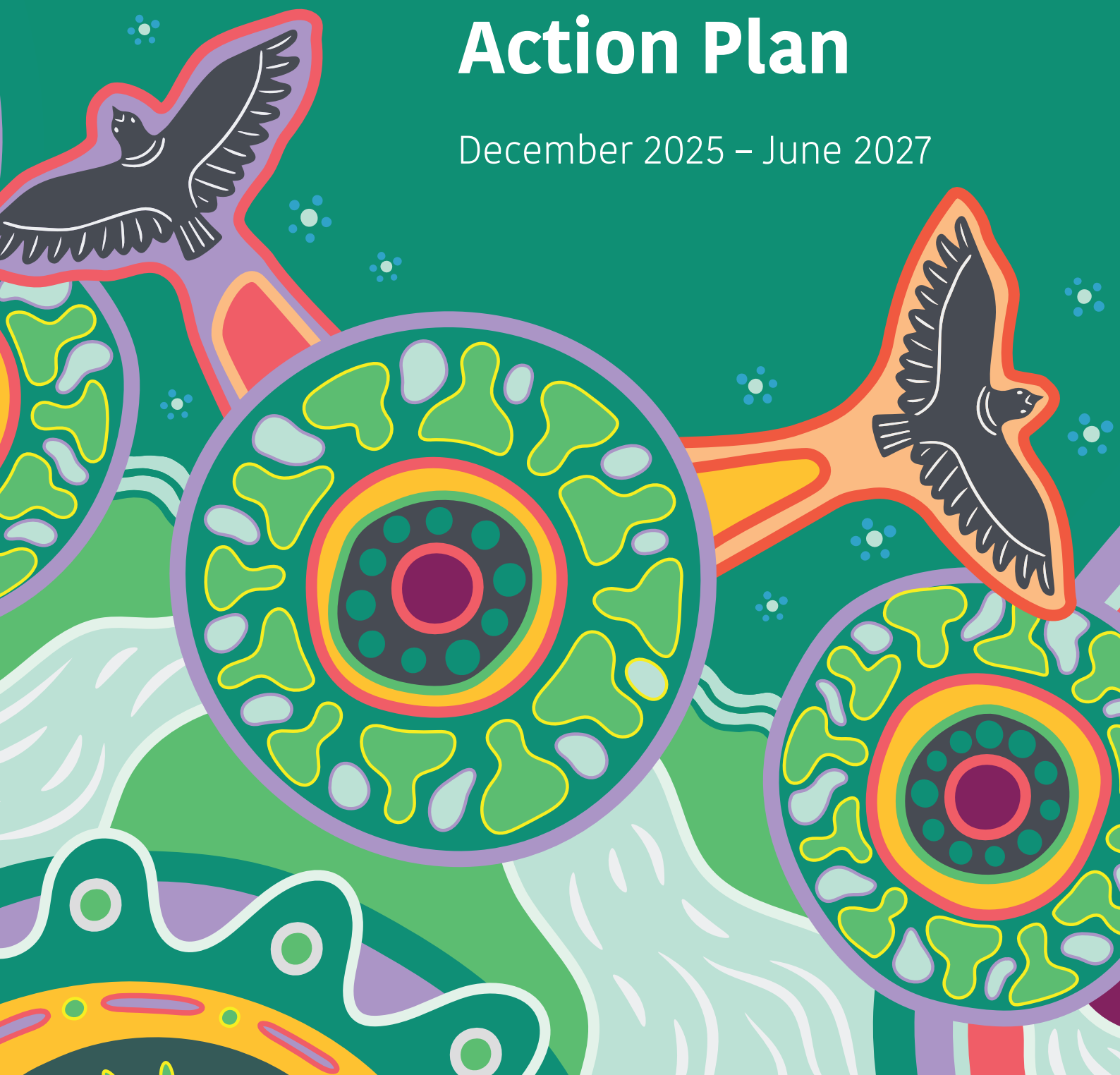


Reflect Reconciliation Action Plan

December 2025 – June 2027

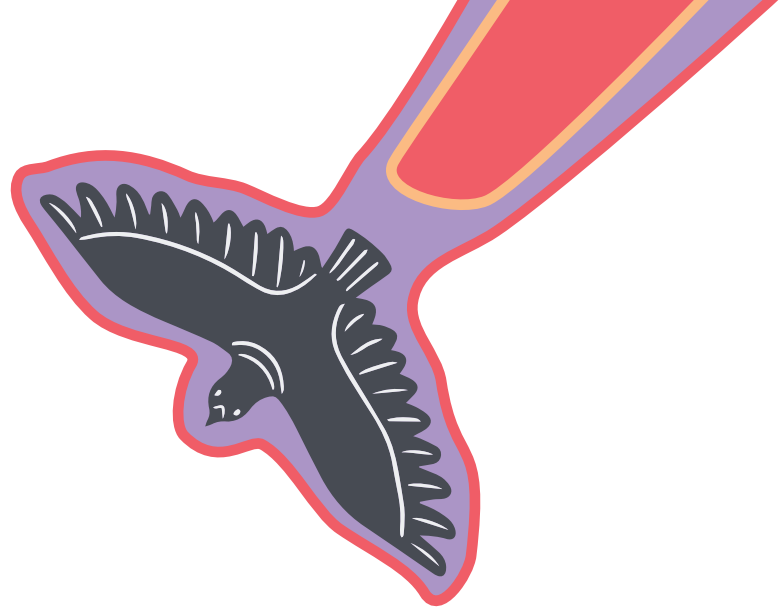




Acknowledgement of Country

In the spirit of reconciliation MDA National acknowledges the Aboriginal and Torres Strait Islander people as the First Nation owners and custodians of the Lands where our Members and staff work across Country. We pay our respects to the Elders past and present and their customs, lores and spirits for they hold the medical and legal traditions, knowledge and learnings of Aboriginal and Torres Strait Islander peoples of Australia.





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Samantha Campbell is a proud Dagoman woman with connections to Wardaman and Gurindji. She is a published children's book illustrator, contemporary artist and graphic designer based in Alice Springs. Growing up in remote Aboriginal communities across the Top End, Samantha developed a deep appreciation for storytelling and culture, which continues to inspire her creative work.

Link to MDA National: Samantha first worked with MDA National for our 2024 staff conference hosted in Mparntwe (Alice Springs) and is the creative mind behind our conference design assets. It is from this artwork that the RAP design was further developed to tell a story.

Achievements: Samantha co-owns and operates Coolamon Creative, a creative services business, with her sister. She also brings experience in project management for Aboriginal health initiatives, further enriching her contributions to the creative and community sectors. Samantha studied Graphic Design in Melbourne and worked as a freelance graphic designer before illustrating her first children's book *Alfred's War*, written by Rachel Bin Salleh (*Alfred's War* was later shortlisted for two literary awards). Since then, she has continued illustrating children's books while also working as a graphic designer and illustrator for Coolamon Creative.

About the Artist

Water of change

This contemporary artwork represents adapting to change. The light blue water represents the flowing energy of change. The circles symbolise people, like water wheels, turning as they work with that flowing energy. This metaphor reminds us that change is constant, and that we, like the water wheel, should move with it and adapt so we can grow and progress together.

Other symbols in the artwork include hills, reflecting the ups and downs of our journey; stars, representing our goals and the actions we take to reach them; and the ground, symbolising strength and stability. The birds depict taking flight, highlighting courage and bravery in times of change.

Message from the President

On behalf of MDA National, I am honoured to share the launch of our *Reflect Reconciliation Action Plan (RAP)* – a formal and foundational step in our journey toward genuine reconciliation.

MDA National has a long-standing history of supporting Aboriginal and Torres Strait Islander health through various programs and partnerships. This Reflect RAP strengthens that legacy by setting out a clear framework for how we will build stronger relationships with Aboriginal and Torres Strait Islander peoples, deepen our understanding, and embed reconciliation into the way we operate every day. More than a document, this RAP is a symbol of our intent to walk alongside First Nations peoples with humility, respect, and purpose.

As a national body representing doctors across a range of medical specialties, we recognise the significant health disparities that continue to impact Aboriginal and Torres Strait Islander communities. We also recognise the deep systemic and cultural challenges that many First Nations people face in accessing timely, appropriate, and culturally safe healthcare.

Our role – supporting doctors who care for communities across the country – places us in a unique position to influence, enable, and advocate for real, sustainable change.

That's why this RAP is both inward- and outward-looking. Internally, it commits us to improving cultural awareness, safety, and competency across our organisation and membership – through education, policies, partnerships, and practice.



Externally, it acknowledges the importance of listening to and working in partnership with Aboriginal and Torres Strait Islander medical professionals, organisations, and communities to improve health outcomes and equity in care.

We are deeply grateful to Reconciliation Australia for their support in helping shape this plan. We also extend our sincere thanks to our partners – Binar Futures, IRIS Program and the Rural Doctors Association of Australia – for sharing their knowledge, guidance, and lived experience with us.

We acknowledge that the journey to reconciliation is ongoing and that it requires more than good intentions – it requires meaningful action.

This Reflect RAP is just the beginning. It's a commitment to do the work – within our walls and beyond – to help build a healthcare system, and a country, where all Australians can thrive.

A handwritten signature in black ink, appearing to read 'Michael Gannon', with a long, sweeping horizontal line extending to the right.

Dr Michael Gannon

President of the MDA National Mutual



Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

Reconciliation Australia welcomes MDA National to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

MDA National 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.

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 MDA National 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 MDA National, 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



Our Vision for Reconciliation



MDA National's vision for reconciliation is dedicated to building and sustaining positive long-term relationships and partnerships with Aboriginal and Torres Strait Islander communities and health stakeholders. In doing so, we seek to contribute to improving health outcomes that extend beyond our immediate sphere of influence and contribute to 'Closing the Gap', whilst also bringing about meaningful change in the communities we live, work and play in.

Support

Our Members and staff on their individual reconciliation journey through meaningful opportunities

Protect

Our Members and staff through education, awareness and accountability

Promote

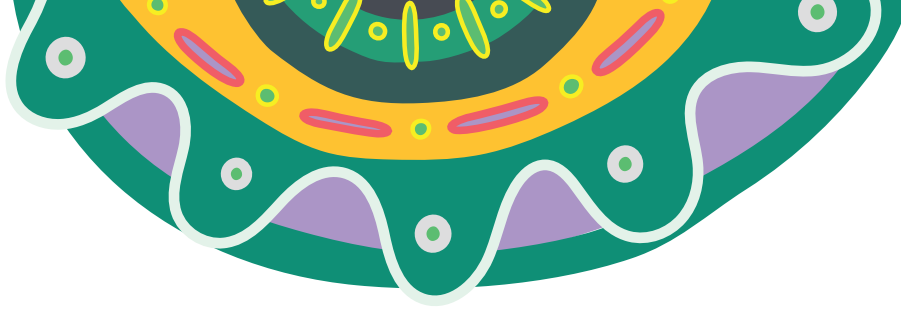
Our activities that contribute to positive health outcomes in our community

Through our collaboration with Binar Futures on being a foundational partner of their health embassy across Western Australia and the IRIS Program on providing cataract surgeries across the Northern Territory, we have supported Outcome 1 of Closing the Gap; *"for Aboriginal and Torres Strait Islander people to enjoy long and healthy lives"*. Through these social impact partnerships, we have contributed to supporting over 2000 health checks and over 800 cataract surgeries to predominantly Aboriginal communities, and plan to continue partnering for a healthier future for all.

As a member-owned organisation, MDA National emphasises the importance of supporting its Members and staff in their own reconciliation journeys. This involves creating opportunities for acknowledgement, engagement, learning, and reflection on Aboriginal and Torres Strait Islander peoples, cultures, and communities. We are also dedicated to ensuring that Aboriginal and Torres Strait Islander Members and staff have the support and opportunities needed to thrive and reach their full potential.

Tim Plant

CEO of MDA National



About MDA National

MDA National is a Member-owned Medical Defence Organisation (MDO) with a national footprint, proudly representing over 44,000 Members and insureds across Australia. With the core function of providing professional indemnity insurance and support to medical professionals, MDA National has been committed to protecting Members throughout their careers in medicine over the course of 100 years.

With a workforce of approximately 150 dedicated staff, MDA National is led by an experienced Executive team and draws on deep expertise across multiple professional fields to strengthen the ability to support Members in their practice. The organisation has established a presence in key Australian cities, with offices located in Boorloo (Perth), Naarm (Melbourne), Meanjin (Brisbane), Gadigal (Sydney), and Tarntanya (Adelaide), acknowledging the Traditional Custodians of these lands.

MDA National is dedicated to creating a better future for its Members, staff, and the communities in which they live and work. As part of this ongoing commitment, MDA National will continue to thoughtfully integrate Aboriginal and Torres Strait Islander reconciliation into its operations, with a focused effort on advancing positive outcomes for Aboriginal and Torres Strait Islander peoples.

MDA National does not yet formally collect data on the number of staff or Members who identify as Aboriginal and/or Torres Strait Islander people and as such accurate data is not yet available to share in the RAP. MDA National acknowledges that the challenges, inequities and injustices faced by Aboriginal and Torres Strait Islander peoples are unique and is committed to fostering a supportive environment that empowers and draws on the strengths and resilience shown by these communities.

Pictured: Binar Futures Volunteers. Image sourced from Binar Futures.





Our partnerships and current activities

MDA National is actively committed to promoting awareness and understanding of Aboriginal and Torres Strait Islander cultures, histories, and experiences among staff, Members, and the broader community. MDA National has broadened its scope through social impact partnerships and works to create positive outcomes that extend far beyond its immediate sphere of influence.

Binar Futures

Originating from a small basketball team that began meeting weekly in 2011, Binar Futures has evolved into a culturally safe program that provides a gateway to creating better health, cultural, and education outcomes for Aboriginal children. Based in Western Australia, the Aboriginal owned and led organisation has since expanded to include the hosting of health embassies during basketball tournaments conducted in frequently rural and remote areas. Providing free health checks across a range of areas for all attendees that are interested, Binar Futures are committed to promoting the importance of physical and mental health via the volunteer led pop-up clinics.

The partnership between MDA National and Binar Futures commenced in December 2023 and remains a source of pride for the organisation. There are firm plans on continuing to provide both financial and personnel support as Binar Futures continues its journey in making healthcare not only accessible but appealing to Aboriginal youth.

“With the help of MDA National we are able to create these health engagement opportunities that then allows our medical partners to directly engage with the kids and their families in a culturally safe environment”
(Binar Futures Co-founder, Adam Desmond)



Pictured: Binar Futures Participant and MDA National Member and Volunteer, Claudine Cerda-Pavia. Image sourced from Binar Futures.



IRIS Program

Through partnership with the Australian Society of Ophthalmologists and Vanguard Health, MDA National provides annual financial support to the Indigenous and Remote Eye Health Service (IRIS) Program. Following our engagement with the program, IRIS set out with a target of performing 800 cataract surgeries for Aboriginal and Torres Strait Islander people across two years, which was achieved by 2025 with contribution of funding by MDA National. Funding has gone towards developing educational material, alongside sunglasses that are essential to post-surgery recovery.



Pictured: Patient of the IRIS Program. Image sourced from Vanguard Health.

MDA National has continued to strengthen connections with the IRIS Program by increasing funding by 100% between the previous and current financial year to support the continuity of these life-changing surgeries.

“We are very pleased to have MDA National as our trusted partner. The support MDA give is helping us to achieve sight saving surgery in a culturally safe manner for First Nations Australians”
(Vanguard Health CEO, Tim Gallagher)



Rural Doctors Association of Australia (RDAA) Bursaries

Supporting doctors in rural and remote Australia is essential to reducing healthcare disparities and improving access to medical services in rural and remote areas. Since 2014, MDA National have been providing bursaries to assist young doctors on their pathway to careers as Rural Generalist doctors, creating a stronger workforce to support medical practice in rural, remote and First Nations communities.

“MDA National’s support for RDAA over many years, particularly through funding our annual joint Bursaries, has enabled numerous junior doctors to attend rural health conferences (like our own Rural Medicine Australia conference) that significantly feature Aboriginal and Torres Strait Islander Health topics, or to undertake placements in rural, remote and First Nations communities.

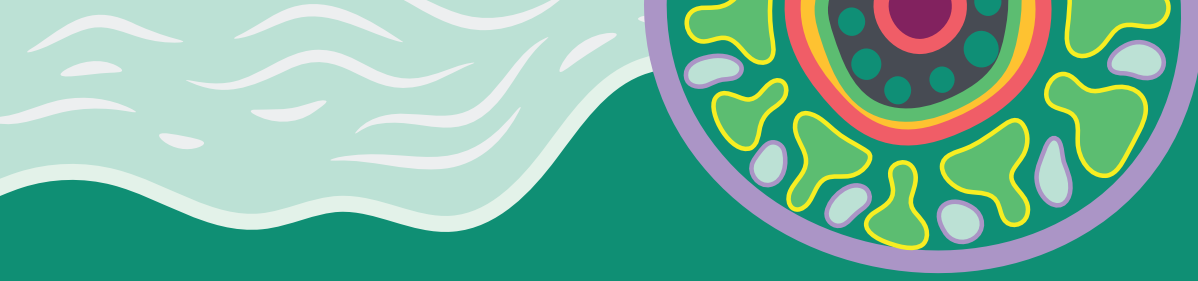
We are particularly pleased that, over the life of the Bursary program, we have been able to directly support young Aboriginal and/or Torres Strait Islander doctors to attend rural health conferences, or placements in rural, remote or First Nations communities.

More widely, MDA National’s ongoing, generous support of RDAA has helped us continue our central role of advocating for better access to local healthcare for rural, remote and First Nations communities, including through measures to further grow the rural and remote health workforce – and importantly, the Aboriginal and Torres Strait Islander health workforce.”

(RDAA CEO, Ms Peta Rutherford)



Pictured: Odette Brown, who was sponsored by MDA National to attend the Australasian Students’ Surgical Conference (ASSC) in May 2025 in Sydney. Odette Brown is a Wiradjuri woman and medical student pursuing a degree at the University of Newcastle.



Our RAP

MDA National has been on a journey of exploration, learning and reflection to provide a better future for our Members, our staff, and the communities in which we work, live and play. MDA National's reconciliation journey began in 2014 when we partnered with RDAA to offer the first MDA National Rural Health Bursary. This award was designed to assist an Aboriginal and/or Torres Strait Islander doctors wishing to undertake a rural or remote clinical placement or research, or another activity that would benefit rural and/or Aboriginal and Torres Strait Islander patients. Recognising the benefit of this program, MDA National continues to partner with RDAA to provide this bursary.

Our desire to learn more was further enhanced at conferences run by the Australian Indigenous Doctors Association (AIDA). MDA National has continued to attend these conferences and liaise with AIDA since 2022, with learnings and feedback given to staff on these sessions. It is a relationship we value highly.

In 2024, MDA National conducted an Environmental, Social, Governance (ESG) materiality assessment to identify the most significant topics for our business, Members and stakeholders. One key area identified was 'community', which reflected health, wellbeing, and inclusion. Through MDA National's existing connections (via our partnerships) with Aboriginal and Torres Strait Islander communities, it was clear that there was more to be done to close the gap in areas of health and opportunities to create more meaningful relationships and partnerships. This has progressed with MDA National's partnerships which have provided opportunities for our Members to engage with communities to provide medical services that enable greater independence and care in health-related areas.

A RAP enables MDA National to formalise a process in which to explore and develop a long-term plan to engage with our communities and bring staff and Members along on a journey of reconciliation where injustices and inequities can be recognised along with strengths and resilience. Led by the Chief Operating Officer (our RAP Champion), and a dedicated Working Group, it enables MDA National to provide opportunities for staff and Members to address values and beliefs and work towards a greater understanding and respect of Aboriginal and Torres Strait Islander history, celebrating ongoing contribution to Country.

To assist in developing our Reflect RAP, we established a group of staff interested in this area. We have provided opportunities for our Members to engage in conferences, and our staff to attend Reconciliation Australia activities such as the Learning Circles, to deepen their knowledge and understanding and help them reflect on their own journey. Members, staff and our impact partners have been invited to engage in our RAP process. Our 2024 staff conference was also held at Mparntwe (Alice Springs) and this successful activity provided opportunities for staff to immerse themselves in a range of cultural activities designed to educate, promote, and challenge their beliefs and understanding of First Nations' culture.

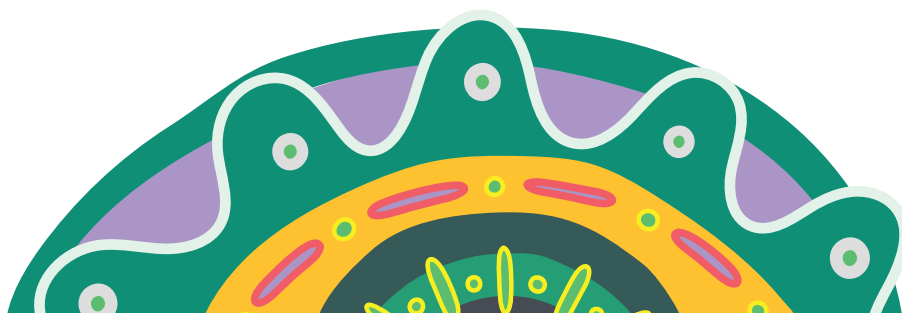
Our Reconciliation journey to date (key milestones)

- **2014:** Joined with RDAA to provide Health Bursary (ongoing)
- **2017:** Partnered with the IRIS Program (ongoing)
- **2022:** Attended AIDA conferences (ongoing)
- **2023:** Partnered with Binar Futures (ongoing)
- **2024:** Extended support of the IRIS program (ongoing)
- **2024:** Registered with Reconciliation Australia to undertake our first RAP
- **2024:** Undertook ESG materiality assessment
- **2024:** Attended the Reconciliation Australia Learning Circle
- **2024:** Formed MDA National's Staff Working Group
- **2024:** Staff Conference at Mparntwe
- **2024:** Attendance at Reconciliation Australia Conference

MDA National Staff Working Group

The MDA National Staff Working Group would like to acknowledge current and previous staff members and external individuals and groups who have contributed to the development of the RAP. A list of the current staff members involved in the creation of the Reflect RAP are listed below. MDA National will engage with members and community groups to form the MDA National RAP Working Group.

Steve Sheppard	Chief Operating Officer / RAP Champion
Marnie Bird	Market Engagement Specialist, Corporate Affairs & Communication
Natalie Buffett	Executive Manager, Business Transformation & Technology
Renata Lynch	People and Culture Adviser
Brett O'Neill	Education Adviser / RAP Coordinator
Kylie Philippzig	National Manager, Corporate Affairs & Communications
Amber Rayner-Wilson	Assistant Case Manager, Cases & Advisory Services
Jenny Wright	Corporate Services / Company Secretary





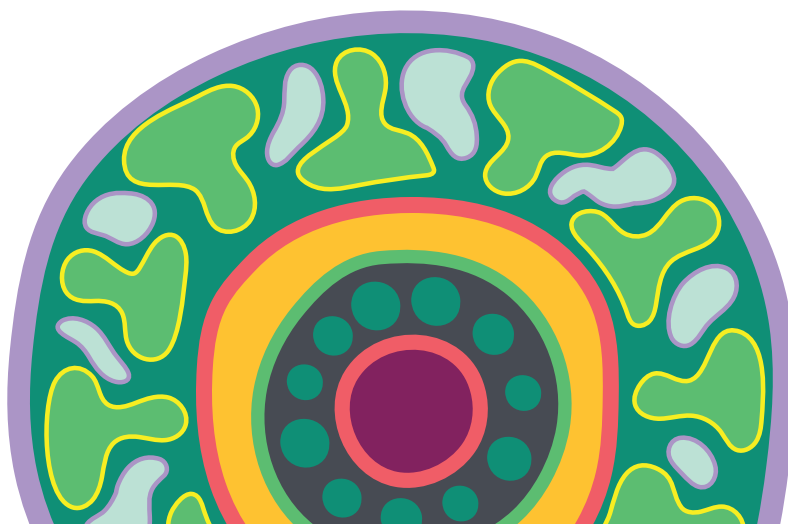
Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within MDA National's sphere of influence. 	March 2026	RAP Coordinator, Corporate Services, Cases & Advisory Services
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	March 2026	Corporate Services, Corporate Affairs & Communications
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2026	Corporate Affairs & Communications
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May - 3 June 2026	RAP Coordinator, Cases & Advisory Services
	<ul style="list-style-type: none"> 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	RAP Champion, RAP Coordinator
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	December 2025	Corporate Affairs & Communications
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	April 2026	Corporate Affairs & Communications
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	February 2026	Corporate Affairs & Communications, Corporate Services
	<ul style="list-style-type: none"> Create public facing webpage to demonstrate MDA action 	February 2026	Corporate Affairs & Communications, Business Transformation & Technology
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	June 2026	Corporate Services
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	June 2026	Corporate Services, People and Culture



Respect

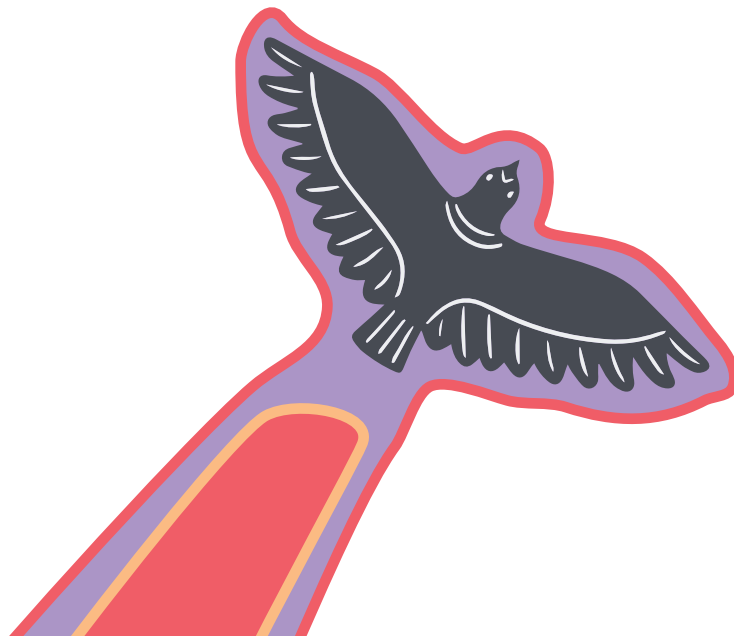
Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation. 	December 2026	Corporate Services, People and Culture, RAP Coordinator
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	January 2027	People and Culture
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	February 2026	RAP Champion, RAP Coordinator, People and Culture
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	March 2026	RAP Champion, RAP Coordinator, People and Culture
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	June 2026	RAP Champion, Corporate Affairs & Communications
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	June 2026	RAP Champion, Corporate Affairs & Communications, Cases & Advisory Services
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July 2026	RAP Champion, RAP Coordinator, Cases & Advisory Services





Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March 2027	People and Culture
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2027	People and Culture
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.	August 2026	Corporate Services
	• Investigate Supply Nation membership.	May 2026	Corporate Services





Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain a RWG to govern RAP implementation 	February 2026 then quarterly	RAP Coordinator, RAP Champion,
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	February 2026	RAP Coordinator, Corporate Services
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	February 2026	RAP Coordinator, RAP Champion
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	December 2025	RAP Coordinator, RAP Champion
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	December 2025	RAP Coordinator, RAP Champion
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	December 2025	RAP Coordinator, RAP Champion
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	December 2025	Corporate Affairs & Communications, RAP Coordinator
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence. 	June 2026	Corporate Affairs & Communications, RAP Coordinator
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey 	August 2026	Corporate Affairs & Communications, RAP Coordinator
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Survey to Reconciliation Australia. 	30 September 2026	Corporate Affairs & Communications, RAP Coordinator
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	June 2027	Corporate Affairs & Communications, RAP Coordinator

Contact details

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