



Ronald McDonald House Charities South East Queensland

# REFLECT RECONCILIATION ACTION PLAN

DECEMBER 2024 – MARCH 2026



Ronald McDonald  
House Charities®  
South East QLD

## ACKNOWLEDGEMENT OF COUNTRY

Ronald McDonald House Charities South East Queensland acknowledges the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and community. We pay respects to the First Nations peoples, the cultures and the Elders past and present.

## GUIDING HANDS, RESTING HEARTS

Artwork by Jessica Skeen. Represented by Birrunga Gallery Cultural Hub.

Jessica Skeen is a contemporary visual artist based in Meanjin (Brisbane), with deep family connections as a descendant of the Kuku Thaypan, Widi, and Birriah Peoples of North Queensland. Her artistic journey has been influenced by her father, a skilled craftsman who has supported their family for over 65 years by creating traditional tools and artifacts. In 2011, he gave her the name "Muralappi," which means "youngest of my generation," underscoring her role as the youngest in a large family and her sense of responsibility to carry forward her family's legacy. Through her work, Jessica aims to educate, inspire, and uplift the next generation, encouraging them to aim high and support one another.

Graduating in 1999, Jessica has since developed a versatile artistic style inspired by the natural world and the powerful stories within it. She connects deeply with the landscape, finding meaning in the lessons nature imparts, and channels her emotions into stories where words can often be hard to find. As someone who has experienced intergenerational trauma, Jessica has found that storytelling through art and Cultural practice can be both healing and liberating.

Jessica shares her insights and skills through community engagement. She has collaborated with schools, local councils, and Indigenous cooperatives to teach and share First Nations Culture. Her workshops empower youth, guiding them in exploring their identities and developing resilience.

Jessica is represented by Birrunga Gallery Cultural Hub, based in Meanjin (Brisbane), which stands as a significant space for Indigenous contemporary art, offering a vibrant, immersive experience of First Nations Culture. Led by Wiradyuri artist and founder Birrunga Wiradyuri, this Cultural Hub goes beyond showcasing art. It brings visitors closer to First Nations Culture through a rich blend of art, music, dance, artefacts, food, tours, and classes, all rooted in Birrunga's dedication to fulfilling his Cultural responsibilities.



*"The artwork reflects the theme of seasons of change, with various environmental elements symbolising the ever-evolving nature of life. This serves as a reminder that challenges are just one chapter in a much larger journey, offering hope and the understanding that change is part of growth."*





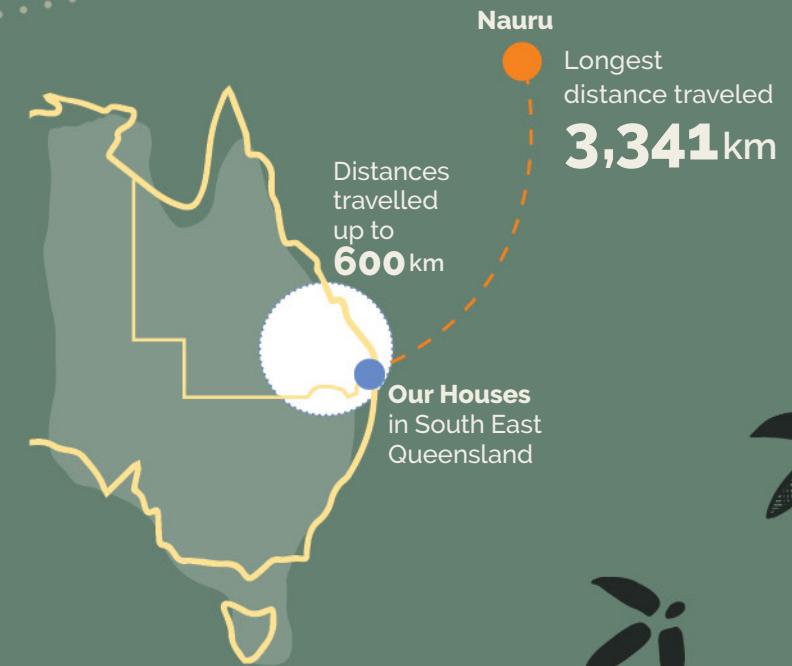
## OUR BUSINESS

Ronald McDonald House Charities South East Queensland (RMHC SEQ) is a charity dedicated to providing essential services that remove barriers, strengthen families and promote healing, when children need healthcare.

Our vision is for a world where every family has what they need to ensure the best health outcomes for their children. For more than three decades, we have been a cornerstone of support for families with ill and injured children in the South-East Queensland region.

Our efforts are realised through a network of accommodation and support programs, including Ronald McDonald Houses, Ronald McDonald Family Rooms and the Ronald McDonald Learning Program, staffed by a dedicated team of 65 employees and supported by over 180 volunteers. We currently have 5 employees and 1 volunteer who identify as Aboriginal and/or Torres Strait Islander People, however we have only recently started to capture this data.





Operating from four key locations, including South Brisbane, Herston, the Queensland Children's Hospital, and the Gold Coast University Hospital, our reach extends throughout the region, supporting families from remote and rural Queensland, Northern New South Wales and beyond – ensuring families can stay together during the most challenging times in their lives.



## OUR RAP

The RAP Champion for RMHC SEQ is Fiona Vink the Executive Manager of People, Culture and Safety who will drive the implementation of the Reflect RAP with the dedicated RAP Working Group.

The organisation already has a committed RAP Working group, made up of a range of employees from different departments and levels within the organisation. They meet monthly to report on progress and ensure the organisation remains on track and committed to reconciliation. The RAP progress is measured and reported on monthly as part of our strategic plan and included in reporting to employees and to board.

**Fiona Vink**  
Executive Manager  
People, Culture & Safety  
*Ronald McDonald House Charities*  
*South East Queensland*

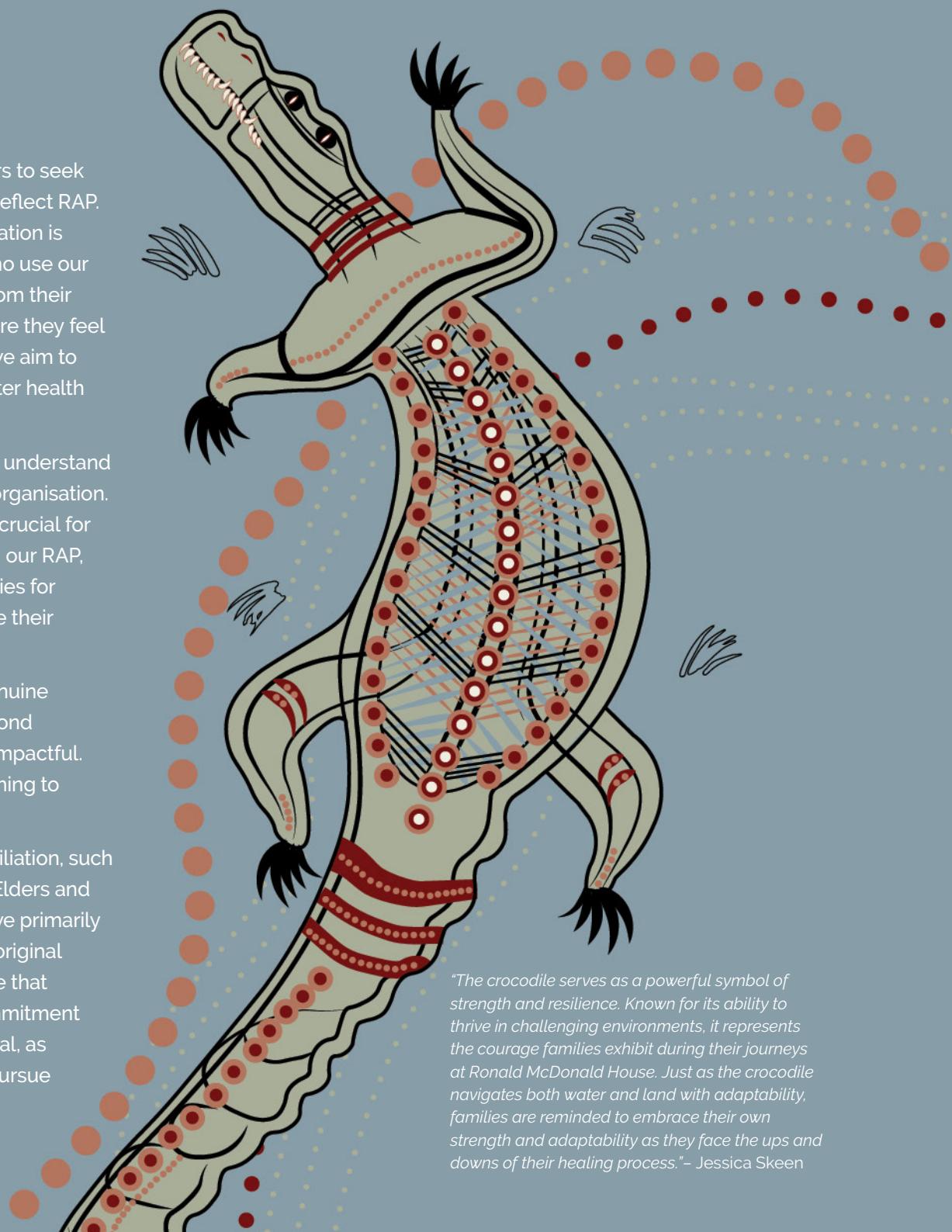


The organisation also intends to engage with First Nations stakeholders to seek guidance and advice to support a meaningful implementation of our Reflect RAP. RMHC SEQ is developing a RAP for several reasons. Firstly, our organisation is dedicated to accommodating and supporting First Nations families who use our services. We recognise that these families often have to travel away from their homes to stay with us, and it is essential to create an environment where they feel welcome, supported, and culturally respected. By developing a RAP, we aim to enhance the experience of First Nations families and contribute to better health outcomes for their loved ones.

Additionally, our workplace strongly values diversity and inclusion. We understand that fostering a diverse workforce leads to numerous benefits for our organisation. We believe that supporting First Nations employees and volunteers is crucial for creating an inclusive workplace and promoting reconciliation. Through our RAP, we aspire to provide the necessary support, resources, and opportunities for First Nations individuals within our organisation to thrive and contribute their unique perspectives.

In implementing our RAP, we intend to adopt a comprehensive and genuine approach to reconciliation. We recognise the importance of going beyond tokenistic gestures and ensuring that our actions are meaningful and impactful. We will engage in a genuine process that is reconciliation-focused, aiming to establish a positive path forward.

Although our organisation has taken some initial steps towards reconciliation, such as providing training and development opportunities, consulting with Elders and First Nations people, and celebrating awareness weeks, our efforts have primarily been surface-level. We have also shown recognition by displaying Aboriginal and Torres Strait Islander flags and artwork. However, we acknowledge that more substantial and formal measures are needed to deepen our commitment to reconciliation. Developing a RAP is a significant step towards this goal, as it will provide a structured framework for our organisation to actively pursue reconciliation in a meaningful and sustainable manner.



*"The crocodile serves as a powerful symbol of strength and resilience. Known for its ability to thrive in challenging environments, it represents the courage families exhibit during their journeys at Ronald McDonald House. Just as the crocodile navigates both water and land with adaptability, families are reminded to embrace their own strength and adaptability as they face the ups and downs of their healing process." – Jessica Skeen*



*"The kangaroo and its tracks carry deep significance, symbolizing the idea of always moving forward, as kangaroos never take a step backward. This serves as a powerful reminder to the staff and families at Ronald McDonald House to focus on the present, making each day count as they offer support and hope to those in need, without dwelling on the past." – Jessica Skeen*



## OUR PARTNERSHIPS/ CURRENT ACTIVITIES

RMHC SEQ has actively engaged with reconciliation and Aboriginal and Torres Strait Islander peoples through various partnerships and ongoing activities. We believe that collaborating with community organisations is crucial to fostering understanding, respect, and cultural awareness. At present, we have formed a valuable partnership with the Children's Health Queensland First Nations Cultural Capability Team. This partnership enables us to receive training for our employees and volunteers, equipping them with the necessary knowledge and skills to provide culturally appropriate support to First Nations families. RMHC also provided funding to the Queensland Children's Hospital and has been actively involved in the planning and development of a First Nations sitting place for families within the hospital.

The space has been named Jimbulang Nye'nan-ba (Family Sitting Place) by local Elders. Jimbulang Nye'nan-ba has been filled with furniture, art works and artifacts made by First Nations artisans and is intended to provide a sense of belonging and support inside the hospital. The Cultural Capability Team also offers valuable advice to our organisation, ensuring that our practices align with cultural protocols and sensitivities.

RMHC SEQ has also developed a partnership with Kurbingui Youth and Family Development which is a Not-For-Profit (NFP) Aboriginal Community-Controlled Organisation providing Family, Community, Cultural, Education, Training and Social Wellbeing Services across the Greater Brisbane, Moreton Bay and Southeast Regions. RMHC SEQ is a placement host for Aboriginal and Torres Strait Islander students to gain on the job mentoring and supports and practical on the job work experience, while participants undertake a nationally recognised qualification that is delivered by a Registered Training Organisation.

In addition to our partnerships, we actively participate in significant events that celebrate Aboriginal and Torres Strait Islander cultures and promote reconciliation. We wholeheartedly embrace and acknowledge NAIDOC Week and National Reconciliation Week, utilising these occasions to educate our employees, volunteers, and broader community about the rich histories, cultures, and achievements of First Nations peoples. Through various activities and events organised during these weeks, we aim to foster and deepen appreciation and understanding of Aboriginal and Torres Strait Islander cultures.

RMHC SEQ recognises the importance of acknowledging the Traditional Custodians of the land on which our meetings and events take place. We have implemented a practice of commencing all gatherings with an Acknowledgement of Country. This serves as a respectful recognition of the Traditional Owners and their ongoing connection to the land. Furthermore, we actively engage with Elders from local First Nations communities, inviting them to deliver a Welcome to Country when appropriate. This not only demonstrates our commitment to cultural respect and inclusivity but also provides a meaningful opportunity for Elders to share their wisdom, stories, and cultural insights with our employees, volunteers, and attendees. By incorporating these practices into our meetings and events, we aim to create a respectful and inclusive



environment that honours and values Aboriginal and Torres Strait Islander peoples deep connection to the land.

To visually demonstrate our commitment to reconciliation, all RMHC SEQ locations prominently display First Nations artwork and the Aboriginal and Torres Strait Islander flags. These visible representations serve as reminders of the importance of cultural diversity and provide a welcoming environment for First Nations families accessing our services. Additionally, we ensure that where possible First Nations families have access to outdoor ground gardens, as we recognise the significance of connecting with nature and land for cultural practices and wellbeing.

By actively engaging with reconciliation through partnerships, cultural celebrations, visual representations, and tailored services, RMHC SEQ demonstrates a genuine commitment to fostering positive relationships with Aboriginal and Torres Strait Islander peoples. We understand that ongoing efforts are required, and we are dedicated to continually expanding and improving our engagement with First Nations communities as we progress on our reconciliation journey.



# Ronald McDonald House Charities South East Queensland

## CEO STATEMENT

I am very proud to present RMHC SEQ's first Reflect Reconciliation Action Plan.

RMHC SEQ's vision is a world where every family has what they need to ensure the best health outcomes for their children. However, we know that First Nations families and their children face significant barriers when they need to access health care and support services. RMHC SEQ is determined to work to remove those barriers. The creation of this Reflect RAP marks the beginning of our formal commitment to reconciliation.



**Emma Thompson**  
Chief Executive Officer  
*Ronald McDonald House  
Charities South East Queensland*

Every day we have the privilege of supporting Aboriginal and Torres Strait Islander families who access our services while their children access hospital care and support. We witness the importance of family, connection and home to these families, their resilience, and the deep love they have for their children.

But we know that there is a great deal more that we need to learn about, and from, the First Nations families that we serve. In undertaking this RAP journey, we hope to gain a better understanding of the impacts of historic and ongoing trauma experienced by First Nation peoples. We believe that unless we truly understand the pain that has been and continues to be experienced by First Nations peoples, we cannot meaningfully be a part of the healing that needs to happen.

I am excited to deliver this Reflect RAP in 2024 – 2026, alongside our employees and volunteer team and Board. We will use this RAP to grow our knowledge, meaningfully improve our services and deepen our relationships with those Aboriginal and Torres Strait Islander people who we work alongside and with those that we serve.

# STATEMENT FROM CEO OF RECONCILIATION AUSTRALIA

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

Ronald McDonald House Charities South East Queensland 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 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.



**Relationships**



**Respect**



**Opportunities**



**Governance**

**Karen Mundine**  
Chief Executive Officer  
*Reconciliation Australia*



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 South East Queensland 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 South East Queensland, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
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.	April 2025	Lead: Executive Administration & Support Officer (Gold Coast) Support: Family Support Liaison (Community partners) and Volunteer Liaison
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	April 2025	Lead: Volunteer Liaison Support: Executive Administration & Support Officer
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees, volunteers and to our families.	27 May-3 June 2025	Lead: Executive Manager People, Culture & Safety Support: House Programs Manager, Hospital Programs Manager
	RAP Working Group members to participate in an external NRW event.	27 May-3 June 2025	Executive Manager People, Culture & Safety
Promote reconciliation through our sphere of influence.	Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May-3 June 2025	Lead: Chief Executive Officer Support: Executive Manager People, Culture & Safety
	Communicate our commitment to reconciliation to all employees and volunteers.	November 2024	Chief Executive Officer
Promote positive race relations through anti-discrimination strategies.	Identify and engage with external stakeholders that our organisation can engage with on our reconciliation journey.	August 2025	Lead: Chief Executive Officer Support: House Programs Manager, Corporate Partnerships Specialist
	Identify RAP and other like-minded organisations that we approach and engage with to collaborate on our reconciliation journey.	August 2025	Lead: Chief Executive Officer Support: House Programs Manager, Corporate Partnerships Specialist
Understand Hospital Partners approach to reconciliation.	Research best practice and policies in areas of race relations and anti-discrimination.	May 2025	People & Culture Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	February 2026	People & Culture Officer
Engage First Nations guest families, employees, and volunteers to understand their current experiences at RMHC SEQ with a view to better supporting their needs.	Investigate the resources and reconciliation approaches of Hospital partners to support First Nations families.	August 2025	Lead: Hospital Programs Manager Support: Chief Executive Officer
	Identify and share existing strategies with the RAP working group to ensure a better experience and support for First Nations families, and to enhance alignment and avoid duplication of efforts.	August 2025	Lead: Hospital Programs Manager Support: Chief Executive Officer
Engage First Nations guest families, employees, and volunteers to understand their current experiences at RMHC SEQ with a view to better supporting their needs.	Facilitate yarning circles to gather and understand the experience of First Nations employees, volunteers, and guest families.	August 2025	Lead: Hospital Programs Manager Support: Chief Executive Officer
	Review the existing data on First Nations families and explore additional methods to gather feedback to better understand and support their needs.	August 2025	Lead: Hospital Programs Manager Support: Chief Executive Officer

# RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
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 our organisation.	November 2025	Lead: Family Support Coordinator Support: Executive Manager People, Culture & Safety
	Conduct a review of cultural learning needs within our organisation.	February 2026	Lead: People & Culture Officer Support: Executive Manager People, Culture & Safety
	Promote and acknowledge important awareness of significant days such as National Sorry Day, Human Rights Day, world Elder abuse awareness day, Harmony Day, National Close the Gap Day, National Aboriginal and Torres Strait Islander Children's Day and International Day of the World Indigenous Peoples, targeting employees, volunteers and guest families to increase understanding, value and recognition of First Nations Cultures and Histories.	February 2026	Lead: Facilities Support Officer Support: Safety & Wellbeing Officer
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.	September 2025	Family Support Liaison
	Increase employee's and volunteer's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2025	Family Support Liaison
	RAP Working Group to participate in Cultural Immersion Day trip to Cherbourg to increase understanding of cultural significance and history.	June 2025	Chief Executive Officer
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our employees and volunteers about the meaning of NAIDOC Week.	July 2025	Lead: Senior Marketing & Communications Specialist Support: Family Support Liaison
	Introduce our employees to NAIDOC Week by promoting external events in our local area.	July 2025	Lead: Family Support Liaison Support: Senior Marketing & Communications Specialist
	RAP Working Group to participate in an external NAIDOC Week event.	July 2025	All RAP WG
	Invite external Aboriginal and Torres Strait Islander groups to use Rooftop function space at RMH South Brisbane for NAIDOC week Event/s.	July 2025	Chief Executive Officer

# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
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/ volunteering within our organisation.	February 2026	Lead: Executive Manager People, Culture & Safety Support: Volunteer Coordinator
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment, volunteering and professional development opportunities.	February 2026	Lead: Executive Manager People, Culture & Safety Support: Volunteer Coordinator
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a policy for procurement from Aboriginal and Torres Strait Islander owned businesses (including prizes from First Nations artists/businesses for fundraising initiatives).	September 2025	Lead: Executive Manager Operations Support: Chief Executive Officer
	Investigate Supply Nation membership.	November 2025	Facilities Support Officer
Improve Design of facilities to be culturally safe.	Research best practise initiatives around culturally safe design.	September 2025	Lead: Chief Executive Officer, Support: Executive Manager Operations
	Commit to incorporating culturally safe design practices into all new built or renovated spaces.	September 2025	Lead: Chief Executive Officer, Support: Executive Manager Operations

# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	November 2024	Executive Manager People, Culture & Safety
	Apply a Terms of Reference for the RWG.	November 2024	Executive Manager People, Culture & Safety
	Establish external Aboriginal and Torres Strait Islander representation on the RWG.	February 2025	Lead: Chief Executive Officer Support: Executive Manager People, Culture & Safety
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	4 January 2025	Executive Manager People, Culture & Safety
	Engage senior leaders in the delivery of RAP commitments.	November 2024	Chief Executive Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	November 2024	Executive Administration & Support Officer
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 2025 (annually thereafter)	Executive Manager People, Culture & Safety
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August 2025 (annually thereafter)	Executive Manager People, Culture & Safety
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September 2025 (annually thereafter)	Lead: Executive Manager People, Culture & Safety.
	Communicate RAP progress, challenges, and achievements to stakeholders and senior management through internal and external channels.	November 2025	Lead: Executive Manager Fundraising, Marketing & Communications Support: Senior Marketing & Communications Specialist
	Provide a detailed report to board every 6 months on RAP progress, challenges and learnings.	May 2026	Executive Manager, people, Culture & Safety
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February 2025	Executive Manager People, Culture & Safety



## Contact details

### **Fiona Vink**

Executive Manager People, Culture & Safety

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**In order of appearance:**

Jamarliah and Malcolm Owens. Photo courtesy of RMHC Australia.

Jessica Skeen. Photo courtesy of Jessica herself.

Troy and Malcolm Owens. Photo courtesy of RMHC Australia.

Vicisha Conlon and Jamarliah Owens. Photo courtesy of RMHC Australia.

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