal services at Princess Margaret Hospital to discuss the running of the Kulunga Moort Mia Centre in the new Hospital. Ronald McDonald House Charities WA won the tender for the centre at the new Perth Children's Hospital. We will be actively recruiting Aboriginal and Torres Strait Islander peoples to become volunteers and continuously promoting job opportunities as they arise.





Strategic Key Areas

Following are our responses to the key deliverables identified under our Reflect RAP for 2018-2019.



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish a RAP Working Group	<ul style="list-style-type: none"> Review the RAP Working Group to ensure it is operational to support the implementation of our RAP, comprising of Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation. 	June 2018	Learning and Development Manager
2. Build internal and external relationships	<ul style="list-style-type: none"> Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey. 	March 2018	Learning and Development Manager
	<ul style="list-style-type: none"> Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey. 	March 2018	Learning and Development Manager
	<ul style="list-style-type: none"> Create a closer working relationship with Princess Margaret Hospital/Perth Children's Hospital to ensure we are offering the best support we can to our Aboriginal and Torres Strait Islander families. 	March 2018	Operations Manager/ Volunteer Coordinator and Volunteers
	<ul style="list-style-type: none"> Develop strong working partnerships with local Aboriginal Corporations, joint ventures, leaders and businesses to encourage their engagement and support of the House's activities and services. 	March 2018	Partnerships Executive
	<ul style="list-style-type: none"> Develop and maintain culturally appropriate working relationships with local Aboriginal organisations to enhance the outcome and diversity of our Learning Centre activities. 	March 2018	Learning Centre Coordinator
	<ul style="list-style-type: none"> Build internal relationships with Aboriginal families staying at the House to encourage participation in extraordinary experiences. 	March 2018	All House staff and Volunteers operating at RMHCWA

Action	Deliverable	Timeline	Responsibility
3. Participate in and celebrate National Reconciliation Week (NRW) and other significant dates in the calendar.	<ul style="list-style-type: none"> Promote and encourage our staff, volunteers and families to attend local NRW events. 	27 May- 3 June 2018	Learning Centre Coordinator/ Volunteer Coordinator
	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and volunteers. 	March 2018	Learning and Development Manager/Volunteer Coordinator
	<ul style="list-style-type: none"> Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW. 	May 2018	Learning and Development Manager
	<ul style="list-style-type: none"> Create internal opportunities within the House to celebrate NRW. 	April 2018	Operations Manager
	<ul style="list-style-type: none"> Promote Reconciliation activities via RMHCWA owned media channels including social media and newsletters. 	May 2018	Marketing and Communications Manager
4. Raise internal and external awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments. 	April 2018	Chair, RAP Working Group
	<ul style="list-style-type: none"> Develop and implement a plan to engage and inform key internal and external stakeholders of their responsibilities within our RAP. 	April 2018	Chair, RAP Working Group
	<ul style="list-style-type: none"> Distribute, discuss and implement RAP plan with volunteers. 	March 2018	Volunteer Coordinator
	<ul style="list-style-type: none"> Share RAP launch and ongoing activities in RMHCWA owned media channels including social media and newsletters. 	May 2018	Marketing and Communications Manager
	<ul style="list-style-type: none"> Organise and invite our Board members, key stakeholders and suppliers and members of the local community to the launch of our RAP. Include a media release on the launch, and implementation of the RMHCWA RAP. 	May 2018	Marketing and Communications Manager
	<ul style="list-style-type: none"> Ensure our Reflect RAP is visible and clearly accessible on the House's website. 	May 2018	Marketing and Communications Manager

Respect

Action	Deliverable	Timeline	Responsibility
5. Investigate and provide Aboriginal and Torres Strait Islander cultural learning and development.	• Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	April 2018	Learning and Development Manager
	• Increase awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements across our organisation.	June 2017	Learning and Development Manager
	• Capture data to measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	March 2018 September 2018	Learning and Development Manager
	• Conduct a review of cultural awareness training needs within our organisation.	July 2018	Learning and Development Manager
6. Participate in and celebrate NAIDOC Week and celebrate other significant dates.	• Raise awareness and share information amongst our staff, families and volunteers of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities.	July 2018	Learning and Development Manager, Volunteer Coordinator
	• Introduce our staff, families and volunteers to NAIDOC Week by promoting community events in our local area.	July 2018	Learning and Development Manager
	• Encourage our volunteers and ensure our RAP Working Group participates in at least one external NAIDOC Week event.	July 2018	Learning and Development Manager
	• Communicate the RMHCWA's involvement with NAIDOC Week on social media.	July 2018	Marketing and Communications Manager



Action	Deliverable	Timeline	Responsibility
7. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols.	<ul style="list-style-type: none"> Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence. 	April 2018	Marketing and Communications Manager
	<ul style="list-style-type: none"> Explore who the Traditional Owners are of the lands and waters in our local area and invite/participate to attend functions and activities hosted by RMHCWA. 	September 2018	Chief Executive Officer
	<ul style="list-style-type: none"> Develop and include an Acknowledgement of Country on all RMHCWA collateral. 	March 2018	Marketing and Communications Manager
	<ul style="list-style-type: none"> All staff, deliver an Acknowledgement of Country at all meetings and events, including the annual RMHCWA Ball. 	March 2018	Business Manager
	<ul style="list-style-type: none"> Implement a Communication Strategy to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols. 	September 2018	Chair, RAP Working Group
	<ul style="list-style-type: none"> Work with the local Traditional Owners/Custodians/Elders to create a Welcome to Country video to be shown to all families on arrival at the House, and as part of their Induction to the services provided by the House. 	July 2018	Marketing and Communications Manager
	<ul style="list-style-type: none"> Create a virtual tour video of the House and answer commonly asked questions to assist our families. 	July 2018	Marketing and Communications Manager
8. Include other unique respect actions related to our core business and vision for reconciliation.	<ul style="list-style-type: none"> Ensure internal publications available to families represent stakeholder diversity 	March 2018	Business Manager
	<ul style="list-style-type: none"> Review all local marketing material to ensure accurate representation of diversity in the House, including that of Aboriginal and Torres Strait Islander peoples. 	March 2018	Marketing Manager

Opportunities

Action	Deliverable	Timeline	Responsibility
9. Investigate Aboriginal and Torres Strait Islander employment.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	April 2018	Business Manager/ Volunteer Coordinator
	<ul style="list-style-type: none"> Identify current Aboriginal and Torres Strait Islander staff, tutors and volunteers to inform development opportunities. 	March 2018	CEO/Business Manager
	<ul style="list-style-type: none"> Actively recruit an Aboriginal and Torres Strait Islander Board member. 	April 2018	CEO/Board Members
	<ul style="list-style-type: none"> Increase recruitment and retention of Aboriginal and Torres Strait Islander staff at RMHCWA. 	September 2018	CEO/Board Members
	<ul style="list-style-type: none"> Actively recruit Aboriginal and Torres Strait Islander volunteers to engage in volunteering with RMHCWA. 	April 2018	Volunteer Coordinator
	<ul style="list-style-type: none"> Create and implement an Aboriginal and Torres Strait Islander Engagement Policy and widely promote internally and externally. 	March 2018	CEO/Business Manager/Volunteer Coordinator
	<ul style="list-style-type: none"> Include the following wording on employment and volunteering advertisements '<i>Aboriginal and Torres Strait Islander persons are encouraged to apply.</i>' 	March 2018	Business Manager/ Volunteer Coordinator
	<ul style="list-style-type: none"> Advertise employment and volunteering opportunities through Aboriginal Workforce and development centre and Aboriginal and Torres Strait Islander publications. 	April 2018	Business Manager/ Volunteer Coordinator

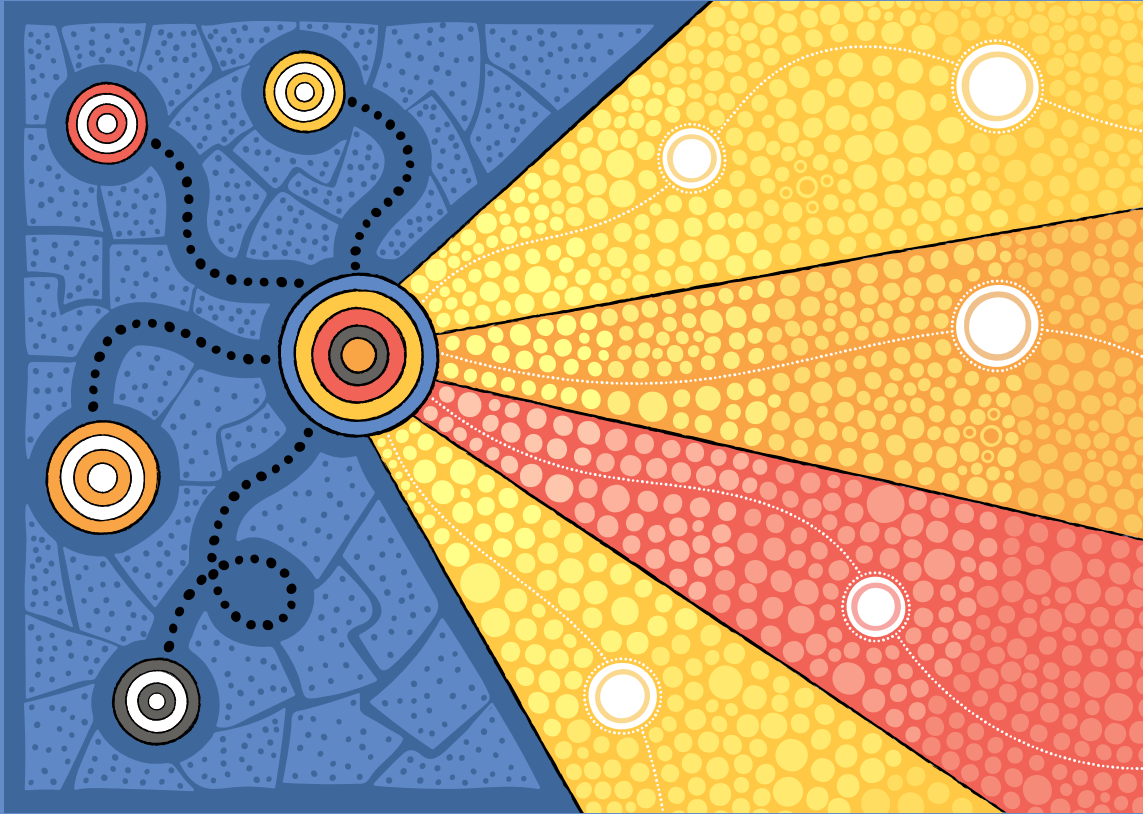


Action	Deliverable	Timeline	Responsibility
10. Investigate Aboriginal and Torres Strait Islander supplier diversity opportunities.	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander-owned businesses. 	May 2018	Business Manager/ Volunteer Coordinator
	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander-owned businesses. 	May 2018	Business Manager/ Volunteer Coordinator
	<ul style="list-style-type: none"> Promote procurement and supplies from Aboriginal and Torres Strait Islander-owned businesses. 	March 2018	Business Manager
	<ul style="list-style-type: none"> Develop a directory of Aboriginal and Torres Strait Islander-owned businesses and utilise where mutually beneficial. 	August 2018	Chair, RAP Working Group
	<ul style="list-style-type: none"> Share directory and promote to all staff. 	September 2018	Business Manager

Governance and Tracking Progress

Action	Deliverable	Timeline	Responsibility
11. Build support for the RAP.	• Define resource needs for RAP development and implementation.	November 2018	RAP Working Group
	• Define systems and capability needs to track, measure and report on RAP activities.	November 2018	RAP Working Group
	• Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.	September 2018	RAP Working Group
12. Review and Refresh RAP.	• Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	November 2018	RAP Working Group
	• Submit draft RAP to Reconciliation Australia for review.	October 2018	Learning and Development Manager
	• Submit draft RAP to Reconciliation Australia for formal endorsement.	October 2018	Learning and Development Manager

The Artwork



Meaning:

The artwork by Jordan Lovegrove, Ngarrindjeri, of Dreamtime Creative depicts the journey of families who come to Ronald McDonald House Charities Western Australia (RMHCWA) and their paths to recovery physically and emotionally. RMHC is represented by the central meeting place while the other meeting places are the families and communities. Black dotted lines between the meeting places show the families and communities journey to RMHCWA. Bright paths on the right depict the families journey while being supported. The dots and symbols around the paths are the memories gathered along the way, and the large white circular symbols are the milestones that the families achieved during their journey with RMHCWA.



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