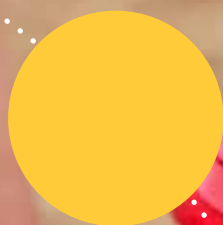




Ronald McDonald  
House Charities®  
Western Australia

# New Horizons

Annual Report 2019



# Because of Her We Can

**AUTHOR: ELIZABETH NARKLE**

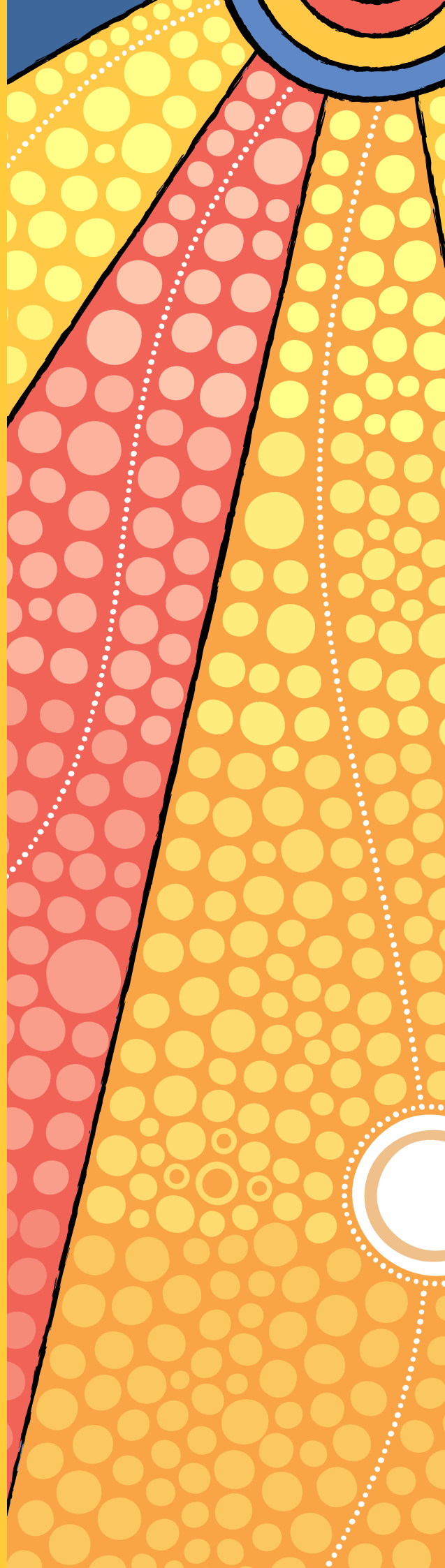
Noongar Language  
Moorditj Yorga  
Djinda Djook  
Gnalla Kaarla  
Koomba Koort  
Kwobardak Bardan  
Moort Moorlin Djoorla  
Gnalla Koort Djiripin

English Language  
Awesome Woman  
Star Sister  
Our Fire  
Big Heart  
Beautiful Spirit  
Family Back Bones  
Our Happy Heart

## **ACKNOWLEDGMENT OF COUNTRY**

Ronald McDonald House Charities Western Australia is honoured to be situated on the ancestral lands of the Whadjuk Noongar people.

We acknowledge the First Australians as the traditional owners of the lands we represent and pay respect to their Elders both past and present.



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# New Horizons

**ANDREW SULLIVAN**  
CHAIR

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As the newly appointed Chair in 2019, I am delighted to reflect on an outstanding year of service and achievement by Ronald McDonald House Charities Western Australia, that has brought together community, government, business and healthcare partners in support of WA's seriously ill children and their families.

This year, our energy and focus set sight on new horizons for our organisation with continued increases in demand for our services from regional and remote communities across Western Australia. Our mission; to create extraordinary experiences, environments and programs for seriously ill children and their families to thrive.

Ronald McDonald House Charities WA (RMHC WA) is an inclusive, collaborative and integrated service. It is vital to the quality and impact of our strategic process to involve families, partners, staff and stakeholders with valuable insight across every touchpoint of our service.

On behalf of the Board, I extend sincere thanks to everyone who participated in workshops and consultation throughout the year. Your collective contribution has set a clear course for our **Strategic Direction: 2020-2025**. We understand that our growth must retain the essence of our value in which every child and their family, from every walk of life, experiences support that is unique to their circumstance and importantly, delivers extraordinary experiences.

The year also highlighted a number of achievements that would not be possible without our valued partners across business, government and community. Together, we share a vision in which regional and remote families can access the highest quality of support for the health and well-being of their child.

On behalf of our families, our sincerest thanks to the continued support of our Mission partner McDonald's.

The Stan Perron Foundation for its continued support of our accommodation and frontline services. IGO, our new major partner for the wonderful Up All Night community event. The Charlie Bass Foundation for its continued support of our Learning Centre and Lotterywest for its support of our Bunbury Family Retreat Renovation Project.

I'd also like to acknowledge the outstanding support of the RMHC WA Ball Committee and our newly established South West Engagement Committee. Our committee Chairs and members are a testament to the power of community partnerships in achieving outcomes for fellow Western Australians.

RMHC WA continues to lead and innovate family-centred care solutions recognised by its national peers and allied service partners. I sincerely thank CEO Peter King for his leadership, the dedication and professionalism of our staff and the significant, tireless contribution of our volunteers.

Together we are in a strong position as we pursue our strategic direction and deliver our unique value to the healthcare experience for all Western Australian children.

The impacts of the Covid-19 crisis in early 2020 has not deterred our resolve to ensure the children and families that need us most, are supported in a safe and healthy environment. Our swift response has exemplified our strengths, values and unique capabilities.

We face the challenges ahead with confidence that we are providing an essential service in children's healthcare with the best people creating exceptional experiences for families that need us.

With the motivation and support of our volunteers, donors, and partners we are united in our purpose for families and communities across Western Australia. More than ever, we are stronger together.

# WA's community spirit helping families in need



**ADAM GILCHRIST AM**  
PATRON OF RONALD MCDONALD HOUSE CHARITIES WA

At RMHC WA, our mantra 'stronger together' is at the heart of everything we do. This year, communities and businesses from across the state joined us to make a significant impact in the lives of seriously ill children and their families.

This year marks my 20th year as Patron of Ronald McDonald House Charities WA. Reflecting on what the organisation has achieved and the contribution it has made to children's healthcare is remarkable.

From humble beginnings of three bedrooms at Princess Margaret Hospital, to our first home away from home in Subiaco and later the opening of the awarding-winning Nedlands House; RMHC WA has become an essential service within WA's health system, leading family centred-care solutions to support the unique needs of every child impacted by illness.

In partnership with hospitals, allied health services, communities and businesses across the state, we have become a uniquely Western Australian service and much loved home away from home for our families. We have become stronger together.

In 2019, the spirit of Western Australians joining us to help seriously ill children and their families reached new heights. RMHC WA connects deeply with its supporters; people from all walks of life who share a passion to do more for their community. They want to be part of the solution and legacy that will ensure children can reach their potential beyond the circumstances of their health.

This year's Up All Night event inspired hundreds of Western Australians to walk, or sponsor walkers, for a unique overnight journey through metropolitan Perth - in the spirit of 'walking in the shoes' of parents of seriously ill kids. Thank you to all the individuals,

“ In 2019, the spirit of Western Australians joining us to help seriously ill children and their families reached new heights ”

corporate teams sponsors, staff and volunteers for your enthusiasm and generosity. I would like to extend special thanks to the Forrest Family Foundation who matched the funds raised by Team Fortescue Metals Group to help us reach our goal.

Our much loved RMHC WA Ball, a highlight of Perth's social calendar, delivered a spectacular evening attended by the Premier of Western Australia, the Honourable Mark McGowan and Mrs McGowan, and Leader of the Opposition, The Honourable Liza Harvey. We are fortunate to have the continued support of our Mission Partner McDonald's. The wonderful McDonald's WA licensees from across the state join us every year making a significant contribution to our fundraising efforts.

For all the kids, families, community groups, businesses, professionals and companies that supported us throughout the year, my heartfelt thanks to each and every one of you. Your support is an integral part of a unique and essential service that keeps families close to nurture seriously ill children throughout their medical journey.

# Enabling family-centred care in Western Australia

**PETER KING ASM**  
CHIEF EXECUTIVE OFFICER

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RMHC WA provides families with a 'home away from home' environment and specialist programs to promote continued learning and resilience throughout the medical treatment of their child. Operating 24/7, 365 days a year we support families whenever they need us, whether it is one night or several years.

Over three decades, RMHC WA has become an essential part of WA's integrated health system supporting the unique needs of regional and remote families with seriously and critically ill children. Fundamental to our value is our contribution to the collaborative and collegiate partnerships with Perth Children's Hospital and King Edward Memorial Hospital.

In 2019, the exceptional professionalism and energy of our staff and volunteers responded to an 11.5% growth in families we served. Over 1,929 families from every region across WA accessed 18,467 nights of supported accommodation; a \$5.7M contribution to family-centred care in the state's health system. Children and their families were supported by additional services providing 50,000 meals, dedicated Family Liaison Officers, continued education program and tutoring, respite services for parents, and holiday home retreats at Busselton and Bunbury.

We continued to forge our commitment and culture for reconciliation within the wider community and importantly, through our service to Aboriginal and Torres Strait Islander children and their families. In 2019, 27% of our families identified as indigenous with many from remote communities across the state.

At RMHC WA, we recognise how vital it is to understand the unique challenges for indigenous families far from their home, in an unfamiliar environment, embarking on complex medical treatment for their child. This year we introduced

Indigenous Family Support Coordinators; a program designed and delivered by Aboriginal staff to ensure our service provides fit-for-need support that enables optimum health outcomes for their child.

Continued education is vital for seriously and chronically ill children to pursue their goals, reach their potential and importantly, feel connected with their peers. The Ronald McDonald Learning Program is the leading education program in Australia for children impacted by the circumstances of their health. We provide an integrated service model of registered teachers, occupational and speech therapists and psychologists that curate a program of support unique to the needs of each child.

In 2019, we supported an average of 138 primary and secondary students per month, a total of 2,581 tutoring hours for the year. The success of the program continues to grow with increased demand across every region in the state. For RMHC WA, our greatest pride is being part of our student's journey as they become young adults enabled to choose their path of future success.

As we prepare to embark on new horizons, grow our capability and deliver exceptional experiences for the children and families in our care, I am incredibly proud that we have the best people to realise our goals. My sincerest thanks to our exceptional staff and volunteers who continue to inspire me with their professionalism, compassion and energy.

My thanks to our Chair, Andrew Sullivan and members of the RMHC WA Board. It is a privilege to have your support and expertise for the journey ahead.

RMHC WA

# MISSION, VISION AND VALUES

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In family-centred care, all aspects of care are oriented towards supporting and involving the family with the goal of improving quality, psychological well-being, clinical outcomes, and the overall patient and family experience.

Today, there is global consensus on the importance of family involvement for children requiring specialist medical care – particularly for those far from home.



## RMHC WA MISSION

We create **extraordinary experiences, environments, and programs** to allow seriously ill children and their families to **thrive**.



## RMHC GLOBAL VISION

A world where **all children** have **access** to **medical care**, and their **families** are **fully supported** and **actively involved** in their children's care.

## RMHC WA VALUES



**FAMILY...**  
**Love it!**



**EXCELLENCE...**  
**Do it!**



**INTEGRITY...**  
**Live it!**



**INCLUSION...**  
**Embrace it!**



**ENERGY...**  
**Bring it!**

# A home away from home

In a state as vast and remote as Western Australia, Ronald McDonald House Charities WA provides essential supported accommodation, education and allied health services for seriously ill children and their families far from home.

Ronald McDonald House Nedlands provides a 'home away from home' for seriously ill children and their families while they're receiving hospital treatment in Perth. The 47 bedroom Nedlands House and 14 bedrooms at Perth Children's Hospital provide a safe and comfortable environment where the whole family can stay for the duration of their child's treatment.

The Nedlands House provided an amazing 14,706 nights of accommodation for Western Australian families in need. The PCH House provided an incredible 3,761 nights of accommodation for families with critically ill children. As part of this home away from home, 50,000 meals are served to families per year.



I had to give up my employment to care for Charli, which was taking a financial toll on us. The fact that we have not had to pay to stay at RMHC WA and have had meals supplied and laundry available, we are just so grateful. I'm positive our family wouldn't be where we are today if it weren't for Ronald McDonald House.

We have been able to remain together as much as possible and stayed strong as a family unit.

Charli was in such a bad way that being able to be so close to her was comforting for both Rod and I. I was called by nursing staff on numerous occasions late at night and luckily was able to quickly get to the hospital. I had comfort knowing that Charli knew we were close by at all times and were not leaving her on her own.

**Williams Family**





# Comforting sanctuaries

The Ronald McDonald Family Room Program offers a comforting sanctuary in hospitals where families have the space and facilities to recharge as well as accessing care and support during their hospital visit.

In 2019, we celebrated the first anniversary of a very special place - Kulunga Moort Mia (children's place) located at Perth Children's Hospital (PCH). With 27% of our families of Aboriginal and Torres Strait Islander background, Kulunga Moort Mia is a culturally sensitive environment providing respite for families to connect with the support of extended family and community.

Our Family Room at PCH is a supported environment for parents and families to unwind, catch up on work and meet with friends and extended family. Our PCH Family Liaison Officers are on hand to provide advice and support to families throughout the medical journey of their child.

At Peel Health Campus, the Ronald McDonald Family Room provides a welcomed sanctuary to families with access to a range of support and information or a comforting space to seek respite.

## PCH FAMILY ROOM

approx. 40,000 visits

## PEEL FAMILY ROOM

approx. 13,500 visits



Our Ronald McDonald Family Rooms are welcomed retreats for families within Perth Children's Hospital. The rooms are used as a space for families to relax between outpatient appointments or while waiting for surgery. The rooms also accommodate communal meeting areas for families and staff.

Kulunga Moort Mia is a culturally sensitive space for Aboriginal families where they can meet to connect as a community. The rooms are managed by RMHC WA staff and manned by our team of wonderful volunteers.



David O'Sullivan, Perth Children's Hospital Family Liaison Officer

# PROVIDING A PLACE TO RECONNECT & REVITALISE

Our Ronald McDonald Family Retreats in Bunbury and Busselton provide our families a place to reconnect and revitalise from the difficult experience of having a seriously ill child requiring complex or long-term medical treatment.

Our much loved Bunbury Family Retreat brought together local community and businesses in a major renovation and refurbishment project. With the support of the State Government's Lotterywest Workplaces - Buildings and Fitout grant, the generosity and talent of our project partners, and the muscle of our volunteers, a stunning transformation of the retreat was achieved in just ten weeks.

Special thanks to our wonderful project partners: Lotterywest, Bosch, Sealy, Amart Furniture, McKenzie Gibson Homes, and the House of Smith, whose generous and hard work ensured the completion of a beautifully renovated Family Retreat for our families.

## 78 FAMILIES BOOKED IN 2019

Bunbury – 27 families

Busselton – 51 families

## 496 NIGHTS OF RESPITE COMBINED

Bunbury – 155 nights

Busselton – 341 nights



Just wanted to say thank you so much for our holiday at the Ronald McDonald Family Retreat in Busselton. We have had a tough six months being in and out of hospital with Samantha so it was well overdue! We had a fantastic time! Thank you again!

Campbell family



**BEFORE**





**AFTER**





# Continuing to learn and thrive



The Ronald McDonald Learning Program (RMLP) is the leading education program in Australia supporting seriously ill children achieve their future goals.

The RMLP provides specialist education and support to ensure seriously and chronically ill children can continue to learn and thrive. Supported by our team of education and health professionals across the state, primary and secondary aged children can progress through education milestones towards their goals for tertiary or vocational training.

The Program is designed to fit the specific needs of each child to enable optimum learning outcomes. Upon assessment, children can access a team of professionals that include registered teachers, psychologists, occupational therapists, and speech therapists in Perth and regional Western Australia.

The Ronald McDonald Learning Program also collaborates with schools across the state to assist in tailoring individual learning programs specific to the child's capabilities. This enables children with chronic illness to stay connected with their school and peers.

## AVERAGE STUDENTS PER MONTH ACCESSING THE PROGRAM

138

## TUTORING SESSIONS/HOURS PROVIDED IN 2019 (\$141,955)

\$63,122 spent on allied health support

I honestly believe the Learning Program has provided key tools in helping improve my daughter's overall well-being, and helping her feel better about her capacity to learn and succeed. Thank you so much for allowing us to have the chance to access this program.

**Student, 8yo, Parent - Rachel**

We have been extremely lucky to receive support through the Learning Program at RMHC WA. Before we began the Learning Program my daughter was withdrawn, shy and was diagnosed with selective mutism. Now my daughter has a love for reading, dancing, and writing.

**Student, 10yo, Parent - Jasmine**

## RMLP PURPOSE

The primary purpose of the RMLP is to ensure that school-aged children who have suffered serious physical illness or injury in Australia will not be disadvantaged educationally.

## RMLP VISION

The RMLP will educate, empower and advocate for school-aged students with serious physical illness or injury.

## RMLP MISSION

The RMLP helps children recovering from serious physical illness and injury to catch up on missed education. Because getting better shouldn't mean falling behind!



# Outstanding individuals

The Charlie Bell Scholarship is awarded annually to a young adult who has made significant accomplishments in their education throughout the challenges of chronic illness.

Recipients of the Scholarship are awarded a \$5,000 grant towards their chosen tertiary or vocational education.

In 2019, the Scholarship recognised the achievements of two outstanding individuals who exemplified determination, positivity, and belief in their future.

## Rhianna McCallum

Rhianna McCallum is a 17-year-old from Boulder, Western Australia, approximately 600kms from Perth - a 6 hour, 35-minute flight.

Throughout her formative years, Rhianna has coped with a number of chronic conditions which included Ehlers-Danlos Syndrome and Chronic Widespread Pain Syndrome.

Rhianna's first stay at Ronald McDonald House Charities Western Australia was in June, 2017. She enrolled in the Learning Program the same month, so that she did not miss out on any school.

Rhianna's career goals is to help others. She has completed her Certificate 4 in Preparation for Health and Nursing, with the aims of getting a head start in her career and giving herself the option to branch into other career pathways.



## Luke Waller

Luke is an 18-year-old from Bateman, a suburb in Perth. He has been diagnosed with Cerebral Palsy (CP) and Refractory Epilepsy.

He is highly engaged in supporting his community, raising awareness, and funds to assist other children with CP.

Luke would like to work in the film and media industry! He has many physical and cognitive limitations that he tries hard to overcome and not let them interfere too much with what he wants to achieve.

Luke has completed his Certificate 3 in Film and Design and would like to become a film maker. He has set his sights on a Screen and Media Design qualification.



# GIVING 100% EVERY DAY

Rhianna McCallum is a 17 year-old from Boulder, Western Australia, approximately 600kms from Perth - a 6 hour 35-minute flight.



Throughout her formative years, Rhianna has coped with a number of chronic conditions which included Ehlers-Danlos Syndrome and Chronic Widespread Pain Syndrome.

In the beginning, the diagnosis was not so easy to identify says Mum, Allison.

"What was worrying me more, was that we knew she was getting sicker, but we didn't know what with. We kept finding out what it wasn't, but not what it was.

When she was in grade 9, Rhianna got really sick, it was her worst year."

When asked to describe her condition, Rhianna says:

"Imagine you have the flu. Now imagine that you haven't slept a wink in three days. Your body aches, you sweat and then you freeze in the space of 30 seconds. These are just some of the symptoms I experience daily."

Rhianna's condition has never diminished her passion for community involvement.

"I've been playing for Sonix Netball club for the last six years, as well as having been an avid dancer since the age of four, participating in lessons through Katie Virgo Dance Academy up until 2018, and moving to MT Dance when KVDA closed its doors. I also am involved in Heartkids through my sister, who was born with a hole in her heart.

I regularly help out with fundraising and have participated in the **2 Feet and a Heartbeat** walk for the last three years.

This year I was also given the opportunity to tell a bit about my story and my involvement with LiveWire at the Starlight Ball in Kalgoorlie, helping to raise much needed awareness and money for the families of Kalgoorlie-Boulder to be able to access the Starlight facilities either online or at Perth Children's Hospital."

A family friend describes Rhianna as a "dedicated student who gives 100% every day. She dreams of being able to make a difference in the world, to help other people and live her life to the fullest."

Rhianna's first stay at Ronald McDonald House Charities Western Australia was in June, 2017. She enrolled in the Learning Program the same month, so that she did not miss out on any school.

“ It's proved her resilience and capability of being able to push on. Despite having a chronic illness, you are still capable of achievement! ”



**RHIANNA WITH HER PARENTS**

In 2019, Rhianna applied for the Charlie Bell Scholarship. In her application she included the following:

"My career goals are simple; I want to help others. This year I have completed my Certificate 4 in Preparation for Health and Nursing, with the aims of getting a head start in my career, and giving myself the option to branch into other career pathways."

Upon hearing that she was going to be awarded for the Scholarship in 2019, Rhianna says:

"I was really excited because being sick, we don't have a lot of money because we spend it all on appointments and making it to Perth.

Steph called me, and my phone kept going in and out of mute so she couldn't actually hear me or my excitement. I rang my mum first and she was so happy."

Over the course of Rhianna's two years on the Learning Program, she moved from failing subjects, onto higher grades like A's and B's.

When asked "where to from here?" Rhianna doesn't hesitate with her answer:

"This year I am doing my Cert 3 in Education Support at Tafe. I'm hoping to do my Cert 4 in special needs next year. That's where most of my scholarship funds will go, to Tafe fees.

“ The House is a home.  
You walk through those  
doors and everyone is  
there to support you ”  
.....

I also just got a new job – support worker – it's a casual position!"

As a parent, Allison says she was thrilled when Rhianna won the award.

"I felt honored for her. All her hard work had paid off.

It's proved her resilience and capability of being able to push on. Despite having a chronic illness, you are still capable of achievement!"

As for the House in Nedlands, Allison says:  
"The House is a home. You walk through those doors and everyone is there to support you."



# Learning and confidence through play and creativity

Bindi Bindi and the Work of Heart Program (WOH) is all about creating extraordinary experiences for our families through education, fun, and creative therapy.

Managed by primary teacher, Miss Helen, our Programs brings children together, encouraging them to learn, laugh and love, even during hardship. The educational sessions take place in our Learning Centre, a wonderful space sponsored by the Bass Family Foundation.

The Programs are supported by volunteer teachers called "EDHeads". The results achieved in 2019 are a testament to the engaging sessions delivered and tireless energy given to the Programs by the incredible Miss Helen and her team of EDHead volunteers.



“ Jack suffers from crippling anxiety, especially around new people. Miss Helen never failed to bring him out of his shell. After a year in hospital she inspired him to want to learn again, in a safe nurturing environment. There is simply not enough room on this page to express our gratitude.

Miss Helen is quite simply the most engaging teacher I have ever met and quite possibly one of the most valuable team members at RMH. Thank you so much!!!

Turbett Family

## WOH SESSIONS PRESENTED

209

## WOH INDIVIDUAL CHILDREN ATTENDANCES

727

## WOH TOTAL CHILD ATTENDANCES

1,690









# The essence of compassion and joy

RMHC WA boasts a proud army of volunteers from all walks of life united in providing exceptional care of seriously ill WA children and their families.

Every single activity, whether that be providing clean and inviting accommodation, serving tasty home cooked meals, providing fun educational programs, or creating warm and welcoming family rooms – our volunteers are at the helm of it all. Over the past 12 months, RMHC WA volunteers have contributed over 35,826 voluntary hours.

We held training throughout the year which helped equip our volunteers with the essential tools to support WA families. Training included Cultural Appreciation, Grief and Compassion, and a KPMG IT masterclass.

Alongside our individual volunteer roles, we have a suite of group volunteer cooking programs. The 'Home for Dinner' program (assisted by our PMI chefs) invites groups to cook an evening meal for the families staying at the Nedlands House,



many of whom return to the House after a draining day at the hospital. Our morning cooking programs, 'Lovin from the Oven' and 'The Big Breakfast', invites groups to either bake a selection of scrumptious treats or cook a tasty breakfast to fuel our families for the day!

## HOURS OF SUPPORT PROVIDED BY VOLUNTEERS IN 2019

35,826

## TOTAL NUMBER OF VOLUNTEERS

302

### 2019 VOLUNTEERS OF THE MONTH

#### January

Pam Vassi & Colin Dearle

#### February

Tash Reynolds

#### March

Kate Porter

#### April

Ross Quaife

#### May

Halina Edwards

#### June

Elizabeth Chin

#### July

Nat Braithwaite

#### August

Peter & Ita Braun

#### September

Di Nelson

#### October

Lynlee Edwards

#### November

Michelle Tolley

#### December

Michelle Musson



**2019 VOLUNTEER OF THE YEAR - ROSS QUAIFE**

# Volunteer roles



## **FAMILY AMBASSADORS**

Provide a warm, friendly welcome to all families and visitors entering both our Nedlands and PCH House.



## **DOMESTIC GODS & GODDESSES**

Focus on the vital cleaning of our Houses.



## **TEAM RISE N' SHINE**

Take care of all our daily laundry needs.



## **FABBIE CABBIES**

Provide crucial transport to Perth Children's Hospital, King Edward Memorial Hospital and the airport.



## **DINNER SQUAD**

Assist with the daily evening meal service, 'Home For Dinner'.



## **GREEN TEAM**

Responsible for the maintenance and overall look of our outdoor spaces.



## **MOVIE MATES**

Coordinate and supervise our Saturday night movie sessions in the Nedlands House.



## **PAW PALS**

Walk and groom our House dog, Gus (Director of Hugs & Pats).

## **COOKING PROGRAMS**

### **HOME FOR DINNER GROUPS**

242

### **BIG BREAKFAST GROUPS**

45

### **LOVIN FROM THE OVEN GROUPS**

135



## **CRAFT CRUSADERS**

Lead storytime in the evening for the children staying in the Nedlands House.



## **ED-HEADS**

Assist Miss Helen with the 'Work of Heart' Program and Bindi Bindi, our in-house education service.



## **PATHFINDERS**

Help navigate hospital patients around Perth Children's Hospital.



## **FROOMIES**

Provide support and information to families in the PCH Family Room (Family Resource Centre and Kulunga Moort Mia).



The close relationship between Laura Smith, our Volunteer Manager, the full-time staff, our Family Liaison Officers and volunteers is very special. We all support and respect what the others are contributing to make a difference.

Collectively we strive to do our very best to make the House a safe and happy environment and an amazing place to stay.

Sara McLaren-Kennedy,  
RMHC WA Volunteer







# A rewarding workplace

## EMPLOYEE ENGAGEMENT SURVEYS

### RMHC WA staff engagement



### RMHC WA staff engagement average



### RMHC WA volunteers engagement



### Employee Net Promoter/Advocacy Score

Current employees would recommend RMHC WA as a great place to work



## STRENGTHS

from 2019 staff feedback



Reward and recognition



Workplace culture



Inclusion

## 2019 EMPLOYEES

**31**  
EMPLOYEES

**302**  
VOLUNTEERS

## AWARDS

Duke of Edinburgh Employer Award

Nominated and shortlisted for two AIM Pinnacle Awards: **Human Resource Management Excellence** and **Marketing Excellence 2019 (Up All Night)**

FIA Award for Up All Night – **Impact through Events**

FIA Young Fundraiser of the Year (Highly Commended) – **Joshua Lawrence**

# A culturally supportive environment

We acknowledge the Traditional Owners and Elders past, present, and emerging of all the lands on which RMHC WA operates.

Inclusion is an important value for us, and we continually strive to provide a culturally safe environment for all of 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 Non-Aboriginal 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.

RMHC WA's vision for reconciliation is to be a place that facilitates family-centred care that respects cultures and diversity: a place where Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander people come together, contextualised by an understanding of our shared history. RMHC WA has made an important contribution to reconciliation by being the first chapter in the country to launch a Reconciliation Action Plan, with a view of launching the second level of RAP in 2020. RMHC WA is a workplace and home away from home where all cultures are both respected and celebrated.

“...a place where Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander people come together, contextualised by an understanding of our shared history.”

.....







# MEET KELVINA & HAZEL

When Kelvina Benny was born in 2013 in Fitzroy Crossing her mum, Hazel, had no idea she would be such a fighter.



Little Kelvina was born slightly cross-eyed. This didn't seem like an alarm bell to Hazel, but was an instant red flag to the nurse during a general check-up.

The nurse immediately called Royal Flying Doctor Service and in an instant - Hazel and Kelvina's life changed forever.

Fitzroy Crossing is 2,555km from Perth, and the next 10 hours on the plane were a scary blur. The plane headed straight to Princess Margaret Hospital (PMH) ... Kelvina was less than 2 months old and facing an unknown future.

For Hazel, she had left behind her home in Fitzroy Crossing, her partner Kelvin and two older daughters - all she could do was keep strong for her baby girl.

Once at the Hospital, Kelvina was diagnosed with a brain tumor and immediately admitted to the Oncology ward for surgery.

Hazel recalls the exact floor they were taken to in the Hospital, where she was separated from Kelvina and had to painstakingly wait alone for 9 hours.

"We were on level 5A at PMH, Kelvina was in surgery from 8am to 5pm ... I had no idea what was going to happen or if she would be OK."

The surgery resulted in almost half of Kelvina's brain needing to be removed. It was a miracle she survived the surgery and she was immediately taken to ICU.

“ It was estimated that the family would need to stay for one year due to Kelvina's fragile condition, and the requirement for constant monitoring and check-up appointments. ”

.....

After several days in ICU, Kelvina's body grew strength day by day ... and on the 26th of September 2013, Hazel and Kelvina arrived at Ronald McDonald House Charities Western Australia.

It was estimated that the family would need to stay for one year due to Kelvina's fragile condition, and the requirement for constant monitoring and check-up appointments.

Hazel recalls Kelvina's 1st birthday that the pair spent at RMHC WA surrounded by staff and other children.

"We had it at the old Ronald McDonald House in Subiaco, and we celebrated with a cup of tea! Everyone came down to the dining hall for it."

A week after Kelvina's birthday party, the family were finally able to head back to Fitzroy Crossing for the first time in 12 months.





**KELVINA WITH MUM, HAZEL**

Kelvina's strength and determination to fight the cancer that tried to take her life at such a young age was inspiring. The family wasn't out of the clear though, over the course of the next six years, Hazel and Kelvina would travel constantly from Derby (where the family had now moved) to Perth Children's Hospital. During the next six years the pair were sometimes joined by Dad Kelvin or older sisters Chanelle and Rohanee.

The two became well-known by RMHC WA staff and families.

"The staff and families knew us really well, they were good to us," says Hazel.

The strength of Kelvina, now 6, shines through to all who meet her, and it is apparent where she gets it from; Hazel's energy and toughness is a force to be reckoned with. Whilst the pair aren't required to stay

for extended periods of time anymore, Kelvina and Hazel are at RMHC WA every six months for follow-up appointments; meaning Kelvina will grow up with RMHC WA as her home away from home.

Since 2013, Kelvina and Hazel have stayed at RMHC WA 22 times for a total of 680 nights. Almost a third of Kelvina's life. Kelvina and Hazel continue to inspire us everyday.

“ Since 2013 Kelvina and Hazel have stayed at RMHC WA 22 times for a total of 680 nights. Almost a third of Kelvina's life. Kelvina and Hazel continue to inspire us everyday.

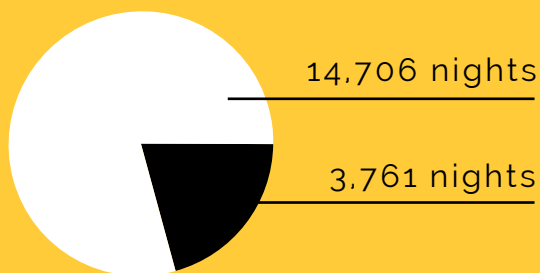
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”

**NIGHTS OF ACCOMMODATION PROVIDED AT OUR NEDLANDS & PCH HOUSES**  
18,467

**FAMILIES (NEW & RETURNING)**  
1,929

■ NEDLANDS HOUSE ■ PCH HOUSE



2,124 Nedlands house visits

871 new families

461 return visits

672 PCH house visits

550 new families

47 return visits

**ROOMS ADOPTED**  
53

**FUNDS RAISED**  
\$4,600,000.00

**FULL TIME EMPLOYEE STAFF**  
31

**HEADS (INCLUDING PMI CHEFS)**  
36

**BOARD MEMBERS**  
13

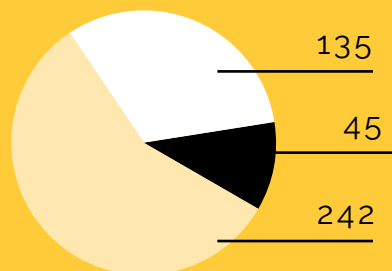
**FAMILY ROOMS AND A DEDICATED ABORIGINAL LOUNGE PROVIDING CARE & SUPPORT TO ALL FAMILIES DURING THEIR PCH & PEEL HOSPITAL STAY**

2

**VOLUNTEERS**  
302

**VOLUNTEER HOURS OF SUPPORT**  
35,826

■ HOME FOR DINNER GROUPS  
■ LOVIN' FROM THE OVEN GROUPS  
■ BIG BREAKFAST GROUPS



**FAMILY RETREATS IN BUNBURY & BUSSELTON**

2

**NIGHTS OF RESPITE TIME**  
496

**FAMILIES ENJOYED TIME AWAY**  
78

**WORK OF HEART LESSONS PRESENTED**  
209

**INDIVIDUAL CHILDREN ATTENDED**  
727

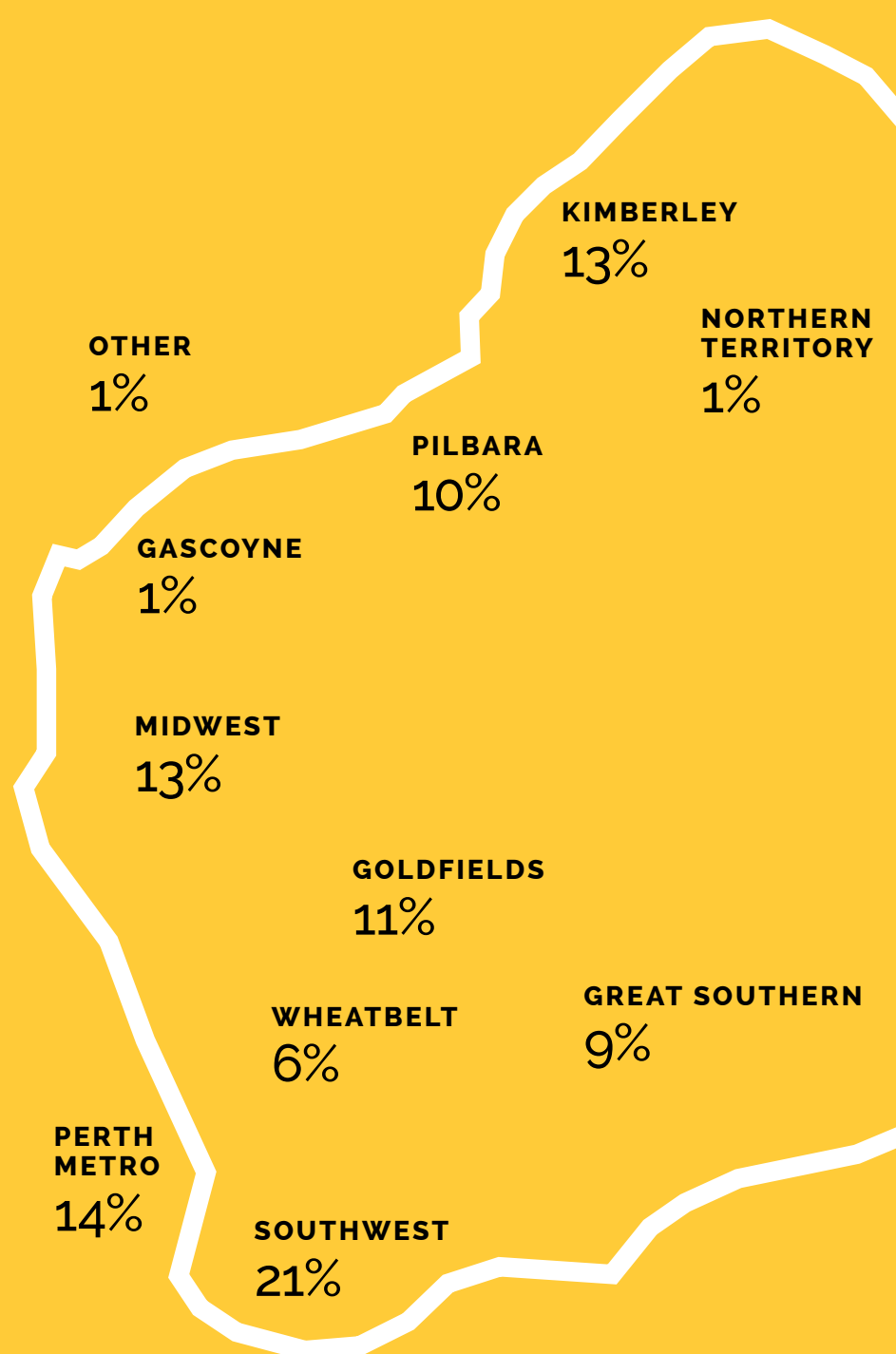
**TOTAL CHILD ATTENDANCES**  
1,690

# Regional breakdown and diagnosis

## DIAGNOSIS

ENT	14%
Neurology	14%
Orthopedic	11%
Respiratory	9%
Oncology	7%
Gastrointestinal	7%
Cardiac	7%
Endocrine	5%
Neonate/Antenate	5%
Trauma/Accident	4%
Ophthalmology	3%
Mental Illness	3%
Renal	3%
Auto-Immune	1%
Burns	1%
Other	6%

\*Based on the number of visits to the Nedlands and PCH Houses.





# The unwavering spirit and generosity of WA

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In 2019, Western Australians, from every region and every walk of life, joined us in supporting seriously ill children and their families from across the state. The WA community spirit shone brighter than ever.

For almost 30 years, RMHC WA has provided essential support and services keeping families together and enabling their children to thrive throughout their medical journey.

The Western Australian community deeply understands the challenges for regional families to leave their communities, jobs, and support network to embark on difficult and complex medical treatment of their child far from home.

The unwavering spirit and generosity of the wider WA community is a vital foundation for RMHC WA to grow and sustain its service and family-centred care solutions for every child.

Each walker, donor, fundraiser, party-goer, and advocate has made a meaningful impact in the lives of thousands of WA families.

### UP ALL NIGHT

The only event experience of its kind in Australia, our dusk to dawn walking marathon inspired hundreds of individuals, community groups, and business teams to 'walk a night in their shoes'.

Together with our wonderful new event partner IGO, 970 registered participants took part in the 42km walk starting and finishing at the Bell Tower at Elizabeth Quay. Pit stops along the way not only refuelled the walkers but saw them cheered on by teams of volunteers from RMHC WA, the wider community and key event partners including IGO, FMG, Barminto, Synergy, and McDonald's.

The collective, inspirational effort of all participants helped raise an outstanding \$1.06 million. Our gratitude to the Forrest Family who donated \$70,000 in additional support of the fundraising efforts by Team Fortescue (Fortescue Metals Group).

### SILLY SOCKS

This year's Silly Socks event brought a lot of fun and smiles to the schools, clubs, and corporate partners who took part. It's very easy – wear your silliest socks and help us fundraise for WA's seriously ill kids and their families.

We were delighted to have Connor Blakely from the Fremantle Dockers join us as our 2019 event ambassador. Connor and the Dockers were outstanding supporters in encouraging



the community's participation, which helped raise \$9,000 to support our accommodation, services and programs.

### CENTRAL PARK PLUNGE

Central Park Plunge is Australia's tallest urban charity abseil – an experience like no other.

Over three days our brave, adrenaline-fueled community plungers abseiled 220m down the Central Park building in Perth's CBD and raised over \$180,000 for RMHC WA. 2019 is the 5th year RMHC WA has taken part in the event.

Here are our 2019 Central Park Plunge Champions.

- Highest Individual Fundraiser: Peter Blackburn \$8,857.19 – The Humpback Turtles
- Highest Fundraising Team: Suncorp \$29,303.21 (8 participants)

The 2019 event was also a wonderful tribute to a very special girl Montana who passed away from her illness. Team Montana's Angels, abseiled in her honour and to help raise funds for her 'home away from home' - RMHC WA.





## **SOUTH WEST ENGAGEMENT COMMITTEE**

The spirit of community and generosity from WA's South-West inspired the establishment of our new RMHC WA South West Engagement Committee in March 2019.

Under the leadership of its Chair Neema Premji, the Committee provides invaluable grass-roots support, fundraising events, and advocacy across the region to connect community with the essential service RMHC WA provides hundreds of South West families each year.

Our heartfelt thanks to all members of the Committee for their time, effort, and energy. The Bunbury Cup Gala Dinner was a highlight event in the year raising \$22,000 for RMHC WA supported accommodation, services, and programs.

Our thanks also to the Bunbury Turf Club's support of the Committee in hosting our first RMHC WA Family Day to open the season. A wonderful opportunity to connect with community and share RMHC WA stories that have made a difference to the lives of families in the South-West.

## **RIDE FOR SICK KIDS**

Ride for Sick Kids is supported by a passionate group of McDonald's WA Licensees and their suppliers who go the extra mile for seriously ill children and families at RMHC WA.

Each year the group undertakes months of planning and training to create a memorable and challenging

cycling event. In its eighth successful year the 2019 Ride for Sick Kids traversed the Wheatbelt region over three days stopping at Northam, Bindoon and Kalamunda.

Together these inspiring riders raised \$195,000 for supported accommodation and services at RMHC WA.

## **MCHAPPY DAY**

The joy of McHappy Day! Each year our mission partner, McDonald's invites the community's support in raising vital funding for Ronald McDonald House Charities across Australia. This year, the event was graced by international ambassador Katie Holmes.

Here in Western Australia our Board, management, staff and volunteers joined the McDonald's team in stores to meet with customers and share our story about how WA community support is an integral part of the impact RMHC WA makes in the lives of children and their families across the state.

Gus, our Director of Hugs & Pats and star of RMHC WA, made appearances at a number of stores winning more hearts out in the community.

## **A VERY SPECIAL ROYAL SHOW EXPERIENCE**

Our friends at the Royal Agricultural Society of Western Australia provided a memorable Royal Show experience on site at Ronald McDonald House in Nedlands.

Due to health restrictions, many of the children in our care are unable to attend events like the Royal Show – so the Show came to us!





It was a magical day of show rides, pony rides, a petting zoo, fairy floss and of course showbags. The children were the first in WA to get their hands on the 2019 showbag collection.

Our heartfelt thanks to the RASWA team who created a wonderful day of fun and happy memories for all the children and their families.

## PARTNERSHIPS

We are proud to partner with a range of generous organisations who, as corporate and operational partners, provide financial and operational support to make our House a home.

Corporate sponsorships enable us to deliver many important programs including providing nutritious meals for our families, learning programs for ill children and their siblings, transport services and family activities.

Our operational partners provide in-kind, pro-bono or discounted operation-critical services that help create a safe and comfortable environment where the whole family can stay together for the duration of their child's treatment.

## ADOPT-A-ROOM PARTNERS

Thanks to the support of our 2019 Adopt-A-Room partners we have been able to provide a record breaking 18,467 nights of accommodation support for WA families with sick kids.



Our 53 Adopt-A-Room partners help families stay together at a critical and fragile time in their lives and ease the burden of their difficult journey to recovery.

In 2019, we warmly welcomed Abba Welding Services, The Perth Mint, Irwin District Charity and Smartline Personal Mortgage Advisors.

RMHC WA wouldn't be where it is today without the support of our partners. Our partners are truly part of our team, helping us to fund our services and vital programs.



IGO is proud to be a supporter of Ronald McDonald House Charities WA since 2017 when we first became an Adopt-A-Room Partner. Since then, we have been pleased to watch our partnership grow. In 2019 we became the major sponsor for the Up All Night walking marathon.

Through our relationship we have found a way to in part fulfil our company purpose of Making a Difference, which to us means focusing on how we can ensure a better world for future generations. This is not limited to the kinds of products we produce, being nickel and copper, which are strategic metals for clean energy, but also through our partnering with local organisations.

The support that Ronald McDonald House provides to everyday Australians in their time of need should not be understated.

Some of our own employees and their families have directly benefited from their services and there is always a keen interest from our people to get involved by cooking meals for the Home for Dinner program, taking part in the Central Park Plunge or walking 42km for the Up All Night event.

We look forward to continuing our relationship with RMHC WA, and together, making a difference to WA families whilst helping our future generations.

**Joanne McDonald, Company Secretary & Head of Corporate Affairs, IGO Limited**



Santos' partnership with Ronald McDonald House Charities (RMHC) extends over many years and we are pleased to be able to help support families from regional and remote Western Australia, communities that host our operations. Our support for RMHC, and the Family Resource Centre and Aboriginal Lounge in Perth Children's Hospital, is recognition of the professionalism of the RMHC team, their tremendous volunteers and the amazing job they all do in helping WA families in need of medical support.

**Brett Darley, Executive Vice President Offshore Oil & Gas, Santos**



Technical Resources is a values driven organisation with family at the heart of everything we do. Our purpose is to enrich the lives of those around us and one of the ways we strive to do this is by supporting people in our community.

Ronald McDonald House closely aligns with our purpose and values, a large number of our staff have young children meaning that they relate to the challenges the house occupants face and are happy that we are able to help support people through what must be such a difficult time in their lives.

As a business we also enjoy that we are able to engage with the staff and residents at the house and have the opportunity to tangibly see where our support goes. Lovin from the Oven is a highlight of our calendar!!

**Matthew Lustini, CEO, Technical Resources**







**SANTOS**



**TEAM FORTESCUE**



**TEAM IGO**



## RMHC WA BALL SPONSORS

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## PLATINUM SPONSORS

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Diesel Motors  
Southpoint Star  
Westpoint Star



## GOLD SPONSORS

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## SILVER SPONSORS

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## MISSION PARTNER



## OPERATIONAL PARTNERS



## NATIONAL PARTNERS



## ADOPT-A-ROOM SPONSORS



PROCESS MINERALS INTERNATIONAL



STAN PERRON CHARITABLE FOUNDATION

BANASIK FAMILY

CREASEY FAMILY

DOT & ALLAN SMITH

EAGLES FAMILY

GUNSON FAMILY

JESSOP & NEESON FAMILIES

THE NORTH FAMILY

PARKER FAMILY

SINCLAIR FAMILY

SMARTLINE PERSONAL MORTGAGE ADVISERS

# A strong, sustainable organisation for growth

## STEPHEN BUSHELL

TREASURER OF RONALD MCDONALD HOUSE CHARITIES WA



The Home Away from Home Inc (T/as Ronald McDonald House Charities Western Australia) has achieved an outstanding result for the financial year (ended 31 December 2019) recording a Comprehensive Surplus of \$1,929,217 and a Net Asset position of \$42,703,663.

The financial statements are audited and compliant to the standards required by the Australian Charities and Not For Profit Commission (ACNC), the Western Australian Department of Mines, Industry Regulation and Safety (DIMRS) and all relevant accounting standards.

It is privilege to support Ronald McDonald House Charities Western Australia (RMHC WA) in the position of Treasurer for a second year. In a state as vast and remote as Western Australia, RMHC WA provides an essential service for seriously ill children and their families requiring critical or complex medical care in Perth. RMHC WA delivers exceptional supported accommodation, continued education and well-being programs 365 days a year to ease the financial and emotional burden on families with a sick child far from home.

This year the passion, professionalism and teamwork by the entire organisation was remarkable. Continued increases in demand inspired innovative compassion and determination to ensure every family's circumstance is understood with empathy, care and fit-for-need support.

The strong financial position achieved by RMHC WA in 2019 has ensured its sustainability for growth in the coming years. This would not be possible without the leadership of CEO Peter King and the financial management of Executive Manager, Business Services Luke Mason. I also acknowledge the significant efforts of the Fundraising and

“ Continued increases in demand inspired innovative compassion and determination to ensure every family's circumstance is understood with empathy, care and fit-for-need support. ”

Development team and their valued partners across corporate and community.

The strength of an organisation is its people. I extend my sincerest thanks to our amazing volunteers, administration team, operations team, learning program team and marketing communications team for all their contributions throughout the year which has made a significant impact in the lives of families from every region across the state.

It has been a privilege to work with my fellow Board of Directors throughout the year. Together, we have delivered strong corporate governance and maintained a robust financial framework to ensure the financial goals were not only achieved but exceeded. Thank you for your support and contribution to RMHC WA and the families they care for.



# Statement of Profit or Loss

**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	2019	2018
	\$	\$
Revenue	7,938,354	8,338,386
Investment income	732,736	521,247
Transfer from reserve	24,937	32,332
	8,696,027	8,891,965
Employee benefits expense	(2,620,251)	(2,006,147)
Depreciation, amortisation and impairment	(806,502)	(809,363)
Fundraising expenses	(1,049,021)	(1,222,729)
Loss on sale of assets	(19,199)	(5,476)
Loss on sale of assets held for sale	-	-
Fair value movement of financial assets	1,105,718	(597,228)
Operating expenses	(2,854,303)	(2,954,694)
Other expenses	(523,252)	(571,835)
	(6,766,810)	(8,167,472)
<b>Operating surplus for the year</b>	1,929,217	724,493
Donations received	-	24,000
Investment income	-	435
	-	24,435
<b>Capital campaign surplus for the year</b>	-	24,435
<b>Total surplus for the year before income tax</b>	1,929,217	748,928
Income tax benefit	-	-
<b>Surplus after income tax expense for the year attributable to the members of The Home Away from Home Inc.</b>	1,929,217	748,928
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>	1,929,217	748,928

# Statement of Financial Position

**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	2019	2018
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents - Unrestricted	153,357	-
Cash and cash equivalents - Restricted	2,616,770	2,687,425
Trade and other receivables	626,096	508,544
Inventory	2,880	-
Other current assets	15,223	9,190
Total current assets	3,414,326	3,205,159
<b>Non-current assets</b>		
Financial assets at fair value through profit or loss - Unrestricted	13,678,688	
Financial assets at fair value through profit or loss - Restricted	171,907	171,907
Property, plant and equipment	25,895,180	26,383,144
Total non-current assets	39,745,775	38,571,893
<b>Total assets</b>	<b>43,160,101</b>	<b>41,777,052</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	296,127	824,209
Provisions	66,248	71,550
Total current liabilities	362,375	895,759
<b>Non-current liabilities</b>		
Provisions	94,063	81,910
Total non-current liabilities	94,063	81,910
Total liabilities	456,438	977,669
<b>NET ASSETS</b>	<b>42,703,663</b>	<b>40,799,383</b>
<b>EQUITY</b>		
Retained earnings	11,233,716	9,304,499
Learning program reserve	54,979	54,979
Capital campaign reserve	31,414,968	31,439,905
<b>Total equity</b>	<b>42,703,663</b>	<b>40,799,383</b>

# Statement of Changes in Equity

**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	Capital campaign reserve	Learning program reserve	Retained earnings	Total equity
	\$	\$	\$	\$
Balance at 1 January 2018	31,447,802	54,979	8,580,006	40,082,787
Surplus for the year	24,435	-	724,493	748,928
Transfer from reserve	(32,332)	-	-	(32,332)
Total comprehensive income for the year	(7,897)	-	724,493	716,596
Balance at 31 December 2018	31,439,905	54,979	9,304,499	40,799,383
Surplus for the year	-	-	1,929,217	1,929,217
Transfer from reserve	(24,937)	-	-	(24,937)
Total comprehensive income for the year	(24,937)	-	1,929,217	1,904,280
Balance at 31 December 2019	31,414,968	54,979	11,233,716	42,703,663



# Statement of Cash Flows

**FOR THE YEAR ENDED 31 DECEMBER, 2019**

	2019	2018
	\$	\$
<b>UNRESTRICTED</b>		
<b>Cash flows from operating services (Unrestricted)</b>		
Receipts from:		
Donations and appeals	5,158,725	5,315,437
Operational grants	260,195	226,300
Accommodation	1,032,433	983,780
Other income	22,684	24,659
Payments to suppliers and employees	(6,105,703)	(5,527,549)
Transfer from restricted to unrestricted	25,005	204,239
<b>Net cash provided by operating services</b>	<b>393,339</b>	<b>1,226,866</b>
<b>Cash flows from investing activities (Unrestricted)</b>		
Distributions received	383,363	269,953
Dividends received	152,359	127,974
Interest received	25,219	108,725
Proceeds on disposal of assets	-	4,223
Proceeds on disposal of investments	667,732	195,188
Purchase of property, plant and equipment	(292,020)	(55,739)
Purchase of financial assets	(1,176,635)	(12,966,570)
<b>Net cash provided by investing activities</b>	<b>(239,982)</b>	<b>(12,316,246)</b>
Net (decrease)/increase in cash and cash equivalents	153,357	(11,089,380)
Cash and cash equivalents at the beginning of the financial year	-	11,089,380
	153,357	-
<b>RESTRICTED</b>		
<b>Cash flows from operating services</b>		
Receipts from:		
Donations, grants and appeals	-	24,000
Transfer from restricted to unrestricted	(25,005)	(204,239)
<b>Net cash provided by operating services</b>	<b>(25,005)</b>	<b>(180,239)</b>
<b>Cash flows from investing activities</b>		
Interest received	68	435
Purchase for property, plant and equipment	(45,718)	(95,427)
<b>Net cash provided to investing activities</b>	<b>(45,650)</b>	<b>(94,992)</b>
Net (decrease)/increase in cash and cash equivalents	(70,655)	(275,231)
Cash and cash equivalents at the beginning of the financial year	2,687,425	2,962,656
Cash and cash equivalents at the end of the financial year (Restricted)	2,616,770	2,687,425
<b>Total cash and cash equivalents at the end of the financial year</b>	<b>2,770,127</b>	<b>2,687,425</b>

# Ronald McDonald House Charities WA Team

**AS OF 31 DECEMBER, 2019**

NAME	TITLE	LENGTH OF SERVICE
Amy Banasik	FLO (Family Liaison Officer)	3.5 years
Amy Suart	Partnerships Coordinator	<1years
Cindy Panos	FLO	2.5 years
Claire McCamley	Casual FLO	1.5 years
Clare O'Connor	Exec Manager People & Culture	7 years
Courtney Kennedy	Exec Manager Operations & Facilities	10 years
David O'Sullivan	PCH FLO	2.5years
Emma Nyholt	FLO	4 years
Gawain Davies	Community Events Manager	<1years
Helen Barns	Learning Centre Coordinator	5 years
Helen Moore	Casual FLO	1.5 years
Idil Sudi	Casual FLO	1.5 years
Janie Brackenridge	Community Engagement Coordinator	<1years
Josh Lawrence	Partnerships Manager	<1years
Juliet Taylor	FLO	2.5 years
Kathleen Piachaud	Finance Manager	<1years
Laura Smith	Volunteer Manager	5 years
Lee Vivian	Exec Manager Marketing & Communications	3 years
Leigh Grant	Philanthropy Manager	<1years
Louise Grier	Catering Supervisor	2 years
Luke Mason	Exec Manager Business Services	<1years
Michael Wilson	Digital Marketing Manager	<1years
Paula Brooks	Operations Assistant	5 years
Peter King	CEO	5 years
Ra Stewart	Exec Manager Development & Fundraising	1 years
Renee Broughton	Team Coordinator	<1years
Saara Khan	Marketing & Communications Coordinator	<1years
Sarah Stevens	FLO	4.5 years
Sarah Tavener	PCH FLO	2.5 years
Steph Ball	Learning Program Coordinator	4 years
Steph Grondal	Accountant	<1years
Tina Baldwin	FLO	4 years
Trudy Tapping	Admin Assistant	3 years
Victoria Willetts	Community Engagement Manager	<1years
Ziyad Chonnoo	Catering Supervisor	1.5 years

# Ronald McDonald House Charities WA Volunteers

## 27 YEARS OF SERVICE

Gloria Grocott

## 15 YEARS OF SERVICE

Carole Groves

## 14 YEARS OF SERVICE

Megan Robinson

## 11 YEARS OF SERVICE

Simone Hart

Mary Hawker

## 10 YEARS OF SERVICE

Ross Quaife

## 9 YEARS OF SERVICE

Annette Marwick

Garry Lymn

Vita Thystrup

## 8 YEARS OF SERVICE

Daphne Farcich

Dorothy Chappell

Kathrine Mason

Kevin Davis

Michele Rosair

Sandra Burgess

Vanda Gates

## 7 YEARS OF SERVICE

Conny Madafferi

Jacque Barns

## 6 YEARS OF SERVICE

Alison Dorr

Lorette Ditchfield

Scott Herbert

## 5 YEARS OF SERVICE

Carol Ferguson

Judi Poletti

Katie Iannello

Lynsey Clarkson

Marsha Hopkins

Nigel Harris

Pritesh Sawjani

Sara McLaren-Kennedy

Shirley McInnes

Sue Aldous

## 4 YEARS OF SERVICE

Di Holt

Doug McInnes

Harry Weston

Helen Ng

Jack Clohessy

Kate Rowan

Lauren Goddard

Marcus Leong

Maria Riley

Marilynn Freitag

Mieneke McDonald

Paul Galea

Philippe Chapman

Rebecca Ducrow

Thomas Atkinson

Vicki Krepp

Werner Lupker

## 3 YEARS OF SERVICE

Alessia Princi

Anne Cumming

Anne Randall

Barbara Lymn

Beau Snijders

Bibi Ward

Brenda Parker

Bridget Ebeling

Bryan Teo

Colin Dearle

Fraa'o Hunduma

Frank Highton

Helen Elms

James Trainer

Janice Ng

Jemma Davis

Jenny Holm

Karen Collopy

Kate Major

Katherine Stinson

Kathy Pawluk

Leonne Bryant

Lindy Luck

Lisa Derrick

Lyn Payne

Maurice Mephram

Michelle Musson

Monika Szymaniak

Nicole Sachse

Pam Vassi

Peter Whitton

Rachael Percy

Rowan Clarke

Tammy Roberts

Tina Barrow

Tony Schollum

Wilna Cornelisse

## 2 YEARS OF SERVICE

Alison Large

Ann Thake

Ann Thomas

Ashanee De Mel

Brendan Maiden

Carmel Wilkinson

Charmaine Maiden

Chris Oakeley

Danielle Langeard

David Renshaw

Dianne Nelson

Gil Fitt

Helen Johnstone

Howard Nelson

John Aitken

Josh Siegert

Judy Sharp

Julie Harris-Jones

Kate Vandamme

Keaton Ebeling

Keeley Coward

Kylie Clifford

Lam Tran

Leslie Fisher

Lucy Brett

Lynette Martin

Lynlee Edwards

Lynn Bradley

Margaret Atkinson

Margaret Oakeley

Margaret Pass

Marie McDermott

Martin Smith

Michael England

Mim Ellis

Minami Uemoto

Nadia Soh

Nat Braithwaite

Neville Wellington

Nick Miller

Nicki Allen

Omid Mohammadshafiei

Pia Kehal

Shona Zurhaar

Tessa Lawrence

Valerie Mullany

Vicki Alosi

Vincent Coward

Zara McIver

## 1 YEAR OF SERVICE

Abbey Luke

Abbie Barclay

Abigail Chew

Aiman Ridzuan

Alana Webber

Alexa Miller

Alexia Botha

Amanda Turner

Ardenia Tosic

Arlette Coenen

Brianna Gismondi

Brody Stevens

Carla Dyson

Catrin Griffiths

Catrina Botha

Claire Keefe

Courtney Hitchcock

Craig Stephen

Damon Scurria

Daniel Nguyen

Danielle Musarra

Debra Thorpe

Diane Allan

Dorien Smeets

Edwina Shannon

Eliza Reynolds

Elizabeth Chin

Emily Levy

Emily Williams

Ericka Almas

Evonne Howgate

Halina Edwards

Holly Rocca

Imelda Cotton



Isha Sharma  
Ita Braun  
Jackie Markham  
Jackie Mumford  
Jacqui Joy Loreta  
Jamie Mealiff  
Jan Freegard  
Jane Chrystal  
Jayson Radicevic  
Jesse Hafner  
Jill Tindall-Mather  
Joanna Michael  
Jonathon D'Angelo  
Julie Crawford  
Justin Leong  
Kaitlyn McGinty  
Karen Hole  
Kate Porter  
Katherine Akerman  
Leonie Cornish  
Leonoor Noordermeer  
Letitia Percy  
Lisa Sinclair  
Lorna McNabb  
Louise Mitchinson  
Louise Rifci  
Louise Sheridan  
Maria-Gina McCarrey  
Marina Libia  
Marion Connelly

Mila Vasilic  
Minjie Zhang  
Mitch Mitchinson  
Molly Brades  
Naomi Tahilumba  
Natasha Reynolds  
Patricia Morton  
Peter Braun  
Ping Jiang  
Rebecca Kaard  
Robin Phillips  
Robyn Thompson  
Roger Freegard  
Rose McCracken  
Ruth Yates  
Sarah Dagostino  
Sarah De Souza  
Sepi Moradmand  
Steven Pitcher  
Sue Rudolph  
Tasha Brink  
Terry Kashab  
Trish Holmes  
Wendy Roberts  
Yi Chan  
Yvonne Pua

#### >1 YEAR OF SERVICE

Alessandra Borrelli  
Alissa Sbrocco  
Anam Suterwala

Barbara Sarson  
Bec Hodder  
Brittany Kent  
Brooke Canham  
Carol Hardie  
Chantelle Harper  
Chenoa Smith  
Chris Kehoe  
Chris Smith  
Dan Hoang  
Danielle Galati  
Diane Kennedy  
Ellie Kotkis  
Eriyanti Ng  
Farida Suterwala  
Georgia Scheepers  
Helen Jackson  
Israel Van Der Wal  
Jacinda Roberts  
Jane Freeland  
Janice Kane  
Jayde Phelps  
Jean Vey-Griffiths  
Jenkin Huynh  
Jessica De Agrela  
Jessica Telfer  
Jessie Kehoe  
Joanne Pottinger  
Karen Tuiyott  
Kellee Hawkins

Kelly Swart  
Ken Robertson  
Laura Moylan  
Liam Hubble  
Lichelle Hackett  
Lynn Dickson  
Lynn Ford  
Margerie Kahlenberg  
Maria Benet  
Michelle Tolley  
Naoko Uemoto  
Natalie Parsons  
Nina Ford  
Paul Stephenson  
Pauline Marcoux  
Rita Corica  
Robin Cohen  
Ronald Fyneman  
Sally Hodder  
Samira Sadegh Zadeh  
Sandra Edelman  
Sarah Savliwala  
Sharon Thomas  
Simone Headley  
Skye Lyons  
Tasya Watts  
Tim Jones  
Vickie Pavleski  
Yvonne Buters  
Zoe Prentice

## South West Engagement Committee Members

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Alex Doble  
Caroline Portelli

David Eagles  
David Kerr

Erin van Noort  
Maria Cavallo

Neema Premji (Chair)

## Ronald McDonald House Charities WA Board Members

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Andrew Sullivan (Chair)  
Ante Golem  
Bradley Woods  
David Eagles

Denise Cheir  
Glenn Baker  
Janiene Pollock  
Jody Nunn

Kim Hames  
Linda Hop  
Rishelle Hume  
Rod Sinclair

Stephen Bushell (Treasurer)



Ronald McDonald  
House Charities®  
Western Australia

## RONALD MCDONALD HOUSE CHARITIES WESTERN AUSTRALIA

21 Monash Avenue, Nedlands, WA 6009 Australia

PO Box 7293, Shenton Park, WA 6008, Australia

**T** (08) 9346 9000

**E** [ourhouse.wa@rmhc.org.au](mailto:ourhouse.wa@rmhc.org.au)

**W** [www.rmhc.org.au/perth-wa](http://www.rmhc.org.au/perth-wa)



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**#KeepingFamiliesClose**

Ronald McDonald House Charities Western Australia acknowledges the traditional custodians of country throughout Western Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures; and to elders past, present and emerging.