

RONALD MCDONALD HOUSE PERTH

# ANNUAL REPORT 2016



Ronald  
McDonald  
House®  
PERTH



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# CHAIR'S MESSAGE



2016 was a year of extraordinary growth for Ronald McDonald House Perth and we're proud to say we provided 985 unique families with accommodation during this period.

We have certainly raised the bar for the services RMH Perth provides and this could not have been achieved without the generosity from our Mission Partner McDonald's Australia, the WA Licensees, their customers and suppliers, sponsors, donors, staff, volunteers, friends, Government and the community of WA.

The Board is grateful and so proud of the team who look after the operations of Ronald McDonald House Perth including our 220+ strong volunteer force. Led by CEO Peter King, the House is in great shape delivering operational excellence and unique experiences, easing the burden and creating a home away from home for the families who stay when faced with a child who has a serious illness.

A special thank you to The Bass Family Foundation for their continued contribution and support of the Ronald McDonald House Learning Program. With their support the program has grown significantly since 2015. Learning and Development Manager Clare O'Connor and her team of staff and volunteers have successfully opened the very first in-house 'Bass Family Foundation Learning Centre'. The commencement of the first 'in-house' Work of Heart program provides educational sessions each afternoon for children staying in the House. During 2016 the Learning Centre also provided 7,360 hours of tutoring to 184 students from across the state who have suffered serious illnesses.

Our Fundraising Team led by Manager of Mission Funding Bec Stott, has been incredibly busy in 2016 with many successful events raising vital funds. We are very grateful for the continued support of the community fundraisers who give so tirelessly of their time and energy including those who organised and participated in the Central Park Plunge, Ride For Sick Kids WA, the RMHC Mercedes-Benz Ball, Hartfield Golf Day, Goldfields Children Charity Ball and a Melbourne Cup fundraising luncheon to name a few.

The financial results detailed in this Annual Report indicates the strong position of the organisation and the professionalism with which the organisation is managed. Not only does the charity have a strong financial position, but it also maintains a high level of service across all programs as demonstrated by the feedback we receive from the families we serve.

A heartfelt thank you to my fellow Board members for giving your time so generously, sticking to the mission and working with staff, volunteers and key stakeholders setting up our way forward in assisting the set up of our new strategic plan. We are in great shape to take Ronald McDonald House in WA to even greater heights, reaching out and assisting more West Australian families than ever before. We are also thankful to Barbara Ryan, CEO of RMHC Australia for the assistance and support given to our chapter at a local level.

Finally, we will be expanding even further in 2017 with facilities in the new Perth Children's Hospital in the form of a Family Resource Centre, an Aboriginal Lounge and a 12-bedroom Parent Accommodation Facility.

I look forward to the future of Ronald McDonald House and its programs. Stronger together we stand to continue to help and serve the families of seriously ill children.

**Janiene Pollock**

# PATRON'S MESSAGE



This past year I have been delighted to take on the role once again as Patron of Ronald McDonald House Perth and have been pleased to provide my support to this home away from home for seriously ill children and their families.

2016 was a huge year with the brand new 47 bedroom Ronald McDonald House operating in Nedlands near the new Perth Children's Hospital. As a result, nearly triple the number of families were accommodated than we were previously able to in the old Subiaco House.

The House is genuinely a home away from home providing free accommodation, dinner at the end of each day and a friendly community with many families' experiencing similar situations. The House is a helping hand for regional WA families during what can be a very stressful time in their lives.

This charity is very close to my heart, coming from regional New South Wales, I can understand the challenges that come with living a great distance from the city and its facilities.

Ronald McDonald House Perth has not only provided and delivered on their mission of caring for regional WA families with a seriously ill child and we have also made a significant impact through our other programs, such as the Learning Program, the in-house Work of Heart Program, in-house catering programs, Family Rooms and Family Retreats. The charity is established to help families thrive through what can be the toughest time in their life.

It has been an honour and a privilege to be a part of this charity for another year and I would like to acknowledge and thank the Board, the staff working hard to achieve such high standards, and the many kind hearted volunteers for their determined work in 2016.

**Adam Gilchrist AM**



# CHIEF EXECUTIVE OFFICER'S MESSAGE



In our first full year of operating expanded services we were buoyed by the generosity of the WA community, particularly through the business and industry sector that continued to

generously support RMH Perth. Our fundraising efforts met ambitious targets to produce a positive financial result.

Our reputation as a provider of exceptional services to families grew throughout 2016 with the establishment of new, in-house programs. Staff and volunteers embraced the organisational values and have created an extraordinary environment that allows families to thrive whilst they are experiencing very difficult personal circumstances. The Work of Heart program personified the inclusive approach to service delivery and was one of many concepts that not only brought smiles to the faces of the families engaged but also delivered truly valuable educational support to all the children touched by the program.

With the support of KPMG SGA Property Consultancy we concluded our Subiaco properties were not suitable for the future provision of services and have commenced sale of the properties.

We are fortunate to have a committed and generous group of McDonald's licensees and corporate staff who are the backbone of our fundraising efforts. Year after year they give of their time and resources to ensure that we are well

equipped to provide services to West Australian families. Along with many of our generous supporters that are acknowledged throughout this report, they have assisted in providing the financial resources necessary to improve services across all of our programs.

We have engaged a number of Operational Partners that have proved crucial to our sustainability in providing support services at little or no cost. In fact, our total in kind support in 2016 was \$980,426.27.

I would like to acknowledge the support of our Board who bring a wealth of knowledge to the table and have provided the requisite governance and performance monitoring along with great enthusiasm and foresight to see the possibilities for the organisations future. Our strategic plan for the next 3 years focuses on sustainable revenue, diversified fundraising and expansion of services where there is an identified need.

We remain fortunate to have a core group of highly engaged and capable staff that are reliably supported by 220+ enthusiastic volunteers. Together they strive to create extraordinary environments and experiences that enable families to thrive whilst they are undergoing the most difficult of circumstances. They have embraced the values developed with their input and are core to providing a positive atmosphere that you can sense when you walk through the front door at RMH Perth.

Finally a heartfelt thanks to all who have contributed to the success of Ronald McDonald House Perth. You have made an extraordinary difference to the lives of families with seriously ill children.

**Peter King ASM**



RMH PERTH TEAM VALUES

INCLUSION - EMBRACE IT!

FAMILY - LOVE IT!

EXCELLENCE - DO IT!

INTEGRITY - LIVE IT!

ENERGY - BRING IT!





# RECONCILIATION ACTION PLAN

## Closing the Gap

Reconciliation Action Plans are about turning good intentions into real actions. As an organisation, we are proud to have had our REFLECT Reconciliation Action Plan ratified by Reconciliation Australia once again in 2016. The RAP is an important framework that brings reconciliation to life with actions that benefit the organisation and improve relationships with Aboriginal and Torres Strait Islander communities and in particular, the families we serve. There are four types of RAP—Reflect, Innovate, Stretch or Elevate—depending on the progress of an organisation in Aboriginal and Torres Strait Islander employment, retention, cultural awareness and procurement. In 2016, RMH Perth maintained the Reflect status, with a view to securing Stretch status in 2017-2020.

## Our Vision for Reconciliation

Ronald McDonald House Perth values the experiences, perspectives and cultures of Aboriginal and Torres Strait Islander peoples in protecting and enhancing Australia's environment, heritage and culture. It supports Aboriginal and Torres Strait Islander peoples and their aspirations to maintain, protect and manage their culture, language, land and sea country and heritage.

RMH Perth nurtures an inclusive organisational culture that values the contribution, skills and knowledge of all staff and promotes values embraced by, and significant to, Aboriginal and Torres Strait Islander families. As an organisation we are committed to recognising and celebrating key cultural and social events of importance to Aboriginal and Torres Strait Islander peoples. In particular we celebrate

National Reconciliation Week and NAIDOC Week. We will continue to closely monitor and evaluate the effectiveness of our planned actions with the assistance of Reconciliation Australia and in consultation with the Aboriginal and Torres Strait Islander community.

## Our Reconciliation Action Plan

- We have committed to undertake appropriate actions to ensure we are well positioned to implement an effective and mutually beneficial Reflect Reconciliation Action Plan (RAP), which will identify relationships, respect and opportunities specific to our business and our sphere of influence.
- Our RAP is championed by our Chief Executive Officer, our corporate partners and our Executive Team.
- We have enlisted the assistance of Christine Sindely, Managing Director of Waangara Marra Consulting on our journey towards reconciliation and Stretch status. This will be achieved through innovation and increased employment and engagement opportunities.

## Our Commitment to Reconciliation:

- We will raise the profile of our RAP to all of our stakeholders
- We will train all staff and volunteers in cultural awareness annually
- We will review and report on our RAP annually
- We will run a culturally sensitive and inclusive house and respect all of our families and their culture
- We will celebrate important dates in the Aboriginal and Torres Strait Islander people's calendars through education, collaboration and celebration



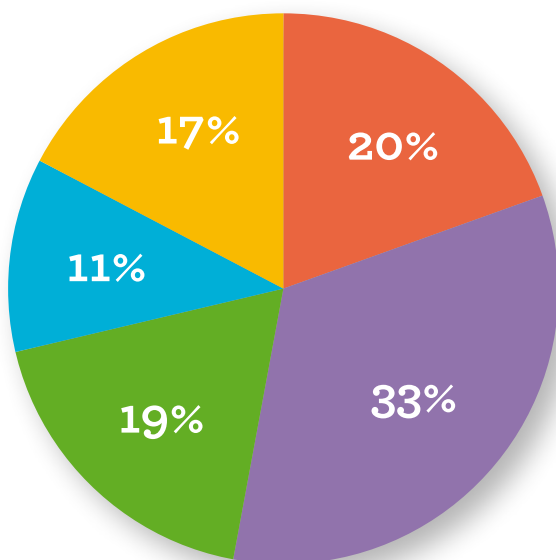
Reconciliation Australia acknowledges the Traditional Owners of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respect to them and their cultures; and to elders both past and present.



# MISSION FUNDING



## Breakdown of Fundraising Income



2016 has been a milestone year in fundraising at Ronald McDonald House Perth. The move to the new House in December 2015 saw an increase in operating costs of 131% and a fundraising target increase from \$1million to \$2.4million . To achieve this target, we were mindful of the need to resource the team effectively and implement a strategy to assist us in working towards fundraising sustainability.

In March, an Events Coordinator position was added to the team to assist with creating and implementing all internally run events and act as the RMHC Mercedes Benz Ball Liaison assisting the Chair and Committee in ensuring a successful event.

In 2016 33% of our income came from Corporate gifts and partnerships; 20% from Community fundraising and 3rd party events; 19% from Individual Giving; 17% from Room Sponsorships and 11% from Major Donors. Our Room Sponsorship program provides annual funding to the House and when fully subscribed will yield \$512,500 ex GST.

Community Fundraising is a portfolio that continues to grow for RMH Perth with more third parties than ever before wishing to fundraise on our behalf. Peer to peer fundraising also saw an increase in 2016 with Central Park Plunge raising over \$253,000 with 3641 individual donations made.

The development of a fundraising strategic plan for 2017 has highlighted areas of growth and potential for the team which include a focus on donor acquisition, regional engagement and bequests. All of these will provide a solid platform for sustainable fundraising revenue which is imperative for ensuring operational funding is met.



# FUNDRAISING SNAPSHOTS

## Lukas's head shave

For three years local Australind boy Lukas grew his hair so he could cut it off and turn it into a wig.

He decided to do this after his best friend Grace battled cancer in 2013. During the young girl's treatment she spent over a year at Ronald McDonald House Perth, so Lukas and his family decided to help raise money for the House as they were so impressed with it when they came to visit.

At Lukas's school assembly in December 2016 he asked Grace to cut his long locks for him, and it was a truly amazing moment. Lukas you're a wonderful young man with a huge heart! Thank you for your efforts and for raising over \$2,600 for Ronald McDonald House Perth.



## Bass Family Foundation

A special thank you to Charlie and Sylvia Bass for their continued contribution and support of Ronald McDonald House Perth. With their generous support we opened the very first Learning Centre for Ronald McDonald House Charities in Australia at our new Perth House –

The Bass Family Foundation Learning Centre in 2015, and in 2016 we have been able to expand our award-winning services and extraordinary experiences to more families than ever before. In 2016, over 548 students attended lessons in the Bass Family Foundation Learning Centre.



## Red Shoe Society

Red Shoe Society's mission is to connect young professionals with Ronald McDonald House Perth to engage, empower and inspire the next generation of West Australians to participate in philanthropic and leadership endeavors in order to build awareness of RMH Perth. In 2016, Red Shoe Society hosted a suite of events including

a sold out Race Day VIP Black and White Party - even some of the jockeys took part in the red shoe action by donning red boots and donating any prize money straight to Ronald McDonald House. We look forward to the exciting events that 2017 bring.

## PMI Chefs

Our friends at Process Minerals International supported RMH in a unique way in 2016. Knowing that we faced an increase in the number of mouths we had to feed and that we had moved into a commercial kitchen, they offered to supply us with two chefs to help run our kitchen and run our popular Home for Dinner Program. Darryl and Louise bring such an amazing energy to our team and the groups that get the opportunity to cook with them love the experience. PMI will continue to provide this support in 2017 and we think we couldn't be luckier to have friends like PMI!





# OUR PARTNERS

## Mission Partner



## Operational Partners



## Learning Program Partners



## National Partners



## Capital Campaign Partners



## Adopt-A-Room Sponsors



## Community Partners



## Kitchen Sponsors



# THE IMPACT RONALD McDONALD HOUSE PERTH HAS HAD FROM 1 JANUARY 2016 TO 31 DECEMBER 2016

11,434

nights of accommodation provided to new and returning families throughout the year



985 unique family stays

1,789 returning family stays



2 FAMILY ROOMS

With over  
1,600  
visitors per day



Students on the

## LEARNING PROGRAM

184 new referrals

165 students currently on the program



104



TUTORS

2,226 tutoring sessions completed



14

EDMed presentations to education students and teachers

280 Work of Heart lessons presented



548 children attended sessions throughout the year

220+  
VOLUNTEERS



14,962.6 Volunteer Hours

221 Home For Dinner Groups



81 Lovin' From The Oven Groups

33 Big Breakfast Groups

2 FAMILY RETREATS



56 families enjoyed time to reconnect

344 nights of family time



## FUNDRAISING



Rooms adopted and

\$2,406,516 funds raised

## STAFF

18.8

FTE staff members

24 Heads

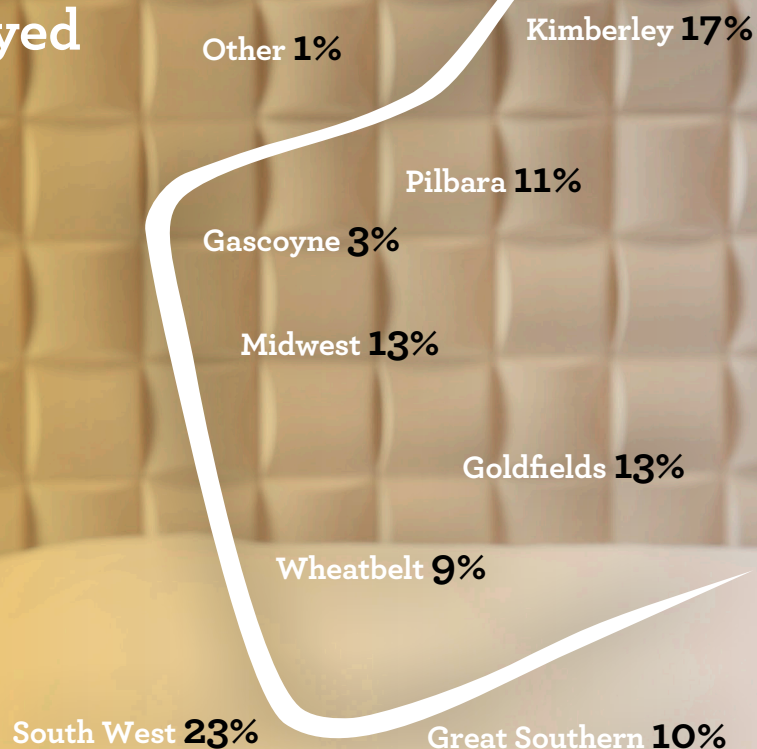
(including PMI chefs)

9 board members



## Regional Breakdown of families who stayed at RMH in 2016

(calculated by number of visits)



## Breakdown of illnesses presented by Children in 2016

Orthopedic	18%
Oncology/Haematology	14%
ENT	12%
Neurology	12%
Neonatal	6%
Respiratory	6%
Gastrointestinal	5%
Endocrine	4%
Trauma/Accident	4%
Cardiac	3%
Ophthalmology	3%
Auto-Immune	3%
Renal	2%
Antenatal	2%
Other/Unknown	6%

# RONALD McDONALD VOLUNTEER PROGRAMS

## Home For Dinner

The Home For Dinner program invites teams of co-workers, teammates, community groups, friends or family members to prepare and cook a meal for the families staying at Ronald McDonald House. Parents will often return to the House after a long day at the hospital with their child and preparing and cooking a meal may be the last thing on their minds.

Our House is fitted with a commercial kitchen and a full time chef to provide professional catering support. We provide the kitchen, food and expert catering support and volunteers provide the manpower! Groups can create extraordinary experiences for families by dressing up, decorating the dining room or running an activity! Groups wishing to take part are asked to make a minimum financial contribution to cover the costs of ingredients.



After cooking dinner, volunteers are encouraged to sit down and enjoy dinner whilst spending time getting to know our RMH families.

## IN 2016 THERE WERE:

**206** Home For Dinner groups  
**81** Lovin' From The Oven groups  
**33** Big Breakfast groups

## Lovin' From The Oven

The Lovin' From The Oven program allows groups to spend a morning in the kitchen from 9.30am - 12pm baking a selection of delightful treats for our families to enjoy throughout the day. The volunteers provide the ingredients, recipes and bakers.

## Big Breakfast

The Big Breakfast is a delicious program where community and corporate groups come in to the House at 7.30am to cook up a fabulous breakfast for families to enjoy between 9am-10am. Groups take over the commercial kitchen and provide the full ingredients and recipes. This program is available every weekend.



## Home for Dinner Family Feedback

Having dinner provided every night is amazing! It's a relief and enjoyable to know the family is getting a nutritious meal, the food is 5 star! It's a great time to meet others and chat about the day, meet other country folk and even bump into friends. It's time to unwind without the worry of cooking a meal. Forever grateful. Thank you!

We are from the country and don't know our way around the city, so the Home for Dinner program is important. If we had to eat out every night, we just couldn't afford it.

Having dinner provided each night is extremely important. We don't have to stress about having to cook dinner, especially when we're at the hospital all day. It's also a time where we can be a family.

## Home for Dinner Group Feedback

I think we surprised ourselves with the quality of our cooking and also clearing up! It was a lot of fun, but more importantly a great set up at Ronald McDonald House and very humbling to be able to support some of the great work going on there for a few hours. Very rewarding.

Thank you so much for allowing us the opportunity to cook for the families at Ronald McDonald House last night. We all had a lot of fun and it was a pleasure to be able to help out in some small way. Darryl the chef was great fun and we could not have done it without him!

It is a very emotionally rewarding experience supporting such a great program and our entire group enjoyed the experience, also since dinner is included for the volunteers the night is definitely value for money.

## Volunteer Roles

**FAMILY AMBASSADORS** – provide a warm, friendly welcome to all families and visitors entering the House.

**DOMESTIC GODS & GODDESSES** – focus on the vital housekeeping.

**TEAM RISE N SHINE** – take care of all the laundry requirements.

**FABBIE CABBIES** – provide crucial transport to Princess Margaret Hospital and King Edward Memorial Hospital and back.

**DINNER SQUAD** – look after the evening meal time service in the House.

**THE GREEN TEAM** – responsible for maintaining the outdoor spaces.

**ED-HEADS** – volunteer teaching assistants in the Learning Centre.

**FROOMIES** – look after our Family Room at Princess Margaret Hospital.

**MOVIE MATES** – coordinate and supervise Movie Nights at the House on a Saturday evening.

**BOOK BUDDIES** – organise the pre-dinner 'Story Time' & facilitate discussions over the evening meal.

**PAW PALS** – spend a few hours with our adorable House dog, Gus

## Volunteer of the Month for 2016

<b>January</b>	Mary Hawker & Lorette Ditchfield	<b>July</b>	Kate Rowan
<b>February</b>	Marilynn Freitag	<b>August</b>	Katie Iannello
<b>March</b>	Helen Moore	<b>September</b>	Paul Galea
<b>April</b>	David O'Sullivan	<b>October</b>	Vicki Krepp
<b>May</b>	Werner Lupker	<b>November</b>	Garry and Barbara Lymn
<b>June</b>	Barry Sivewright	<b>December</b>	Tom Atkinson

## Feedback about volunteers

The house and their volunteers have helped our family through the most difficult period of our lives, go volunteers!

Volunteers are very helpful and always willing to assist. I like that each volunteer takes the time out of their personal life to be of service to others.

They are all so friendly and helpful and it's very humbling that strangers give up their time to make the RMH a well-oiled machine for regional people like ourselves to stay at.

The volunteers always know how to cheer us up after a long hard day in hospital. Keep up the good work.

We enjoy the friendly faces, good company and greetings.

I think its great they do such an awesome job and they get to know us families.

The volunteers are ever so helpful, always willing to lend a hand when it's needed.

Playing games with my children. It wouldn't be RMH without them!





# VOLUNTEER OF THE YEAR 2016

## MARILYNN FREITAG

My name is Marilynn Freitag and I love being a volunteer at RMH Perth. My first contact with RMH was in my role as Head of Boarding at Scotch College. I bought 8 young men to cook a meal for 35 people, it was a real challenge but made us appreciate how being healthy was so important growing up.

Two years later I suffered a stroke at work and that ended my full time working life. It took me several months to begin to feel mentally and physically on the mend. I needed to feel worthwhile and useful again.

Enter the world of RMH Perth. It was a real salvation for me and my well-being, I was used to working with country families and hopefully this made the transition easier. I worked at the old House one day a week and gradually got involved in many different ways. The more time I put in the better I felt, so the move to the new House gave me many new opportunities, for which I will be eternally grateful. I now work a regular two shifts a week, Tuesday's as a Family Ambassador and Thursdays as a Fabbie Cabbie.

I enjoy travelling with my husband and friends and I have taken the opportunity to visit some overseas Ronald McDonald Houses. The welcome in both Japan and the UK was wonderful and I would certainly recommend others to take a few hours out of a travel schedule and visit other Houses.

We are so lucky in Perth both with our full-time staff and with the facilities we are able to offer our families. During the last year many opportunities have been offered to volunteers and I have been lucky enough to work at an ANZ Christmas Party as one of Santa's helpers. I have also worked at the annual Ball which was amazing and I was asked to speak at a Ball



Sponsors breakfast at Mercedes Benz - which after I got over my nerves was super enjoyable. It is always easy to speak about something you feel passionate about.

I have had several enjoyable evenings raising funds from guests going to concerts in Kings Park. We offer a bus transfer to the main entrance for a gold coin donation and if you volunteer you are rewarded with tickets to the concert. My husband and I have been to Missy Higgins and Don Henley in the last few months, a win-win situation for everyone.

Friends ask me why I work at Ronald McDonald House Perth, and I can honestly say I feel valued, the staff at the House go out of their way to appreciate what we all do, they run a really good house and provide a safe environment for families to live in and a place where volunteers feel safe and valued. When I was awarded Volunteer of the Year I felt very humbled, there are so many wonderful volunteers working at RMH and they are doing a great job supporting staff in all the different areas of the House.

Thank you everyone, my time at RMH Perth is a blessing and I look forward to meeting many more of you and working at the new PCH when it opens. Special thanks to both Laura and Daisy for their work looking after all the volunteers in such a friendly and relaxed way. Keep up the good work everyone.

# RONALD McDONALD LEARNING PROGRAM

## OUR MISSION

The Ronald McDonald Learning Program has been heavily researched and custom designed to help children that are suffering, or are recovering from, serious illness to catch up on their learning. Managed by Ronald McDonald House Charities, the program provides various opportunities to support sick children and their education.

### Our mission is:

- To be the leading educational catch-up program in Australia, helping children recovering from serious illness catch up with missed education.
- To prevent primary and secondary school children from falling behind in their education, dropping out of school and never reaching their full potential.

2016 has brought a heavier focus on the collection of feedback in order to ultimately grow and improve the program. Not only do we receive a significant amount of anecdotal and incidental feedback from parents, teachers and health professionals, but we have utilised technological resources to create a paperless and effective way of gathering relevant and directional feedback.

## Parent Testimonial

"As the year is coming to an end, I just wanted to give you some feedback about Skye's tutoring. I couldn't be happier with our tutor Charlotte. Skye has learnt so much with the one on one sessions. Charlotte has gained Skye's trust and is always encouraging towards her. Charlotte is very professional; she breaks things down for Skye to understand and is full of praise when goals are achieved.

If for any reason we have to reschedule she is quite flexible on making up the session. Skye's progress academically and confidence towards school have had a very noticeable improvement not only by myself, Charlotte and Skye's school teacher...I couldn't be more pleased."

FUN & FRIENDS & LEARNING  
GAMES & SPORTS = SCHOOL

## 2016 RMLP WA IMPACT

### Student Referrals

**184** families received support, an increase of **2.2%** from 2015

### Tuition Hours

Our dedicated team of **104** tutors delivered **2226.5** hours of tuition in 2016

### The Work of Heart Program

**548** Students enjoyed **427** hours of educational support from Miss Helen and her team of **10** EDHead volunteers

### EDMed

**394** teachers in **14** different educational institutions received training on how to support students with a serious illness in the classroom. This is a **16%** increase in bookings from 2015.

### Savings for Families

On tuition alone, families saved **\$182,500** in WA.



## How do we advocate for change for students with illnesses in the education system in WA?

Our driving purpose at the Ronald McDonald Learning Program is to advocate for children living with chronic illness and injury. We act as a voice for these families in various ways, and ultimately are working towards developing change to support these children through the education system, which currently does not appropriately cater for these young individuals.

Through engagement with local universities we are providing EDMed to pre-service teachers and existing educators. This is a powerful way of advocating the need for change, and ways to support these families. Supporting staff and families during school case conferences, liaising with School of Special Educational Needs: Medical and Mental Health Hospital School teachers, and creating such resources as the 'What About School' information pack for parents of oncology patients are other ways we act as advocates for change and education regarding this vast area of concern.

## TUTOR OF THE YEAR

It is our absolute pleasure to announce that Amy Ricciardi has been selected as the 2016 Ronald McDonald Learning Program Tutor of the Year.

From the first day Amy engaged with the program, she has been forthcoming, enthusiastic, professional and nurturing. She is an exceptional example of the type of individual we hope to represent our program and charity. We have had countless messages of positive feedback from parents and students regarding her practice.

Amy has been involved with the in-house Work of Heart program, selflessly donating her time to benefit seriously ill children and their families staying at Ronald McDonald House. She shared her knowledge and best practice with her fellow tutors at our Tutor Training Day, and astonishingly, Amy travels over 100 kilometres every week to visit her students, without hesitation!

A heartfelt message from one of Amy's student's parents:

*"Amy is an amazing teacher, Alexey loves seeing her at school and he is making nice progress. His classroom teacher is very grateful for the help Amy provides to help Alexey catch up on material he has missed during his hospital appointments. Alexey would have been further behind if not for Amy's help."*



Amy Ricciardi

*"I am very grateful for the opportunity you give my son to stay on track with his education despite his medical and rehabilitation needs."*

*"Your support is a blessing for us all. Thank you!"*

Amy is so deserving of this award; please join us in congratulating her on this amazing achievement!

# THE WORK OF HEART PROGRAM

The Work of Heart Program has continued to grow in numbers and strength over the course of the first year in our new facility.

Winning an award at Program Excellence and at the national Mission Awards in 2016, show that this program is now being recognised on a wider scale, and other Ronald McDonald Houses around the country are beginning to put plans in place to ensure the children and families staying at their houses also have the opportunity to connect with their education while away from home. The Work of Heart Program has received 100% positive feedback which has been actively acquired from students and parents alike.

## Parent feedback

"I think the sessions are very important. They make Montana's day as she doesn't go to school on a regular basis. She is always wondering what she is going to learn about. It's a great social aspect for her too."

"My kids have improved with their grades at school and they love being there."

"The program gives the children a chance to interact with other children in the house."

"It is a good that they have outside learning and help with homework and I think the variety of activities. I think it's a wonderful program. It's beneficial to the house community too."





# FAMILY ROOM

WA is lucky to host Ronald McDonald Family Rooms in Princess Margaret Hospital and the Peel Health Campus. Our Family Rooms provide a warm and welcoming environment for everyone who enters and provides a home away from home inside the hospital. Our Family Rooms are managed by our volunteers and offer everything from a cup of tea or coffee, a warm smiling face, an ear to listen or someone to be there for our families.

When families walk into a Family Room we want them to forget they're in the hospital. We work to try and alleviate some of their problems and offer rest, care, support and a quiet space to re-group.



Shirley

Kevin

Throughout 2016, our Family Rooms had close to 1,600 people entering them on a daily basis – a true reflection of the sanctuary the space provides.

## Feedback from families

The Ronald McDonald Family Room is awesome. It provides an area to go to get out of the rooms we spend most of our time. We meet other people going through what we are going through. We can cook our kids something they may want to eat over and above what they are provided.

It is a place where the families can make a cuppa for themselves. The extra cooking, cakes, biscuits that are available - it is very special to be able to sit and have a cuppa and home cooked biscuits and watch some TV. Love this room!

I want you and your team to know how much the Family Room means to the families on 3B. I don't know how we would cope without it and the help of the volunteers who kindly give of their time, this is no exaggeration. We are currently doing an 8 week stay on 3B.

## Feedback from volunteers

The importance of communication – to be a listening ear for these families really does mean so much. Without a Family Room I don't know where these families would go.

A space where laughter is ok, where you can meet someone, have a cuppa and try and forget that children are sick. I see my role as a friend for these families and feel we complement the staff on 3B.

I find it enjoyable knowing I'm helping families just by offering to do simple tasks like making a coffee or pancakes! I find it quite challenging hearing emotional stories from parents first-hand, it really has opened my eyes to just how much RMH, let alone the Family Room impacts families at PMH.

# RONALD McDONALD FAMILY RETREATS

Our Ronald McDonald Family Retreats hosted 56 families for 344 nights of holiday fun, rest and relaxation throughout 2016.

Our Family Retreats located in Bunbury and Jurien Bay strive to provide families with the opportunity to reconnect away from the world of hospitals and appointments and enjoy carefree time together in a fun and loving environment. In 2016, we were lucky enough to have some fantastic sponsors come on board to make our Family Retreats even more family friendly. Special thanks to Grand Cinema Bunbury, Coles, Dome Café Bunbury, Bunbury Ten Pin Bowl and Family Fun Centre and the Dolphin Discovery Centre.

## Family Retreat feedback

I just wanted to thank you for the opportunity to stay at the Ronald McDonald Family Retreat. We had a great time, the kids loved the cubby house and watching the kangaroos hop around over the back fence and of course the Foxtel. We did lots of day trips, down to Margaret River to explore the caves (which Reagan was excited about as that is where Batman lives), out to the lighthouse and Busselton jetty. Many afternoons were spent at the beach trying to catch one of those little fish with our scoop net. Unfortunately they were more interested in my toes than getting into the net.



Thank you so much for the amazing week we got to spend at the Ronald McDonald Family Retreat in Bunbury. We spent a day in Busselton enjoying the beach and taking the train on the jetty. The kids enjoyed visiting the new water park between





Dunsborough and Busselton. We saw dolphins at the Koobana Bay and the kids got to interact with some ocean creatures too. We spent the afternoon at the Wildlife park feeding the birds and kangaroos. And I think the highlight for the kids was spending the afternoon playing in the cubby and watching the kangaroos over the fence. We went to the beach most afternoon and just enjoyed been away from home.

Well we all had a fantastic time at the Bunbury Family Retreat. We went to the animal park, plenty of fishing down at the beach at Dalyellup - we had success and caught a bunch of herring so we had a big cook up one night!!! We saw some frogs getting around which you don't see in Perth and a possum running along the fence one night! And most of all just relaxing. Rachel loves it down there, so much!!!! We are very grateful to Ronald McDonald House for allowing our family to go to the Family Retreat, so from all of us (and that's alot) a massive THANKS!!!

We had a lovely time at the Ronald McDonald Family Retreat in Jurien Bay. Beth swam on the beach every day and her sisters loved the Foxtel which was a big highlight. The house was very well equipped. Thanks so much for our first family holiday in years.



We all had a wonderful time in Jurien Bay. We went fishing and caught, well my son Joel caught lots of squid off the jetty. He was getting up at 3 in the morning and going again after all of the rest of the family had been fishing earlier. Every day Kaden my youngest was so happy when he caught his fish which happened to be a blow-fish.



We spent a lot of the days on the beach and BBQ's. The kids went snorkelling and checked out the artificial reef and the marine life on it, we all jumped off the jetty and enjoyed swimming to the platform in the middle of the water. The house was a great place to come back to relax and we all enjoyed the Foxtel and watched lots of good movies.

We loved our time at the Ronald McDonald Family Retreat in Jurien Bay. We relaxed by the beach, Mum had some long runs along the beach front (they have well made paths all the way along). The girls loved the fish and chips! This year we also drove around to look at the local sights - Angel (who has trouble walking without help and usually prefers to sit in a wheelchair) got to the carpark for the caves and knew there was something special ahead! With help, she carefully climbed down the rock steps, along the creekbed, all the way to the caves! She was tired and thirsty but so very proud of her achievement! Was so great to see such a big effort from her, and the caves were beautiful.



# FINANCIAL INFORMATION MESSAGE FROM THE TREASURER



The Home Away from Home Inc (T/as Ronald McDonald House) has experienced another successful financial year (ending 31 December 2016) recording a Comprehensive

Surplus of \$1,936,035 and a Net Asset position of \$39,859,414.

The financial statements are general purpose financial statements and comply with all relevant accounting standards.

I would like to acknowledge the other members of the Executive Committee which included Janiene Pollock, Glenn Baker and Ante Golem. I would also like to acknowledge Peter King and Rochelle Ford for their role in managing the finances of the House and their support of the Executive Committee and Board of Management. The Board of Management's commitment to establishing a solid financial framework for Ronald McDonald House through the development of specific financial policies, systems and governance controls has resulted in our strong financial position.

Our first full year of operations at the Nedlands site has been extremely successful and we should acknowledge the hard work of the Fundraising Team at Ronald McDonald House in achieving the required fundraising to continue to provide first rate facilities and to the Operations Team, Family Liaison Officers, Administration Team, Learning Program Team and Volunteers in providing a first class experience for our families staying with us.

The financial result would not have been achieved without the generous support of our Sponsors, Donors and community through financial and in kind donations. We are always overwhelmed by this substantial unconditional support and look forward to ongoing support in the coming year.

Congratulations on a great year to everyone involved.

**Andrew Sullivan**



# FINANCIAL STATEMENTS

## STATEMENT OF FINANCIAL POSITION

	NOTES	2016 \$	2015 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents - Unrestricted	7	6,877,337	7,143,089
Cash and cash equivalents - Restricted	7	2,918,577	1,593,101
Trade and other receivables	6	609,987	840,152
Inventory		205	948
Assets held for sale	8	3,282,566	-
<b>TOTAL CURRENT ASSETS</b>		<b>13,688,672</b>	<b>9,577,290</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	4	27,468,362	29,991,525
<b>TOTAL NON-CURRENT ASSETS</b>		<b>27,468,362</b>	<b>29,991,525</b>
<b>TOTAL ASSETS</b>		<b>41,157,034</b>	<b>39,568,815</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	10	1,149,044	1,524,056
Provisions	9	82,510	73,532
Financial liabilities		5,232	981
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,236,786</b>	<b>1,598,569</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	9	60,834	46,867
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>60,834</b>	<b>46,867</b>
<b>TOTAL LIABILITIES</b>		<b>1,297,620</b>	<b>1,645,436</b>
<b>NET ASSETS</b>		<b>39,859,414</b>	<b>37,923,379</b>
<b>EQUITY</b>			
Retained earnings		8,329,186	7,993,838
Revaluation reserve		-	-
Learning Program reserve	17	54,979	54,979
Capital Campaign reserve	11	31,475,249	29,874,562
<b>TOTAL EQUITY</b>		<b>39,859,414</b>	<b>37,923,379</b>

As at 31 December 2016.

This statement of financial position should be read in conjunction with the notes of the financial statements.

## STATEMENT OF COMPREHENSIVE INCOME

	NOTES	2016 \$	2015 \$
Revenue	3	5,191,475	2,123,544
Investment income	3	205,600	201,704
		<b>5,397,075</b>	<b>2,325,248</b>
Employee benefits expense		(1,559,429)	(1,138,915)
Depreciation, amortisation and impairment		(1,027,948)	(340,305)
Fundraising expenses		(240,557)	(59,652)
Loss on sale of listed investments		(14,055)	(27,229)
Operating expenses		(1,721,152)	(219,299)
Other expenses		(498,586)	(371,653)
		<b>(5,061,727)</b>	<b>(2,157,053)</b>
<b>OPERATING SURPLUS FOR THE YEAR</b>		<b>335,348</b>	<b>168,195</b>
Donations received	3	1,625,873	3,157,876
Fundraising income	3	-	-
Grants received	3	-	5,955,820
Investment income	3	40,322	188,620
Other income	3	-	1,200
		<b>1,666,196</b>	<b>9,303,516</b>
Building costs - prior year capitalised costs		-	-
Employee benefits expense		(23,129)	(98,426)
Fundraising costs		-	-
Other expenses		(42,379)	(1,584)
		<b>(65,508)</b>	<b>(100,010)</b>
<b>CAPITAL CAMPAIGN SURPLUS FOR THE YEAR</b>		<b>1,600,687</b>	<b>9,203,506</b>
<b>TOTAL SURPLUS FOR THE YEAR BEFORE INCOME TAX</b>		<b>1,936,035</b>	<b>9,371,701</b>
Income tax benefit		-	-
<b>Surplus after income tax expense for the year attributable to the members of The Home Away from Home Inc.</b>		<b>1,936,035</b>	<b>9,371,701</b>
Other comprehensive income, net of income tax		-	-
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR ATTRIBUTABLE TO THE MEMBERS OF THE HOME AWAY FROM HOME INC.</b>		<b>1,936,035</b>	<b>9,371,701</b>

For the year ended 31 December 2016.

This statement of profit or loss and other comprehensive income should be read in conjunction with the notes of the financial statements.



## STATEMENT OF CHANGES IN EQUITY

	CAPITAL CAMPAIGN RESERVE	LEARNING PROGRAM RESERVE	REVALUATION RESERVE	RETAINED EARNINGS	TOTAL EQUITY
	\$	\$	\$	\$	\$
<b>BALANCE AT 1 JANUARY 2015</b>	<b>20,671,056</b>	<b>73,305</b>	<b>1,146,165</b>	<b>6,661,152</b>	<b>28,551,678</b>
Surplus for the year	9,203,506	-	-	168,195	9,371,701
Transfer to/(from) reserve	-	(18,326)	(1,146,165)	1,164,491	-
Other comprehensive income for the year	-	-	-	-	-
Total comprehensive income for the year	9,203,506	(18,326)	-	1,332,686	9,371,701
<b>BALANCE AT 31 DECEMBER 2015</b>	<b>29,874,562</b>	<b>54,979</b>	<b>-</b>	<b>7,993,838</b>	<b>37,923,379</b>
Surplus for the year	1,600,687	-	-	335,348	1,936,035
Transfer to/(from) reserve	-	-	-	-	-
Other comprehensive income for the year	-	-	-	-	-
Total comprehensive income for the year	1,600,687	-	-	335,348	1,936,035
<b>BALANCE AT 31 DECEMBER 2016</b>	<b>31,475,249</b>	<b>54,979</b>	<b>-</b>	<b>8,329,186</b>	<b>39,859,414</b>

For the year ended 31 December 2016.

This statement of changes in equity should be read in conjunction with the notes to the financial statements.

## STATEMENT OF CASH FLOWS - UNRESTRICTED

	NOTES	2016 \$	2015 \$
<b>CASH FLOWS FROM OPERATING SERVICES</b> (Unrestricted)			
Receipts from:			
Donations and appeals		3,910,429	471,265
Operational grants		445,090	389,772
Accommodation		795,972	424,590
Other income		701	1,259
Payments to suppliers and employees		(3,831,787)	(619,007)
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>		<b>1,320,405</b>	<b>667,879</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b> (Unrestricted)			
Interest received		180,207	199,563
Proceeds on disposal of assets		1,756	(3,335)
Purchase for property, plant and equipment		(1,768,120)	-
<b>NET CASH PROVIDED BY INVESTING ACTIVITIES</b>		<b>(1,586,157)</b>	<b>196,228</b>
Net increase in cash and cash equivalents		(265,752)	864,107
Cash and cash equivalents at the beginning of the financial year		7,143,089	6,278,982
	7(a)	<b>6,877,337</b>	<b>7,143,089</b>

For the year ended 31 December 2016.

This statement of cash flows should be read in conjunction with the notes to the financial statements.



## STATEMENT OF CASH FLOWS - RESTRICTED

	NOTES	2016 \$	2015 \$
<b>CASH FLOWS FROM OPERATING SERVICES</b>			
Receipts from:			
Donations and appeals		1,625,873	9,114,898
Payments to suppliers and employees		(307,428)	(97,177)
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>		<b>1,318,445</b>	<b>9,017,721</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Interest income		40,322	188,620
Payments for construction of building		(33,291)	(17,751,168)
<b>NET CASH PROVIDED BY INVESTING ACTIVITIES</b>		<b>7,031</b>	<b>(17,562,548)</b>
Net (decrease)/increase in cash and cash equivalents		1,325,476	(8,544,827)
Cash and cash equivalents at the beginning of the financial year		1,593,101	10,137,928
Cash and cash equivalents at the end of the financial year (Restricted)	7(a)	2,918,577	1,593,101
<b>TOTAL CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR</b>		<b>9,795,914</b>	<b>8,739,190</b>

For the year ended 31 December 2016.

This statement of cash flows should be read in conjunction with the notes to the financial statements.

Note: The information contained on pages 25-29 was extracted from the audited financial statements of Ronald McDonald House Perth for the year ended 31 December 2016 and is included here for information purposes only. These statements should be read in conjunction with notes to the financial statements. The independent Audit Report can be provided on request.

# RMH TEAM

## OUR STAFF MEMBERS

Peter King ASM - Chief Executive Officer  
Courtney Kennedy - Operations Manager  
Katie Ball - Project Transition Manager  
Rochelle Ford - Maternity leave cover for  
Megan Jacob - Business Manager  
Samantha Uphill - Administration Assistant  
Rebecca Stott - Manager of Mission Funding  
Will Beresford - Partnerships Executive  
Nadine Magill - Fundraising Executive  
Daisy Pattison - Maternity leave cover  
for Laura Smith - Volunteer Coordinator  
Nicole Battersby - Marketing &  
Communications Coordinator  
Natalie Farrow - Events Coordinator

## RONALD McDONALD LEARNING PROGRAM

Clare O'Connor - Learning and  
Development Manager  
Helen Barns - Learning Centre Coordinator  
Steph Ball - Education Coordinator

## FAMILY LIAISON OFFICERS

Paula Brooks  
Nina Ford  
Kristie Nye  
Sarah Stevens  
Tina Baldwin  
Geraldine Day-Perkins  
Emma Nyholt  
Amy Banasik (Casual FLO)  
James Spanbroek (Casual FLO)

## CATERING SUPERVISORS

Darryl Anglesey  
Louise Grier

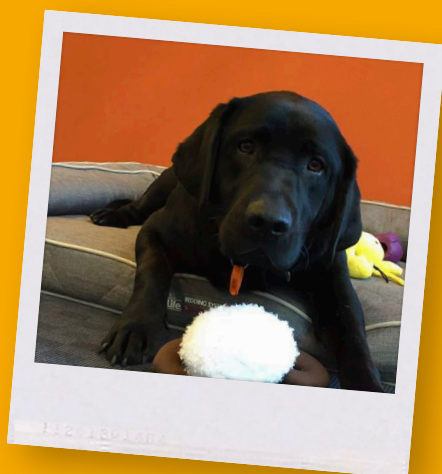
## OUR BOARD MEMBERS

Janiene Pollock - Chair  
Glenn Baker - Vice Chair  
Ante Golem - Secretary  
Andrew Sullivan - Treasurer  
Tim Parker - Board Member  
Bradley Woods - Board Member  
Linda Hop - Board Member  
Denise Cheir - Board Member  
Rob Sexton - Board Member  
Dalton Gooding - Board Member

## Gus – Ronald McDonald House Director of Hugs and Pats

Our most popular staff member, Gus – our Director of Hugs and Pats commenced at the House in July. Gus provides endless love, laughter and cuddles to everyone that comes in contact with him and has really made our House into a home.

A special thanks to Guide Dogs WA for allowing Gus to join our home and to The Animal Hospital who are sponsoring Gus for the next 2 years.



# RMH VOLUNTEERS

Helen James	1990	Barry Sivewright	2015	Anne Cumming	2016	Louise Bruce	2016
Gloria Grocott	1992	Ben Wallace	2015	Anne Barkla	2016	Lucy Stewart	2016
Carole Groves	2004	Branwen Begley	2015	Anneliese Cheetham	2016	Lucy Brett	2016
Megan Robinson	2005	Carol McWaters	2015	Annie Van der Merwe	2016	Luella Caley	2016
Annette Connop	2008	Carol Ferguson	2015	Barbara Lymn	2016	Lyn Payne	2016
Mary Hawker	2008	David O'Sullivan	2015	Beau Snijders	2016	Marisa Schonwolf	2016
Noelene Denton	2009	Di Holt	2015	Brenda Parker	2016	Martin Smith	2016
Ross Quaife	2009	Doug McInnes	2015	Bridget Ebeling	2016	Maurie Mephram	2016
Annette Marwick	2010	Emily Jones	2015	Bryan Teo	2016	Michelle Musson	2016
Garry Lymn	2010	Georgie Cooke	2015	Carol Ward	2016	Mike Ford	2016
Judi Hannah	2010	Georgina Klimaitis	2015	Cassandra Gordon	2016	Monica Szymaniak	2016
Vita Thystrup	2010	Gwen Lee	2015	Chad Barns	2016	Nadia Giannini	2016
Daphne Farcich	2011	Harry Weston	2015	Cindy Panos	2016	Natasha Lee	2016
Dorothy Chappell	2011	Helen Moore	2015	Claire Bilton	2016	Nicholas Cheah	2016
Gillian Stewart	2011	Helen Ng	2015	David Moran	2016	Nicola Henderson	2016
Katherine Cerie	2011	Jack Clohessy	2015	David Burley	2016	Nicole Sachse	2016
Kathrine Mason	2011	Jacque Bromell	2015	Denise Cappy	2016	Pam Vassi	2016
Kevin Davis	2011	Jennifer Yeo	2015	Emily Thompson	2016	Patricia Dodd	2016
Michele Rosair	2011	Julian Ku	2015	Erin Sutton	2016	Peter Whitton	2016
Roz Davies	2011	Kara Atkinson	2015	Fraa'ol Hunduma	2016	Poppy Gilfillan	2016
Sandra Burgess	2011	Karen Moran	2015	Frank Highton	2016	Quinn Lee-Jones	2016
Vanda Gates	2011	Karin Walford	2015	Gabby Martin	2016	Rachael Percy	2016
Conny Madaffer	2012	Kate Rowan	2015	Gail Dunne	2016	Rachel Hulme	2016
Jacque Barns	2012	Lauren Goddard	2015	Gianna Chiffelle	2016	Rebecca Limmer	2016
Rochelle Horvath	2012	Lisa James	2015	Gillian Lindsay	2016	Rhys Nairn	2016
Ben Riley	2013	Madeline James	2015	Grace Curtis	2016	Robyn Geldenhuys	2016
Carolena Boyd	2013	Madian Jinzarli	2015	Hannah Reczek	2016	Romilly Goodheart	2016
Ellie Zanin	2013	Marcus Leong	2015	Helen Elms	2016	Rowan Clarke	2016
Lorette Ditchfield	2013	Maria Riley	2015	Helen Johnstone	2016	Sara Hector	2016
Scott Herbert	2013	Marilynn Freitag	2015	Ilya (Bibi) Ward	2016	Sara-Claire Georgiou	2016
Shannon Thomas	2013	Melanie Paynes	2015	James Trainer	2016	Sarah Gregan	2016
Amanda Martin	2014	Mieneke McDonald	2015	Janice Ng	2016	Sarah Lawrence	2016
Harriet Inwood	2014	Natalie Garbutt-Wilkins	2015	Jemma Davis	2016	Selina Metternick-Jones	2016
Heather Ferguson	2014	Nicole Chan	2015	Jenny Holm	2016	Sheridan Steinberg	2016
Janece Wiggins	2014	Paul Galea	2015	Jeremy Glendinning	2016	Skye Keillor	2016
Janna Irvine	2014	Paulita Xavier	2015	Jill Dargie	2016	Steph Hernandez	2016
Judi Poletti	2014	Philippe Chapman	2015	John Aitken	2016	Stephen Brown	2016
Katie Iannello	2014	Rebecca Ducrow	2015	Josephine Calvo	2016	Suchi Kalia	2016
Kevin Peachey	2014	Robyn Overstone	2015	Julie Harris-Jones	2016	Sydney Aquino	2016
Lyn Clarkson	2014	Robyn McDonald	2015	Kaileng Tan	2016	Sylvana Lammers	2016
Marsha Hopkins	2014	Sophia Rogers	2015	Karen Jones	2016	Tammy Roberts	2016
Nigel Harris	2014	Stephanie Boehm	2015	Kate Major	2016	Tarryn Ward	2016
Pritesh Sawjani	2014	Sue Di Francesco	2015	Katherine Atkins	2016	Terry Bennett	2016
Sara McLaren-Kennedy	2014	Ting Nie	2015	Katherine Stinson	2016	Tim Smith	2016
Shirley McInnes	2014	Tom Atkinson	2015	Kathryn Pawluk	2016	Tony Schollum	2016
Sue Aldous	2014	Tristan Allemann	2015	Kathryn Dwyer	2016	Tracy-Lee McAlpine	2016
Taylor Higgins	2014	Vicki Krepp	2015	Katie Liew	2016	Vanessa D'Cruz	2016
Toni Kelly	2014	Werner Lupker	2015	Kristie Simpson	2016	Wilna Cornelisse	2016
Abigail Ong	2015	Aileen Kwan	2016	Leonne Bryant	2016	Ziki Hove	2016
Alessia Princi	2015	Ali Van Lent	2016	Libby Kraus	2016	Zoe Tippet	2016
Alexandra Harris	2015	Amy Hall	2016	Lindy Luck	2016		
Alice Garbutt-Wilkins	2015	Ann Thomas	2016	Lisa Derrick	2016		
April Ku	2015	Ann Mary Thomas	2016	Lola Malloch	2016		
Ashleigh Smilovitis	2015	Anne Randall	2016	Louisa King	2016		

(Year volunteers joined RMH Perth)





Ronald  
McDonald  
House®  
PERTH

**Ronald McDonald House Perth**

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PO Box 7293, Shenton Park, Western Australia 6008

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Facebook: [www.facebook.com/RMHPerth](https://www.facebook.com/RMHPerth)