



Ronald McDonald
House Charities®
Sydney

Reflect Reconciliation Action Plan

December 2025 - December 2026



RECONCILIATION
ACTION PLAN
REFLECT



Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which Ronald McDonald House Charities Sydney delivers our programs. We pay our deepest respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples who stay with us, work with us, and walk alongside us. At Ronald McDonald House Charities Sydney, we are guided by values of compassion, respect, integrity, and commitment: values that align with the enduring strength, wisdom, and care Aboriginal and Torres Strait Islander peoples have shown for their communities and this land for tens of thousands of years. We honour stories, cultures, and contributions, and we are committed to walking together toward a more respectful and inclusive future.

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About the Artist and Artwork

Josh Peters

Josh Peters is a proud Yorta Yorta man living on Wonnarua Country in the Hunter Valley region of New South Wales. His journey as an artist is deeply rooted in cultural teachings passed down by his late grandfather, Robbie Peters, who was born on the Cummeragunja Mission and Reserve on the Murray River. From a young age, Josh was immersed in stories of culture, connection, and Country. Lessons that continue to shape his creative practice today.

Art became a powerful lifeline for Josh during one of the most challenging periods of his life. After the passing of his beloved Pop, he felt disconnected from his artistic roots. That changed when his daughter Dazelle was diagnosed with cancer. With his wife by Dazelle's side in hospital and the long, lonely hours of treatment weighing heavily, Josh experienced a dream in which his Pop urged him to paint again. That moment reignited his passion, offering healing, purpose, and a renewed cultural connection.

Josh primarily paints with acrylic on canvas, using vibrant colours to express emotion and spirit, while also embracing traditional tones to honour story and message. His work is a tribute to his grandfather and a reflection of cultural resilience, healing, and identity.

While staying at Ronald McDonald House Charities Sydney, Josh found comfort and purpose in creating art. He ran art classes for children and families staying at the House, offering a creative outlet and cultural connection to others facing similar challenges. His warmth, generosity, and artistic spirit quickly made him a cherished member of the Ronald McDonald House Charities Sydney family, and he continues to advocate passionately for their mission.

In 2025, Josh was invited to create a commissioned piece for Ronald McDonald House Charities Sydney. The resulting artwork, *Coming Together*, is a visual narrative of family, unity, and resilience. It features four gatherings in each corner representing families in their own homes, journey lines and footprints leading to a central meeting place - Ronald McDonald House Charities Sydney.

Symbols within the heart of the painting honour both families and staff, while surrounding circles depict the rooms where families stay. Large footprints to the right represent the lasting impact of those who have passed through the House, and a cluster of families on the left symbolises enduring friendships formed through shared hardship.

Josh's art continues to inspire and connect, celebrating the strength of community and the healing power of culture.



Message from our CEO

In our work supporting families through some of their most challenging times, we deeply understand the importance of culturally safe care. We recognise that for many Aboriginal and Torres Strait Islander families, health and wellbeing are not just individual experiences - they are intricately woven into the fabric of community, extended kinship networks, cultural identity, and the enduring impacts of colonisation and historical trauma. These connections shape how families experience care, healing, and support.

This understanding informs every aspect of how we walk alongside families. We strive to offer care that is flexible, respectful, and responsive to cultural needs - creating environments where people feel genuinely seen, heard, and valued. We listen with humility, honour cultural knowledge, and remain open to learning from the wisdom and lived experiences of Aboriginal and Torres Strait Islander peoples.

Our commitment to culturally safe care is also a reflection of our broader responsibility to reconciliation. We believe that reconciliation is not a destination, but a journey - one that requires ongoing reflection, action, and accountability. By walking alongside Aboriginal and Torres Strait Islander communities with respect, openness, and care, we aim to foster relationships built on trust and mutual understanding. We welcome feedback, embrace growth, and acknowledge that true reconciliation involves both systemic change and personal transformation.

Our Reflect Reconciliation Action Plan (RAP) marks an important step in this journey. It represents our dedication to embedding reconciliation into the heart of our organisation - not just through words, but through meaningful action. I am proud of the progress we are making and grateful to those who are walking this path with us. Together, we can build a future grounded in mutual respect, shared understanding, and enduring connection - where every family feels supported, and every voice is valued.

Simone Daher

Chief Executive Officer, Ronald McDonald House Charities Sydney



Statement from CEO of Reconciliation Australia Inaugural Reflect RAP

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

Ronald McDonald House Charities Sydney joins a network of more than 3,000 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 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 Sydney 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 Sydney, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer, Reconciliation Australia



Macy supported by Ronald McDonald House Charities Sydney



Our Business

Ronald McDonald House Charities Sydney is an independent, not-for-profit organisation with a mission to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare. Since 1991, we have provided support to more than 20,000 families when facing the challenges of a child's illness or injury. We do this by providing accommodation through our House Program, educational support through our Learning Program and nurturing non-clinical spaces in the form of our family rooms within our partnered hospitals.

Our values guide every aspect of this journey:

- We lead with compassion – and with that compassion, we open our hearts and minds to the lived experiences of Aboriginal and Torres Strait Islander communities, seeking to walk alongside each other with empathy and humility.
- We are deeply respectful – and in that respect, we acknowledge the profound strength, resilience, and cultural richness of Aboriginal and Torres Strait Islander peoples, past and present.
- We act with integrity – and with integrity, we commit to listening, learning, and making tangible progress. Reconciliation must move beyond symbolism and into sustained, honest action.
- We are deeply committed – not only to our families, but to being an active force for change, embedding reconciliation in our culture, relationships, and operations.

Ronald McDonald House Charities Sydney delivers the following vital Programs to support families navigating a child's serious illness or injury:

- Ronald McDonald House in Randwick offers free accommodation and essential support for families whose children are receiving treatment at Sydney Children's Hospital. Since 1991, it has provided a home away from home, ensuring families, especially those from regional and rural areas, can remain close to their child throughout treatment.
- Ronald McDonald Family Room Programs, located within Sydney Children's Hospital and Wollongong Hospital, provide families with a welcoming retreat away from the hospital environment. These spaces offer a comfortable place to rest, refresh, and recharge, with amenities including refreshments, showers, and quiet areas for relaxation. Free to access, these rooms create a supportive environment for families during difficult times.
- Ronald McDonald Learning Program helps children whose schooling has been interrupted by illness or injury. Supporting students from kindergarten to Year 12, it provides tailored tutoring and facilitates connections back to their local school. The Learning Program creates moments of fun and connection for all children staying at the House.

We are committed to extending impact and reaching more families across NSW.

Aboriginal and/or Torres Strait Islander families stay at Ronald McDonald House Charities Sydney to access specialist medical care while receiving support away from home. As part of our check-in process, families complete mandatory paperwork that includes a question asking whether they identify

as Aboriginal and/or Torres Strait Islander. This information is collected respectfully, is self-reported, and ensures we provide culturally appropriate support and connect families with relevant services where needed.

At Ronald McDonald House Charities Sydney, our 30 dedicated employees and almost 200 incredible volunteers, aided by the generous support of our board members, donors, sponsors and corporate partners, work side by side to deliver life-changing support to families during one of the most challenging times in their lives. Together, they form the heart and soul of our organisation, creating a warm and welcoming environment for families navigating childhood illness or injury. From providing essential services such as nourishing meals, clean and welcoming spaces to managing operations, every person plays a vital role in ensuring families feel supported and cared for.

Currently, Ronald McDonald House Charities Sydney employs one Aboriginal person. We are committed to creating meaningful pathways for employment, cultivating a culturally safe workplace, and increasing Aboriginal and Torres Strait Islander representation within our team. Through active engagement and collaboration, we strive to ensure our workplace reflects the communities we serve.

Ronald McDonald House Charities Sydney operates from three locations including Ronald McDonald House in Randwick, and two Ronald McDonald Family Room Programs in Sydney Children's Hospital (Randwick), and Wollongong Hospital (Wollongong). Our geographical reach includes metropolitan, rural and regional NSW, as well as other states and remote regions throughout Australia. In addition, we

occasionally support families from the Pacific Islands

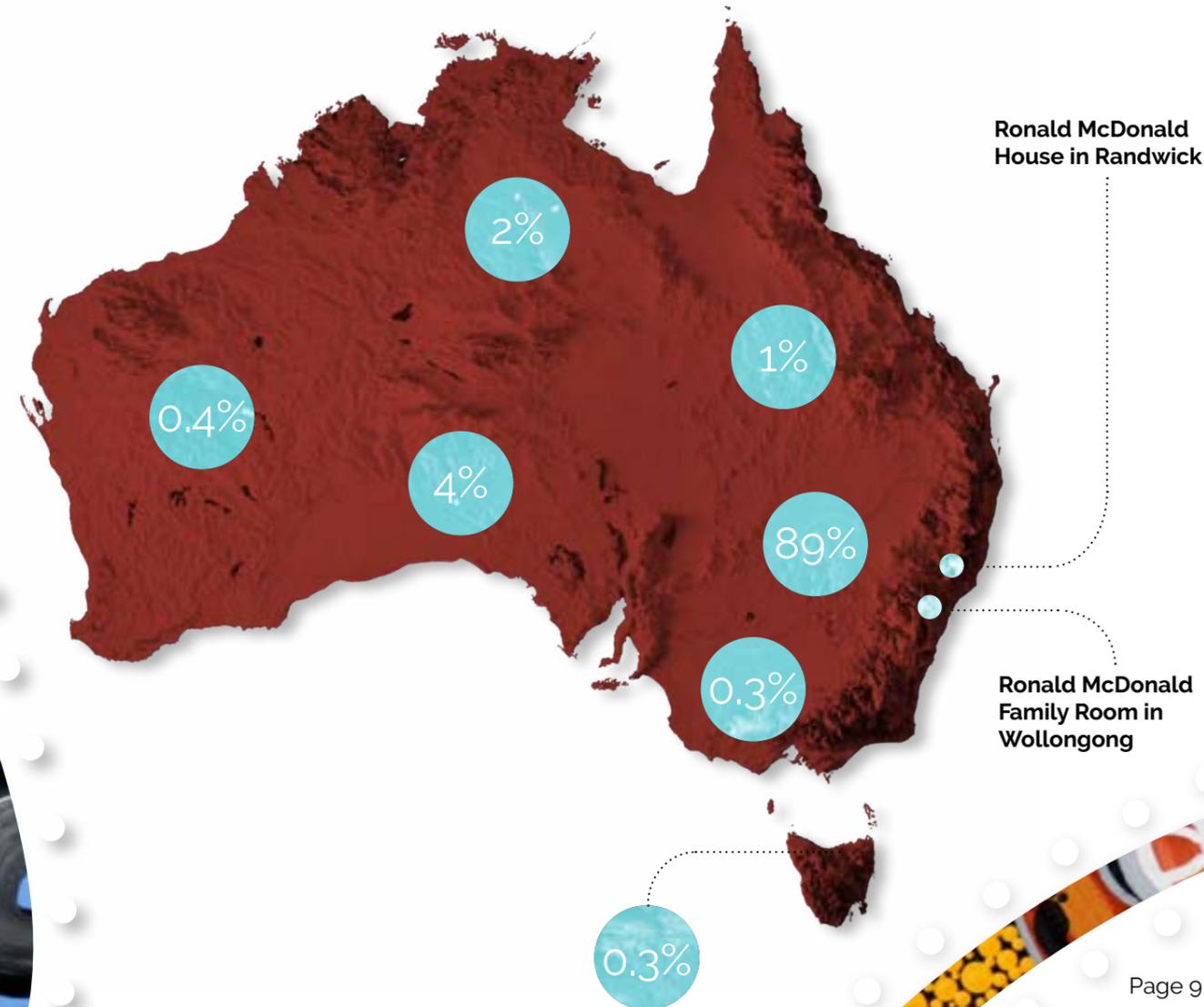
We had been fortunate to have a Family Room in the Royal North Shore Hospital Paediatric ward for 10 years. The team were able to provide countless cups of tea and freshly baked goods whilst providing a listening ear and a comfortable space for families to rest and recharge. Making a difference to the families staying in the Children's ward and we are grateful for the consistent efforts each week!

*Note: This family room will no longer be managed by Ronald McDonald House Charities Sydney from 28th July 2025. We want to thank all the volunteers for their dedication in hosting many families over 10 years.

The map illustrates the distribution of the families we serve, highlighting their origins across different regions of Australia.

Families We Support Across Australia

This map shows the geographic distribution of the families we support across Australia. The percentages represent the proportion of families originating from each region, highlighting our reach across metropolitan, regional, and remote areas.



Our RAP

At Ronald McDonald House Charities Sydney, we are implementing a RAP to help create a more inclusive environment where all families feel culturally safe, respected, and supported. This commitment is deeply aligned with our organisation's core values of compassion, respect, integrity, and commitment with a mission to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

Many of the families we support come from diverse backgrounds, with different structures, dynamics, and lived experiences. For Aboriginal and Torres Strait Islander communities, family is often shaped by complex kinship systems and networks that extend well beyond the Western notion of a nuclear family. We recognise the rich diversity within Aboriginal and Torres Strait Islander cultures and understanding and acknowledging this complexity is central to our commitment to cultural safety and to delivering services that truly meet the needs of all families.

Our RAP is an opportunity to educate and empower our team through ongoing learning and development to better understand and appreciate the many ways families can be formed and connected, whether through blood, cultures, kinship systems care or community. Therefore, we are committed to holding space for these differences with empathy and respect. We are inclusive and flexible within the bounds of our facilities, resources, and health and safety requirements, so every family can feel supported and cared for in a safe and welcoming environment.

Central to our RAP is the goal of building and strengthening genuine relationships with Aboriginal and Torres Strait Islander peoples and communities. By listening, learning, and working together, we aim to ensure that our services reflect the voices and needs of those we serve and positively improve the experience and wellbeing of families staying with us.

Since 1991, Ronald McDonald House Charities Sydney has been attending reconciliation activities in support of our local community. We are looking forward to implementing the RAP as a significant step forward in our commitment to Aboriginal and Torres Strait Islander peoples, families and communities and to reconciliation.

Our RAP journey began in January 2025, when Kylie Bull and Jamie Savage from Ronald McDonald House Charities Sydney met with Dr Lana Leslie, a Kamilaroi woman and the Principal Consultant from Gunnedah Hill Business Solutions to discuss the initial development of the RAP. Following this meeting, Gunnedah Hill Business Solutions was engaged to partner with Ronald McDonald House

Charities Sydney. An expression of interest to join the RAP Working Group (RWG) was sent to staff, board members and volunteers which led to the formation of the RAP Working Group.

A RAP information session was held with all staff on the 2 June 2025, facilitated by Dr Leslie. The session included information about reconciliation, RAP's, the RAP process, members of the RWG and the reasons why Ronald McDonald House Charities Sydney were developing a RAP. The session also included discussions and opportunities for staff to provide feedback and ask questions about the journey ahead.

In the development stage, the RWG met to participate in five meetings from May to July 2025. The RAP Working Group meetings were co-facilitated by Kylie Bull and Dr Leslie. Each meeting focused on discussion which informed the development of the RAP.

The implementation stage will involve the RWG meeting regularly to put into practice the plan and monitor progress against the actions and deliverables. Our approach will involve ongoing reflection, collaboration, and a commitment to embedding cultural understanding in everyday practice. We will focus on strengthening relationships and creating meaningful opportunities for cultural education.

Our RAP will be championed internally by Kylie Bull, our People & Culture Manager. Kylie leads and supports the development and monitoring of the RAP, including driving engagement and increasing awareness amongst our team.

The RAP Working Group consists of the following members:

- Kylie Bull (RMHC Sydney), People & Culture Manager, RAP Champion
- Simone Daher (RMHC Sydney), Chief Executive Officer
- Amanda Taylor (RMHC Sydney), Wollongong Family Room Coordinator
- Lori Brine (RMHC Sydney), Fundraising Manager
- Fabienne Spiros (RMHC Sydney), Education Manager
- Jayden Kennedy (RMHC Sydney), Volunteer
- Alex Schwarz (RMHC Sydney), Volunteer
- Dr Lana Leslie (Gunnedah Hill Business Solutions), Consultant in development stage



Our Reconciliation Activities

At Ronald McDonald House Charities Sydney, our commitment to reconciliation and the inclusion of Aboriginal and Torres Strait Islander peoples is embedded in the heart of our mission: to provide essential services that remove barriers, strengthen families and promote healing when children need healthcare. As part of our ongoing journey, we have taken meaningful steps to create an environment that reflects respect and connection.



Smoking ceremony - Aboriginal Cultural Immersions

Callaghan Cultural Consultancy

In 2019 and 2022, we engaged Worimi man Dr Paul Callaghan, author of *The Dreaming Path* and CEO/Principal Consultant of Callaghan Cultural Consultancy, to facilitate a powerful cultural learning session for our team, laying the foundation for our culturally responsive practices. Paul has life experience in many industries including mining, government, education, aquaculture, vocational education, social housing, job disability and youth services, Aboriginal cultures and heritage and Aboriginal community services.

Paul provided a detailed understanding of Aboriginal cultures, cultural contexts, protocols and translation which we have embedded in all aspects of the programs we deliver. His transformational guidance also formed the design and intent behind our six-stage renovation project, which focused on creating spaces that feel welcoming and familiar rather than institutional or clinical. The renovation incorporated natural tones, textures, and materials such as timber, stone, river rock, and soft lighting to evoke a sense of warmth, calm, and belonging. Various native plants and landscaped outdoor areas provide private yet inviting spaces for reflection and healing.

Gunnedah Hill Business Solutions

Ronald McDonald House Charities Sydney has had the privilege of working in close partnership with Dr Lana Leslie, a proud Kamilaroi woman and the Principal Consultant of Gunnedah Hill Business Solutions. Gunnedah Hill Business Solutions is a respected consultancy known for its culturally responsive and tailored support across areas such as Reconciliation Action Plans, professional development and business services. Dr Leslie's involvement has been instrumental in shaping our Reflect RAP. Her extensive knowledge, cultural insight, and thoughtful mentorship have provided invaluable support to our RAP Working Group.

Through her guidance, we have deepened our understanding of reconciliation and strengthened our capacity to embed meaningful and respectful practices throughout our organisation. We are grateful for the ongoing relationship with Dr Leslie and for the wisdom she continues to share, which has played a key role in both our learning journey and the development of culturally safe and inclusive practices at Ronald McDonald House Charities Sydney.

Aboriginal Cultural Immersions

Aboriginal Cultural Immersions is a cultural education and entertainment business who create programs to nurture a wider understanding of Aboriginal and Torres Strait Islander cultures in society through workshops, performance and educational programs.

Their past visits have included a Smoking Ceremony, didgeridoo performance and storytelling enabling us to share activities with all the families, volunteers and staff to create an insight into a cultures often other than their own and nurture a deeper understanding overall.

Engaging Aboriginal and Torres Strait Islander businesses that provide cultural experiences and education assists us in delivering a positive experience, create employment and increase the economy for Aboriginal and Torres Strait Islander peoples. It helps us foster a culturally adept and inclusive understanding to ensure we are proactively reflecting the rich diversity of our country's original heritage.

Clontarf Foundation

Jayden Kennedy, a Clontarf graduate and former Guest Services Officer, now contributes as a dedicated volunteer. He first joined our team through the recommendation of Alex Schwarz, a fellow volunteer and staff member at Clontarf. Currently studying social work at university, Jayden has continued to strengthen our community connections, including introducing us to Lua Pellegrini, who facilitated our NAIDOC Week art session. Building on these relationships, we are working to deepen our engagement with the Clontarf Foundation and its students—both locally and in regions connected to the families we support. Alex has played a pivotal role in advancing this partnership and has been a strong advocate for our work as a charity.



Macy supported by RMHC Sydney



NAIDOC Week

During NAIDOC week we arrange activities to celebrate and promote our connection with Aboriginal and Torres Strait Islander peoples and their respective communities through education and facilitated activities for both staff and families.

In 2025, Ronald McDonald House Charities Sydney participated in both internal and external events. Internal events included:

- On 10th July we welcomed an Aboriginal artist, Lua Pellegrini, into the House to lead a collaborative mural activity. Families and staff came together to paint, using traditional symbols to tell a story. The mural reflects the many different journeys that bring families to our House, and the sense of togetherness, care and community that grows when we gather and connect. The finished artwork will be proudly displayed in the House as a lasting reminder of this special moment.
- Staff came together to watch a 45-minute clip from Four Corners, on a documentary Investigating Australia Hidden history - Truth/Yoorrook. We held two sessions on Tuesday 8th July and Friday 11th July. Staff were also provided the link to watch the Australian Wars series on SBS on demand.

Some of our staff attended external NAIDOC activities such as:

- Wollongong Family Room Coordinator, Amanda Taylor visited the NABU Aboriginal Family Room at Wollongong Hospital to introduce herself and invite staff to visit the Wollongong Family Room. Amanda offered an open invitation to collaborate on any future projects that can support Aboriginal and Torres Strait Islander families. The NABU (Family) room creates a cultural safe and welcoming environment for Aboriginal patients and visitors who are accessing hospital services and provide links and support to families for external services. They kindly provided large NAIDOC week posters to display in our Family Room and information about NAIDOC activities in the local Illawarra area which are now accessible within the Ronald McDonald Family Room in Wollongong.
- CEO, Simone Daher attended NAIDOC week celebrations at Jamison Park in Penrith on Friday 11th July.
- Fundraising Manager Lori Brine attended the Warami Mittigar Concert presented by Blacktown City Council on 13th July as part of NAIDOC Week

celebrations. The lively community event celebrated Aboriginal and Torres Strait Islander cultures. It featured live performances, market and food stalls, cultural workshops, and activities for children. Lori was proud to watch her sister perform with the Barayagal choir, an intercultural group of singers led by Nardi Simpson. The choir comes together to sing songs of cultures and connection, sharing stories that honour the land we are on and the places we come from.

- On Monday 14 July, Amanda Taylor also visited the Coomaditchie Last Minute Gallery NAIDOC Exhibition held at the NASA Gallery at The Servo, Port Kembla. The Gallery displayed artworks created by members of the Coomaditchie United Aboriginal Corporation. These artworks appeared on canvas, clothing, coffee mugs and other items along with the stories of the artists themselves. We were lucky to be able to purchase two beautiful story books for our Family Room which were written and illustrated by these local artists telling stories about our local area.



Staff member participating in NAIDOC Week Activity



National Reconciliation Week

During National Reconciliation Week, our Learning Program offers a range of engaging activities for the children staying in the House, centered around the annual theme and what it means in our shared journey.

Through storytelling, games, craft and art, children are invited to explore key ideas in a way that is age appropriate, meaningful and respectful. Reconciliation is about strengthening relationships and building a future grounded in understanding and unity, and we believe children's natural curiosity provides an ideal opportunity to begin these important conversations.

By thoughtfully embedding Aboriginal and Torres Strait Islander perspectives throughout the week, we create space for families to learn about cultural identity, inclusivity and social responsibility in a safe and supported way. These themed activities not only celebrate the richness of Aboriginal and Torres Strait Islander cultures but also help ensure our programs continue to foster a culturally respectful and welcoming environment for all.

Lua Pellegrini Wiradjuri artist and RMHC Sydney staff member



Relationships with Aboriginal and Torres Strait Islander Liaison Officers and Aboriginal Social Workers

We maintain active relationships with Aboriginal and Torres Strait Islander Liaison Officers and Aboriginal and Torres Strait Islander Social Workers within nearby hospitals, ensuring they are familiar with communal living spaces and the support structures we have in place. This allows us to sensitively accommodate families in accordance with cultural needs and kinship responsibilities, ensuring comfort and understanding in times of hardship.

Ongoing Cultural Learning

Ongoing cultural learning is provided to all staff and volunteers, underpinned by the knowledge that respect for cultural practices is fundamental to the care we offer. Our team understands that creating and maintaining a culturally safe environment is essential for Aboriginal and Torres Strait Islander families who stay with us. Through this work, we strive not only to provide accommodation so families can concentrate on their child's recovery but to create a culturally inclusive home where healing, respect, and connection to cultures are nurtured every day.



Home - Brie Chelman

Staff and volunteers attending Koojay Coroboree at Coogee Beach



Cultural Representations Throughout House

In addition to our renovation project, we ensure other cultural representations are visible throughout the House. This includes the foyer where the three flags of Australia, the Aboriginal flag, the Torres Strait Islander flag, and the Australian National Flag, are displayed as a symbol of unity and respect.

We have several paintings by Aboriginal and Torres Strait Islander artists that are proudly displayed throughout the common areas and in our hospital and family rooms. The paintings showcase rich stories of Country, resilience, family and cultures.





Over the next 12 months
December 2025 to December 2026
 Ronald McDonald House Charities
 Sydney commits to the following
actions and deliverables



Relationships

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.	December 2025	Chief Executive Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2026	Fundraising Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2026	People & Culture Manager
	RAP Working Group members to participate in an external NRW event.	27 May-3 June 2026	Family Room Coordinator (Wollongong)
	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	People & Culture Manager
3. Promote reconciliation through our sphere of influence	Communicate our commitment to reconciliation to all staff.	Monthly - December 2025 to December 2026	People & Culture Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	February 2026	Individual Giving and Campaign Manager
	Identify organisations with a RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey	February 2026	Individual Giving and Campaign Manager
4. Promote positive race relations through anti-discrimination strategies	Research best practice and policies in areas of race relations and anti-discrimination.	October 2026	Chief Executive Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2026	People & Culture Manager



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 strategic initiative for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2025	Chief Executive officer
	Conduct a review of cultural learning needs within our organisation.	March 2026	Education Manager
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.	March 2026	Volunteer representative
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	December 2025	Family Room Coordinator (Wollongong)
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 2026	People & Culture Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2026	People & Culture Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2026	Family Room Coordinator (Wollongong)



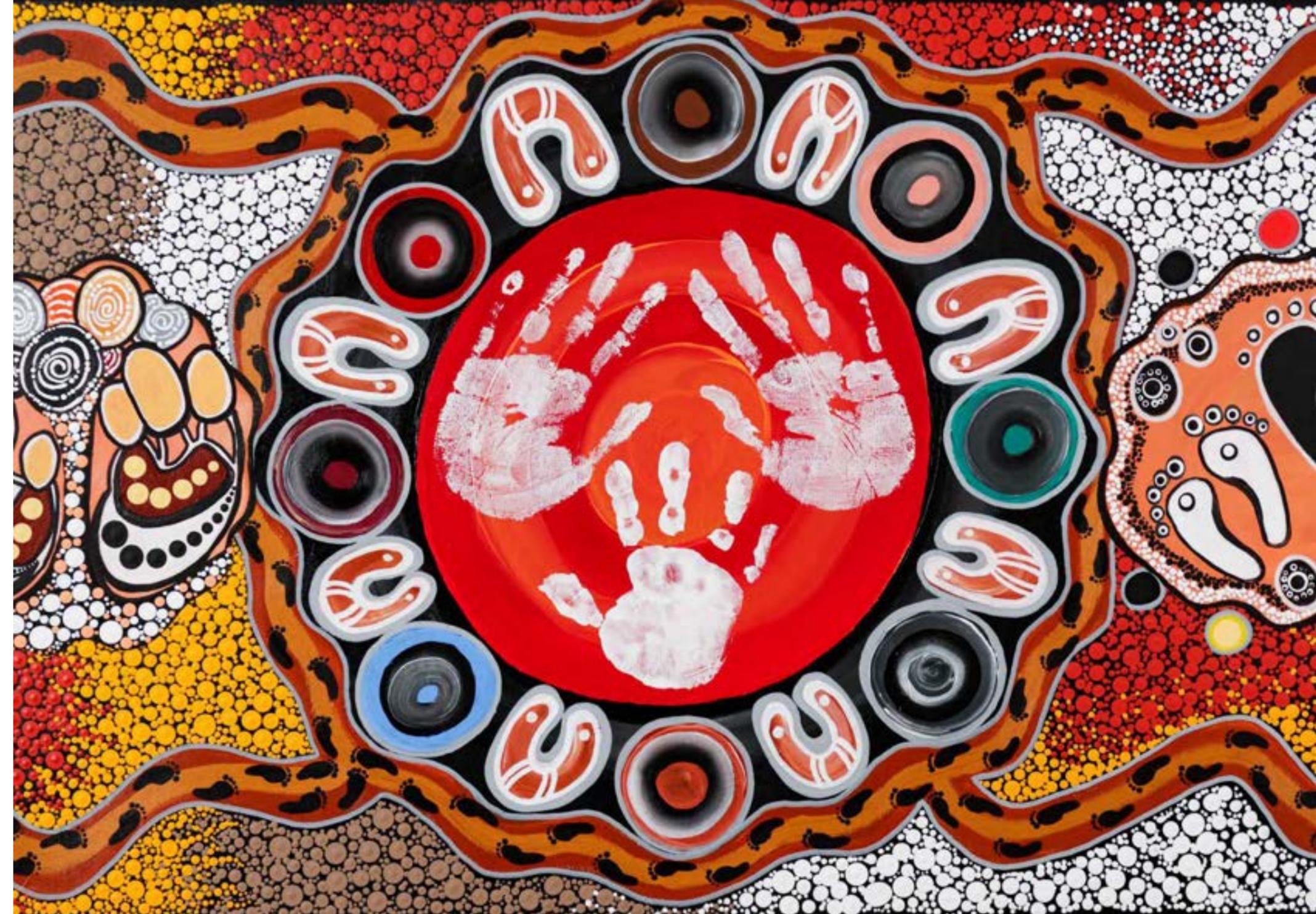
Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	Develop a strategic initiative for Aboriginal and Torres Strait Islander employment within our organisation.	April 2026	Chief Executive Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2026	Chief Executive Officer
9. Increase 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.	March 2026	Family Room Coordinator Wollongong
	Investigate Supply Nation membership.	February 2026	Chief Executive Officer



Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	December 2025	People & Culture Manager
	Draft a Terms of Reference for the RWG.	December 2025	Individual Giving and Campaign Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2025	Education Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	December 2025	Chief Executive Officer
	Engage senior leaders in the delivery of RAP commitments.	January 2026	People & Culture Manager
	Maintain a senior leader to champion our RAP internally.	December 2025	People & Culture Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	January 2026	Family Room Coordinator (Wollongong)
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)	Chief Executive Officer
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September (annually)	Individual Giving and Campaign Manager
	Communicate our RAP progress to internal and external stakeholders	Quarterly 2026 - Jan, April, June, Oct	Individual Giving and Campaign Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2026	People & Culture Manager





For public enquiries about our RAP please contact:

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People and Culture Manager

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