



Ronald  
McDonald  
House®  
PERTH

Annual Report 2017

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# From strength to strength





“ The generosity and connection of the Western Australian community continues to be the driving force behind the success of Ronald McDonald House Perth.





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# A culture of sustainable kindness

## Chair's Message



The generosity and connection of the Western Australian community continues to be the driving force behind the success of Ronald McDonald House Perth.

In what has been a difficult operating environment for many charities in Western Australia, RMH Perth has continued to grow our reach into the community throughout 2017, underpinned by increased investment in sustainable fundraising.

2017 has been a time of real focus on our mission to create extraordinary experiences for seriously ill children and their families to thrive. Feedback from our stakeholders demonstrates that RMH Perth is exceeding the expectations in creating safe, supportive and fun environments for families despite the fact they are enduring some of the most difficult times a family can experience.

Our business systems, processes and the culture of the charity are now well placed to handle the increase in scale that will be realised in 2018. This success does not come without the commitment of our stakeholders at all levels. Our Mission Partner McDonald's Australia, the WA Licensees, their customers and suppliers, sponsors, donors, staff, volunteers, friends, Government and the community of WA. All have demonstrated their commitment to our work through their generosity of time, talent and financial support.

The Western Australia Chapter continues to go from strength to strength helping more families than ever before. In 2017 alone, we had 1,087 new and returning families stay 13,140 nights. The Learning Program delivered 3,308 tutoring sessions to 178 students. The Work of the Heart Program delivered 250 lessons, assisting 645 children in the Bass Family Learning Centre. The two family rooms averaged 1,900 visits

per day. The Family Retreat Program provided 45 families a free holiday to create beautiful lifetime memories to shine through the darker times. It has been a busy year and all of these programs have been delivered by an incredible staff of 28 and a troop of 215 fabulous volunteers.

With the scheduled growth for the Western Australia Chapter, the year ahead promises to be even bigger. We will see the new Perth Children's Hospital housing an additional 12 bedroom Ronald McDonald House. The chapter will also manage the Family Resource Centre and Kulunga Moort Mia Aboriginal Lounge.

Each of our program areas have performed well in 2017. The results laid out in this report are a testament to the dedicated staff leading the teams and delivering our mission at the coalface. It is a rare experience to find such a positive and dedicated team of professionals working cohesively to fulfil a mission. Heartfelt thanks to Peter King who continues to lead the WA team. Day in and out they collectively strive to provide extraordinary experiences for the families who stay with us.

I would like to sincerely thank my fellow Board Members who give so freely of their time and energy to lead the mission. We remain in great shape to take Ronald McDonald House in WA to even greater heights as a direct result of your commitment.

**JANIENE POLLOCK**  
CHAIR

# A House of generosity

## Patron's Message



For the past 18 years, I have had the absolute honour to serve as Patron of Ronald McDonald House Perth.

During these 18 years, I've met the most remarkable families who call this House more than just a place to stay, but their home. When I hear this, it makes me so proud to be Patron of this extraordinary charity.

The House stands to keep regional families together by providing a home away from home for families who have a sick child receiving hospital treatment in Perth. And although there's no place like home, we strive to provide a safe and comfortable environment where the entire family can stay together for the duration of their child's treatment. Thanks to the House and its incredible programs, families can be stronger together, as a team.

Every year as Patron, I am blown away by the generosity and kindness of the WA community who provide their support and services on so many different levels. Without their support we wouldn't be able to deliver the essential services and comforts for families of seriously ill children.

It's been a privilege to be a part of this charity for another year.

I'd like to acknowledge and thank the Board, staff and partners for their devotion to our mission of caring for regional WA families with a seriously ill child. Last but not least, I'd like to take a moment to praise the 215 compassionate and admirable volunteers who gave their time in 2017 to support other families when they needed it most.

**ADAM GILCHRIST AM**

**PATRON OF RONALD MCDONALD HOUSE PERTH**

“Every year as Patron, I am blown away by the generosity and kindness of the WA community who provide their support and services on so many different levels.”



# A year of strength

## Chief Executive Officer's Message



2017 has been another year of growth for RMH Perth. Throughout the year we have focused on strengthening our business systems, developing our staff and diversifying our fundraising revenue streams.

This work is essential to the sustainable growth of the organisation. The delayed opening of Perth Children's Hospital provided the opportunity to focus on these improvements to our internal systems and processes. Upgrading financial and Customer Relationship Management tools provided the platforms necessary to underpin a diversification of our fundraising strategy.

Reaching out to new supporters within the Western Australian community to diversify our fundraising revenue streams was a key priority throughout the year and remains critical to ensuring our financial success in our next growth phase in 2018. You are only as good as your people and investment in the development of our staff remains a strong focus underpinning our aim to provide culturally safe and inviting environments to all families that we connect with. With this investment in our people and systems, the organisation is well positioned to embark on expansion of services in to Perth Children's Hospital and the addition of a Busselton Family Retreat in 2018.

The pages of this report provide an insight into the impact of this work in 2017. I hope you will see in the results that we don't just provide accommodation, we provide a safe haven for families struggling through some of the most difficult times they will encounter. I'm often called on to talk about the work of Ronald

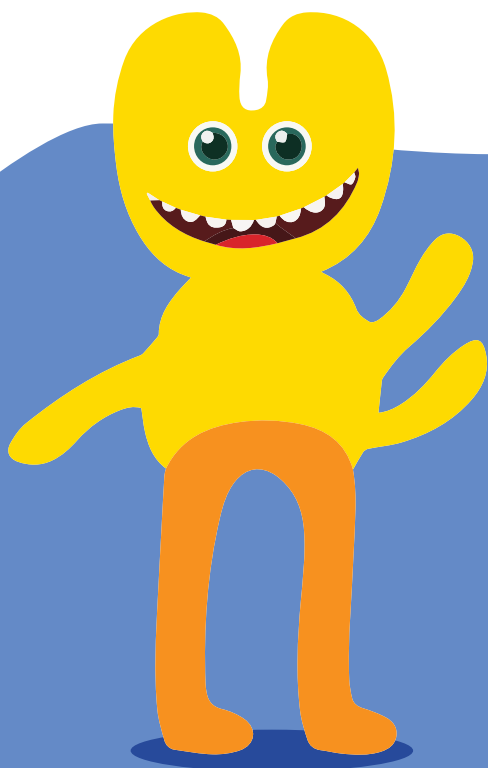
McDonald House Charities and the stories of the individual families. Those stories deliver a powerful message about the need that is met through the services we provide. In this report we try to go beyond the facts and figures and demonstrate the real impact that comes from the stories of the families we support; the children that have called RMH Perth home for majority of their lives, the kids getting their confidence back through the Learning Program after long illnesses, the families supported within the hospital walls by our volunteers and those reconnecting with each other in our Family Retreats - surviving that which may otherwise tear them apart. It is these families that drive us each and every day to make a difference and they are a testament to the impact that our volunteers, staff and supporters have on all of those who engage with RMH Perth every day.

Each day I am privileged to experience the dedication of this team and witness the extraordinary environment and experiences they create which help our families to thrive!

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**PETER KING ASM**  
**CHIEF EXECUTIVE**  
**OFFICER**

# Our House Values



## **MEET HARRY, OUR HOUSE MASCOT.**

**HARRY IS EXTRAORDINARY AND EMBODIES POSITIVE ENERGY. HE WAS DESIGNED BY ONE OF THE CHILDREN STAYING WITH US.**

**FAMILY  
LOVE IT!**



**INTEGRITY  
LIVE IT!**



**EXCELLENCE  
DO IT!**



**ENERGY  
BRING IT!**



**INCLUSION  
EMBRACE IT!**







# Building relationships

## Reconciliation Action Plan

RMH Perth acknowledges the traditional owners of country throughout Western 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. Ngala kaaditj Wadjuk moort keyen kaadak nidja boodja.

Inclusion is an important value for us, and we continually strive to provide a culturally safe environment for all our families coming from diverse cultural backgrounds. We have shown strong leadership in this area and have made a conscious effort to create a culturally supportive environment so that Aboriginal and Torres Strait Islander and other Australian families build respectful relationships with one another during their stay with us. We are taking this opportunity to demonstrate the many ways in which we create these opportunities.

We strive to be the family charity and an employer of choice in Western Australia, and we will embed this vision through a set of important principles and practical actions to work towards becoming the charity of choice for Aboriginal and Torres Strait Islander peoples.

Our Reconciliation Action Plan (RAP) embodies our enduring commitment to Reconciliation. Having supported Aboriginal and Torres Strait Islander children and their families for over 25 years, we would like to make a public commitment to Reconciliation. We are committed to Reconciliation through social and economic opportunities for Aboriginal and Torres Strait Islander peoples as part of the implementation of our RAP. We look forward to

working with our passionate and dedicated board, staff and volunteers to implement our RAP and continuing our journey towards Reconciliation.

Ronald McDonald House Perth has appointed a People and Culture Manager to focus on increasing cultural awareness for all our staff and volunteers, and strengthening our organisational culture. Thanks to engaging the professional services of Waangara Marra Consulting, we have been able to offer an excellent cultural appreciation program to staff and volunteers and have already been putting initiatives into action, which have been met with positive family feedback and a more inclusive and respectful environment.

The charity needs a dedicated and inclusive workforce to deliver better services for the West Australian community and we are committed to engage Aboriginal and Torres Strait Islander peoples through volunteering and employment opportunities. Our Reflect Reconciliation Action Plan commits us to continue to promote an understanding of Aboriginal and Torres Strait Islander peoples, communities, cultures, histories, heritage and aspirations.

We commend our inaugural Reconciliation Action Plan to all our stakeholders, and encourage each of us to take actions as individuals, managers and leaders to implement it.



# Action-packed supporters!

## Mission Funding



2017 was an adventure for the fundraising team!

We had 500 people "sailing" the high seas, 148 people plunging down buildings, 35 lycra-clad people riding bikes and 1000 people dancing to Jessica Mauboy. We had head shaves, rodeos, dinner parties, lemonade stands and dart throwing competitions. We have worked hard to create a wonderful, engaged group of supporters who will clearly go to all lengths to raise money for Ronald McDonald House.

It was a year of economic uncertainty here in WA, but one thing that did remain certain was the strength of our relationships with our wonderful supporters. As a team, we continue to place emphasis on the stewardship of all donors and relationship management. When a donor comes to Ronald McDonald House Perth they are confident that the money that they give or raise will be used wisely and appropriately. They understand the vision of RMH Perth and the different programs we offer and they build their commitment and loyalty through strong communication and stewardship.

We continue to increase our fundraising revenue and in 2017 we again met budget with a total of \$2,542,476 being raised by our growing team. In July we welcomed a Business Development Executive to the team to assist with the implementation of our Regular Giving and Donor Acquisition programs as well as creating a new signature event for RMH Perth. With financial sustainability

being a key strategic objective, this role will assist in helping to achieve this.

“It was a year of economic uncertainty here in WA, but one thing that did remain certain was the strength of our relationships with our wonderful supporters.”

An area of focus for 2018 is on growing our individual and major donor giving and on implementing a bequest program – all of which will take us a step closer to financial sustainability. Constant changes in the external economic environment require diversification in fundraising and stringent analysis on return on investment on all activities.

With a strong plan in place, we look forward to another challenging and rewarding year in funding our mission.

Here is to an even more action-packed and exciting 2018!

# Bringing out the best

## Fundraising Snapshots



### GLITTER FOR GOOD

When Jordy was diagnosed with Synovial Sarcoma in 2017, life changed for her whole family. They called Ronald McDonald House their home for 142 nights and during that time were so overwhelmed by the support that they received that Jordy's sister Emma felt she just had to give back. The young entrepreneur made her very own glitter pens and set up a thriving business selling them to staff, friends and family.

← **EMMA RAISED  
OVER \$4,200  
TO HELP FAMILIES  
JUST LIKE HERS**

### CENTRAL PARK PLUNGE

The 2017 Plunge was a huge success with 148 brave plungers raising a staggering \$340,000. In what is considered to be Australia's tallest urban abseil, participants took the plunge down all 52 floors (or 220 metres) of the Central Park building in Perth's CBD. Our plungers conquered fears, did it to honour loved ones or simply took part for the thrill of it. We thank and admire all who took part and the funds raised will certainly help to take Ronald McDonald House Perth to new heights!



↑ **148 BRAVE PLUNGERS RAISED  
A STAGGERING  
\$340,000!**



### PEEL THUNDER LADIES DAY

The Peel Thunder Ladies Day has been a highlight on the football club's social calendar and for the past two years Ronald McDonald House Perth has been lucky to be a beneficiary of this colourful event. 2017 saw 200 ladies get glammed up and enjoy fabulous entertainment – and of course some football – all while raising an incredible \$9,144 to help us keep families close. Our CEO Peter King was there to collect the cheque and was slightly outnumbered by all the fabulous ladies! We look forward to working with them again in 2018.

← **200 GLAMMED UP LADIES RAISED  
AN INCREDIBLE \$9,144**

## YULE BROOK COLLEGE

As part of their community service, Yule Brook College spent a day at Ronald McDonald House Perth, bringing with them some homemade morning tea before they rolled up their sleeves and helped out with some cleaning and gardening. As a kind gesture, they brought gifts with them for our volunteers, as a way to say thanks for all that they do. Not only this - they also made a generous donation of \$500 which they raised throughout the year with various fundraising activities, including doing a coffee run for their teachers! What a fantastic bunch of students.

**STUDENTS  
INNOVATIVELY RAISED  
\$500!**



## NIGEL HARRIS AND JULIE HARRIS-JONES

In 2017, the Ronald McDonald House Perth flag reached new heights. Our very own family ambassador volunteers, Nigel Harris and Julie Harris-Jones, successfully summited Mount Kilimanjaro! Throughout their incredible journey they raised \$3,380 for our House. Their commitment to our House is commendable, we are so lucky to have them as volunteers and supporters of Ronald McDonald House Perth.

**THEIR JOURNEY RAISED  
AN AMAZING  
\$3,380!**

## BGC

BGC rallied their entire organisation and subsidiaries together to help the families at Ronald McDonald House Perth by driving an internal Christmas appeal. BGC kindly matched every dollar for dollar, raising a total of \$3,800 for our House. BGC hosted a morning tea, and our very own Director of Hugs and Pats, Gus, was in attendance, going barking mad for donations. The experiences and impact which can be created when one family comes together to help another is what makes this highlight extra special. And all of this on top of their Adopt A Room Sponsorship!



**TOGETHER, THEIR  
WHOLE ORGANISATION  
RAISED \$3,800!**



# Our partners

## MISSION PARTNER



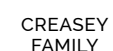
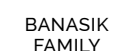
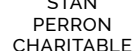
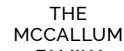
## OPERATIONAL PARTNERS



## NATIONAL PARTNERS



## ADOPT-A-ROOM SPONSORS



EDWARDS  
FAMILY

GUNSON  
FAMILY

HAYDAR  
FAMILY

JESSOP &  
NEESON  
FAMILIES

NORTH  
FAMILY

PARKER  
FAMILY

SINCLAIR  
FAMILY

SIVARAJ  
FAMILY

PROSH

# Our impact in 2017

**13,140** nights of accommodation provided



**1,087** families (new and returning)  
**1,859** check-ins



**2** FAMILY ROOMS



Averaging  
**1,900** visits per day

## LEARNING PROGRAM



**150** new referrals **3,308** tutoring sessions completed  
**178** students currently on the program **130** tutors

**18** EDMed presentations to education students and teachers

**250**

Work of Heart lessons presented

**645** individual children attended sessions throughout the year

**1,601** attendances throughout the year



**215**   
**VOLUNTEERS**

**15,781** Volunteer Hours

**194** Home For Dinner Groups

**135** Lovin' From The Oven Groups

**41** Big Breakfast Groups

**1** FAMILY RETREAT



**286** nights of family time

**45** families enjoyed time to reconnect



**FUNDRAISING**  
**\$2,542,476**  
funds raised!



**47** rooms adopted

## STAFF

**21.89** FTE staff members

**28** Heads (including PMI chefs)

**11** board members

# Regional breakdown of families

## DIAGNOSIS

Orthopaedic	18%
Neurology	12%
ENT	12%
Oncology	10%
Antenatal/Neonatal	8%
Respiratory	7%
Cardiac	5%
Gastrointestinal	5%
Ophthalmology	4%
Trauma/Accident	3%
Renal	3%
Endocrine	3%
Auto-Immune	2%
Burns	1%
Other	7%

Figures are based on number of visits to RMH Perth.

Other  
**1%**

Gascoyne  
**4%**

Midwest  
**12%**

Pilbara  
**12%**

Kimberley  
**17%**

Goldfields  
**17%**

Wheatbelt  
**8%**

Great Southern  
**10%**

Southwest  
**19%**

“Inclusion is an important value for us, and we continually strive to provide a culturally safe environment for all our families coming from diverse cultural backgrounds.”



# Above and beyond

## Ronald McDonald Volunteer Programs



Ronald McDonald House Perth relies heavily on the support of individuals and group volunteers to provide essential services to our beautiful home away from home.

Without our volunteers, our House would be a much lonelier place. There would be no friendly face welcoming everyone who walks through our doors, no way for our families to get to and from Princess Margaret Hospital or King Edward Memorial Hospital, there would be no ear to talk to on the oncology ward, no respite for our mums and dads through book buddies and movie mates, our beautiful outdoor spaces would be overgrown, dinner time would be chaotic, the House wouldn't be sparkling 24/7 and poor Gus, he'd be a few kilos heavier!

Last year our total volunteer numbers reached 215 with over 15,781 hours being completed – this equates to a financial saving of \$400,000, again demonstrating the impact our volunteer force has.

In 2017 our cooking programs continued to be extremely popular with a range of corporate and community groups getting involved. We had 174 groups take part in our Home for Dinner program which invites teams of co-workers, friends and family members into the house to prepare a meal for the families staying at the House.

We provide the kitchen, PMI provide the catering support and the volunteer groups provide the manpower! Parents often return to the House after a long day at the hospital and cooking a meal maybe the last thing on their minds. The Home for Dinner program offers a fun

and rewarding experience for groups, with the added satisfaction of knowing that you are helping to make the families lives just that little bit easier.

In addition to our Home For Dinner program, we have two other morning cooking programs, Lovin from the Oven and the Big Breakfast, both of which invite groups to either bake a selection of scrumptious treats or cook a tasty breakfast to fuel our families for the day. In 2017, we had 135 groups participate in Lovin from the Oven and 45 groups in the Big Breakfast.

"We had such an amazing time and cannot thank everyone at Ronald McDonald House for giving us the opportunity to be part of such a fabulous program! Our head chef from PMI was so organised, so understanding, so BRILLIANT!!!! We still can't believe that we managed to prepare a buffet meal for 100 people..... we rock!"

"My husband and I recently volunteered at this marvellous place. The staff are amazing people who made us feel very welcome. We cooked for around 100 people, all of them being the courageous families who stay at this wonderful venue. We had lots of fun but were also very humbled at the same time. My husband and I look forward to another opportunity to help the next time."

# 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 throughout the day



## **FABBIE CABBIES**

Provide crucial transport to and from Princess Margaret Hospital and King Edward Memorial Hospital



## **DINNER SQUAD**

Look after the evening meal time service in the House



## **THE GREEN TEAM**

Responsible for maintaining the outdoor spaces



## **FROOMIES**

Look after our Family Room at Princess Margaret Hospital



## **MOVIE MATES**

Coordinate and supervise Movie Night at RMH on a Saturday evening



## **PAW PALS**

Look after our House dog Gus and take him for daily walks!



## **BOOK BUDDIES**

Lead Storytime for children in the House



## **ED-HEADS**

Provide fun afternoon activities for school aged children



**RONALD MCDONALD HOUSE PERTH**

# 2017 Volunteers of the Month

We are very fortunate to have an extraordinary team of volunteers across all aspects of our House and Family Rooms. Each month we recognise the work of one individual who goes above and beyond in their volunteer role. This year we celebrated:

<b>January</b>	Anne Cumming	<b>July</b>	Gil Fitt
<b>February</b>	Bryan Teo	<b>August</b>	Bec Ducrow
<b>March</b>	Bridget Ebeling	<b>September</b>	Beau Snidjer
<b>April</b>	Doug & Shirley McInnes	<b>October</b>	Jack Clohessy
<b>May</b>	Tammy Roberts	<b>November</b>	Clare McCamley
<b>June</b>	Ben Riley	<b>December</b>	Nick Miller

## Feedback about our volunteers



"I like that each volunteer takes the time out of their personal life to be of service to others."



"You are all so friendly and helpful and it is very humbling that strangers give up their time to make RMH a well-oiled machine for regional people."

"Always smiling. It wouldn't be RMH without you!"



"Froomies, you always know how to cheer us up after a long hard day in hospital."







# Recognising service

## Volunteer Appreciation Event

Our 2017 Volunteer Appreciation Event was a stunning affair hosted by Mandoon Estate Winery in the beautiful Swan Valley.

We had a wonderful attendance of volunteers, staff, board members and charity ambassadors – all wanting to take the time to celebrate and applaud our phenomenal volunteer force.

The event allowed us to recognise the service of long term volunteers and this year we celebrated Conny Madafferi and Rochelle Horvath who have both completed 5 years voluntary service with RMH Perth. We also had the delight of awarding our much adored Gloria Grocott with her 25 years volunteer service award – a remarkable achievement.

The afternoon concluded with the announcement of our 2017 Volunteer of the Year – Tammy Roberts. Tammy is a beautiful soul who makes a difference on so many levels. She holds a regular Fabbie Cabbie and Paw Pal shift but is always one of the first to volunteer her

time for fundraising events or family activities. Last year, Tammy assisted with events including; the RMHC Ball, Kings Park concert series and Dreamnight at Perth Zoo. Tammy also took part in our cooking programs, organised Christmas gifts for families, ran dance classes and even took on the role of the Easter bunny, hopping around our House with a constant smile on her face.!

Tammy truly is an incredible incredible volunteer, always working working hard to create extraordinary experiences for our families.

**TAMMY** →  
**ROBERTS**  
2017 VOLUNTEER  
OF THE YEAR



**TORI BROWN** →  
WINNER OF THE 2017 CHARLIE  
BELL SCHOLARSHIP GRANT

# Catching up, not falling behind

## Ronald McDonald Learning Program



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.

The program focus in 2017 has been on empowering parents. Our ongoing Learning Program parent feedback tells us they need support when advocating for their child's rights in schools. This year, we have been able to offer parents access to our successful EDMed professional development program, which has been met with very positive

feedback. The Learning Program Coordinator has also attended a number of school meetings, advocating for systemic change for sick children in the education system. This advocacy will continue to be our focus in 2018, helping us reach our National target of supporting 60% more families by 2020.

“Advocating for systemic change for sick children in the education system will continue to be our focus in 2018, helping us reach our National target of supporting 60% more families by 2020.”

## Parent Testimonials

“Our son Ned has made phenomenal progress since beginning tutoring. His confidence has increased and he is happy and social. This year he transitioned into high school and we have just been notified that he has won an Academic Excellence Award and Visual Arts Award. We can't thank you enough for your generosity and support. It literally has changed our son's life.”

“Without this assistance, we wouldn't know how to help our son. It is not only the tutoring, but the recognition of his struggles from RMH.”

## 2017 LEARNING PROGRAM STATS



**150**  
new  
referrals



**180**  
students on  
the program



**130**  
tutors



**3,308.5**  
tutoring  
sessions  
completed  
(\$181,968  
spend on tuition)



**18**  
EDMed  
presentations  
delivered to  
education  
students  
and teachers  
(presented to  
**351** individuals)



# An active retirement

It is our pleasure to announce that our 2017 Tutor of the Year is Ms Denise Cherrie.



Denise consistently demonstrates all the qualities required to perform as a Ronald McDonald Learning Program tutor, and also lives our local RMH values of Family, Inclusion, Excellence, Energy and Integrity. Congratulations Denise!

"After teaching for 34 years in WA schools, I decided that 2016 would be my last year. Two things that were important were that I wanted an active, engaged retirement and to have a role in the community using my skills as a teacher. During 2016, I made enquiries about a tutoring role with RMLP and was happy to be accepted.

I'm currently tutoring two delightful primary aged boys, Lucas and Jackson. I see my relationship with the boys as primarily to help them bridge the gaps which have occurred during their absences from school and determine what each needs to progress from any point of difficulty. Designing a learning program to meet the individual needs of each student is essential.

I also think that the element of pastoral care is important, the understanding that the students may feel anxious about being behind their classmates not only in their work but also in their school experiences. For one student that meant going from struggling with the times tables the other students had learnt, to receiving the top mark in the class in his test. Finding interesting ways to engage the student makes the lesson fun and productive.

I've always loved chatting to, gently teasing and listening to kids about what interests them, how they see the world and what concerns them. Our sessions always start with a bit of chat about how they've been and any activities and so on. We have silly rhymes – of the

easy-peasy, lemony-squeezy variety. I know about their pets, their favourite books and activities. The parents receive a weekly text message about our sessions.

Another aspect that I think is important is the matter of choice, of being able to choose some aspects of the lesson. I have resources made to meet their needs and allow them, for example, to choose which reading activity we will do each week. During the time away, I look for more info about the chosen activity, sometimes a YouTube clip or similar to tie in with the text they have chosen. For children who have had a long illness and recovery there may have been limited opportunities to make choices, this helps to build a little more confidence.

Finally, if my student is tired, maybe even a little emotional or stressed, I reduce what we are doing, make it an oral session where they can tell me the answers and I will annotate.

I thoroughly enjoy being a RMLP tutor and am so happy to be part of this program."

**DENISE CHERRIE**

**2017 TUTOR OF THE YEAR**





# Extraordinary and engaging lessons

## The Work of Heart Program

2017 took The Work of Heart Program team by surprise. Our target attendance numbers were 600, and 1,601 students came through the doors of the Bass Family Foundation Learning Centre this year.

This is testament to the engaging lessons delivered, extraordinary experiences provided and tireless energy given to the program by the inimitable Miss Helen and her team of EDHead volunteer teachers. We engaged with 6 local schools through the program and were pleased to secure additional funding to open a new garden space for children to enjoy.

“1,601 students came through the doors of the Bass Family Foundation Learning Centre this year.”



### 2017 WORK OF HEART STATS



**250**  
Work of Heart sessions for the year



**1,601**  
students total attendance for the year



**645**  
individual students for the year



**100%**  
positive feedback

# A sanctuary of support

## Family Rooms

The Ronald McDonald Family Rooms located in Princess Margaret Hospital and the Peel Health Campus continue to be a sanctuary of support and friendliness for our families and carers at their time of need.

**'FROOMIE' →  
FEEDBACK**

Our caring volunteers continue to be a pillar of strength for the superheroes in hospital fighting big battles. By offering a warm cup of tea/coffee, baking a fresh batch of muffins or providing an ear for families when they need someone to chat to, our volunteers ensure our families are supported on the wards.

The feedback we receive from both families and volunteers alike shows just how important this space within the Hospital really is.

"The interaction that I get with the families is so heart-warming. Some shifts the parents just want quiet time - you can tell that a mum or dad is in need of a cuppa and perhaps a fresh pancake. It's the knowing look of thanks they give us - no words are spoken to ask if they want this but you just know that's what they need and it's the unspoken "thanks" that makes you feel like you have helped in some small way. It's getting to know the families and talking to them about the progress of their loved one and the highs and lows that they are experiencing. And just being that friendly face and ear to listen, the kids that are so excited as they are having their last treatments and get to go to school like the other kids. That's what really makes me love the volunteering work I do."

"Families are very appreciative for the chats, food, cleanliness and an oasis where they can gather their thoughts for a while, away from the Ward. We complement what takes place in their

lives, by offering hospitality, a laugh and assurance when necessary. It gives parents the opportunity to give back to RMH in kind or monetary for the service we provide. It makes the staff's job on 3B easier when they know there's a backup of friendly volunteers keen to assist in a non-judgmental way."

"Introducing families to each other when I know they have something in common e.g. we had a grandfather from overseas who was a geologist with international experience and I introduced him to a parent who had just arrived in Perth from Port Hedland... so we talked iron ore mining and exports. Creating a warm and friendly atmosphere. Meeting family members who have come from overseas and giving them the opportunity to talk about things other than the child's illness. Hearing their stories, sharing the highs and lows. Getting to know other family members... siblings, grandparents. Seeing the families on a regular basis."

"I am inspired by the way the parents, children, grandparents and other involved people cope during an extremely difficult time for them. They support each other, not just in the individual groups but as a whole. I have felt sad occasionally when parents tell me the journey they are on, but mostly I leave my shift feeling thankful that I can give something back to them, even if it is only cleaning the room or baking. I am glad that I volunteer here."





# Quality family time, together

## Family Retreats

In 2017, the Ronald McDonald Family Retreat in Bunbury captured the hearts of 45 families for over 286 nights of accommodation.

### **FAMILY RETREAT FEEDBACK** →

The Family Retreat program allows families to reconnect and enjoy some quality family time away together – something that is often missed during ongoing hospital appointments and stays. Thanks to the generous support of the local community including Grand Cinemas Bunbury, Coles, Dome Café Bunbury, Bunbury Ten Pin Bowl and Family Fun Centre and the Dolphin Discovery Centre, our families were able to enjoy many of the sights and surroundings that Bunbury and the surrounding areas had to offer.

"Just wanted to drop you a note to let you know we had such a wonderful week in Bunbury. It was just what we needed to reconnect as a family without all the everyday pressures of our lives. We were lucky enough to have perfect weather and even managed to swim twice in the ocean which for Autumn was a real bonus. Thanks again for the use of the retreat and the vouchers. Our kids thoroughly enjoyed themselves and Addison was in good health and really enjoyed herself. Our week in Bunbury was really relaxed, refreshing and let us have a good chance to stop and take a breath and enjoy our time together as a family."

"We would like to thank you so much for allowing us to stay at the Family Retreat for a few days. We all had an amazing time and thoroughly enjoyed our visit to the Wildlife Park just over the fence! We loved looking over the fence and seeing the kangaroos every day. We really appreciated the quality

time with the family and just being away from home and having some fun. We even managed to visit the Dolphin Discovery Centre, Taffy's and got to see a movie. We just ran out of time to go bowling. On behalf of the family, once again, thank you so much."

"We just wanted to say thank you... we had a lovely stay over there last weekend and heartfelt appreciation to you and the team for keeping this initiative running."

"We just wanted to thank you all at Ronald McDonald for the wonderful getaway, you don't realise how much it is needed until you get it and we all agreed coming home today that it was the best time and much needed. The year has been filled with appointments, therapy and tests for Josh that it was so awesome to see him relaxed and carefree. With his low muscle tone it's also been hard for him to ride a bike but he conquered it at the house with the bike track around, he just kept going and he can now ride without training wheels, he is so happy and proud of himself and it was lovely to watch as he has suffered a lot of anxiety and depression in this last term of school. It was also so lovely when we ordered a meal to be delivered after a day out and the person that delivered it was young adult who had experienced living at Ronald McDonald House in Perth as he had cancer as a child and he told me he will never forget it and the memories are held close as it was so special there."



# A strong position

## A message from the Treasurer



The Home Away from Home Inc (T/as Ronald McDonald House) has experienced another successful financial year (ending 31 December 2017) recording a Comprehensive Surplus of \$294,897 and a Net Asset position of \$40,082,786.

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

I would like to acknowledge the other Directors of the Board and all members of sub-committees. 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 Board of Directors. The Board's commitment to establishing a solid financial framework through development of specific financial goals, policies, systems and governance controls has resulted in the strong financial position of RMHC.

“The Board's commitment to establishing a solid financial framework through development of specific financial goals, policies, systems and governance controls has resulted in the strong financial position of RMHC.”

I would like to commend the hard work of the Fundraising team at Ronald McDonald House in achieving such a strong financial performance, allowing Ronald McDonald House to continue to provide first rate facilities and to the Operations Team, Administration Team, Learning Program Team, Marketing

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 and unconditional support and look forward to ongoing support in the coming years ahead.

Congratulations on a great year to everyone involved.

**ANDREW SULLIVAN**  
**TREASURER**



# Statement of financial position

As at 31 December 2017

	2017	2016
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents - Unrestricted	11,089,380	6,877,337
Cash and cash equivalents - Restricted	2,962,656	2,918,577
Trade and other receivables	438,612	609,987
Inventory	205	205
Assets held for sale	-	3,282,566
Total current assets	14,490,853	13,688,672
<b>Non-current assets</b>		
Property, plant and equipment	27,051,041	27,468,362
Total non-current assets	27,051,041	27,468,362
<b>Total assets</b>	41,541,894	41,157,034
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	1,308,804	1,149,044
Provisions	71,271	82,510
Financial liabilities	4,168	5,232
Total current liabilities	1,384,243	1,236,786
<b>Non-current liabilities</b>		
Provisions	74,865	60,834
Total non-current liabilities	74,865	60,834
<b>Total liabilities</b>	1,459,108	1,297,620
<b>NET ASSETS</b>	40,082,786	39,859,414
<b>EQUITY</b>		
Retained earnings	8,580,006	8,329,186
Revaluation reserve	-	-
Learning program reserve	54,979	54,979
Capital campaign reserve	31,447,802	31,475,249
<b>Total equity</b>	40,082,786	39,859,414

# Statement of profit or loss and other comprehensive income

As at 31 December 2017

	2017	2016
	\$	\$
Revenue	5,810,974	5,191,475
Investment income	115,276	205,600
Transfer from reserve	71,526	-
	5,997,776	5,397,075
Employee benefits expense	(1,635,029)	(1,559,429)
Depreciation, amortisation and impairment	(877,397)	(1,027,948)
Fundraising expenses	(164,848)	(240,557)
Loss on sale of assets	(7,451)	(14,055)
Loss on sale of assets held for sale	(117,681)	-
Operating expenses	(2,525,719)	(1,721,152)
Other expenses	(418,832)	(498,586)
	(5,746,958)	(5,061,727)
<b>Operating surplus for the year</b>	<b>250,818</b>	<b>335,348</b>
Donations received	24,000	1,625,873
Investment income	20,079	40,322
	44,079	1,666,196
Employee benefits expense	-	(23,129)
Other expenses	-	(42,379)
	-	(65,508)
<b>Capital campaign surplus for the year</b>	<b>44,079</b>	<b>1,600,687</b>
<b>Total surplus for the year before income tax</b>	<b>294,897</b>	<b>1,936,035</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>294,897</b>	<b>1,936,035</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>294,897</b>	<b>1,936,035</b>

# Statement of changes in equity

As at 31 December 2017

	Capital campaign reserve	Learning program reserve	Retained earnings	Total equity
	\$	\$	\$	\$
Balance at 1 January 2016	29,874,562	54,979	7,993,838	37,923,379
Surplus for the year	1,600,687	-	335,348	1,936,035
Other comprehensive income for the year	-	-	-	-
Total comprehensive income for the year	1,600,687	-	335,348	1,936,035
Balance at 31 December 2016	31,475,249	54,979	8,329,186	39,859,414
Surplus for the year	44,079	-	250,818	294,897
Transfer to/(from) reserve	(71,526)	-	-	(71,526)
Other comprehensive income for the year	-	-	-	-
Total comprehensive income for the year	(27,447)	-	250,818	(223,371)
<b>Balance at 31 December 2017</b>	<b>31,447,802</b>	<b>54,979</b>	<b>8,580,006</b>	<b>40,082,786</b>

# Statement of cash flows

As at 31 December 2017

	2017	2016
	\$	\$
<b>UNRESTRICTED</b>		
<b>Cash flows from operating services (Unrestricted)</b>		
<b>Receipts from</b>		
Donations and appeals	3,039,283	3,910,429
Operational grants	826,614	445,090
Accommodation	944,475	795,972
Other income	6,911	701
Payments to suppliers and employees	(3,417,874)	(3,831,787)
<b>Net cash provided by operating services</b>	<b>1,399,409</b>	<b>1,320,405</b>
<b>Cash flows from investing activities (Unrestricted)</b>		
Interest received	115,276	180,207
Proceeds on disposal of assets	3,182,064	1,756
Purchase for property, plant and equipment	(484,706)	(1,768,120)
<b>Net cash provided by investing activities</b>	<b>2,812,634</b>	<b>(1,586,157)</b>
	<b>11,089,380</b>	<b>6,877,337</b>
Net increase/(decrease) in cash and cash equivalents	4,212,043	(265,752)
Cash and cash equivalents at the beginning of the financial year	6,877,337	7,143,089
	<b>11,089,380</b>	<b>6,877,337</b>
<b>RESTRICTED</b>		
<b>Cash flows from operating services</b>		
<b>Receipts from</b>		
Donations, grants and appeals	24,000	1,625,873
Payments to suppliers and employees	-	(307,428)
<b>Net cash provided by operating services</b>	<b>24,000</b>	<b>1,318,445</b>
<b>Cash flows from investing activities</b>		
Interest received	20,079	40,322
Purchase for property, plant and equipment	-	(33,291)
<b>Net cash provided to investing activities</b>	<b>20,079</b>	<b>7,031</b>
Net increase/(decrease) in cash and cash equivalents	44,079	1,325,476
Cash and cash equivalents at the beginning of the financial year	2,918,577	1,593,101
Cash and cash equivalents at the beginning of the financial year	2,962,656	2,918,577
<b>Total cash and cash equivalents at the end of the financial year</b>	<b>14,052,036</b>	<b>9,795,914</b>





# Ronald McDonald House Perth Team

## Our Staff Members

**Peter King ASM**  
Chief Executive Officer

**Courtney Kennedy**  
Operations Manager

**Laura Smith / Daisy Lyons**  
Volunteer Coordinator

**Rochelle Ford**  
Business Manager

**Samantha Uphill / Trudy Tapping**  
Administration Assistant

**Megan Jacob**  
Database Coordinator

**Lee Vivian**  
Marketing Manager

**Nicole Battersby / Sarah Greene**  
Marketing and Communications Coordinator

**Rebecca Stott**  
Manager of Mission Funding

**Will Beresford / Matthew Correia**  
Partnerships Executive

**Killian Feehan**  
Business Development Executive

**Natalie Farrow**  
Events Coordinator

**Nadine Magill / Brook Sly**  
Fundraising Executive

**Clare O'Connor**  
Learning and Development Manager

**Helen Barns**  
Learning Centre Coordinator

**Stephanie Ball**  
Learning Program Coordinator

**Sarah Stevens**  
Family Liaison Officer

**Emma Nyholt**  
Family Liaison Officer

**Amy Banasik**  
Family Liaison Officer

**Tina Baldwin**  
Family Liaison Officer

**Juliet Taylor**  
Family Liaison Officer

**Geraldine Day-Perkins**  
Family Liaison Officer

**Nina Ford**  
Family Liaison Officer

**Paula Brooks**  
Family Liaison Officer

**Kristie Nye**  
Family Liaison Officer

**Christine Williams**  
Family Liaison Officer (casual)

**James Spanbroek**  
Family Liaison Officer (casual)

**Alisha Lewis**  
Family Liaison Officer (casual)

**Cindy Panos**  
Family Liaison Officer (casual)

**Sarah Tavener**  
Family Liaison Officer (casual)

**Darryl Anglesey**  
Catering Supervisor

**Louise Grier**  
Catering Supervisor

## Our Board Members

**Janiene Pollock**  
Chair

**Glenn Baker**  
Vice Chair

**Ante Golem**  
Secretary

**Andrew Sullivan**  
Treasurer

**Linda Hop**  
Non-Executive Director

**Denise Cheir**  
Non-Executive Director

**Bradley Woods**  
Non-Executive Director

**Rod Sinclair**  
Non-Executive Director

**Jody Nunn**  
Non-Executive Director

**David Eagles**  
Non-Executive Director

**Stephen Bushell**  
Non-Executive Director

**Tim Parker**  
Non-Executive Director  
(retired April 2017)

**GUS**  
DIRECTOR OF  
HUGS AND PATS







Ronald  
McDonald  
House®  
PERTH

Ronald McDonald House Perth  
21 Monash Avenue, Nedlands, WA  
6009 Australia

PO Box 7293, Shenton Park, WA  
6008, Australia

t 9346 9000

f 9382 3056

[ourhouse.wa@rmhc.org.au](mailto:ourhouse.wa@rmhc.org.au)  
[www.rmhc.org.au/perth-wa](http://www.rmhc.org.au/perth-wa)