



Ronald McDonald
House Charities®
VIC & TAS

Our Impact - 2019



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For some families, life is anything but ordinary.

When everyday life is turned upside down by a child's serious illness or trauma, the one thing most families desperately long for is a bit of normality again. That's what Ronald McDonald House provides.

We give people struggling with extraordinary circumstances, far from home, somewhere they can share everyday family moments that mean so much, like simply playing or eating dinner together.

About us

Our Mission

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

Our Vision

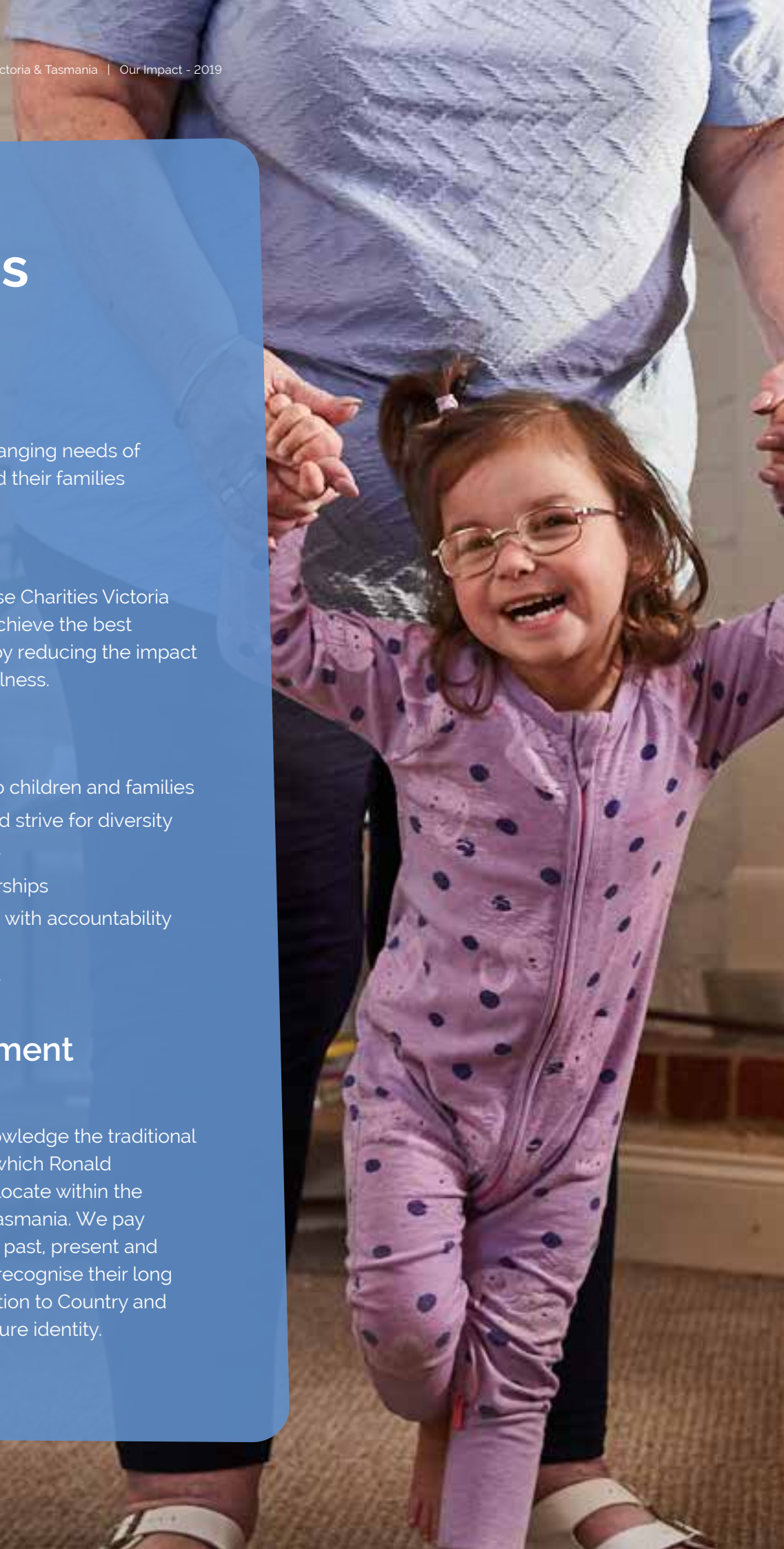
Ronald McDonald House Charities Victoria & Tasmania strives to achieve the best outcomes for families by reducing the impact of their child's serious illness.

Our Values

- We are committed to children and families
- We acknowledge and strive for diversity
- We value our people
- We value our partnerships
- We behave ethically, with accountability and transparency
- We value excellence

Acknowledgement of Country

We would like to acknowledge the traditional owners of the land on which Ronald McDonald Houses are located within the states of Victoria and Tasmania. We pay respects to their Elders past, present and emerging leaders. We recognise their long and continuing connection to Country and celebrate their rich culture identity.



A message from our Chairman and CEO

Over the last two years, Ronald McDonald House Charities Victoria & Tasmania (RMHC VIC & TAS) has worked hard to increase growth and capacity within its various programs and extend our reach to more families.

In 2019, we saw our fourth House in operation for its first full year for our Victoria & Tasmanian Chapter, Ronald McDonald House North Fitzroy at Casa Elda Vaccari. A magnificent building, the facility really came to life from March onwards; providing much needed support to families taking our room availability across Victoria & Tasmania to 102 rooms. We were also fortunate to have the continued support of the owners of the building, the Vaccari Foundation during the year.

We hear daily from our families how important our services are, the extra week of tutoring is so important to a child recovering from leukaemia, the Houses being so close to our health providers and taking away the stress of not knowing where to stay and how to pay for hotel accommodation and to being able to drop into the Ronald McDonald Family Rooms, have some time out, a cuppa, do some laundry and catch up on the news.

Thank you to our dedicated staff and volunteers who are available daily 365 days of the year to provide support at our Ronald McDonald Houses, Ronald McDonald Family Rooms and the Ronald McDonald Learning Program.

From those of us at RMHC VIC & TAS, including our Board Directors, exceptional Staff and our wonderful Volunteers, we would like to thank you for your support.



JASON WALL
Board Chairman
RMHC VIC & TAS



PETER BISHOP
Chief Executive Officer
RMHC VIC & TAS

Board Directors

Jason Wall	Chair – appointed 27 May 2019 (retired as Vice Chair on 27 May 2019)
Tony Pearse	Vice Chair (retired as Chair on 27 May 2019)
Jamie Evans	retired 27 May 2019
Erin Hempenstall	Treasurer
Sandy Hamilton	Company Secretary – retired 27 May 2019
Mark Hookey	retired 27 May 2019
Ben Westover	
Sheri Waldron	
Michelle Kelly	
Corey Mingari	
Pat Moloughney	appointed 27 May 2019
Terri Hosking	appointed 27 May 2019
Garry Thompson	appointed 27 May 2019 – Company Secretary

Our programs



Ronald McDonald House

Ronald McDonald Houses provides a 'home away

from home' for families with a seriously ill child undergoing specialist paediatric medical and surgical care. Ronald McDonald Houses are a place for families to be together, with all the comforts of home during a difficult and stressful time. The main service we offer at our Houses is accommodation, but families can also enjoy recreational activities, Make a Meal nights, access to the Ronald McDonald Learning Program and space to relax and recoup after a long day in the hospital. Our Houses close proximity to hospitals means families can have a break from the ward during the day, yet are close by if they are required back on the hospital ward.



Ronald McDonald Family Rooms

Ronald McDonald Family Rooms are located inside

major hospitals and are exclusively for the families of children undergoing treatment in a nearby ward. Run by friendly volunteers, the Family Rooms are welcoming spaces where you can take time out from the clinical environment of the wards, have a tea or coffee, freshen up with a shower or find a quiet space for a much-needed nap. Family Rooms also have dedicated play areas so the siblings of seriously ill children can have a bit of fun.



Ronald McDonald Learning Programs

Ronald McDonald Learning Program assists school-aged children with serious illnesses and injuries to catch up on missed education following treatment and recovery. Providing a suite of educational support services, including therapy sessions and one-on-one tutorials with experienced teachers, our Ronald McDonald Learning Program is tailored to students' individual needs. The Program aims to build each child's confidence and self-esteem in preparation for their return to the classroom.



Charlie Bell Scholarship Program

The late Charlie Bell was the first Australian Global

CEO of McDonald's. After passing away following a courageous battle with cancer, Charlie left a wonderful legacy that allows young people who have experienced serious illness to get their life back on track and follow their dreams. By awarding one-off grants of up to \$5,000 to deserving young people, we're giving them the chance to get their schooling or career back on track. So, whether the money goes towards university fees, apprenticeship tools, books or supplies, the student is set up to succeed.

Our impact in 2019



Supported
2,402
Families
from all over
Australia



Supported
365
Students
catch up
on missed
schooling



Coppins family, Tasmania

Oliver and Holly Coppins from Newtown, Tasmania, were so excited to welcome their first baby girl. Never did they imagine that it would turn out like this.

Ava was born on the 30th August 2019 at the Royal Hobart Hospital and within 23 hours had been flown by the Royal Flying Doctors to The Royal Children's Hospital in Melbourne, Victoria.

The Doctors were unsure what Ava's diagnosis was but they did know she needed to be admitted straight to Intensive Care. Ava's Mum and Dad were quoted 3 probable options before take-off. Ava was either fighting an infection, had a transient condition or it was Leukaemia. After a week of tests, it was confirmed that Ava had an incredibly rare form of Leukaemia.

Ava endured 4 rounds of intense chemotherapy the first round being the worst. Ollie and Holly were able to stay close and tag team Ava's care for 211 nights by staying at Ronald McDonald House Parkville.

"We cannot speak more highly of the team and facilities at Ronald McDonald House Parkville. The services they offer, from free shuttles, volunteer groups cooking dinner, taking care of our mail,

presents at Christmas and the feeling that nothing was too hard for them has made our life so much easier during this difficult time." Said Ollie.

The Family were able to stay in our self-contained unit with enough space for Ava to come and enjoy simple home pleasures with loved ones, but also extended family were able to come and stay to support the family get through a challenging time.

"The place is so homely and comforting and has been our home-away-from-home. I cannot overstate how important this was to our mental health and our ability to bond with our daughter in a calm and welcoming environment.

We have felt incredibly blessed to receive such kindness and generosity from Ronald McDonald House Charities."

Ava was able to be released and make the trip back home to Newtown after a long journey of unknown. We are proud to have been part of Ava's journey. Every year many families from Tasmania need to be referred to care in Victoria and call a Ronald McDonald House in Melbourne or Hobart "home".





'We cannot speak more highly of the team and facilities at Ronald McDonald House. We have felt incredibly blessed to receive such kindness from Ronald McDonald House Charities Victoria & Tasmania.'



"We believe being together is the best medicine. My kids are happy at RMH and that's the most important thing. If the kids are happy then I am happy. Staying at RMH allows us to have a home base, somewhere the family can stay together and my husband and I can share the workload."

Youngman family, Victoria

In late 2017 Alana Youngman went into spontaneous labour and delivered her twins, Noah and Lucas via C-section at 27 weeks gestation.

They were born at Warragul hospital after a team of doctors were helicoptered in. Once the boys were stabilized they were transferred to the Royal Women's Hospital, Melbourne where they stayed in the NICU for 8 weeks. They then transferred to Casey hospital for a further two weeks in Special Care.

Lucas came home on Christmas Eve 2017. Noah came home on New Year's Day 2018, and was still on oxygen for another 4 weeks.

Alana and her husband Chris attended all their typical prem follow up appointments and Lucas had a Hernia repair at Monash Children's Hospital where he got a gut infection. Lucas recovered well and the twins celebrated their first birthday. It was on the day of their first birthday that Alana noticed that Lucas was pale and bruised. After a trip to the doctor ruled out anything viral, suspecting it was more serious, Alana took Lucas to Warragul Hospital for further blood tests.

The Youngmans soon learned that Lucas had some form of children's cancer and this required a visit to Monash Children's hospital. During this time, they were matched with a social worker who told them about Ronald McDonald House.

Alana's first thought was "this is amazing, I can keep my family together" Which was the most important thing to her. Alana said "staying at Ronald McDonald House allows us to have a home base, somewhere the family can stay together and my husband and I can share the workload". Ronald McDonald House Monash feels comfortable for them. They don't feel displaced and there is always a meal or something for them to eat after a hard day at the hospital.

Alana said "Being able to talk to other families that are staying at the house going through the same thing really helps." Alana and Chris were not able to take Lucas home initially but they were allowed to bring him to Ronald McDonald House. "Bringing Lucas home to Ronald McDonald House meant we could be together and he could be a part of the family. We believe being together is the best medicine."

Lucas responded well to the maintenance medicine and they were able to return home by the end of 2019.



Volunteering

RMHC VIC & TAS recognises, values and celebrates the impact volunteers make to families and the charity.

In 2019 Ronald McDonald House Charities Victoria & Tasmania had 396 volunteers who shared their valuable time, skills, and enthusiasm.

Volunteers contributed over 23,485 hours (hours contributed are equivalent to 12.8 full-time employees and valued at over \$550,000 of contributions in kind)

Our volunteers are the heart of our Houses and Family Rooms. Individual volunteers contributed to all of RMHC VIC & TAS programs and projects including housekeeping/cleaning, overnight roles, driving the shuttle bus, administration/reception roles, baking, kids activities, supporting the Make a Meal programs, cooking BBQs, supporting the working bees, gardening, maintenance, washing clothes for parents sleeping bedside, wrapping gifts, assisting the fundraising team, assisting the learning program, supporting the school holiday program, assisting with events and being there as a friendly and supportive face for families.

Volunteers come from a diverse range of age groups, cultures and all have unique and valuable skills and experience. RMHC VIC & TAS offers a large number of volunteering roles, which allows more people who want to make a difference the opportunity to get involved and commit to shifts that suits their skill set as well as works in with their other personal and work commitments.

We recognise that volunteers provide a resource of talent that is unavailable in any other way. We value this contribution and hope to offer a satisfying, productive, and rewarding experience.



Left: Steggles Charity Nest with Erin house guest and David haridresser. Above: Foxtel volunteer group.

Community support



Our local community and corporate partners

The ongoing support from our local community and corporate partners bring love and joy to our families up in so many ways. But more often than not, our partners are the ones that end up feeling the love too – just ask anyone who's come to our Houses to make a meal for our families through Meals from the Heart program. It might be a school group whipping up a batch of cookies, or the local Lion's Club creating a roast turkey feast to share with families. Or, it may be a corporate organisation making a much-needed financial donation to keep our programs operating; or someone hosting a community fundraiser for us. Because of this wonderful generosity, our families can enjoy a home-away-from-home in times of need, and a shoulder to lean on when they need it most.

Volunteer support

Volunteers really are the heart of what we do. Our families are so quick to tell us that their care and compassion makes a significant difference in their lives. To say that we couldn't do what we do without them would be an understatement! To each of our amazing volunteers, we know how precious your time is and we are eternally grateful not just for your time, but all you bring to our families - your wisdom, wit, passion, energy, dedication and smiles.

McDonald's Licensees

Our McDonald's Licensees, their crews and customers have been helping us keep families together since the very beginning and they continue to generously open their hearts. Thanks to their support, we are able to help even more families of seriously ill children thanks to their financial contributions, their time spent volunteering and their community fundraising activities. Thank you, McDonald's!

Adopt a Room partners



We are proud to give supporters a unique opportunity to become an Adopt a Room Partner at a Ronald McDonald Houses across Victoria and Tasmania. Adopting a Room is an opportunity to assist us in providing the highest level of comfort possible to our families.

The proceeds from the Adopt a Room Program allow us to cover the necessary cost associated with that room, from linen and electricity to general maintenance. We rely on the generous support of individuals, community and corporate partners to keep our doors open to families when they need us the most.

Thank you to our Adopt a Room partners:

- 3 Phase Marketing
- Ace Radio
- Adam & Rachael Kelly
- Almax Family Trust
- Australian Made
- Arnolds Smithton
- Basile Family
- Birrell Family
- BDO Australia
- Blackjack Nights
- Branhholm Community Plantations
- Braxton & people of Myrtleford
- Candela Nuevo
- Channel 10
- Currie Family
- Davern Family
- Dayco
- Derrinallum Community
- Don Smallgoods
- Dometec
- DKF Benjamin King Money
- Electrical Trades Union
- ETU Rail Overhead Dept.
- Foodworks
- Friends of RMHC VIC & TAS
- Garry & Marie Thompson
- Giant Bicycles
- Giovanna's Gift
- Gordon Family
- Hazell Bros
- Hobart Airport
- Ingenia
- Jamie & Faye Evans
- Jason Wall
- Ken & Ros Turner
- Kew Golf Club
- Lions Club of Waverley
- Little Q Dreams
- Loy Yang A Power Station
- Matheson Family
- Maurice James
- McDonald's Oakleigh, South Oakleigh & Clayton South
- McOpCo
- Motorcycle Racing Club of Victoria
- MST Lawyers
- Mulgrave Country Club
- Narellan Pools
- Nicolaidis Family
- Orbost Community
- Pace Development Group
- Parkview Hotel
- Pfizer
- Powercor
- Red Energy
- Rotary Club of Huntingdale
- Rotary Club of Keysborough – Noble Park
- Ryco Filter
- Sacha & Chloe Laidlaw
- Shillington Family
- Stillwell Motor Group
- Tawse Family
- Team Jack
- Tempur
- Thinkwater Smithton
- Tyrepower
- The Volunteers of RMH Monash
- WACK (Wimmera Against Cancer & Kids) and The Bull & Mouth Hotel Horsham
- WACK (Wimmera Against Cancer & Kids) and the Dimboola Ski Club
- Waller Family
- Westover Family
- Yarra Valley & Croydon Toyota

National Corporate partners

Mission partner



National partners

- Amart Furniture
- APG Workforce
- Aryzta
- Asahi Lifestyle Beverages
- Asaleo Care
- BOSCH
- Bushells Coffee/FreshFood Services
- Clorox Australia
- Coca Cola Amatil
- Coca Cola South Pacific
- Domayne
- Ecolab
- Findex Community Fund
- FOXTEL
- Hays Recruitment
- Hyundai Help for Kids
- Ingenia Communities
- La-Z-Boy
- Martin Brower
- Rentokil Initial
- Sealy of Australia
- Steggles Charity Nest

Program supporters

- AbbVie
- AGL Gas & Electricity Pty Ltd
- Ambius Plants
- Commonwealth Bank of Australia
- CoreLogic
- Dell
- DFK
- Ezycharge
- Initial Hygiene
- Pact Group
- Popcake
- Puratos
- Signature Media
- Suncorp Brighter Futures
- Toybox International
- White Glove Assembly

Chapter partners

- CrocMedia
- Pace Development Group

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
House Charities®**
VIC & TAS

#KeepingFamiliesClose
rmhc.org.au/victas

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 Learning Program
PO Box 94, Parkville
(03) 9966 8450

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