



2023

Impact Evaluation Summary Report



RMHC[®]
Western Australia

Keeping families close[®]

Enabling Family-Centred Care: Family and Child Wellbeing

Ronald McDonald House Charities Western Australia is an essential service within the Western Australian health system that families rely on. At no cost, families with ill or injured children can stay at a Ronald McDonald House, keeping them together and close to the medical care they need.

At RMHC WA, we are here for families when they need us most. Some stay a few days, some for months and others regularly over years. At Ronald McDonald House Charities Western Australia, we are here for families for however long or frequently as they need us.

The charity plays a unique role in enabling, facilitating, and supporting family-centered care within the Western Australian maternity, child and adolescent health systems,

working together with Perth Children's Hospital and King Edward Memorial Hospital supporting family wellbeing.

Our RMHC WA Impact Framework provides crucial data and insights to improve, create and collaborate for positive change in the lives of the families we support.

RMHC WA Impact Framework



About the RMHC WA 2023 Impact Evaluation Report

Independent Analysis and Evaluation

Social Ventures Australia (SVA) was engaged by RMHC WA to undertake analysis and evaluation of data collected and sourced for the preparation of an independent impact evaluation report.

110

Participants

Exit survey for parents and carers



22 Questions to assess the changes in family wellbeing, and outcomes for families, siblings and children receiving treatment

One-to-one interviews

16 Parents/carers
1 Hospital partner representatives
(Perth Children's Hospital)

Alumni survey

2 Adults who stayed at RMHC WA as children

Internal data analytics workshop

Data testing and analytics with RMHC WA frontline staff

Data collection timeframe

January - December 2023



Survey Snapshot

20 First Nations

27 Ronald McDonald House in PCH

51 Ronald McDonald House at QEII

37 Ronald McDonald House on Park



74 Short term stays (>14 days) →

21 Medium term stays (14 days - 1 month) →

15 Long term stays (1 month +) →

8 Metro (less than 100km)



28 Regional (100-300km)



49 Rural (300-900km)



24 Remote (900km+)



Family Wellbeing 2023

In 2023, RMHC WA had a very high impact on the emotional and financial wellbeing of families staying at the House, with families at the House experiencing a **31% increase in the average emotional wellbeing** and **21% increase in financial wellbeing** ratings from when they entered the House.

Notably, 75% of families reported that without RMHC WA, their emotional wellbeing would have been poor or very poor, and 72% would have found their financial wellbeing difficult to manage or stressful. 90% of families found RMHC WA to be a 'home away from home', providing a safe, healthy and enjoyable environment for their family.

On average across all wellbeing domains, family wellbeing in 2023 was 4% higher than in 2022. By supporting families, RMHC WA is able to support the child receiving

treatment. In 2023, RMHC WA had a very high positive impact for residential families and siblings, and for residential children receiving treatment.

89% of families agreed that staying at RMHC WA helped their family maintain a sense of their normal life and feel closer to each other.



4%

Positive change in overall family wellbeing from 2022

RMHC WA Impact Measurement

Domains of Wellbeing

Impact change rating —
1 (very low) - 5 (very high)

*Before I came to
RMHC WA our
wellbeing was...*

*With RMHC WA's
support our wellbeing
improved to...*

*Without RMHC WA's
support, our wellbeing
would have been...*

Emotional

3.0



31% change

4.0

If we had not been able to access RMHC WA's support, our **emotional wellbeing** would have been *poor*.

1.9

Financial

3.2



21% change

3.9

If we had not been able to access RMHC WA's support, our **financial wellbeing** would have been *difficult to manage*.

1.9

Physical Environment

4.6



-4% change

Highest impact rating at home and at RMHC WA

4.4

If we had not been able to access RMHC WA's support, our **physical environment wellbeing** would have *caused stress*.

1.7

Cultural

4.0



3% change

4.1

If we had not been able to access RMHC WA's support, our **cultural wellbeing** would have been *moderate*.

3.2

Insights



Emotional Wellbeing

75% of families stated that if they had not been able to stay at RMHC WA, their emotional wellbeing would have been poor or very poor.

When asked about emotional wellbeing, families referenced the personal support provided by the Family Liaison Officers and the supportive friendly environment of RMHC WA helped to reduce stress and positively influence their emotional wellbeing. The support provided by other families in the House was also highlighted as a key emotional support for families.



Cultural Wellbeing

In 2023, families who stated their cultural wellbeing was good or very good increased from 77% of all respondents on entry, to 85% of all respondents while staying at RMHC WA.

In survey comments and interviews with Aboriginal parents/carers, RMHC WA consistently received positive feedback for the welcoming and inclusive environment of the House.



Physical Environment Wellbeing

In 2023, families found RMHC WA to be a 'home away from home', providing a safe, healthy and enjoyable environment for their family.

87% of participants agreed or strongly agreed that not being able to access the RMHC WA House environment would have caused stress to their family wellbeing.



Financial Wellbeing

72% of families stated that if they had not been able to stay at RMHC WA, their finances would have been stressful or difficult to manage.

2023 saw an improvement in the financial wellbeing of families compared to 2022, with families arriving at the House with slightly greater financial wellbeing and minimally higher financial wellbeing while at the House.



RMHC
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A partnership to better understand opportunities

Social Ventures Australia Consulting (SVA) is Australia's leading not-for-profit consultancy. They focus solely on social impact and work with partners to increase their capacity to create positive change.

SVA provides RMHC WA with independent impact evaluation of our service in the lives of families we care for. Our impact data helps us to better understand the wellbeing challenges for young patients and their families..



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