

Here for Families, Together



Our impact in 2025



**Ronald
McDonald
House®**

Victoria & Tasmania



About us

Ronald McDonald House® is an independent, nonprofit organisation in Australia that cares for families when their child is ill or injured. We provide **more than just a place to stay. We surround families with a community of support and the resources they need** – a place to sleep, rest and play, keep working and learning, share a home cooked meal together, be comforted by other families who have been there, feel the warmth and support of our staff and volunteers, all close to the hospital – **so they can stay at the heart of their child’s care and ensure the best possible health outcomes.**

When a child is in hospital, having the love and support of their family is essential. We know when a family is together, and cared for, they cope better.

Our essential services – Houses, Family Rooms, Family Retreats, and our Learning Program – remove barriers so families can stay together, stay strong and connected to everyday life, giving them something that feels like normal even when nothing else is. Our programs support their physical, emotional and financial well-being, every step of the way, making their journey a little easier, so they can **focus on caring for their child, when their child needs them the most.**

Acknowledgment of Country

Ronald McDonald House Victoria & Tasmania acknowledges the Traditional Custodians of the lands, skies and waterways on which we work. We recognise the Aboriginal and Torres Strait Islander peoples amongst the families we care for, our employees, volunteers and supporters, who form part of the oldest continuous living cultures on earth. We pay our respects to them and their Elders past and present.

Inclusivity

Ronald McDonald House Victoria & Tasmania values and promotes an inclusive workplace where everyone, from any background, can feel valued, be appreciated and do their best work. At our place, everyone regardless of gender identity or expression, sexual orientation, religion, ethnicity, age, neurodiversity, disability status, citizenship or any other aspect that makes them unique can contribute to improving the health and wellbeing of children and their families.

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A message from our Board Chair and CEO

This year, the families in the care of the Ronald McDonald House Victoria & Tasmania reminded us again and again why this work matters so deeply.

In the pages ahead, you'll hear from parents who arrived at our doors in the middle of the most frightening moments of their lives and found not just a place to stay, but a community who truly cared.

This year also marked real growth in our programs. The demand for our Houses saw a significant increase of over 11%, with more families than ever before coming to us for support – 2,708 to 3,007 in 2025.

Family Rooms expanded their reach, offering more support across more days in hospitals, the Learning Program helped hundreds of children keep up with their education while their world was on hold. And for the first time, families joined together for an inaugural camp, replacing hospital hallways with campfires and beach walks, giving seriously ill children and their families the chance to just be kids, and to be together.

None of this happens without you, our wonderful community of supporters and partners.

Volunteers gave hours of their time, donors and partners invested in programs that change lives, and the community showed up in force at gala balls, on spin bikes, on golf courses, and in so many quieter ways that are just as powerful.

In the halls and common areas of the Houses, one often hears families say they didn't understand what the Ronald McDonald House truly offers until they experienced it firsthand. We provide a sanctuary for families in crisis – a safe place to be near their children in the hospital when their worlds are closing in on them. We provide a space for families to be together in hospitals, and provide educational opportunities when school is not an option. And we provide so much more beyond that – transport services to families who need to get to appointments; nutritious meals; laundry facilities, excursions and pet therapy to bring moments of joy.

And that's what makes your support so remarkable, you give generously to something many will never need, so that those who do need it always have somewhere to turn. And with your help, we can continue to support the families when they need us – for we are determined to rise to the demand and not turn any family away.

Thank you, from the bottom of our hearts. As we look ahead, we remain deeply committed to being there for families, today, tomorrow, and well into the future.



Anthony Pearse
Board Chair



Peter Bishop
Chief Executive Officer

Our People

Behind every family we support is a team deeply committed to making a difference. Our staff, volunteers and Board bring extensive professional expertise and a shared passion for the work of Ronald McDonald House Victoria & Tasmania. Every day, they go above and beyond to support sick children and their families with compassion, dedication, and care.

Peter Bishop Chief Executive Officer

Board Directors

Our board brings together people with diverse professional backgrounds and expertise, to support our governance, extend our reach and provide the best support possible to more families when they are far from home and in need of support.

- Anthony Pearse** Board Chair
- Patrick Moloughney** Deputy Chair
- Adele McIntosh** Board Director
- Alice Gilbertson** Board Director
- Claire Richards** Board Director
- Danielle Smith** Board Director
- David Upham** Board Director
- David Zalunardo** Board Director
- Julia Hernan** Board Director
- Kelly Nardella** Board Director
- Sarah Connolly** Board Director
- Nina Kolder** Board Director

We employ **76 staff across four Houses, three Family Rooms, our Learning Program**, and our support team (Fundraising and Marketing, People and Culture, and Finance).

20
Full Time

31
Part Time

25
Casual

Your impact in numbers

Because of you, more families than ever before could stay together while they accessed critical healthcare

When a child requires specialist medical care, families are often forced to travel far from home to access the treatment they need.

Time spent away from familiar surroundings, employment, and support networks can create significant practical, financial, and emotional strain. These challenges affect families regardless of distance – whether they are travelling from regional Victoria, Tasmania, nearby suburbs, or interstate.

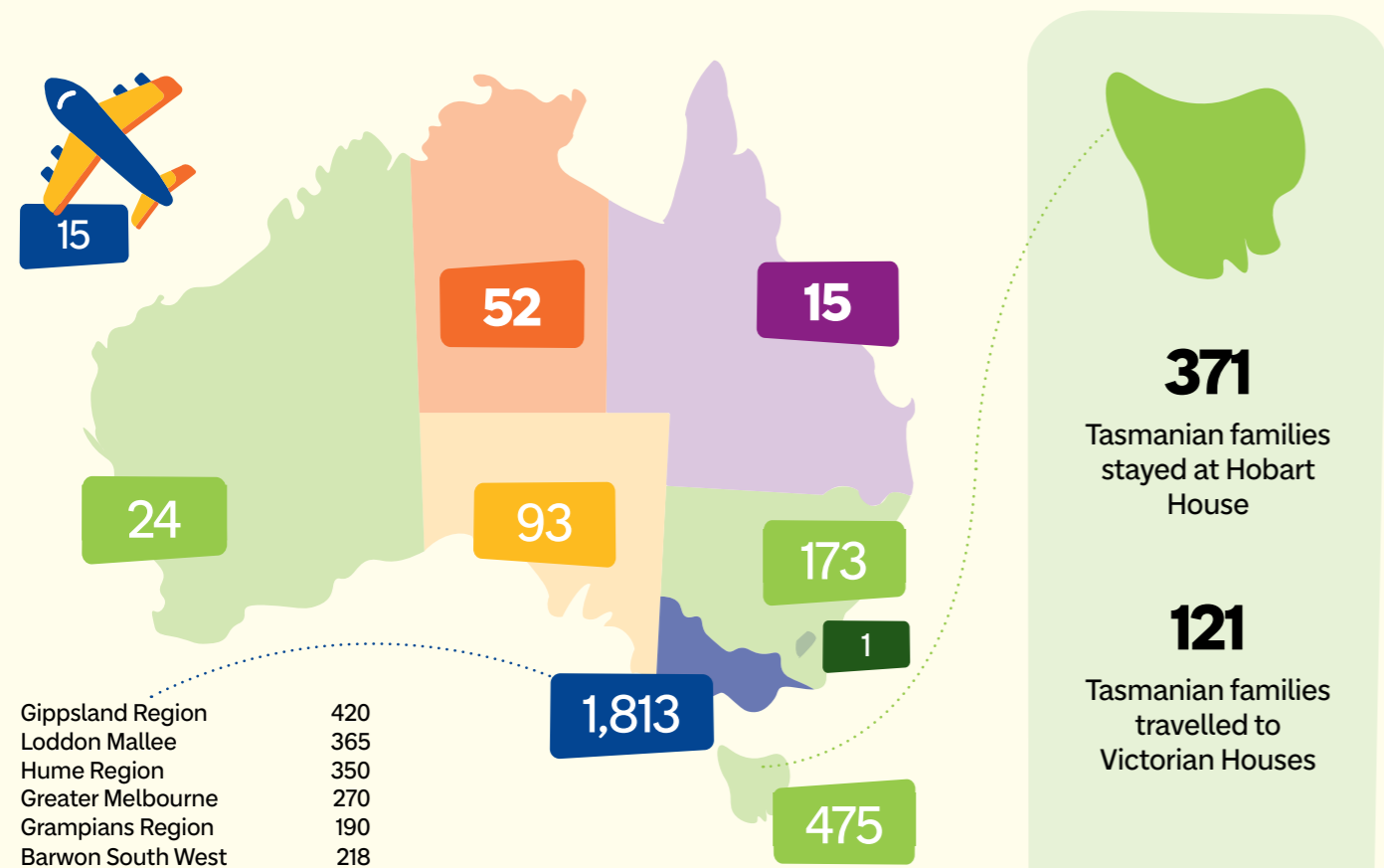
Ronald McDonald House Victoria & Tasmania provides a place to stay that eases some of this burden, offering complimentary, comfortable accommodation close to the hospital.

While staying in our Houses, families can access nourishing meals, laundry facilities, supportive programs, and a community of others navigating similar experiences.

By taking care of everyday needs, we help families stay close to their child and concentrate on what matters most – their care and recovery.

This support is made possible by people like you – those who choose to give, volunteer, and provide support through your networks and in many other ways – enabling us to continue providing these services and reach even more families in need.

Never before have we seen such demand: More families are coming to us for help, and this number is growing each year.



3,007
families stayed at our Houses



469
longest stay of nights



4,743
shuttle bus trips for families



30,711
nights of accommodation across our Houses



7.9
nights average length of stay



442
students supported through our Learning Program

2,095

visits to our Wodonga Family Room

11,219

visits to our Monash Family Room

1,442

visits to our Joan Kimer Women and Children's Family Room

Our Education and Holiday Program impact

127+

dedicated tutors

144

children took part in our Bridge the Gap program

177

children accessed education in our Learning Centre

495

children attended our Holiday Program activities

243

children accessed early years education

111

young people attended our Virtual Youth Forum

20,355 volunteer hours of which:

17,594

hours were spent directly supporting families

896

hours were spent supporting family events

217

hours were spent providing meals through our Meals from the Heart program

1,647

hours were spent generating funds to enable ongoing family support programs



Ethan's story

In 2008, life was simple for the Monck family from Sale, Victoria. They were a brand-new little family, just navigating the territory of having a newborn baby boy named Ethan, excited about all the possibilities his future held.

It was during a routine maternal health appointment when Ethan was just eight months old that their world began to shift. He wasn't gaining weight with breast milk alone and it was suggested to introduce formula to supplement his feeds.

"Little did I know that it was going to save Ethan's life," recalls Mindy, Ethan's mother.

That very night, as Mindy gave Ethan his first bottle, she noticed something alarming — one side of his little tummy appeared distended and felt unnaturally hard. Concerned, she made a doctor's appointment for the next day.

What followed was a whirlwind of scans, referrals to specialists, and finally, the devastating news that no parent is ever prepared to hear: their baby boy had cancer.

"Shock and disbelief is only the beginning of how you feel when your child is diagnosed with cancer," Mindy would later say.

Ethan was diagnosed with Wilms Tumour, a kidney cancer. Initially, the family remained cautiously optimistic — it was stage one and considered a **"good cancer."** Chemotherapy and surgery soon followed, and the Monck family was referred to the Ronald

McDonald House in Monash to be their home away from home while baby Ethan underwent treatment.

But their hope quickly faded when, at only 12 months old, Ethan relapsed to stage four. The cancer had spread aggressively to his lungs, with some tumours attached to his pericardium, as well as to his liver.

For over a year, as Ethan underwent intensive chemotherapy, stem cell rescues, multiple surgeries, and radiation therapy, Ronald McDonald House Monash became their sanctuary — a place of stability amid the chaos of a life-threatening illness.

"RMH Monash literally became our home away from home," Mindy shares. **"Ethan wasn't given much hope of beating this type of cancer, but Ethan being Ethan defied the odds and won that battle."**



For most families, the journey of baby Ethan's recovery would have been the end of their story with Ronald McDonald House. But for the Monck family, it was just the beginning of a long relationship spanning 16 years.

Ethan had overcome the odds as a baby and had been cancer free for years. Life had found a new normal for the family, which now included Ethan's younger sister, Lilly.

But in 2022, at age 14, their world was upended once again when a new tumour was discovered on Ethan's remaining kidney. And in February 2024, at age 15, surgery revealed his third cancer diagnosis — a completely different type of kidney cancer called Clear Cell Renal Cell Carcinoma.

Through this 16-year journey of uncertainty, hospital visits, and multiple diagnoses, one thing has remained constant: the support of Ronald McDonald House Victoria & Tasmania.



"It smells like home," says Ethan, now 17, when describing the Ronald McDonald House.

The Monck family's home in regional Gippsland, Victoria is 200 kilometres away from the Monash Children's Hospital. Without Ronald McDonald House, they would face hours of travel for each appointment, expensive accommodation costs, and the emotional strain of being separated during critical treatment periods.

Instead, they found a place that offered not just accommodation, but a true second home, a community of support that has become an integral part of their family's story.

"The House has become our second home," Mindy explains. **"The people who run it have become friends... They have made our journey so much easier, without them and the house it wouldn't be as easy to go through what we have and attend as many appointments and scans that Ethan does."**

When our partners at McDonald's Sale heard about Ethan, they offered him the opportunity to join the crew, which Ethan immediately jumped into, joining his friends in what for him had previously seemed out of reach.

Even Ethan's sister Lilly found her own way to show support for her brother's illness by joining Dance for Sick Kids this year and last. **"It was her way of feeling connected to her big brother and being a part of what he is going through,"** Mindy explains.

19 February 2025 marked 16 years since Ethan's original cancer diagnosis. For the Monck family, this date is no longer just a reminder of the worst news they ever received, it's a celebration of all that Ethan has overcome.

"We always celebrate milestones," says Mindy. **"Today 16 years ago we got the worst news ever, but today we celebrate it because Ethan has been faced with so many adversities in his short life and overcome so many obstacles, all of which have played a part in creating the amazing young man he is today."**

Through three cancer diagnoses, sixteen years, Ronald McDonald House has been the one constant for the Monck family, 600 nights and counting.

A place where, in Ethan's words, **"it feels like I am home again."**



Our Houses

When a child is in hospital, having the love and support of their family is essential. We know when a family is together, and cared for, they cope better.

Our essential services — Houses, Family Rooms and Learning Program — remove barriers so families can stay together, stay strong and connected to everyday life, giving them something that feels like normal even when nothing else is. Our wrap-around care supports their physical, emotional and financial well-being, every step of the way, making their journey a little easier, so they can focus on caring for their child, when their child needs them the most.

Ronald McDonald House Victoria & Tasmania supported over 14,000 families through seven programs in Victoria and Tasmania last year. But the demand for our services continues to grow, and many more families still need our help.

We have four Ronald McDonald Houses in the Victorian and Tasmanian regions:



Ronald McDonald House Victoria & Tasmania Hobart at the Royal Hobart Hospital, which has 11 rooms



Ronald McDonald House Victoria & Tasmania Monash at the Monash Children's Hospital, which has 15 rooms

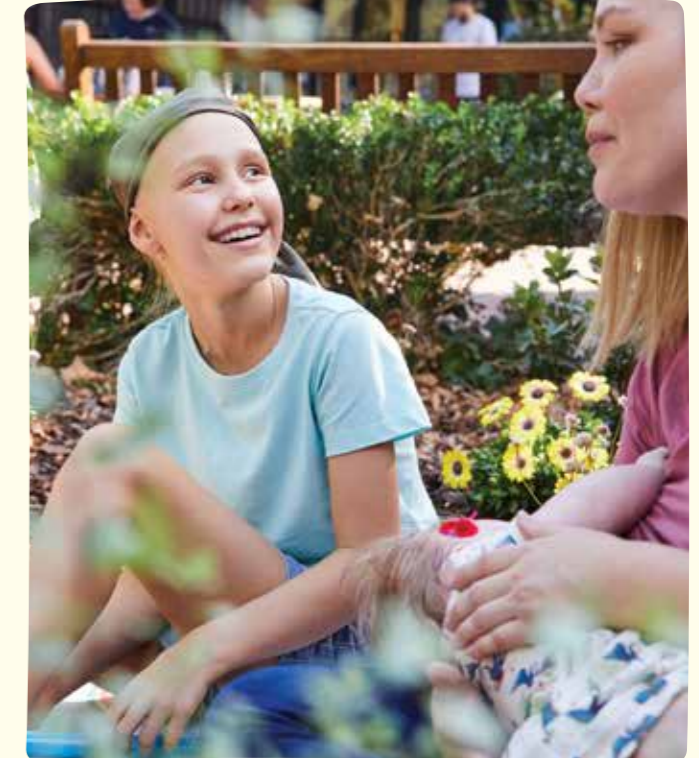


Ronald McDonald House Victoria & Tasmania North Fitzroy at Casa Elda Vaccari, servicing multiple hospitals, recently expanded to 30 rooms



Ronald McDonald House Victoria & Tasmania Parkville at the Royal Children's Hospital, which has 52 rooms

More than a place to stay, Ronald McDonald House Victoria & Tasmania programs surround families with a community of support, care and the resources they need — a place to sleep, rest and play, keep working and learning, do laundry, share a home-cooked meal, connect with other families who have been there, feel the comfort and support of our staff and volunteers to help make their journey a little easier.



 **3,007**
Families stayed at our Houses in 2025

 **30,711**
nights of accommodation across our Houses



Top 10 Diagnoses

Neonatal / Premature Birth	499
Cardiac	296
ENT	210
Neurological	216
Gastrointestinal	168
Oncology	148
Orthopaedic	126
Respiratory	129
Antenatal	117
Renal	62

The families you help

Because families belong together.



“You are all angels and we will be forever grateful.”

At 30 weeks pregnant, Asha was rushed onto an emergency medevac to Hobart. Her baby was in danger.

When her partner, Ben, got the call, he raced home to organise their son Bailey, their animals, and the family farm and began the desperate drive to Hobart to be by her side. He didn't know where he would sleep. How long they'd be gone. Or what condition Asha and their baby would be in when he arrived.

Then, while still on the road, the phone rang again. This time, relief. Ronald McDonald House Hobart had a place for them. Ben says, “I remember crying on the phone.”

“We honestly can't express our sincere appreciation and gratitude for the love and care that was shown to our family over the past few months.

“I recall arriving back from the hospital late one evening. At that point both Asha and Tully's condition were dangerously unstable. Graeme from the Family

Care Team took the time to let me talk, he listened, he showed true compassion and was a solid shoulder for me to lean on in my moment of weakness.

“This genuine care is what sets your team apart and gives you the name and reputation you work so hard to uphold.

“Never underestimate how much a conversation, an open ear and a warm hand on someone's shoulder means to them.”

“Thank you all for supporting us through what was possibly one of the most stressful times we have ever endured.”

– Ben and Asha

151 nights far from home.

Fergus was referred for medical support by a Paediatric and congenital cardiac service in Auckland, after a diagnosis of severe cardiomyopathy.

Soon after arriving in Melbourne, a treatment plan was developed for Fergus to undergo a series of heart surgeries. However, these treatments would leave Fergus severely immunocompromised, and his family were told they would need to isolate while he was getting the care he needed. Thanks to our supporters and the Ronald McDonald House community, James, Zoey and Fergus were able to stay at our Parkville House in one of our isolation units, where they could feel the love and support of the community around them. The family was also provided with a cot, baby bath, bouncer and toys to help them with their everyday needs.

Later, when they were able, the team focussed on helping the family to enjoy the Melbourne area including activities such as visiting the zoo and outdoor areas, and providing home comforts like Whittakers chocolate as a birthday celebration. Because we know that when everything feels uncertain, what families need most is each other, the team worked to enable Fergus' grandparents to visit and spend precious family time together, thanks to the Virgin Velocity program.

“It has been really tough to go through medical challenges with our little love, and even harder without our family support network. To have the opportunity to spend quality time with our family was invaluable and such a massive help”, said Zoey.





Selah's Story

When Victoria and Tristan walked into their routine 12-week scan, they were ready to see the first clear images of their baby. Instead, they watched the sonographer spend an unusually long time scanning the heart, unable to see both sides clearly. They knew something was wrong, and that fear was confirmed when they were called in to attend a doctor's appointment together – something was wrong with baby Selah's heart.

The diagnosis came in stages, each appointment bringing more clarity and more questions. At 15 weeks, they travelled from Ulverstone to Hobart for detailed scans and tests. By 17 weeks, they found themselves in Melbourne, sitting across from a specialist who delivered the news that would reshape their future: their growing baby had Hypoplastic Left Heart Syndrome.

"He sat us both down and discussed our options," Victoria recalls. **"He spoke to us about the surgeries Selah would require after birth and the pathway we would likely go down."**

Despite the uncertainty, both parents knew they were ready to do whatever it took to give their daughter an amazing life.

From then on, every three weeks, the family flew to Melbourne for monitoring appointments. And at 35 weeks, Victoria moved into the Ronald McDonald House North Fitzroy at Casa Elda Vaccari to await Selah's arrival. Tristain joined Victoria at 37 weeks, when Selah was born. The joy of welcoming their new baby was short lived. She was immediately transported to the Royal Children's Hospital and placed on medication that kept crucial heart valves open until she was strong enough for surgery.

At just five days old, Selah underwent her first open-heart surgery to repair her aortic valve and aortic arch.

"It was quite a confronting sight, seeing our five-day-old baby covered in so many cords post-surgery," Victoria remembers.

It was at this time that Victoria's aunt flew up to Melbourne with Willa, Selah's big sister, and Navy. While Tristain and Victoria stayed at the hospital with baby Selah, Willa and Navy could be close by at the Ronald McDonald House with Victoria's aunt.



But this would only be the first step in this family's journey. At only three weeks old, Selah's aortic valve began narrowing again, requiring a second surgery. And just as they began to settle into recovery, more complications arose. At two months old, Selah needed her third, and most complex procedure yet, the Ross procedure, where her own pulmonary valve was used to replace her damaged aortic valve.

"We handed her over to the surgical team at 7:30am and was reunited with Selah at 9:30pm," Victoria remembers of that long day. **"Handing her over to the surgical team was again one of the hardest things we've ever done, but her strength through it all has amazed us."**

Throughout these months of uncertainty, the Ronald McDonald House became more than just accommodation, it became their sanctuary. The family developed a routine where Victoria and Tristan would alternate nights at the hospital, with one parent staying with Selah while the other returned to the House with Willa and Navy.



"Our older girls liked this because they could spend time with both of us," Victoria explains. The House provided crucial normalcy during an extraordinary time; Easter celebrations, school holidays, and the simple comfort of a communal kitchen where families could connect over shared experiences. The connections formed at Ronald McDonald House extended beyond the immediate crisis. Their daughters formed friendships in the playroom, and the family connected with others walking similar paths. Many of these relationships continue today, creating a network of families who understand the unique challenges of childhood medical journeys.

"There's something incredibly comforting about being surrounded by people who understand exactly what you're facing," Victoria reflects. **"Those quiet chats in the kitchen or shared smiles became little lifelines."**

The House's practical support, from the school programs that gave structure to difficult days, to the shuttle service that provided reliable transport to the hospital, removed countless small stresses during an overwhelming time.

Today, Selah is growing stronger with her new valve, giving her the chance at a brighter, healthier future. While the family continues regular check-ups in Melbourne, they do so with the knowledge that Ronald McDonald House will always be there when they need it.

"To us, the Ronald McDonald House is more than just a place to stay," Victoria says. **"It's a place of safety, community, and comfort. It gave our family the space to stay together during a difficult time and reminded us daily that we weren't facing it alone."**

For this family of five, the Ronald McDonald House didn't just provide accommodation during their daughter's medical journey, it was a place of hope, connection, and the invaluable gift of staying together when being apart would have made an already difficult situation unbearable.



Our Family Rooms

Your care is felt by families every day in hospitals around Victoria, through our Family Rooms.

A Ronald McDonald House Family Room is a calm space away from the medical environment, where family stays close while taking a moment to breathe. During long days of tests and treatment, it gives families a safe place to play, rest, freshen up, grab a bite to eat, simply pause or have a kind word and support from one of our volunteers.

Our Family Rooms also provide facilities for families caring for a seriously ill child including kitchen, laundry, lounge room, dining area, nap room, computer/internet and shower/bathroom.

In 2025, you helped our Family Rooms support even more families in even more meaningful ways:

At Monash Children's Hospital, the Family Room expanded to seven days a week, with more food available throughout the day, including breakfast, snacks and ready-made meals. It's become so much more than a room. It's now a hub for programs like Early Years Support, school holiday activities and the laundry service. To everyone's delight, **therapy dogs** now visit once a week.



At Joan Kirner Women's and Children's Hospital, the Family Room completed its first full year. Breakfast is now offered four mornings a week, with fresh sandwiches, snacks. The arts and crafts activities are always popular, as is the new Roving Library where volunteers read to children who can't leave their beds.



At Albury Wodonga Hospital, where many families are there for babies in NICU, families can stay overnight in two dedicated family rooms. Wodonga Family Room users also enjoy home-cooked meals, thanks to a Border Trust Community Grant. When families finally walk out the hospital doors, your support is there with them, through a Parent Group offering courses in nutrition, CPR and baby massage.



Our Volunteers

Your generosity is amplified by extraordinary people who give their time and presence.

Thanks to our dedicated volunteers, we've been able to continually expand our operations and help more families with seriously ill or injured children.

“A place where I belong”

At Ronald McDonald House North Fitzroy at Casa Elda Vaccari, where warmth and welcome are more than just words, volunteer Pam Morgan brings both with every shift.

For over four years, Pam has been a House Hero — one of the trusted volunteers who ensure our spaces feel like home for families facing the unthinkable.

Pam's journey began like many others: a desire to give back. But what started as a few hours each week quickly grew into a deeply personal commitment.

“When I walk into the House, I feel like I'm walking into a place where I belong,” Pam says. “And I want the families to feel that too.”

Pam's role is practical, restocking kitchens, tidying playrooms, preparing spaces between guests. But the true impact lies in the intention behind each task.

“It's not just about cleaning or organising,” she reflects. “It's about making sure families don't have to worry about the little things. If I can make one part of their day feel easier or more normal, then I've done my job.”

The stocked laundry cupboards, clean communal spaces, and ready-to-go bedrooms are more than amenities, they're small assurances that someone cares.

“The families are going through so much. If I can help the House feel calm and cared for, it helps them breathe a little easier.”

One particular moment that stands out for Pam happened during a regular shift. She noticed a mum sitting quietly in the lounge, clearly overwhelmed.

“I just offered her a cup of tea,” Pam recalls. “We sat together for a few minutes. She didn't need advice, just someone to be there.”

“I may not meet every family, but I think about them in everything I do. It's an honour to be part of a place that holds people during such hard times.”



Our Education Programs

Ronald McDonald House Learning Program

When a child is unwell, school can quickly fall away. Lessons are missed, routines disappear, and confidence can fade.

For families and kids already carrying so much, this can be another heavy worry. The Ronald McDonald House Learning Program helps children re-connect to learning and a sense of normal life. Families can focus on their child's care, knowing learning will be supported.

In 2025, our Ronald McDonald House Learning Program provided 442 students with educational support when they return to school.



Bridging the Education Gaps between Hospital and School Families say 'Thank you!'

The Ronald McDonald Bridge the Education Gap Program assists school-aged students who are experiencing time away from school due to illness or injury.

Through generous donor support, support is offered to students who have been discharged from hospital but are medically unable to return to school. Bridging the Educational Gap between hospital, home and school, qualified tutors provide two sessions of tutoring each week, until students are able to medically transition back to school.

"The BTG Program is a wonderful program that provides a vital link for your child to be connected to something that the rest of their peers are doing, when it seems everything else is disconnected.

"By being able to do some schoolwork at times and in a way that suits them, they can feel like they're still part of regular kid life, doing what they 'used to do'. It provides something in their day that isn't medical, which is a wonderful distraction for what can be an all-consuming time of struggle in so many ways.

"Sebastian says it helped him by not having to go to school as much. It took the pressure off and he didn't have to worry about missing out on school. He had so much else to worry and stress about and to focus on, so the tutoring took the stress out of school." — Sebastian's mum, Elena



Early Years

Helping little learners bloom

The Early Years Learning Program is often their only chance at preschool education while they're away from home. Because of generous support from Freemasons Foundation Victoria, our little learners didn't fall behind even while life was on hold.

With two sessions each week, 442 children built vital skills like literacy and numeracy, how to make friends and take turns, and physical skills like how to hold a pencil.

Just as importantly, it reminds a sick child and their siblings that they are more than their diagnosis — they are a learner, a friend, and a little person with a bright future.



RMHC Charlie Bell Scholarship

For dreams that refuse to wait

Thanks to the generosity of the Bell Family, the RMHC Charlie Bell Scholarship gives three deserving young people with serious illness the chance to follow their dreams, providing \$5,000 each to go towards university expenses in 2026, supporting their tertiary or vocational training.



Sienna
Double degree Bachelor of Criminology and Forensic Science

Sienna is immensely passionate about combating human trafficking and contributing to safer communities.



Hasti
Bachelor of Biomedicine

Hasti dreams of working in health and science to help people like herself with serious illnesses.



Oshane
Double degree Bachelor of Engineering and Commerce

Oshane would like to pursue a career in engineering and is fascinated by the possibilities of technology and how it can positively interact with the human world.



Maggie and Billie's story

Zoe was enjoying what seemed like a normal twin pregnancy. While Maggie was measuring small in the 3rd percentile, the family had been managing the regular appointments and monitoring. After a lovely Sunday at the beach, Zoe went to bed feeling completely fine. Everything changed in the middle of the night when she woke with pain, immediately sensing something wasn't right.

Her first thought was that she might be losing Maggie, given her small measurements. Zoe went to the hospital in Geelong, and was initially sent home with pain medication, thinking it might be a minor infection, but as soon as she lay back down, her waters broke.

With no time to arrange childcare or prepare for such an early delivery at just 26 weeks and 6 days, the couple had to make quick decisions. Zoe's husband rushed her back to the hospital while Paddy slept, then returned home to manage their daily routine. By 7am on 10 February, Zoe was in an ambulance heading to the Hospital in Melbourne, shedding tears with the paramedics as the reality of their situation set in.

Two days later, fraternal twins Billie and Maggie arrived, with Billie weighing more than tiny Maggie at just 700 grams. The family found themselves at the Ronald McDonald House North Fitzroy at Casa Elda Vaccari, beginning what would become an 11-week journey far from home.

Despite their extremely early arrival, both girls had a relatively smooth NICU journey. They started on CPAP breathing support without needing intubation, gradually weaning down to high flow, then low flow, and eventually breathing independently. Little Maggie required two blood transfusions and both girls had courses of antibiotics and standard medications, but remarkably, neither needed surgery.

"We had a pretty good run," Zoe says. **"Talking to other families going through surgeries and more complex treatments, we realised how lucky we were."** The twins tracked along their own growth percentiles, with Maggie holding her own despite her tiny size.

Initially, Zoe hadn't even considered that accommodation like Ronald McDonald House might exist. Faced with the prospect of daily train trips, expensive hotels, or imposing on friends for months, discovering the Ronald McDonald House felt like a lifeline. The plan had been to transfer to Geelong Special Care after eight weeks, but no beds became available, extending their Melbourne stay by another three weeks of anxious morning phone calls hoping for transfer news that never came.

The family adapted to a new routine: Paddy visited on weekends with grandparents covering weekday care, while Zoe's husband worked during the week and joined them Wednesday afternoons and weekends. **"It really did feel like home,"** Zoe shares. **"The rooms were so comfortable, always clean, and being able to cook for yourself was really nice."**

The dining room became a place of connection and support. Zoe's advice to any future families is: **"Chat to other families while you're there, sit down and have dinner. Especially when I was there on my own, sitting in your room having dinner alone after a day in the hospital is pretty sad."** These conversations led to lasting friendships, particularly with one family going through similar journey who lived nearby.

After 78 nights, from 10 February to 1 May, the family finally returned home. At nearly 17 weeks old (6 weeks corrected), Billie and Maggie are thriving. Billie weighs nearly 4.5kg while Maggie has reached 3.5kg.

"We'll always be so grateful," Zoe says. **"The staff were really lovely, the volunteers, everyone working there. It's hard to even explain, but it was like having a second family when we needed it most. One day we'll be able to give back somehow."**



Our Supporters

Parents don't know when their children will need medical help. But they should know they can always access the care they need. Thanks to your help, we support them all throughout their journey.

Thank you to our philanthropic supporters

A breath of fresh air

It started as a vision: what if seriously ill children and their siblings could still experience the joy and thrill of a camp away with their families?

Too often, they miss out on the chance to come together as a family, experience the outdoors, and make memories like so many of their peers. These opportunities allow them to do just that and to connect with other families who have been impacted by illness.

Thanks to the Harold Mitchell Foundation, this vision became a reality for 11 families who went on our inaugural camp in Queenscliff, Victoria in October 2025.

For one weekend, hospital corridors were replaced with campfires and beach walks. Families spent quality time with each other, and with other families who understood what they were going through.



Briella and Daphne loving the sun and sand at YMCA Camp Wyuna.



Archery, pizza making, geo-gnome hunt, beach activities, gaga ball, volleyball, basketball and an evening campfire. These are the kinds of activities that sick children usually only dream of.

“The activities, the warm and welcoming environment, and the opportunity to connect with other families made the weekend not only enjoyable, but deeply meaningful. It gave us a chance to relax, recharge, and create beautiful memories together – something that is truly priceless.” – Kayarna, mum to Rushton

Thank you to our major supporters

Giving that builds

Ronald McDonald House North Fitzroy at Casa Elda Vaccari now has a dedicated Head Office, thanks to the Gualtierio Vaccari Foundation.



The Gualtierio Vaccari Foundation is intertwined with the history and success of Ronald McDonald House North Fitzroy at Casa Elda Vaccari.

The House itself, Casa Elda Vaccari, is owned by the Vaccari family. They generously gifted it to Ronald McDonald House with a peppercorn lease, and co-converted the building into a purpose-built accommodation facility that supports 1000 families with seriously ill children every year.

Now, the Foundation's generosity has extended even further to the building next door, allowing us to use it as our Head Office and warehouse.

The Gualtierio Vaccari Foundation gift included:

- **Six months rent free**
- **\$532,000 in renovation costs in 2026**
- **Long-term lease of 18 years.**

The new, modern, light-filled building means our dedicated administration team can stay close to the House, ensuring operations run smoothly and efficiently.

It also gives us the space to host fundraising events, donor functions, and staff training, along with storage space that frees up rooms at the House.

“The Gualtierio Vaccari Foundation was established as a lasting legacy of Gualtierio and Elda Vaccari, whose lives were defined by service, compassion, and a deep commitment to community wellbeing. In Ronald McDonald House Victoria & Tasmania, we found a partner whose mission and values align deeply with our own, touching the lives of thousands of families. We see this partnership as a continuation of our founders' legacy – and one we are deeply honoured to support.” – Michael Vaccari

Legacy gifts

Louise's lasting gift of care

Many wonderfully kind people choose to leave a gift in their Will to Ronald McDonald House Victoria & Tasmania as a way of letting their love live on.

Louise is one of those caring people. For 12 years, Louise volunteered every Tuesday afternoon from 4pm–7pm at Ronald McDonald House Parkville, bringing comfort and calm in what could be a chaotic and frightening time for families.

She helped with administration, marketing, special events, and the daily running of the House, from reception and shopping to newsletter production and information sessions. Her dedication was recognised with the Heart of Gold Volunteer Award.

Louise says, **"Many of the connections I made there are still going today. I made lifelong friends."**

In fact, Louise is still in touch with one of the families, the Lombaerts, with baby Isaac. That baby is now 18 years old!

When she stepped back from her weekly shifts, Louise became a dinner coordinator, regularly returning to Parkville House – and occasionally North Fitzroy – to

cook for the families staying there. She also travelled to Sydney for Ronald McDonald House volunteer conferences, deepening her connection to a cause she had long called her own.

It is this lived experience – witnessing firsthand what it means to a family in crisis – that led Louise to include a gift to Ronald McDonald House Victoria & Tasmania in her Will.

Without children or nieces and nephews of her own, Louise thought carefully about where her estate could make the most lasting difference.

Her decision to leave a gift in her Will is a legacy of love, comfort, and hope for families facing one of the toughest times of their lives. It will help ensure that no family has to worry about where they'll sleep, how they'll afford meals, or whether they can stay close to their child's bedside.

And her connection to the House hasn't ended. Even now, volunteering again is still on her radar, as she looks for even more ways to share her kindness and energy with those who need it most.



Louise with Isaac.



Louise with Isaac, his brother and mum.

In the community

Our Community fundraising Kids helping kids

Melbourne Grammar School continued their valued partnership with Ronald McDonald House Victoria & Tasmania in 2025, with Year 9 students from Hone House leading fundraising and volunteering efforts throughout the year.

On Sunday 4 May, Hone House hosted their annual Hone 160 event on the banks of the Yarra River. In the lead-up to the event, each student committed to raising \$160 – the cost of one night's accommodation for a family at Ronald McDonald House Victoria & Tasmania. Parents, students, and staff came together for fun-run activities, with additional donations collected on the day raising an incredible \$9,058!

The Hone 160 event exemplified the school community's commitment to keeping families together when they need it most, enabling them to focus on what's most important – their child.

Beyond fundraising, 136 Melbourne Grammar students attended Parkville and North Fitzroy Houses 17 times throughout 2025 for Meals From the Heart volunteering sessions, preparing 1,440 meals for families staying at the House.

Thank you so much to the Hone House Year 9 students for their dedication and support of the families of Ronald McDonald House Victoria & Tasmania. Huge shout out too to the parents and teachers of Melbourne Grammar School who give up a Sunday morning on a crisp Autumn day to support the event and their children's efforts in fundraising.



Kicking goals for kids

How a 24-hour AFL goal-kicking record attempt helped families with sick children.

It was an epic challenge set by the Northern Tasmania Junior Football Association and AFL Tasmania: to kick goals and keep the ball in motion for 24 hours non-stop, symbolising the round the clock care and support that families receive when their child is seriously ill.

Led by AFL greats Will Tatchell and Brad Cox-Goodyer, the challenge united grassroots clubs, players, families, officials and sponsors in an inspiring display of endurance, teamwork, and generosity.

All in support of families staying at Ronald McDonald House Victoria & Tasmania.

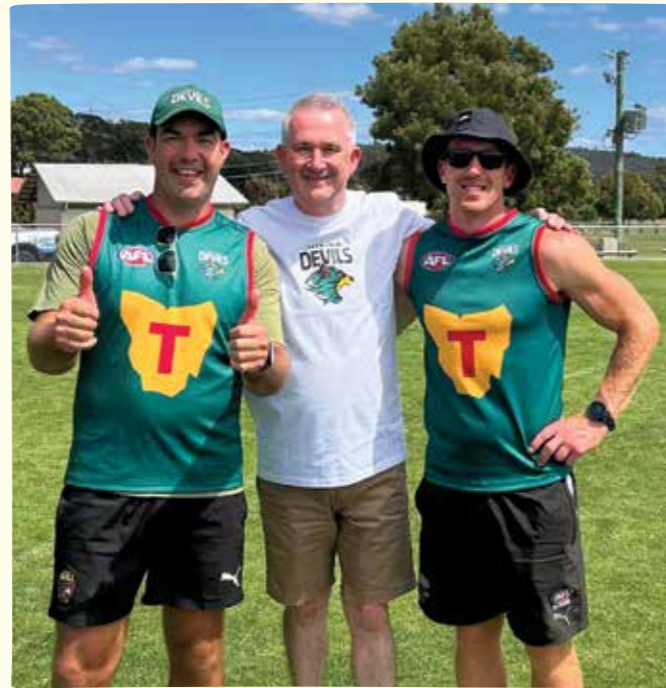
From first-time kickers to seasoned footballers, participants of all ages and abilities were welcomed.

Beyond the physical challenge, Kicking for Kids was about connection. Volunteers worked tirelessly behind the scenes, from coordinating rotations, tracking goals, supporting participants, managing social media updates, and ensuring safety. Local sponsors and partners contributed essential resources, helping create a vibrant atmosphere that encouraged the wider community to get involved, whether by kicking a goal, donating, or cheering from the sidelines.

The score was a credit to all involved: 8,201 goals across the 24hrs, averaging a goal every 10.5 seconds, raising more than \$13,000.

Our deepest gratitude and thanks goes to all involved, particularly Jess James for helping bring this wonderful event to life, Will Tatchell and Brad Cox-Goodyer for putting their bodies on the line, and the teams at Northern Tasmania Junior Football Association and AFL Tasmania.

Together, we kicked goals, on and off the field, for kids and their families.



Our Events

Big nights. Big hearts. Real impact

You showed up! In ball gowns, bike shoes, tennis whites and golf caps, you showed the power of your spirit and generosity.

Two unforgettable Gala Balls. \$765,000+ raised for families



With more than 870 guests, the Victorian Gala Ball at Crown Palladium was a sparkling, yet emotional night. There wasn't a dry eye in the room as the Monck family shared their 600+ nights at Ronald McDonald House during multiple rounds of cancer treatment for their son Ethan.



The Tasmanian Gala Ball featured a surprise headline performance by Ricki-Lee and entertainment by Stand and Deliver. A highlight came during The Pledge, led by HIT 100.9's Dan Taylor and Isabella Roldan, where guests funded 455 nights of accommodation at the Hobart House.



Thank you to our top tier Sponsors at both events. In Victoria, key sponsors include Crown Resorts, Barry and Helen Fitzgerald, Nine Entertainment, oOh!media, QMS, Seven Network Limited and Zagame Automotive. In Tasmania, key sponsors included 7 Tasmania, HIT 100.9, Hotel Grand Chancellor, The Nicholas Group, D-Best Services, dAda mUse Gallery, JBM Group, Mingari + Co, Simplot Australia, Tasmanian Eye Institute, TCM Pty Ltd and Williams Adams CAT.

10 hours. 380 riders. One huge milestone: \$201,000+

The 2025 Ride for Sick Kids Spin Challenge raised more than \$201,000, its highest ever fundraising achievement. That's more than 1,250 nights of accommodation funded in a single day.

Over 380 participants across Victoria and Tasmania completed the demanding 10-hour spin marathon. The event brought together corporate teams, community groups, and individual supporters united in their commitment to families with sick children.



Game, set, success

The Inaugural Rally for Sick Kids tennis tournament was a great success. Participants, families, and supporters came together in a celebration of community and fundraising.

A meaningful moment during the event came when Darren shared his personal story of his time at Ronald McDonald House, reinforcing the importance of the funds raised. Extra thanks to sponsors Carer Gateway, led by Holstep Health.



A milestone year: Golf Day turns 21

Some 220 golfers came together to fundraise and help families be there for each other through serious illness. We thank our Principal Sponsors, Brighton BMW and Mornington BMW, whose continued partnership has been instrumental in the growth and success of this event over two decades.



Pin & Win Campaign

2025 was the second year of a two-year partnership between Victoria Racing Club (VRC) and Ronald McDonald House Victoria & Tasmania.

It has been such a privilege to be the 17th Charity Partner of Pin & Win and we have achieved so much through this journey. In 2025 the partnership took in just under \$700k through Pin & Win and other VRC events and we have raised \$1.4million over our two years. This is 7,013 nights of accommodation for our families.

The campaign has created a unique opportunity to connect with members of the community who may have heard of us, but are not yet fully aware of what we do. Through face-to-face engagement with racegoers, alongside ambassador and media activity, we have expanded awareness and strengthened understanding of the vital role we play in keeping our doors open.



Thank you to our partners

The McHappiest Day of the Year!

On Saturday 15 November 2025, McDonald's Australia restaurants nationwide united for McHappy Day, raising vital funds for families supported by Ronald McDonald House Australia. From car shows to in-store discos – and everything in between – thousands of crew members and customers came together to make it truly the McHappiest Day of the Year.

Across Victoria and Tasmania, stores embraced the spirit of McHappy Day, selling Silly Socks and Bucket Hats and driving donations in the lead-up to the big day. In November, \$2 from every Big Mac sold was donated, amplifying the impact even further. Many crew members also generously volunteered their time on McHappy Day itself, supporting one another

to deliver an outstanding community celebration. Together, teams rallied their local communities to stand alongside families with seriously ill children.

We proudly congratulate our top ten Victorian and Tasmanian stores for their exceptional efforts: Deer Park, Altona, Waverley Gardens, Pakenham South, Benalla, Hamilton, Rosenthal Village, Wangaratta, Sorell, and Williamstown North.

Together, our communities and McDonald's stores across Victoria and Tasmania raised an incredible **\$1.18 million. Thank you for helping keep families close when it matters most.**



McDonald's Partnership

Ronald McDonald House is an independent, non-profit organisation that cares for families with children who are ill or injured. We rely on funding from the community and many partners, including our Founding and Forever Partner McDonald's, to help fund essential services for families, so they can stay at the heart of their child's care and ensure the best possible outcomes.

As our Founding & Forever partner, McDonald's Australia has been helping families by supporting Ronald McDonald House Victoria and Tasmania for 39 years. Today, the contributions of McDonald's in Victoria and Tasmania, together with its customers, suppliers, crew and franchisees, provide approximately one third of Ronald McDonald House Victoria & Tasmania's income.

Whether through direct donations, in-kind services, volunteering, or advocating for us, McDonald's has helped Ronald McDonald House Victoria & Tasmania serve even more families with children who are ill or injured.

A partnership built on trust

Northern Trust supports families through a global partnership, providing mission-critical funding aligned with four focus areas: education, food, healthcare and housing — closely matching Ronald McDonald House Charities Vic & Tas' mission.

Northern Trust also contributes through group volunteering, with 70 staff supporting Parkville and North Fitzroy Houses, contributing 210 hours and preparing 630 meals for families.

Leon Stavrou, Senior Vice President and Country Executive shared:

“Our teams are highly engaged in volunteering at Ronald McDonald Houses during our Achieving Greater Together month of service. It’s a privilege to give back to our local community. We look forward to continuing our relationship.”

We thank Northern Trust for their ongoing financial and volunteer support, helping ensure families with seriously ill and injured children are cared for when they need it most.



Dance for Sick Kids 2025

In 2025, Dance for Sick Kids returned stronger than ever, uniting more than 4,000 participants in support of Ronald McDonald House Victoria & Tasmania and Greater Western Sydney! In its second year, the campaign inspired communities to come together, raising over \$820,000 to support families with seriously ill children across New South Wales, Victoria and Tasmania.

At the heart of the campaign was Mia from Tasmania, a Ronald McDonald House guest whose vibrant spirit and love of dance made her a natural ambassador. With her joyful energy and signature sparkle, Mia captured the essence of the campaign and inspired participants across the region.

Dance for Sick Kids continues to stand out for its focus on fun — bringing together children, families, dance studios, schools, and businesses in a shared commitment to making a difference.

We extend our sincere thanks to every participant who took part, as well as our valued sponsors, DFK Benjamin King Money and DanceSurance, for their generous support.



Landon's Story

Life was simple for a family from Mildura. Landon, their energetic little boy, filled their days with laughter, imagination, and joyful chaos. During Christmas of 2024, a round of sickness made its way through the extended family. When Landon remained tired and unwell into the new year, his parents Stephanie and Trent assumed he was simply struggling to shake off a stubborn bug.

It wasn't until late January 2025 that they discovered a hard lump under Landon's ribs. Initially dismissed as a possible bowel issue, the lump persisted, prompting a visit to their family doctor. When antibiotics failed to help and the family's concerns grew, they sought a second opinion at urgent care.

Within hours, their world turned upside down.

5 February 2025, started as a routine trip to Mildura Base Public Hospital's emergency department. It ended with Landon being admitted and the devastating news that he had a large, likely malignant mass in his liver. The next day, the family found themselves on a flight to Melbourne's Royal Children's Hospital, leaving behind their familiar life in Mildura for an uncertain journey ahead.

“Our initial reaction is as you would imagine – lots of tears, fear, worry, hopelessness, questioning why and how,” Stephanie recalls. **“It was very hard, and it still is.”**

On 12 February, Landon received his official diagnosis: Hepatoblastoma, a malignant liver tumour that had spread to his lungs. What followed was a whirlwind of procedures, tests, and treatments. Within days of arriving in Melbourne, Landon underwent multiple surgeries under general anaesthesia – CT scans, biopsies, and the insertion of ports for his upcoming chemotherapy. The medical team became an extended family: oncologists, nurses, social workers, therapists, and even Captain Starlight, all working together to support Landon and his family. The very next day marked the beginning of Landon’s chemotherapy journey. The treatment plan was intensive: three blocks of three-week cycles, with weekly chemotherapy sessions that required hospital admissions.

From the very first day on the ward, Landon and his family were referred to the Ronald McDonald House in Parkville. While Stephanie remained with Landon in the hospital, Trent, and their youngest son Cale stayed just down the road at the Ronald McDonald House, which soon became their home away from home, for many months to come.

“We are so grateful that we can stay here together at Ronald McDonald House,” Stephanie shares. **“If we had to be separated this would have made everything so much harder.”**

Despite the challenging circumstances, life continued to unfold at the House. The family celebrated Stephanie’s 32nd birthday, Easter, and most importantly, Cale’s 1st birthday – milestones that meant so much more in their new reality. When Trent could take time off work, they explored Melbourne together, visiting places like the Victoria Markets, Melbourne Zoo, and St Kilda’s beaches. By 22 April, Landon had completed his initial chemotherapy treatment. The results were encouraging: his lung tumours had almost completely disappeared, and his liver tumour had shrunk by 80%. This success led to the

next crucial step – surgery to remove the remaining tumour. On 6 May, surgeons successfully removed 60% of Landon’s liver along with the tumour, avoiding the need for a liver transplant.

The recovery was the hardest part.

Landon spent 11 days in the hospital, dealing with the pain and complexity of major surgery. But true to his resilient personality, he bounced back to his cheerful, imaginative self.

Throughout this journey, Landon has shown remarkable bravery, even though certain procedures remain difficult for him.

Perhaps most remarkably, Landon has thrived socially at the House. **“Landon has come out of his shell since living here,”** Stephanie says. **“He has learnt to make friends and does so quickly.”**

As of June, Landon is in his final block of treatment. He continues to receive chemotherapy to eliminate any remaining cancer cells. Though the sessions are spaced further apart, the family remains at Ronald McDonald House, so they can manage weekly appointments and the ongoing side effects of treatment.

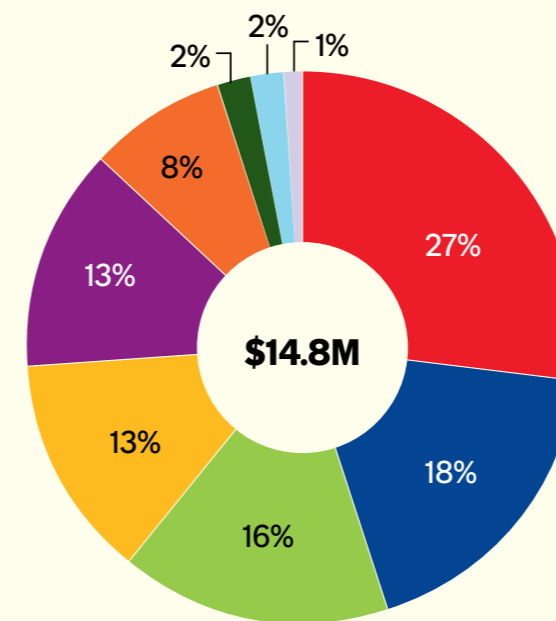
“Landon refers to the Ronald McDonald House as his ‘holiday house,’” Stephanie shares with a smile. It’s a testament to how this little boy has found light in the darkest of circumstances, and how the Ronald McDonald House becomes a source of comfort, community, and hope for families facing the toughest times.



Strength in numbers

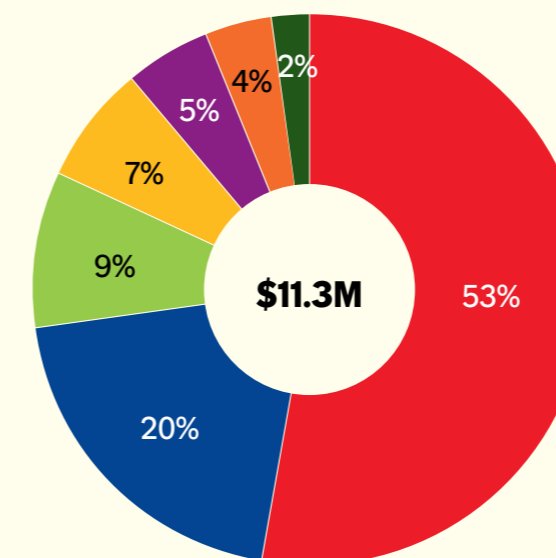
2025 Marked another year of growth and impact in response to ever-increasing demand, and powered by the incredible generosity of our supporters.

With the support of our individual donors, community groups, organisational partners, and corporate contributors, we have continued to evolve and strengthen the services families rely on. Our focus on thoughtful financial stewardship ensures we can offer more than just a place to stay – creating a welcoming, supportive environment that provides comfort and stability for families during some of life’s most challenging moments.



Income 2025

- RMHC Australia Grants
- Event Fundraising
- Accommodation – Family Subsidy Support
- RMHC Australia Mission Grant Funding
- Donations and Grants
- Bequests
- Investment Income
- RMHC Global Grants
- Other Income



Expenses 2025

- Salaries & Wages
- Facilities
- Events
- Depreciation Expenses
- Fundraising Expenses (excl S&W)
- Learning Program
- Administrative Expenses

With thanks to

We would like to thank the thousands of individuals – from families, corporate partners, community organisations, clubs and companies – all who made generous contributions throughout 2025.

Trusts and Foundations

Border Trust
Community Bank Pinewood
Coopers Foundation
Freemasons Foundation Victoria
Godolphin Australia
Grifols Australia
Harcourts Foundation
Harold Mitchell Foundation
Ronald McDonald House Australia
Ronald McDonald House Global
The Grants Hub
Vertex

Estates

Estate of the Late Branka Cvetnic
Estate of the Late Denis Roy Shaw
Estate of the Late Mona Georgina Harris OAM

Confirmed Bequestors

Aimee Phegan
Alisha Friend
Angela Crippen
Arisa Rea
Belinda Moss
Ben Westover
Elaine Fuller
Geoff & Katina Sanger
Guss Lambden
Helen Fowler & Geoffrey Clark
Isabella Costoso
James Elliott
Jan Slegers
Jason Wall
Louise Curtis
Rhys Mugavin
Sarah Parker
Shane & Thisara Coster
Tegan Daly
Tenielle Reid

Major Donors

Almax Family Trust
Danny Wallis Philanthropic Foundation
Ellis & Denise Richardson
Gringlas Family Charitable Fund
Gualtiero Vaccari Foundation
Howard W. Terrill
June Bramich
The Select Foundation

Founding and Forever Partner

McDonald's

Community Fundraisers

Team Jack
Orbost Poker Run
Watergardens Gift Wrapping by Sandra Collins

In-kind and Volunteer Support

Carlton Rotary
Grow to Be
It's the Little Things
Tasmanian Lions Clubs

Corporate Partners

Canaccord Genuity
Aurora Energy
Northern Trust

A new chapter

This year, Ronald McDonald House Global announced an updated brand identity as a reflection of the support, comfort and strength we bring to families.

For over 45 years, Ronald McDonald Houses have been a beacon of hope for families with ill and injured children across Australia – offering a community of support, comfort and care during their most challenging moments. Through the support of so many, we have been turning houses into homes filled with heart and strength.

Every year, thousands of families must travel far from home to access the healthcare their child needs. We supported more than 3,000 families with almost 31,000 nights of accommodation last year. But the demand for our services continues to grow.

That's why we've committed to doubling the number of families we serve across Australia by 2030. We envision an Australia where a family can stay together and have what they need to ensure best possible health outcomes for their child – no matter where they live. Because we know a well-cared for family that stays together can cope better. Together, we can help them thrive.

What our brand stands for

There's a difference between someone who stops by and someone who stays

Visitors come to say hello.
They check the time. They park in short-term.
They arrive with balloons, cards and carefully chosen words.
They smile, hold hands, maybe cry a little.
And when visiting hours are over, they go.

Family is not a visitor.
Family stays.

Family stays in every hard conversation, every impossible decision.
They don't glance at the time... they lose track of it.
They miss work. They miss paychecks. They miss meals.
They put their entire lives on hold just to be close to the one who needs them most.

At Ronald McDonald House, we believe no family should have to choose between being there for their child and having a place to stay.
So we give them more than just a room.
We give them rest. Warmth. A hot meal. A shoulder.
We give them something that feels like normal, even when nothing else is.
Because when a child is in the hospital, family stays. And we stay with them.



Purpose

Caring for families with children who are ill or injured.





Vision

A world where every family has what they need to ensure the best health outcomes for their children.

Mission

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

Our Values

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

Ronald McDonald House Victoria & Tasmania Head Office

863 Brunswick Street North, North Fitzroy
(03) 9966 8440

Ronald McDonald House Victoria & Tasmania Hobart

62 Collins Street, Hobart
(03) 9966 8480

Ronald McDonald House Victoria & Tasmania Monash

33 Kanooka Grove, Clayton
(03) 9966 8460

Ronald McDonald House Victoria & Tasmania North Fitzroy at Casa Elda Vaccari

863 Brunswick Street North, North Fitzroy
(03) 9966 8440

Ronald McDonald House Victoria & Tasmania Parkville

22 Gatehouse Street, Parkville
(03) 9966 8400

Ronald McDonald House Victoria & Tasmania Family Room Monash

Monash Children's Hospital
(03) 8572 3726

Ronald McDonald House Victoria & Tasmania Family Room Sunshine

Joan Kirner Women's and Children's at Sunshine Hospital
(03) 8345 0888

Ronald McDonald House Victoria & Tasmania Family Room Wodonga

Wodonga Hospital
(03) 6024 5206

Ronald McDonald House Victoria & Tasmania Learning Program

863 Brunswick Street North, North Fitzroy
(03) 9966 8440