



Ronald McDonald
House Charities
VIC & TAS

Our Impact

2022

Our mission, vision & values

Our Mission

To support the ever-changing needs of seriously ill children and their families.

Our Vision

Ronald McDonald House Charities Victoria & Tasmania strives to achieve the best outcomes for families by reducing the impact of their child's serious illness.

Our Values



Collaboration



High Quality



Integrity



Loyalty



Diversity

Acknowledgement of Country

We would like to acknowledge the traditional owners of the land on which Ronald McDonald House Charities Victoria & Tasmania are located. We pay respects to their Elders past, present and to those emerging.

We recognise their long and continuing connection to Country and celebrate their rich cultural identity.

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A message Chairman &

We entered 2022 with optimism and excitement for the year ahead thanks to the immense resilience of our staff and volunteers. Taking the opportunity to reset, we welcomed 2022 with a fresh and innovative mindset.

During this time we took advantage of the ideal opportunity for significant strategic focus on IT, Finance, as well as People and Culture, which has seen a positive impact on staff engagement.

We opened Monash and Wodonga Family Rooms at restricted capacity in the first half of the year, however it took until mid-year for our Ronald McDonald Houses to be back to a more normal capacity. Until then, families weren't travelling or attending the hospital in their usual way due to restrictions.

Unfortunately, the Northern and Sunshine Family Rooms have remained closed.

Our programs and services are still constantly changing and evolving.

from our CEO

Over the year, we saw a slow return of volunteers, all going at their own pace, adjusting to the new normal and what that looked like for them, as everyone's experience has been different.

We also saw the return of events across Victoria and Tasmania, enabling a return to fundraising. Thanks to everyone who organised and attended our wonderful events – the Victorian and Tasmanian balls, golf day and bike rides, just to name a few.

We also received a grant from Ronald McDonald House Charities Global for wellness support and assistance in alleviating inflation costs, which we were extremely grateful for.

You can read more about our impactful programs, services, results and events in this report.

Again, we sincerely thank you for all your care and support.



JASON WALL
Chairman



PETER BISHOP
Chief Executive Officer

Our team

Board Directors

Thanks to all of our Board Directors for their time and dedication.

Jason Wall, Chairman

Ben Westover, Deputy Chairman

Garry Thompson

Corey Mingari

Patrick Moloughney

Sarah Connolly

Claire Richards

Julia Reid

Tony Kitto

Departing Board Directors

Doug Pearce

Staff

Our staff are central to achieving our mission and bring compassion and skill to their work supporting seriously ill children and their families.

RMHC VIC & TAS employs 75 staff across four Ronald McDonald Houses, four Ronald McDonald Family Rooms, the Ronald McDonald Learning Program as well as our Fundraising, Marketing and Corporate teams.





Volunteers

Our much-loved volunteers are our heart and soul. Ronald McDonald House Charities Victoria & Tasmania recognises, values and celebrates the impact volunteers make to our families.

In 2022, RMHC Vic & Tas had 171 volunteers selflessly contributing more than 23,437 hours of service. Volunteers come from a diverse range of ages, backgrounds and cultures, and everyone has unique and valuable skills and experience to offer, and we are truly grateful for their commitment.

We value this immense contribution and trust we provide a satisfying, productive and rewarding experience for our volunteers.

Whether it's driving the shuttle bus to get families where they need to go or ensuring our donation pantries, fridges and freezers are always stocked, we are so incredibly grateful for our amazing team of caring, hard-working and dedicated volunteers.

Each and every individual member has truly supported our families in ways that are above and beyond, and we really couldn't keep our doors open without them.

Shining a light on our volunteers

Chris

I love Monday mornings. For 18 months it's been my time for jumping out of bed for the 8am start at RMHC. I love driving the keyless, super fancy, 'beep at me hundreds of times',

Hyundai van for families staying with RMHC. It's a pleasure being behind the wheel of this fun machine, slowly and safely bringing the families to their destinations.

In the depths of COVID lockdowns, I felt I could lend a hand to others a few hours a week. When I saw the sign outside the Fitzroy North House (including Eddie's smiling face) how could I not jump on-board?

I think of it as a small contribution, but I hope it lends a helping hand to RMHC staff and families and makes their situations a bit easier.

I don't waste a moment on any shift - and I'm happy to take the scenic way if time allows to show off the wonderful features of Melbourne to our visitors.

I always think to myself: 'be helpful, be reliable and have a bit of fun'.



“

The work our volunteers do is second to none, they are integral to the Charity and are at the heart of everything we do.”

– Rhian, Volunteer Program Coordinator

Della

As Robyn Moore, the voice of Blinky Bill would say, 'kids are extraordinary'. And they certainly are. Their resilience to be living in a world that has given them medical challenges is not easy.

As long as I can remember, I have volunteered. When my children were small, I volunteered in their school helping kids to read. This skill doesn't come so easily to all. The teacher's gratitude was huge, but more so those of the children and their families. As my daughter moved into dancing, I volunteered for 10 years in the local dancing Eisteddfod and loved it.



After a family member needed to be hospitalised for an extended period of time, I wanted to repay that kindness somehow. The staff there were extraordinary and helped change our lives for the better.

This is where the House enters... I have volunteered at Ronald McDonald House for nearly five years. My part is small, but I am so proud when there is any mention of 'this made our life so much easier'. To interact with the little people of the House gives me so much joy. They are tough little fighters and truly amazing.

I am starting to learn Auslan at the end of February. This is something I have wanted to do for a long time. To be able to interact with all those adults and children that need to sign to communicate is very important to me. In my full-time job at the airport, we come across so many people who need help with communication. If I can help someone reduce stress and anxiety because of a communication barrier, by signing in the House, airport or anywhere that's needed, that would be so rewarding.

In a final word, the staff and volunteers at RMHC VIC & TAS are extraordinary people. They are people who become your friend, confidant and then the most important base, in what can be the most difficult time in a family's life.

I am so grateful to be a part of the team. Every family that stays in the House, then grows into our extended family, it really is the greatest place on earth.

Maria

Hi, my name is Maria and I'm a volunteer at RMHC, in North Fitzroy, which is a grand and magnificent building.

I love my days at this beautiful House and look forward to every Tuesday, as it is a privilege to be able to help in any way that I can. The love and support from the staff and the beautiful families I have encountered fill me with joy.

When I retired, I started to think and reminisce about my own experiences with my own children.

I was in my twenties when I started my own family and had never experienced what I was about to encounter. When my son was born, he was diagnosed with quite a serious lung disease. He had an operation to remove part of his lung when he was only six weeks old and he was entered into the medical journal as a success.

Two years later I had twin daughters, who had their own medical emergency when they were born. I had to endure another emergency operation for one of the twins; unfortunately, I lost her. I can appreciate and understand what the families at RMHC must be going through.



This is why I commenced my search for how I could help, by trying to make life a little better and easier for someone else. I am so grateful for the opportunity that I have been given to help at RMHC. There is no greater cause than to help these beautiful and courageous children with their families. The loveliest time for me is seeing them able to go home to continue their lives, which is the biggest reward.

Group volunteering

We love having groups in to help at the Houses, whether corporates or a bunch of friends wanting to contribute. In 2022:



85 groups cooked
8,180 meals
through Make A
Meal Program



13 baking with
love groups



6 working bees



17 freezer food
cook ups



AED
AUTOMATED EXTERNAL
DEFIBRILLATOR

VOLUNTEERS
OPEN DAY
Friday 24 February 10am - 3pm
Saturday 25 February 9am - 1pm

Have you thought about volunteering but don't know if it's right for you?
Don't miss this opportunity to explore the various roles at Ronald McDonald House and find out how rewarding volunteering can be.

COME AND SEE FOR YOURSELF!

- Ronald McDonald House Hubert
- Ronald McDonald House Murrumbidgee
- Ronald McDonald House Murrumbidgee
- Ronald McDonald House North Flinders
- Ronald McDonald House North Flinders
- Ronald McDonald House Parkville
- Ronald McDonald House Warragamba

Our programs

Ronald McDonald Houses

Staying at our Houses

Ronald McDonald Houses give children receiving treatment the best gift of all – their families. Our warm and supportive homes away from home provides the whole family with a comfortable place to stay and peace of mind, knowing they can stay together and be close to the hospital.

Our family bedrooms offer much-needed comfort and privacy, while our communal facilities and gardens are wonderful spaces to relax, socialise, share experiences and create new memories with fellow families.

Who is eligible to stay with us?

Keeping the family together can be extremely tough without support, which is why we offer accommodation for parents with seriously ill kids who are in hospital. Our Houses also support mothers going through high-risk pregnancies.

We try to accommodate the needs of families wherever we possibly can, but this is always subject to availability and priority is understandably given to families whose children have been recently diagnosed, are seriously injured or who require emergency treatment, as well as families of premature babies.

“

Thank you for the fruit provided, I spend all day at hospital with no time to food shop, I only get time to nap and do washing.”

Fees

Ronald McDonald House understands that being away from home for long periods of time can put families under financial pressure. That's why our accommodation is free for eligible families of seriously ill children.

While our policy is to provide free accommodation, stays at the House may require families to claim financial support towards accommodation and travel from the relevant government transport assistance scheme in their home state. Our friendly team also works with families to apply for the relevant financial support.

94% of families stated staying at RMH 'helped keep my family close while my child received treatment'.



“

A wonderful
place to stay
– thank you
very much.”



Ronald McDonald House Monash

15  BEDROOMS

 **7.8**
AVERAGE LENGTH
OF STAY (NIGHTS)

Significant improvements:

- New main kitchen major renovations completed
- New flooring, welcome lounge and reception area
- Replacement hot water pump for hydronic heating

93% said their stay at RMH 'helped support my overall wellbeing, even though my child needed medical care at hospital'.



Ronald McDonald House North Fitzroy

25  BEDROOMS

 **9.9**
AVERAGE LENGTH
OF STAY (NIGHTS)

- Minor works and general maintenance
- Painting refresh

DIAGNOSIS

Neonatal/Premature Birth	17.31%
Unknown	15.40%
Cardiac	10.59%
Other	8.96%
Oncology	6.35%
Neurological	6.35%
Respiratory	5.93%
Gastrointestinal	4.67%
ENT	4.34%
Antenatal	4.01%
Orthopaedic	3.31%
Renal	2.38%
Trauma/Accident	2.29%
General Surgery	2.05%
Infectious Diseases	1.12%
Burns	1.03%
Mental Illness	0.89%
Ophthalmology	0.75%
Cranio Facial	0.75%
Cystic Fibrosis	0.37%
Haematology	0.61%
Endocrine	0.37%
Auto-Immune	0.09%
Psychological Medicine	0.09%



Ronald McDonald House Parkville

52  BEDROOMS

 **10**
AVERAGE LENGTH
OF STAY (NIGHTS)

Significant improvements:

- Internal painting update
- Royal Children's Hospital commissioned a condition report of Gatehouse Street with Colteq
- Works were completed on the Stables property
- New boiler system for heating in the South Wing area

97% could actively participate in their child's care because they were staying at RMH.

“

So great to have everything so close when staying here.”



Ronald McDonald House Hobart

11  BEDROOMS

 **8.4**
AVERAGE LENGTH
OF STAY (NIGHTS)

Significant improvements:

- New flooring in main common areas thanks to the FCIA
- Kitchen update thanks to support from Dale Elphinstone
- Laundry and storage room improvements
- Paint work in the building, improvements to the downstairs disabled toilet, reception and foyer areas updated with support from Royce Fairbrother

Reason for stay – top 5 diagnoses

1. Neonatal/Premature Birth
2. Cardiac
3. Oncology
4. Neurological
5. Respiratory

Ronald McDonald Family Rooms

Our Family Rooms help families who are enduring trauma. It is often a time of uncertainty, anxiety, heartbreak, yet also hope.

Volunteers work alongside our families – without being intrusive – to help ensure things like cooking, laundry (otherwise known as Washing with Love) and general housekeeping are taken care of, so it's a few less things for our families to worry about.

Throughout 2022 we had:

- 28 volunteers at Monash Family Room
- 14 volunteers at Wodonga Family Room

Our Family Rooms continued to afford guests a quiet space to regroup, cook or share meals and their struggles, as well as offering overnight accommodation for families in need.

Unfortunately, the Family Rooms at the Northern and Sunshine Hospitals remained closed, however, we continued to support the children at the hospitals with material aid.

93% stated staying at RMH 'helped manage my stress levels, even though my child needed medical care at the hospital'.



Everyone was very helpful and welcoming."



93% of those staying at RMH agreed they 'received the emotional support they needed from staff and volunteers'.





“

The ability to remain together as a family free from financial burden is incredible, the House is a lifeline for interstate families.”

Ronald McDonald Learning Program

A tailored program helping seriously ill children who have gaps in their learning as a result of serious injury or illness.

334 students were supported in 2022

2022 was a significant year for our Learning Program. After two years of lockdowns and multiple program suspensions, we were fortunate to have no interruptions. We did, however, have to restart most students on the program from the beginning: confirming schools, tutoring needs and tutors before recommencing programs.

We are incredibly proud that 334 students were supported in 2022.

81 students participated in online tutoring, totaling 943 sessions

Online tutoring was introduced in June 2020 as a result of all face-to-face tutoring being suspended during COVID lockdowns. While some students returned to tutoring in person in 2022, online tutoring was still a strong preference for many.

Thirty two online tutors supported 81 students in 2022, a total of 943 sessions. Of special note is several students who are currently being home schooled due to very complex health conditions. These students were able to be supported online several times a week by some very skilled tutors.



105 education sessions supported 69 students at Parkville and North Fitzroy Houses

Daily education sessions in the Houses resumed in 2022.

During the year we also launched our in-House education support program, ensuring all students across our four Houses could access education support. Students (including siblings) staying for more than three weeks received two sessions of tutoring per week, with Lisa (tutor) providing tuition support, planning and organising support as well as school liaison for seven long-term students.

The feedback from RCH educators, parents and schools has been outstanding, demonstrating the importance and value of the in-House program.

We look forward to continuing the support in 2023.

86 educators completed the online EDMed Professional Development module

With a focus predominantly on re-establishing the Learning Program, we did not hold any face-to-face EDMed presentations. However, we did have 86 educators complete the online EDMed module.

83 students and parents attended our online Youth Forum

June saw our annual Youth Forum focusing on Special Provisions for VCE students, Special Entry Access Scheme (SEAS) for university applications, study skills and career pathways.

We were also fortunate to have former Charlie Bell Scholarship recipient, Elliot Howe, as our youth guest speaker. Eighty three students and parents attended the forum, with a further 70 people viewing the recording post-forum.

95 tutors working with students across Victoria and Tasmania

Pre-COVID we had approximately 140 active tutors, which then significantly reduced during lockdowns. We are pleased that as of November 2022, we have rebuilt it to 95 active tutors supporting students across Victoria and Tasmania.

We have successfully onboarded many new tutors, but we still have the challenge of competing with the Department of Education tutoring program, introduced in 2021, Victorian schools have been given additional funding for school-based small group tutoring.

With many tutors contracted for 20 hours a week at schools, combined with the general shortage of teachers, it is a challenge to secure full-time tutors.



19 holiday program activities offered over two holiday periods

In 2022, holiday program activities were offered in the June/July and September holidays. Nineteen activities were on offer, with 92 children and parents attending. Our fun and educational activities included a wildlife excursion, cooking, crafts, footy activities, board games, movies and popular children's entertainer Aunty Mojo's wellbeing shows.



It's so nice to be able to come together as a family and create. It's hard to do this in the hospital space."



Additional Highlights

In-House Education

Our in-House education program was launched in term 2 in response to the identified need that not all students across our four Houses were able to access education support. From term 2, all students (both patients and siblings) needing to stay more than three weeks are now offered educational support.

For North Fitzroy House students, the Learning Program teachers provided daily education sessions, while Parkville, Monash and Hobart students with Learning Program tutors are provided 1-2 sessions per week of one-to-one tuition. Seven students from Parkville House accessed 72 one-to-one sessions in 2022.

This extension of support has been highly valued by Royal Children's Hospital staff, students, parents and teachers – and will continue in 2023.

Art Therapy

We were fortunate to receive two wonderful grants from AbbVie and the Jared Dunscombe Foundation to fund weekly art therapy in terms 3 and 4.

For those not familiar with art therapy, it is the combination of creative art-making with the relational skills of counselling. Art therapy can improve emotional, physical and mental wellness. It can also promote self-care, mindfulness and relaxation as well as identify themes and conflicts that may be affecting one's thoughts, emotions and behaviours.

Art therapists Alex Lederman and Annette Phillips facilitated open studio sessions each Thursday at Parkville and North Fitzroy. The program was very successful, with 165 children, young people and parents participating over the two terms.

Art therapy will continue in 2023.



We were most pleased with the number of parents and children who attended the open studio art therapy sessions. The families staying at a Ronald McDonald House are transient by nature, with much travelling to the hospitals for appointments and treatment. The average stay for a family is eight days, with some having been at the House for more than 12 months.

The numbers...

- **18** open studio sessions held in terms 3 and 4
- **88** attendees in terms 3 and 4
- **49** adults and 39 children attended sessions
- **2-7** attendees per session (averaging four per session)
- Many returned for another session



I really needed this time to do something for me, because my whole day I'm thinking about him (baby in hospital)."

Charlie Bell Scholarships

Helping young people reach their goals.

About our Scholarships

A serious illness or injury can make life stand still. Making any progress – whether it be in your education or career – can feel almost impossible. That's why our Scholarship program exists.

By awarding one-off grants of up to \$5,000 to deserving young people, for university fees, apprentice tools, books or supplies, the Scholarships give them the chance to get their schooling or career back on track.

The 2022 Charlie Bell recipients were Emily Andjelic, Hanna Farha and Hanna Corner.

Emily Andjelic (VIC)

Emily is a remarkable young woman who, through much adversity, completed her VCE in 2022. Emily has a history of oncology treatment for a brain tumour, as well as significant treatment for a stroke that occurred in year 11.

With a strong passion for teaching, Emily hopes to undertake a degree in education. She is also an accomplished musician and as a result of engaging in music therapy during her extensive treatment, would also like to pursue a career in music therapy in the future.

Emily would like to use the scholarship to fund the extra supports she needs with learning due to her hearing impairment and memory loss. She would also like to have further music lessons as although she is an accomplished violin player, music therapy requires the ability to play multiple instruments.



Hannah Farha (VIC)

Hannah has spent the last few years completing various design and portfolio certificates at TAFE. Already a published author, Hannah's passion is to become a writer-illustrator.

Diagnosed with acute lymphocytic leukemia (ALL) at a young age, Hannah has experienced many ongoing impacts of her treatment since. Through sheer dedication towards her future career ambitions, as well as her strong application in her past courses, Hannah has been accepted to undertake a Certificate IV in professional writing and editing at RMIT in 2023. Hannah would like to use the scholarship to pay for her course fees, textbooks, resources and excursions.

Hannah Corner (TAS)

Hannah has had a very difficult few years, having to ultimately leave school through year 12 to prioritise her health. Fortunately, Hannah had completed enough school-based assessments to achieve her TAC and is now looking at pursuing her career ambitions.

Passionate about helping others, Hannah is a gymnastics coach, and her long-term goal is to become a nurse. She is optimistic to start this journey by being accepted into TAFE in 2023 to complete a Diploma of Nursing.

Hannah would like to utilise the Scholarship to pay for her course fees, texts and required equipment.

Ronald McDonald Retreats

With five Retreats in picturesque seaside locations across Australia, Ronald McDonald Family Retreats provide a peaceful getaway from the everyday, where families can simply be together in a tranquil setting.

Families can enjoy up to a week of free accommodation, offering a welcome escape for those who might otherwise be unable to afford any time out due to the pressures of caring for a seriously ill child.

Our Retreats are located at:

- Bateman's Bay NSW
- Forster NSW
- Palm Cove QLD
- Bunbury WA
- Busselton WA

Scan the QR code for more information on Ronald McDonald Retreats.





Erin and Timothy's Story

Erin and Timothy first heard about the Family Retreat in Forster during their 120-night stay at Ronald McDonald House in Newcastle back in 2016. Their son, Kingsley, was born prematurely at 24 weeks and had many medical issues.

They were able to take their first family holiday together to the Forster Family Retreat when Kingsley was about eight months old and finally well enough to venture further away from hospital. It was the first time they were able to relax together and enjoy themselves.

"During our first stay, we met all the wonderful volunteers and felt spoilt by the service and support given to our family by the Forster community. We enjoyed our time at the Family Retreat so much we started to plan our return visit," said Erin.

Originally from the Central Coast, the family moved to Newcastle to be closer to the John

Hunter Hospital and the care that Kingsley needed. During his first 12 months, he needed to return to hospital for weekly visits and has had several surgeries.

After much anticipation, the family have recently returned to Forster for their second visit. Kingsley is now almost three and thriving.

"Kingsley had such a ball at the Retreat. We saw dolphins, whales and pelicans while playing in the park, and even had a bath bomb in the giant spa in our bathroom, which he loved. During our first visit, Kingsley was still a baby and in the pram a lot. This visit he is running and scooting around. There are so many things to do, games to play and being within walking distance of everything has been so easy and enjoyable".

These family holidays together have meant that Erin, Timothy and Kingsley can create wonderful memories together and have that special holiday when they need it most.

Children & families at Ronald McDonald Houses

Artin's Story

At just four years old, Artin's wonderfully infectious smile and happy-go-lucky personality makes it hard to imagine the immense journey he has faced. This excitable, fun loving little boy had his body put to the test when receiving cardiac surgery.

Originating from Afghanistan, mum Marziya and dad Bostan, left their home country to set up a new life for themselves and their family. Calling South Australia home, this wonderful family's life was thrown into turmoil when Artin's health conditions worsened, and he was admitted to the Royal Children's Hospital in Melbourne where he later received surgery.

Being so far from home and with the severity of Artin's condition, the family knew they would be in Melbourne for a long time – and that's where Ronald McDonald House Charities Victoria & Tasmania came in.

"Staying at the Parkville House has saved us on the cost of staying in a hotel or other similar accommodation which we are very thankful for," said Marziya.

With the House being just a few minutes' walk to the hospital, Marziya and Bostan had peace of mind that support was always on hand for Artin, alleviating that element of concern.

"The House has been very good to us; we are so grateful," said Marziya.

After 380 nights at Ronald McDonald House Parkville, Artin and the family were familiar faces to many. Whether Artin was enjoying the fresh air in the play area, or Marziya was cooking delicious meals in the communal kitchen, the family were able to treat the House like their home.

"We really enjoy talking to other families and to the staff and volunteers. We also enjoy cooking in the lovely kitchen," said Marziya.

With Artin being only four years old, it's unlikely he will retain many of the memories of the struggles he has faced at such a young age, but for his parents, this time in their lives is something they will never forget. However, thanks to RMHC VIC & TAS, they have had space to be together as a family in a safe and loving environment.

During a time of such stress and turmoil for families, it is the role of Ronald McDonald Houses to support and alleviate as many practical concerns as possible, allowing a family's total focus to be their child. In the case of Artin's family, their gratitude and appreciation only solidifies the purpose of the House and what it can offer a family in need.

"The House has been very good to us; we are so grateful. The House itself is like a family."



our

“

We really enjoy talking to other families and to the staff and volunteers. We also enjoy cooking in the lovely kitchen at Ronald McDonald House Parkville. Everyone at the House has been so kind to us, we love having their support.”

– Marziya, Artin's mum



Darcy's Story

The Kirk family called Ronald McDonald House North Fitzroy home for 156 nights due to daughter Darcy's diagnosis with Anaplastic Large Cell Lymphoma (ALCL) in June.

At just 11 years old, Darcy's determination, positive outlook and defiant willpower enabled her to tackle this fight head on, whilst ensuring her shining personality never dimmed.

With home for this family in Warracknabeal being more than a three hour drive from Melbourne, Ronald McDonald House North Fitzroy was a place of stability and support during such a challenging time.

"The House has been the soft place to land when everything else is moving. I'm so grateful to be leaving the hospital and heading back to the House with the heating on and a full fridge. There's nothing that I need to worry about, apart from looking after Darcy," said Karly, Darcy's mum.

Like many families in such stressful predicaments, Darcy's parents had so much to consider, including their other daughter. Thankfully, having the support of the House enabled the family to be more flexible in their movements whilst not being forced to make life altering decisions during an already transient time.



“

There are so many benefits of staying at the House, we feel safe, and we feel welcomed. The House is more than just accommodation for families whose children require specialist care, it offers support, friendship, safety and stability.”

– Karly, Darcy's mum

“I honestly don't know where we would be without the House. We would've had to relocate our whole family here and pay Melbourne rent for a second house or motels for six months while still paying our mortgage on our family home. We would possibly have had to find and change jobs and schools; it really would have been a nightmare.”

It's wonderful to hear from families like the Kirk's about what the House means to them and how it offers so much more than just a place to rest their heads.

“There are so many benefits of staying at the House, we feel safe, and we feel welcomed. The House is more than just accommodation for families whose children require specialist care, it offers support, friendship, safety and stability.”

“The unexpected benefits include the regularly stocked pantry, fridge and freezers. free parking, shuttle bus, the table of goodies... the list goes on!”

While we hope the Kirk family will not have to frequent Ronald McDonald House again, our doors will always be open, and they will forever have a welcoming space to call home here with us.

Safeguarding children & young people



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Safeguarding Children & Young People Statement

Ronald McDonald House Charities supports the ever-changing needs of seriously ill children and their families. We aim to provide all children and young people with a positive and enriching environment, a place for families to rest and regroup while having access to services and education to reduce the impact of having a serious illness.

We are committed to safeguarding children and young people in our programs and aim to ensure that our Board Members, employees, volunteers, contractors and guests strive for the highest possible standards to protect children and young people from abuse, harm and/or neglect.

Collectively, we are responsible for the care and protection of children and reporting information about child abuse.

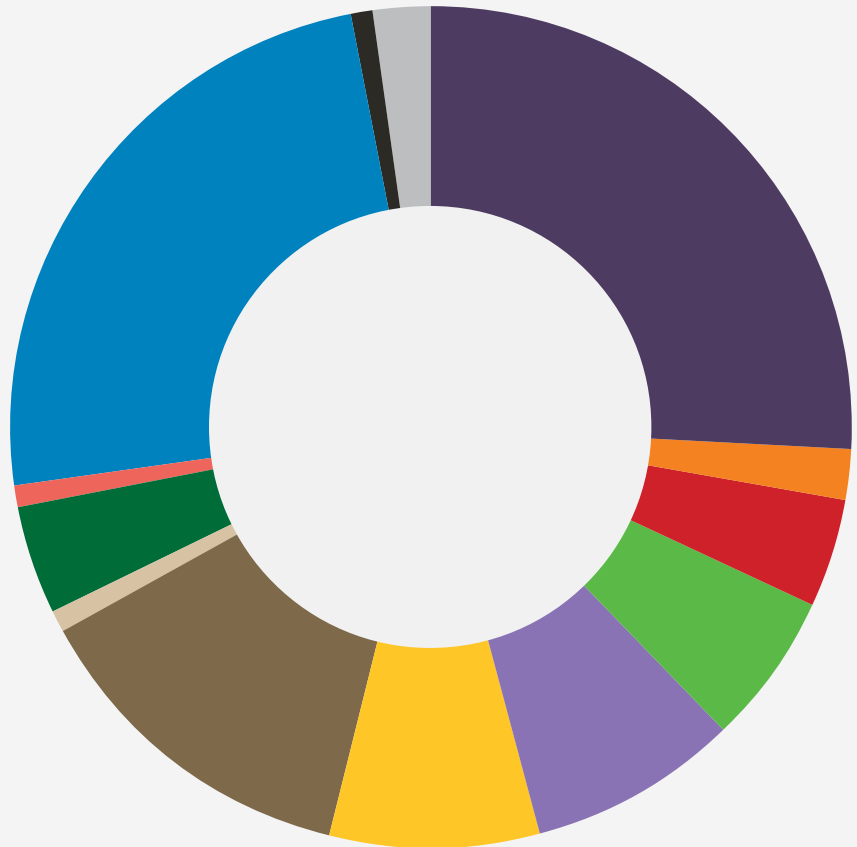


**Ronald McDonald
House Charities®**
VIC & TAS

Where our comes from where it go

Income

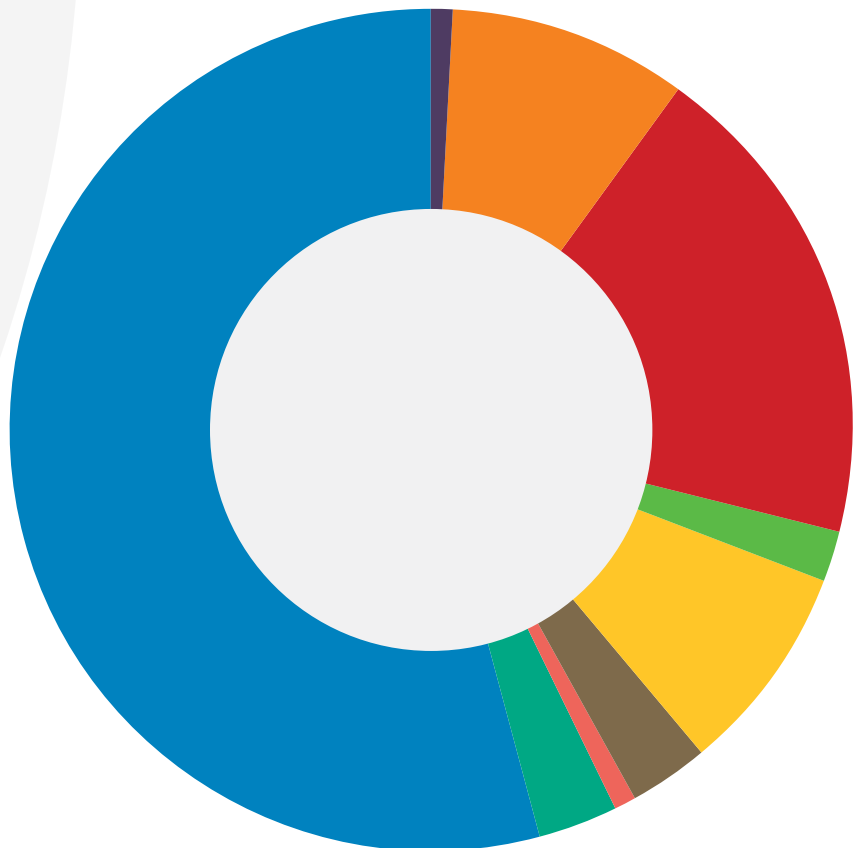
- Accommodation Fees 26%
- Bequests 2%
- Community 4%
- Corporate 6%
- RMHC Mission Grant Funding - Operational 8%
- Individual 8%
- Investment income -1%
- RMHC Mission Grant Funding - Learning Program 13%
- Major Donors 1%
- McDonald's Activation VIC & TAS 4%
- Other Income 1%
- RMHC External Events (RFSK, Golf & Gala Balls) 25%
- RMHC Wellness and Inflation Grants & Global Grants 1%
- Trusts & Foundations 2%



money & es

Expenses

- Administrative Expenses 1%
- Depreciation Expenses 9%
- Facility Expenses 19%
- Fundraising Expenses 2%
- Gala Ball Expenses 8%
- Learning Program Expenses 3%
- Non Operational Expenses 1%
- Other Expenses 0%
- RFSK & Golf Day Expenses 3%
- Salaries & Wages 54%



Major Donors

Thank you to our incredibly generous donors who gave a significant gift.

The impact of your giving ensures RMHC VIC & TAS continues to help families stay together and remain strong in difficult circumstances.

Your commitment and investment support the essential, everyday costs of managing our programs. We are so grateful for your passion.

- Alex Simpson
- Cassie Yeomans
- Denise and Ellis Richardson
- Greig Forster
- June Bramich
- Pam Elwell
- Robert Nicolaidis

Denise and Ellis

Denise and Ellis have always worked hard, providing for their family whilst tackling the ups and downs that life can often present. Thanks to their successful careers in business, this charitable couple are now in a position to give back and support others.

Being familiar with Ronald McDonald House Charities after watching the "emotional and moving adverts" throughout the years, Denise and Ellis recognised the charity as a worthy recipient of their hard work. For as long as Denise can recall, she had often said "one day when we can, I'm going to give money to them (RMHC).

After donating very generously to the By My Side Campaign in 2022, their generosity seems to know no bounds as their support of the charity continues to evolve in 2023.

With the essence of family and philanthropy at the core of both Denise and Ellis, they have instilled such beliefs into those around them, including their granddaughter Addison.

For Addison's 10th birthday, her grandparents gave her the choice of a gift, or the opportunity to sponsor a room at Ronald McDonald House for a year. Kind hearted Addison chose to sponsor a bedroom.

Denise and Ellis were thrilled to share their passion of philanthropy and its importance, especially with such a young and impressionable member of their family.



"Our support is also a means of teaching Addison the joy of giving and the concept of ownership, and putting others before yourself," said Denise.

Moving into 2023, this wonderful family now sponsors two rooms at Ronald McDonald House Monash – the bedroom in Addison's name, and a large laundry for Denise because as she says, "I'm always doing laundry!". Addison's name adorns the room to 'her' bedroom, and there is a plaque for 'Nanna's laundry'.

"We hope to teach our grandchildren the joy of giving and to use their imagination to visualise the smile on families faces as they enter 'Addison's room' and then see 'Nanna's laundry'."

Denise and Ellis are a couple to be admired and their commitment of instilling such philanthropic values in the younger generation is immensely commendable.





“

For me, ensuring that families in need have access to the Programs and Services at Ronald McDonald House Charities is very important. That is why I've decided to leave a gift in my Will to support generations to come. A bequest is a very impactful way to continue my legacy and assist the charity with their ongoing delivery of care that they are well known for.”

– Ben Westover

Gifts in Wills

Ronald McDonald House Charities Victoria & Tasmania honours the lives of bequestors whose generous gifts were received in 2022.

- Judith Mary Pearson
- Willis Heather Jacques

Gifts in Wills is one of the most impactful forms of funding for RMHC VIC & TAS. It provides the opportunity for us to honour people's legacies, continuing to provide free accommodation for families well into the future.

We acknowledge and thank our incredible supporters who have generously included RMHC VIC & TAS in their Will. No matter the size, your legacy gift will help to ensure families with seriously ill children can continue to call RMHC VIC & TAS home.

- Ben Westover
- Denis Shaw
- Geoff and Katina Sanger
- Joan Heard and Muriel Morrish

If you would like more information about leaving a gift in your Will, please reach out to us via bequest.victas@rmhc.org.au or 03 9966 8420, or our [website](#).

Trusts and Foundations

Thank you to the following Trusts and Foundations for their impactful support.

- AbbVie
- Nelson Alexander Charitable Foundation
- Grifols Australia
- Gringlas Family Charitable Trust
- Gualtiero Vaccari Foundation
- Jared Dunscombe Foundation
- RMHC Australia
- The Albury SS&A Club



Community events & ca

Thank you to everyone who fundraised throughout the year, we appreciate all that our communities and fundraisers do for us. Here are just a few of the many activities held in 2022.

Community Support

Orbost Poker Run

The Orbost Poker Run has been running for 12 years in support of RMHC, raising a total of \$300,000 during that time.



Held on the first Saturday in March each year, the Orbost Poker Run is a fantastic day of riding scenic roads, a BBQ lunch and a night of live music, raffles and an auction, all to raise funds for RMHC.

It all began in 2010 when Kim and Dave Hibberson approached Mick Colling, previous owner of the Orbost Club Hotel, wanting to give something back to the Monash House for their care and support. Kim and Dave's daughter, Mackenzie Grace, had spent a lot of time at the Monash Hospital while they stayed at the Monash House throughout Gracie's visits, helping relieve the financial, mental and emotional burden and providing them a 'home away from home'.

This year the event raised \$22,648 and our thanks to all who participated.



/ support, campaigns

Shootathon

Now in its second year, Shootathon is a fundraising event organised by Simon Hall, mentoring young people to give back and have fun, all while supporting RMHC VIC & TAS.

Held in association with the Glenorchy Revellers Basketball Club and the help of their major sponsor, Alice Gilbertson, an altruistic Tasmanian McDonald's licensee, this event has grown in popularity and now involves all southern Tasmanian junior basketball clubs. On 16-17 July 2022, close to 200 children participated in an incredible weekend of fundraising, which resulted in an impressive total of \$45,422.

In just two years, the Shootathon has raised more than \$100,000 for Ronald McDonald House Charities Vic & Tas – a truly remarkable achievement. The success of this event is due to the outstanding efforts of Simon, Alice, the team of volunteers, and all the basketball players and families.

The Shootathon is a testament to the generosity of the Tasmanian community and their continued support for the families of sick and injured children.

We cannot thank them enough.

Christmas Gift Wrapping

Since 2014, Watergardens Shopping Centre in Taylors Lake, Victoria, has provided us with space for a Christmas gift wrapping service in the mall.

We are set up with space for shoppers to have their gifts beautifully wrapped, in exchange for a donation.

The space is run purely by volunteers, so this fundraising activity is a huge thanks to each and every one of them.

In 2022, our gift wrapping service raised \$13,884, with a total of \$86,583 since 2014.

Thanks to the support of Watergardens, Sandra Collins and McDonald's employees for making it happen – and the beautifully wrapped presents!



Ride for Sick Kids

Held on 19-21 March 2022, Ride for Sick Kids saw just under 30 enthusiastic riders completing the event in Ballarat.

With COVID still prevalent, many of our usual riders had to pull out at the last minute and our big function was postponed until May – but we still made it!

Despite the delay, the event was a huge success with 180 guests in attendance, raising \$157,262.

Thanks to our Platinum Sponsors – Aryzta Australia and McDonald's Australia – for staying with us and making it a fantastic event.



Golf Day

After a three year hiatus, 222 golfers and 270 dinner guests attended the National Golf Club in Melbourne on the 4th of October to help raise money for seriously ill children and their families.

The weather was kind, and participants enjoyed on-course activations, including a nearest the pin competition before everyone hit off.

We raised \$151,715 on the day.

Thanks to our founding and Principal Sponsor, Stillwell Motor Group.

Tasmanian Gala Ball

The return of the Tasmanian Gala Ball in July saw 505 guests gather at the Hotel Grand Chancellor in Hobart for an enchanted evening of entertainment from 80s tribute band, Stand and Deliver, as well as Daryl Braithwaite, who all made it their mission to get the room up and dancing (they were very successful!).



Sarah and Brock, parents to Bowie and Paddy, came along to share their story of how Ronald McDonald House Hobart offered them a lifeline for 78 nights while they were far from home.

The night was a huge success, and along with Helping Hearts sold in our McDonald's Restaurants, we raised \$216,091.

Victorian Gala Ball

After a two year COVID break, July also saw the return of our Victorian Gala Ball.



Celebrating its 30th year, the Gala was celebrated in style with more than 800 guests in attendance to raise funds to provide a home away from home for seriously sick children and their families. Melbourne's Crown Palladium looked its elegant best, fitting for such a special anniversary occasion.

The entertainment at this event is renowned for being first class, and 2022 was no exception. Some talented bellhops opened the night with an up-tempo routine that ultimately introduced host Rebecca Maddern to the stage "now that's an entrance!".

From there, Rob Mills and Matt Hetherington entertained with a suave swing set and there wasn't a dry eye in the house when Bonnie Anderson sang her heart out to 'Hold my Hand', from Top Gun. The Voices smashed out hits, luring guests to the dance floor and DJ Yvette Lee kept them there, supported by saxophonist Ashley James. It was one big celebration!

Tegan Hare gave a touching account of her first-hand experience of Ronald McDonald House, where her family stayed for 209 nights while daughter Meika underwent cancer treatment at Melbourne's Royal Children's Hospital. Tegan shared their brave and inspiring story to demonstrate the need for RMHC and the direct, positive impact it has on people's lives.

It was a magnificent night, and along with Helping Hearts sold in our McDonald's Restaurants, we raised \$708,661.

Thank you

Event Committees

Our amazing events wouldn't happen without the dedication and support of our events committees. Thank you.

Ride for Sick Kids

Anthony Nigro
Darren Cowell
David Upham – Chairman
Jason Wall
Kellie Waldon
Paul Vallay

Golf Day

Adam Davenport
Bob May
David Fowler
Doug Pearse
Dylan Shirley
Jamie Evans
Kellie Waldon
Lou Di Nicolantonio
Ross Thornton
Tony Pearse – Chairman

Tasmanian Gala Ball

Alice Gilbertson
Andrea Luders
Carla Mingari
Corey Mingari
Craig Brakey – Chairman
Fiona Lowe
Lisa Burnett
Liz Gifford
Stephanie Barry-Murphy

Victorian Gala Ball

Amanda Whitehouse
Barry Fitzgerald – Chairman
Ben Westover
Ceren Guvenbas
Darren Postlethwaite
Jaci Testro
Kellie Waldon
Raf Basile
Rebecca Zagame
Vanessa McCallum
Zara Mukarram

McDonald's

The partnership of Ronald McDonald House Charities and McDonald's

Our Founding Mission Partner for the past 40 years.

Partnership history

More than 45 years ago, the very first Ronald McDonald House was built, thanks to McDonald's. Today they remain committed and passionate about supporting Ronald McDonald House Charities, both now and into the future.

McDonald's support

Their backing extends from financial contributions to volunteering and fundraising across the entire organisation. Our appreciation for the support McDonald's provides is immeasurable.

Why we need other support

While McDonald's is our largest corporate partner, we are also an independent charity that relies on many sources of support to fund our growing programs across the country, including donations and volunteering from individuals, communities and corporates, large and small.

Helping Hearts

Following the success of the Helping Hearts campaign in 2021, we ran the program again in May, with stores and drive thrus across Victoria and Tasmania selling our Hearts for \$2, \$5 and \$10.

Again, our community showed their generosity, raising an amazing \$114,790.

Our sincere thanks go to Martin Brower, distribution partner, as well as everyone who showed heart and purchased a Helping Heart.



Hospital and Community Partners

RMHC VIC & TAS works closely with our partner hospitals to provide a safe and comfortable home away from home for families when they need it the most.

We are eternally grateful to our hospital and community partners for the many ways they help enable us to deliver our programs within their hospital precincts. They help families stay close to their seriously ill children, alleviating some of the hardships they endure.

Research shows that hospital leaders across the globe believe Ronald McDonald Houses reduce parental stress and help families cope (Lantz, et al, Journal of Health Organisation and Management 2015).

Hospital Partners

Albury Wodonga Health
Joan Kirner Women's and Children's Hospital
Mercy Hospital
Monash Children's Hospital
Northern Hospital
Royal Children's Hospital
Royal Hobart Hospital
Royal Women's Hospital

Learning Program

3P Learning
Cake Angels Australia
Capital City Local Learning and Employment Network (CityLLEN)
EDROLO
Hallmark
Learnmate Tutoring
Royal Children's Hospital Youth Transition Program
Victorian Curriculum Assessment Authority (VCAA)
Victorian Tertiary Admissions Centre (VTAC)

Other Partners

Bright Sparke
Koala Kids

Corporate Partners

Our partners are at the heart of what we do... and here are just a few examples of how they help our families.

Canaccord Genuity

Canaccord had been visiting the Parkville House, volunteering in our Meals from the Heart program. When Chief Executive Officer Marcus Freeman saw an opportunity to help more families, he reached out to discuss partnering with RMHC VIC & TAS. With Matched Giving Day around the corner, it was decided that they would partner with us as a Platinum Matched Giving Partner, valued at \$50,000.

"Our team loves supporting Ronald McDonald House through the Meals from the Heart program. It's extremely rewarding doing something so down to earth.

It's a great experience spending time with the families, hearing stories of their journey and learning about how much staying at the House has helped during such difficult times.

We would strongly encourage others to get behind this program and the Matched Giving Day event. They're not only fulfilling but such a great team builder for any group!"

– Frankie Kilgower, Office Manager



Pace Development Group

In 2022 Pace Development Group became a Silver Partner for our Matched Giving Day campaign, valued at \$10,000. This then increased to \$20,000 thanks to our generous donors.



We celebrated their long-term commitment to seriously ill children and their families by gifting them a plaque to proudly display in their office.

We couldn't do what we do without the wonderful support of businesses like Pace, and we look forward to building on this wonderful partnership long into the future, beginning with celebrating their fifth year of support in 2023.

"Two of Pace's core values are connection and fulfilment, and we feel that our volunteer day at RMHC reflects this. We hope our contributions provide a sense of comfort to the families who are battling serious illnesses."

– Bianca Becker, People and Operations Supervisor



Australian Federal Police (AFP)

In November, we were privileged to have the AFP host a Fun Day at our Parkville House for our families, volunteers and staff.

Assistant Commissioner Krissy Barrett brought a team of 40 members to help on the fun-filled day, with guests enjoying interactive craft activities, puppet shows, the ever-popular petting zoo and a delicious BBQ lunch.

AFP members educated and entertained those in attendance with riot gear demonstrations and a visit from the Kg unit, providing hours of enjoyment. It was great to be able to give back and provide some respite and relaxation for our families, volunteers and staff.

A huge thank you to the AFP for hosting such a wonderful event.

"AFP officers in Melbourne were thrilled to give back to the community by hosting an AFP Fun Day at Ronald McDonald House.

We were inundated by AFP members who wanted to volunteer.

From police cars to puppet shows, our members helped provide a number of activities and enjoyed the event as much as the children!

We are grateful to the RMHC for allowing us the opportunity to host the event and help us to connect with the wider community."

– Krissy Barrett, AFP Assistant Commissioner

National Corporate Partners

We were honoured to have another year of support from our partners who provided vital funding and staff engagement opportunities.

We can't do what we do without you.

Mission Founding Partner

McDonald's Australia

National Partners

AbbVie

Amart Furniture

APG Workforce

Aryzta

Asahi Lifestyle Beverages

Asaleo Care

Bega

Bosch Home Appliances

Bushells Coffee/FreshFood Services

Clorox Australia

Coca Cola South Pacific

Ecolab

Essity

Findex Community Fund

FOXTEL

Hyundai Help for Kids

Ingenia Communities

Kellogg's Australia

La-Z-Boy

LG Australia

Martin Brower

Rentokil Initial

Sealy Australia

Steggles Charity Nest

TUROS

White Glove Assembly

Program Supporters

AbbVie

AGL Gas & Electricity

Ambius Plants

Commonwealth Bank of Australia

CoreLogic

Deane Apparel

DELL Asia Pacific

DFK ANZ

Ezycharge

Initial Hygiene

Popcake

Signature Media

Toybox International

White Glove Assembly

Corporate in-kind Contributions

One of the many components of operations for our Houses is in-kind contributions, all meticulously co-ordinated to maximise effectiveness.

- Tip Top supplies a full range of baked goods weekly to all Victorian Houses.
- Bega Dairy and Drinks provides dairy products weekly to all Houses.
- Dr Dough Donuts provides sweet treats all year round for families, staff and volunteers.
- DON Smallgoods provides a consistent flow of meat products for families.
- Natural Tucker Bakery provides sweet and savoury treats weekly for families staying at North Fitzroy.

Adopt a Room

Adopting a Room is a unique opportunity to assist in providing the highest level of comfort possible to our families by covering the costs associated with that room, including linen, electricity and maintenance, just to name a few.

We're so grateful for our 2022 Adopt a Room partners.

Adopt a Room Spotlight

Melbourne Owners Corporation Services

Melbourne Owners Corporation Services (MOCS) adopted Room 12, Ronald McDonald House Parkville in February 2022 and have just confirmed support again for 2023.

They reached out to support us as they were passionate about helping families going through a hard time.

The team from MOCS visited the house for a tour and loved seeing their room – and the real impact their sponsorship has made to the house.

Sherry from MOCS even brought a \$200 donation from her daughter who won it in a piano recital.



Every little bit counts; we are extremely honoured to be able to give back to the community that needs it."

– Shawn Lu, General Manager

Monash

Bendigo Community Bank Parkdale Branch
Cards By Harv
DFK Benjamin King Money
Gaia/Tooshies
Grifols Australia
Heyfield Lumberjack Charity
In celebration of Harvey Giliam
Lions Club of Waverley
Loy Yang A Power Station – Operations
Department
Maurice and Leanne James
Motorcycle Racing Club of Victoria
MST Lawyers
Mulgrave Country Club
Orbost Community
Pace Development Group
Pfizer
Rotary Club of Huntingdale
Rotary Club of Keysborough – Noble Park
Stillwell Group

Parkville

3 Phase Marketing
Bathla Family
Blain Family
Burton family in memory of Mr Matthew
Dayco
Derrinallum Community
Dons Smallgoods
Electrical Trades Union
ETU Overhead Rail Department Staff
Gadens Lawyers
Harris Family
Ivy Kelly
Ken and Elaine Price
Little Q Dreams
Melbourne Owners Corporation Services
Narellan Pools
Pace Development Group
Shobhaa Paramasivam
Tony and Marion Kitto
ToyBox International
Vantage Property Investments

North Fitzroy

Ace Radio
Adam and Racheal Kelly
Aeroplane Jelly (McCormick Foods)
Almax Family Trust
Australian Made
Basilie Family
Birrell Family
Canaccord Genuity
Currie Family
Jamie and Faye Evans
Jason Wall
Leisl and Garry Nabb
Moller Family Echuca
Nicolaides Family
Shillington Group
Tony and Marion Kitto
Tooley Family
Westover Family
Y2 Architecture
Yarra Valley Toyota
Yeomans Family
WACK and the Dimboola Ski Club
WACK and the Bull & Mouth Hotel

Hobart

Accru Hobart
Arnolds Smithton
Blueline Laundry
Bensons Landscaping
Branxholm Community Plantations
Bridgenorth Football Club
Browns Dairy & Irrigation
Collings Services
Glenorchy Revellers Basketball Club
PJS Financial
Rotary Club of Devonport
TasNetwroks
Tassal Group
Think Water Smithton
Vandemonian Touring

Adopt a Pantry

Families need support with everyday basics when staying at Ronald McDonald House.

Adopting a pantry is an effective way of helping achieve this, with a \$250 donation.

When you Adopt a Pantry, your chosen name is displayed on the pantry door in our House communal kitchens.

Thank you to the following individuals, families and businesses for your support in helping our Houses – and families.

Adopt a Pantry Spotlight

The Ferrett Family has generously adopted 15 pantries.



“

“We’ve been blessed with three healthy daughters, and I just couldn’t imagine what these parents are going through, so if we can do this and help take some of the burden away and they can focus on their child, then we are more than happy to help.”

– Nikki Ferrett

Monash

Alisha and Matthew Kayden and Kruz Boyle
Cripps Family
Elegance Tiles Pakenham
Ferrett Family
HSV Electrics the Wouters Family
Ian Ash
Jemma Le Maitre and Brant Duncan
Monica Reidy
Ragulan Family
Shaw Family
Wilson Family
Woods Family

Parkville

Aayam and Aayus Pokharel
Bonnie Spinner and Todd Clinch
Braxton, Dekoke and Dyt Family
Braxton Williams
Caroline Dear
Cooper, Chay Rory and Xander
Dolliver Family
Doug Pearse
Edward Aldridge
Ferret Family
Harry, Autumn and Polar Bear
Janky Family
Jessi Keller
Laura Mancin (Nelson Alexander)
Pearson Cavalieros Family
Ohana
Phelan Family
River Reid (aged 2)
Ryan Wallace
Sage Bishop, Tess Bishop, Isobel Dangerfield
Scerri Family
Shirley Family
Team Addy Povey
Team RMHC Parkville
W & M Hammond
Williams Family

North Fitzroy

Alice O'Rourke
Ashlee Mewburn
Benjamin Weybury
Brian and Joylene Nicholls
Camm, Nicky and Mila Pincius
Chris Lawson
Connor and Mitchell
Coote Family of Illowa
De Sousa-Reay Family
Edward Aldridge
Emilee Kelly
Erin, James and Amelia Rimmer
Ferrett Family
FilterMakers
Isaac, Eli and Oscar Pearson
Jackson and Benji Wood
James and Pauline Ferguson
JR Senior
Kristina Skender
Kylie Neve
Leidle Family
Lyndsey and Donna Nicholls
Mary Bezzina
Peter and Annie Trehwella
Russell James Carpets
Sarah James
Smarthomes

Hobart

Aurora Energy
Jenelle Jennings
Kelly Goodwin
Myles Baker and Kelly Clarke
Nikki Dance
Rob Nettlefold
Rosemary Onumaegbu
Scheurleer and King Families
Sharman Family
Shields Family
TasNetworks
Xtreme Rides



Keeping families close™

Ronald McDonald House Hobart
62 Collins Street, Hobart
(03) 9966 8480

Ronald McDonald House Monash
33 Kanooka Grove, Clayton
(03) 9966 8460

Ronald McDonald House North Fitzroy
863 Brunswick Street North, North Fitzroy
(03) 9966 8440

Ronald McDonald House Parkville
22 Gatehouse Street, Parkville
(03) 9966 8400

Ronald McDonald Family Room Monash
Monash Children's Hospital
(03) 8572 3726

Ronald McDonald Family Room Northern
Northern Hospital at Epping
(03) 8405 2479

Ronald McDonald Family Room Sunshine
Sunshine Hospital
(03) 8345 0888

Ronald McDonald Family Room Wodonga
Wodonga Hospital
(03) 6024 5206



**Ronald McDonald
House Charities®**
VIC & TAS

#KeepingFamiliesClose
rmhc.org.au/victas

Ronald McDonald Learning Program
863 Brunswick Street North, North Fitzroy
(03) 9966 8440

RMHC VIC & TAS
victas@rmhc.org.au
Level 1, 250 Canterbury Road
Surrey Hills Victoria 3127
(03) 9966 8420