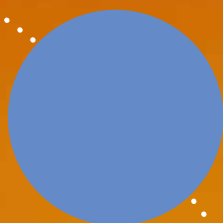




Ronald McDonald  
House Charities®  
Western Australia

# ANNUAL REPORT 2020

## RESILIENCE







#### **Title of Artwork**

#### **PROTECTED**

*"The meeting place is held to represent the Sun, which gives life through its warmth and light and it's the symbol of a meeting place. The symbols of people in red around the meeting place are the family and ancestors; the bloodline of the baby who is central to the story. The baby is being lifted up by the arms of those that love the child, knowing that their spirit should carry that child throughout life. All the different colours in the background represent the colours of life, the red dots are the DNA and blood of the family line and heritage of the baby. The many different coloured lines are the journeys that the child should go on throughout life, always under the protection of the ancestors and family connected to them."*

#### **About the artist**

#### **LIZ NARKLE**

Elizabeth (Liz) Narkle is an artist and active community leader in Western Australia. Liz works in collaboration with education departments, Government departments, shire councils, community services, and health services to assist connecting organisations to the right people for cultural engagement. Liz is the Manager and Coordinator of the children's dance group Koolangkas Kreate of which her two sons and two nephews/foster sons perform in. The group have performed at Ronald McDonald House Charities WA engaging children and families from communities across the state. Liz is also a voluntary committee member of NAIDOC Perth contributing to a number of events and experiences during NAIDOC Week.

#### **ACKNOWLEDGMENT**

#### **OF COUNTRY**

Ronald McDonald House Charities WA is honoured to serve community on the ancestral lands belonging to the Whadjuk people of the Noongar nation.

We pay respect to Elders past, present and emerging. We recognise the unique and incomparable contribution the Whadjuk people have made, and continue to make, to our culture, our workplace, and community.



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# LEADERS

## MESSAGE FROM THE CHAIR AND THE CEO.

**At the heart of our purpose, Ronald McDonald House Charities WA (RMHC WA) strives to keep sick children and their families together, supported and thriving; far from home at the most difficult time of their lives.**



**ANDREW SULLIVAN**  
CHAIR



**PETER KING <sup>ASM</sup>**  
CHIEF EXECUTIVE OFFICER

At the outset of 2020, our organisation was poised to embark on new horizons for our service to the Western Australian community. The RMHC WA Strategy 2020-25 set a clear course for the year ahead; advance our systems, structure and partnerships to enable substantial growth across facilities and programs. Our goal is to ensure no family who needs us is turned away due to limited capacity. By 2025 we aim to deliver supported accommodation and services for an additional 50 families per night.

The inevitable reach and impact of the COVID-19 virus in Western Australia underscored a year we reflect upon with great pride. As a not-for-profit operating to support children and families in our health sector, RMHC WA encountered numerous challenges that would define our strength in agility, innovation and resilience.

First and foremost, our Board, management, staff and volunteers demonstrated extraordinary resolve and effort in collective, vigilant protection of the health and safety

of our environments. For seriously ill children and their families dependent on continued medical treatment, RMHC WA provided one of the safest places for them to be.

With health and safety at the forefront of our COVID-19 response, capacity to support families at the Nedlands House was reduced to 25% during the lockdown and restrictions period, creating numerous challenges for the families that needed us. True to form, our team turned challenge into inspiration and innovation. In collaboration with local accommodation providers, RMHC WA established satellite accommodation options fully supported by RMHC WA every day of their stay. In total, an additional 60 families were supported statewide during April and May ensuring ongoing access to medical treatment of their child.

Additionally, strategic and financial initiatives planned for 2020 were rigorously re-examined in pursuit of optimum sustainability. While tough decisions were made to cancel or postpone much loved community

fundraising programs, we forged new ground and connection across the regions with the launch of our inaugural WA Giving Day. For the first time in our state, RMHC WA presented a 12-hour online fundraising event experience hosted by our enthusiastic patron, Adam Gilchrist live from the Nedlands House. With the support of inspirational businesses passionate about the well-being of regional families, every donation from the community was doubled.

Recognising the heightened significance of digital in every aspect of post pandemic life, RMHC WA elevated its strategic focus on the advancement of digital engagement. In the latter part of 2020, together with our sister chapters across Australia, *RMHC Dawn - Our Digital Transformation Journey* commenced in earnest with design and development of a fit-for-purpose relationship management ecosystem.

“Recognising the heightened significance of digital in every aspect of post pandemic life, RMHC WA elevated its strategic focus on the advancement of digital engagement.”

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In a year in which business and industries across the state faced uncertainty, our valued partnerships went the extra mile to support our essential service in any way possible. Together, through adversity and in collective community spirit, the experience of 2020 has deepened our relationships and shared purpose for the well-being of young regional patients and their families.

On behalf of our families, we thank our Mission Partner, McDonald's across WA, for their unwavering support, passion and encouragement. Additionally, our friends the RMHC WA Ball Committee for creating a very special fundraising experience in the absence of our traditional Ball.

We also gratefully acknowledge our major partners Santos, IGO Limited and Fortescue. Their advocacy, participation and investment in our service and programs is vital to family well-being and outcomes for young patients. The success and regard of our supported accommodation, hospital family rooms, education and play

programs, family retreats and every day well-being experiences, is a testament to the impact cross-sector partnerships can have on health and well-being in our community.

We pay tribute to our partners in service, Perth Children's Hospital and King Edward Memorial Hospital. Their leadership teams and inspirational frontline medical staff excelled during the uncertainty of what impact the pandemic would have in our community. We continue to thrive in collaborative 'wrap-around' support of young regional patients and their families to ensure a seamless health care experience for all.

Our reflection of an extraordinary and challenging year is predominantly highlighted by the outstanding adaptability and integrity of our Board, management, staff and volunteers. RMHC WA people represent diverse professional and cultural backgrounds that is the foundation and force behind our uniquely WA service experience.

Throughout the year's challenges, the camaraderie and performance of our people flourished beyond expectation. Every individual contribution in 2020 made us a stronger and more agile organisation enabling our swift return to our trajectory for growth. Our heartfelt thanks to all RMHC WA people; it is a genuine privilege to serve Western Australian families with an exceptional team.

# BOARD

## RMHC WA BOARD MEMBERS.



**ANDREW SULLIVAN**

Chair, RMHC WA  
Managing Director,  
GeersSullivan CPA



**JANIENE POLLOCK**

Vice Chairperson,  
RMHC WA  
McDonald's Licensee,  
McDonald's



**DENISE CHEIR**

Board Member, RMHC WA  
Director Marketing & Fundraising,  
Perron Institute for Neurological  
and Translational Science



**DAVID EAGLES**

Board Member, RMHC WA  
McDonald's Licensee,  
McDonald's



**KIM HAMES**

Board Member, RMHC WA  
General Practitioner



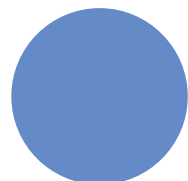
**ROD SINCLAIR**

Board Member, RMHC WA  
McDonald's Licensee,  
McDonald's



**BRADLEY WOODS**

Board Member, RMHC WA  
CEO, Australian Hotels  
Association (WA)







**STEPHEN BUSHELL**

Treasurer, RMHC WA  
Managing Partner, DFK  
Gooding Partners

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**ANTE GOLEM**

Secretary, RMHC WA  
Partner, Herbert Smith  
Freehills

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**GLENN BAKER**

OAM  
Board Member, RMHC WA

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**LINDA HOP**

Board Member, RMHC WA  
Coordinator of Nursing,  
Perth Children's Hospital

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**RISHELLE HUME**

Board Member, RMHC WA  
Diversity & Inclusion  
Business Advisor Eurasia  
Pacific, Chevron

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**JODY NUNN**

Board Member, RMHC WA  
CEO, Reconciliation WA

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# PURPOSE, VISION AND VALUES.

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 PURPOSE

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!**



# ADAB

## A YEAR OF RESILIENCE.

At the heart of our service, we keep families close, far from home during the most difficult time of their lives.



The inevitable reach of the COVID-19 virus in Western Australia challenged RMHC WA at the core of its purpose. These unprecedented circumstances underscored one of the organisation's most inspiring years in its 30 years of service.

The RMHC WA COVID-19 Response Plan was implemented on the 16th March, integrating State Government health directives with Ronald McDonald House Charities' global health and safety protocols. Under the Plan, all RMHC WA accommodation, recreation spaces, Family Retreats, programs and events were subject to limited essential use or temporary closure with rigorous health and safety procedures required throughout.

The Plan ensured RMHC WA could provide a safe and supported environment for children with vulnerable health conditions but created numerous challenges for service delivery, service experience and sustained fundraising.

- Nedlands House accommodation reduced to 25% capacity.
- One parent or guardian only (no siblings, second parent or guardian).
- No visitors.
- Play and recreation spaces closed.
- Family Retreats and Family Rooms closed.
- Learning Program face-to-face tutoring cancelled.
- Cancellation and delay of signature fundraising events.

“Together, the collective spirit of staff, families, partners, and the Western Australian community forged a remarkable year of innovations, collaboration and joy.”

### AGILE SERVICE SOLUTIONS

In collaboration with local providers, RMHC WA established satellite accommodation options fully supported by RMHC WA every day of their stay. In total, an additional 60 regional WA children could access ongoing medical treatment.

### VIGILANT HEALTH AND SAFETY

Security services were introduced 24/7 to manage authorised access and health screening procedures. Cleaning regimes were paramount and were conducted on a continuing rotation of all high touch surface areas.





### CONTINUED EDUCATION ONLINE

The Ronald McDonald Learning Program moved all tutoring services online to enable continued education for sick kids.

### EMPLOYEE MENTAL HEALTH AND WELLBEING

An RMHC WA employee with Counselling qualifications and experience was redeployed as our Wellbeing Coordinator. The success of the redeployment resulted in extending this support to RMHC Victoria/Tasmania. Wellbeing was further supported by access to the Employee Assistance Program.

### SUPPORTING THE FRONTLINE

The RMHC WA Operations team, in particular the Family Liaison Officers achieved seamless patient support with Perth Children's Hospital. RMHC WA administration staff adopted volunteer House duties due to restrictions impacting RMHC WA volunteer access.

### EMBRACING THE NEW DIGITAL NORMAL

Swift IT and employee support solutions enabled 80% of RMHC WA to continue working productively from home. Employees stayed connected with office chat software including a weekly online social club.

### HOME AWAY FROM HOME

With the little things 'back home' often taken for granted, RMHC WA prepared daily care packages with breakfast items, condiments, toiletries, snacks and games. For Easter 2020, the House became a favourite stop for the Easter Bunny to deliver an extravagant chocolate feast of eggs from our friends at Crown.

### WESTERN AUSTRALIA SENDS ITS LOVE

A statewide campaign encouraging Western Australians to 'send their love' and support to kids and their carers via social media. The initiative attracted the attention of news media, high profile personalities and people from across the state reaching over 134,000 people.

# GLENN BAKER OUR WESTERN AUSTRALIAN STORY.

**Thirty years ago, Glenn Baker OAM pioneered the establishment of Ronald McDonald House Charities in Western Australia. It is more than a charity story - it is a family story.**



**GLENN BAKER**  
OAM

Glenn Baker knows from experience how important it is for families with seriously ill children to have somewhere to stay while their child is in hospital.

In 1985, Glenn's son Adam was diagnosed with leukaemia and began intensive chemotherapy at Perth's Princess Margaret Hospital (PMH). He was aware of the pressing need for somewhere for families to stay – especially those from regional WA – so they could be near their children during their often difficult treatment.

Glenn and his wife Beverley became foundation members of 'The House of Life Group' made up of parents whose children were receiving treatment in the hospital's cancer ward. With community support from Lions and Rotary clubs, Country Women's

Association, Apex and private businesses, the group raised enough funds to start building a 12-bedroom residence on a site donated by the hospital in Subiaco.

After years of fundraising and negotiating with Health Authorities, in early 1989 *The House of Life Group* approached the local McDonald's Owner Operators, (who were small in numbers as the market was in its infancy in WA), for their commitment and support on an ongoing basis.

A Steering Committee was formed comprising of three McDonald's representatives (Mike Manika, Norm Sinclair and Tatt Cork), three representatives from PMH (John Meyers, Ian Lacey and Len Fletcher) and three from *The House of Life Group* (Paul Rumenos, Graham Smith and Glenn Baker).

## ABOUT RONALD MCDONALD HOUSE WA



**Ronald McDonald  
HOUSE  
PROGRAM**



**Ronald McDonald  
FAMILY  
ROOM  
PROGRAM**



**Ronald McDonald  
FAMILY  
RETREAT  
PROGRAM**



**Ronald McDonald  
LEARNING  
PROGRAM**





This group was called the *Ronald McDonald House of Life Group* and it was this group that secured the licence to build and operate the first House in Subiaco.

*Ronald McDonald House of Life Perth* opened in 1990 and is now known as Ronald McDonald House Charities Western Australia. It was a bitter-sweet moment for Glenn and his family, as some years earlier Adam had sadly lost his battle with cancer.

As Board Chair (2000-2014) and Board Member of Ronald McDonald House Charities WA, Glenn's invaluable contribution for over 30 years is best measured by the thousands of Western Australian families, from every corner of the state, who rely on the care and support provided by RMHC WA every day of the year.

Glenn is the recipient of multiple Community Awards including:

- Inaugural member of RMHC Hall of Fame (2004)
- RMHC Heart Award – which is RMHC's highest honour (2008)
- Order of Australia Medal for his contribution to the Charity (2020)

When asked what the highlight of his tenure has been over the past 36 years, Glenn says the building of the two Houses is a stand out.

"Clearly the fundraising for two Houses stands out for me, however, being agile and accepting new opportunities as they arose were the hallmarks of my leadership."

Looking towards the next 30 years, Glenn says that from his perspective the pursuits of the Charity should be the same – agile, inclusive and opportunistic.

"The families with seriously ill children need the services of RMHC more than they know, and we need to provide an ever-expanding suite of support services to assist them back into a normal way of family life."

Glenn Baker's contribution to Ronald McDonald House Charities WA has been exceptional. Our Western Australian story as a service provider to WA families with seriously ill children exists because of Glenn's vision and dedication. His retirement from the Board of RMHC WA in 2021 will mark the end of an era for the Charity, but his legacy will serve WA families for years to come.



# WA'S RESILIENT PARENTS.

**Rebecca and Russell  
Pusey live in Geraldton,  
a 4.5 hour drive from  
Perth, with their daughters  
Willow, 12 and April, 16.**

Russell is a Secondary Teacher and Rebecca is a Special Needs Education Assistant at local Geraldton schools.

In December 2019, Willow was diagnosed with Hodgkins Lymphoma. A cancer that accounts for 40% of lymphoma cases in children and more commonly in children aged 10 to 14 years.

For Rebecca and Russell the news came as a devastating shock. They could never have imagined their bright, effervescent daughter's life affected by serious illness. "When we found out that we had to be in Perth for 6 to 12 months of medical treatment, that's the saddest moment I had," says Rebecca.

Because of the length of stay, Rebecca stayed with Willow in Perth for her treatment, while Russell and April stayed in Geraldton.

The pair had been staying at a hotel near Perth Children's Hospital and was offered a place at Ronald McDonald House.

Willow's hair started falling out 3 weeks into staying at the House.

When the COVID-19 pandemic hit in March, Willow was still undergoing treatment. Regional border and Government restrictions meant April and Russell could not visit Rebecca and Willow for weeks.

During the COVID-19 pandemic RMHC WA was a home away from home for Rebecca and Willow. Despite being hundreds of kilometres apart, Rebecca and Russell showed strength for each of their daughters during an especially difficult time.



On May 20th, after 120 consecutive nights at Ronald McDonald House Charities WA, Rebecca and Willow returned home after receiving the 'all clear' that she was now in remission.

During our stay at RMHC WA, COVID-19 hit. For Willow and me, who had only just adjusted to life away from home at RMHC WA, it meant more changes for us. We were unable to have Russell and April come and visit due to border restrictions. We were on our own. Resilience during this time meant for us that we had to be thankful that we had somewhere comfortable, caring and supportive to stay while Willow completed her treatment.

**Rebecca Pusey**





# A HOME AWAY FROM HOME HOUSE PROGRAM.

**For Western Australian families with seriously ill children requiring medical treatment in Perth, RMHC WA provides them with quality supported accommodation 24/7, 365 days a year.**

## NEDLANDS HOUSE

The 47-bedroom Nedlands House is located at the QEII Medical Centre, home to Perth Children's Hospital. The House is comprised of four different types of rooms. These range from fully self-contained isolation units, rooms equipped with wheelchair-accessible bathrooms, larger spaced rooms and standard rooms.

In 2020, 1,076 new and returning families accessed a total of 11,580 nights of supported accommodation.

As a result of COVID-19 restrictions and RMHC Global health and safety procedures, the number of families supported was reduced by almost 45% compared with 2019.

Children and families in our care stay for an average of 7 days at the Nedlands House.

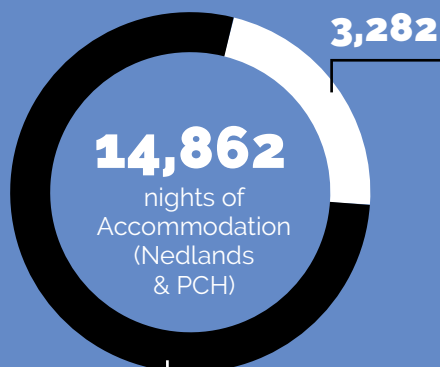
## PERTH CHILDREN'S HOSPITAL HOUSE

RMHC WA also provides supported accommodation within Perth Children's Hospital for parents and guardians of children in intensive care.

Working closely with the hospital's medical team, our Family Liaison Officers at our 'PCH House' understand the difficult and complex experience of having a critically ill child in indefinite treatment.

The 14 bedroom House boasts exceptional quality in a peaceful environment providing ease of access to their child day and night.

In 2020, 472 new and returning families were provided with 3,282 nights of supported accommodation. The average stay is 6 nights.



**11,580**

■ **NEDLANDS HOUSE**

■ **PCH HOUSE**

**1,076**

new & returning families  
(Nedlands House)

**472**

new & returning families  
(PCH House)





# A HOME AWAY FROM HOME **FAMILY ROOM PROGRAM.**

**Ronald McDonald Family Rooms offer comforting sanctuaries in hospitals for families to rest, reconnect and relax during hospital visits.**

Our Family Rooms are staffed by our Family Liaison Officers and volunteers to provide friendly, compassionate support.

## **RONALD MCDONALD FAMILY ROOM – PERTH CHILDREN'S HOSPITAL**

Located on the Ground Floor of Perth Children's Hospital is the Ronald McDonald Family Room, proudly supported by Santos. Since opening in 2016 this Ronald McDonald Family Room has welcomed thousands of Western Australian families into the space to take a moment to regroup and relax while in Perth Children's Hospital.

In 2020, we warmly welcomed 23,153 visitors.

- Information services to assist families navigate the hospital.
- Activities for children based around skill development and fun.
- Change facilities and breastfeeding rooms.
- Library facilities for families to access and borrow.

## **KULUNGA MOORT MIA – PERTH CHILDREN'S HOSPITAL**

Kulunga Moort Mia, Noongar for Children's Place, is a culturally sensitive environment adjacent to the Ronald McDonald Family Room. Incorporated as part of our Ronald McDonald Family Room within PCH, Kulunga Moort Mia provides respite for families to connect with the support of extended family and community.

## **PCH FAMILY ROOM VISITS**

23,153

## **PEEL FAMILY ROOM VISITS**

2,966

## **RONALD MCDONALD FAMILY ROOM - PEEL HEALTH CAMPUS**

Peel Health Campus is located in Mandurah on the South West Coast of Western Australia, about 72kms from Perth. Our Ronald McDonald Family Room at Peel Health Campus is located within the Sariach Wing of the Paediatric Ward.

Opened in 2010 this Family Room was purpose-built for the free and exclusive use of parents, carers, guardians and their families with children undergoing treatment at Peel Health Campus. In 2020, we were proud to welcome 2,966 visitors into the Ronald McDonald Family Room Peel Health Campus. Visitors were able to access a range of support and services including:

- A kitchenette with a microwave, tea, coffee and a fridge for storing food.
- Lounge and dining area with complimentary wi-fi and Foxtel.
- Indoor and outdoor play area with a playground and space to run around outdoors.



# FAMILY RETREAT PROGRAM

## FAMILY SANCTUARIES.

**Our Ronald McDonald Family Retreats in Busselton and Bunbury offer a welcomed sanctuary for families to reconnect, relax and play together; an experience most of us take for granted.**

The demands of complex or critical medical treatment of a child can be difficult on all family members. Time together to enjoy each other is an important part of family-centred care and healing.

At no charge, bereaved families or those with sick children, can book one of the retreats for a maximum of one week.

“ We have just had the most amazing week away. We had time at the beach and Georgie had her first ever dip in the ocean. A wonderful moment for us all. It has been almost two years since we have had time away as a family and truly enjoyed some quality time together. Leah Allen, Kununnura ”



### BUNBURY RETREAT

31  
FAMILIES  
ENJOYED  
217 NIGHTS  
OF RESPITE

### BUSSELTON RETREAT

36  
FAMILIES  
ENJOYED  
241 NIGHTS  
OF RESPITE







# PLAY LEARN

## BASS FAMILY FOUNDATION LEARNING CENTRE.

At Ronald McDonald House Charities WA, we believe in every child's potential to thrive through the adversity of illness or injury.

Far from home, schools and friends, our continued education programs, play and learning experiences provide essential support within WA's health and education sectors.



The Learning Centre at the Nedlands House is an inspirational learning and play environment where sick kids and siblings can participate in curriculum-based programs, make new friends and have some fun.

Run by the Learning Centre Coordinator, activities are specifically coordinated depending on age groups and include Bindi Bindi playgroup (0-4 years old), Tech Time (4-17 years old) and the Work of Heart program (4-17 years old).

### BINDI BINDI

Bindi Bindi playgroup is designed to help develop young children's fine motor skills. The sessions are based on activities that include threading, cutting, stacking, as well as singing and story time.

### TECH TIME

Launching in 2020, Tech Time brought children together virtually and enabled them to stay connected and learn online. A pivotal component of this program was funding provided by Fortescue which allowed us to purchase 20 iPads for the Learning Centre. The iPads became a core tool in Tech Time and ensured the children could continue learning whilst remaining socially distanced.

### BINDI BINDI, TECH TIME AND WORK OF HEART

288  
lessons  
presented

### UNIQUE CHILDREN ATTENDANCES

449

### TOTAL CHILD ATTENDANCES

1,213

### WORK OF HEART

The Work of Heart Program incorporates educational play and curriculum support to assist families in our care at the Nedlands House. The Work of Heart Program is an after-school program offering a range of educational activities for children. Activities are supported by volunteers called "EDHeads" who join the Learning Centre Coordinator to assist with sessions.







# RN THRIVE

## RONALD MCDONALD LEARNING PROGRAM.

**When your child falls ill and requires complex or critical medical treatment far from home, attending school is often not a possibility.**

The Ronald McDonald Learning Program (RMLP) aims to bridge the gap for students whom often miss out on school due to a medical illness.

From kindergarten to Year 12, educational support equating to 40 hours of one-on-one tutoring is offered to children in need of assistance.

In 2020, the RMLP had an average of 153 students access the program per month.

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

**AVERAGE STUDENTS PER MONTH ACCESSING THE PROGRAM**

153

**TUTORING HOURS PROVIDED**

2,520

**AMOUNT SPENT ON ALLIED HEALTH SUPPORT**

\$52,902

“ I just wanted to thank you and the House very much for having Tyreece on the Learning Program this year. He has absolutely loved being on it and has come a long way with tutoring, so thank you for making this possible.

At the start of the year he was at level 0 for reading and now at the end of the year he is at level 10.

Sarah-Rose, Mum to Tyreece (10), Boyup Brook ”







# CHARLIE BELL SCHOLARSHIP WA'S SICK KIDS WITH BRIGHT FUTURES.

**Each year, the Charlie Bell Scholarship is awarded to a young adult who has made significant accomplishments in their education through the challenges of chronic illness.**

The scholarship is a celebration to the legacy of McDonald's Charlie Bell who was a passionate champion of continued education for sick children.

In 2020 the Charlie Bell Scholarship recognised the achievements of two outstanding individuals, supported by the Ronald McDonald Learning Program, who exemplified determination, positivity, and belief in their future. One of those recipients is Amber Medlock.

Amber has multiple diagnoses including: Ehlers Danlos Syndrome, Gastroparesis, Postural Orthostatic Tachycardia Syndrome, Chronic Anemia and Anxiety.

Despite these medical challenges, Amber completed her Year 12 certificate at All Saints' College in Perth.

"Being chronically ill I've grown up around doctors, nurses and other vital health care workers developing a strong passion for becoming a health care industry worker. I intend to study the Bachelor of Nursing and Pre-Medicine Certificate."

Over the last 3 years, Amber has also maintained a part-time job at McDonald's Kwinana. In 2020 Amber completed her Certificate 2 in Retail

"Being chronically ill I've grown up around doctors, nurses and other vital health care workers developing a strong passion for becoming a health care industry worker. I intend to study the Bachelor of Nursing and Pre-Medicine Certificate."

Services at McDonald's Kwinana and is now progressing her Certificate 3.

"During my first 6 months of employment I was promoted to a Crew Training role and made part of the safety squad. After I turn 18, I plan to go on a course where I will be taught the required skills needed for the management position."





# VOLUNTEER PROGRAM

## A HELPING HAND FROM OUR BLUE ARMY.



**Home is where the heart is and the heart of RMHC WA is its 320 volunteers. They are university students, corporate professionals, mums, dads, retirees; all walks of life giving back. Our 'Blue Army' share a passion and joy for helping fellow Western Australian kids and their families when they need it most.**

In 2020, the impact of COVID-19 on our service meant that for a period of time, limited support could be provided on the ground by our volunteers. We used this time as an opportunity to deepen our connection with our volunteers and transition training to a new live and online program.

Despite the physical restrictions, we continued to equip our volunteers with key skills and learning. Volunteers participated in online EDMed and Community Champions workshops. Live and online information sessions for new recruits were a success as we continued to grow our volunteer community.

A core team of volunteers assisted RMHC WA during the 2020 lockdown. An invaluable support to staff and families during a challenging time. Their positivity and resilience never wavered taking up a rigorous cleaning regime, providing meals to families, supporting Family Liaison Officers and importantly, sharing compassion and comfort to families in our care.

Long-term volunteers, Gloria Grocott and Helen James were awarded the Medal of the Order of Australia in the Queen's Birthday Honours list.

Gloria and Helen were awarded for their services to the community, and





**2020 VOLUNTEER OF THE YEAR**  
**SARA MCLAREN-KENNEDY**

particularly to RMHC WA over the last 3 decades.

In November, our 2020 Volunteer of the Year was announced at the Volunteer Appreciation Event: Sara McLaren-Kennedy. Sara brings positivity and an abundance of energy to RMHC WA and since joining our volunteer program has helped deliver exceptional experiences to WA families with seriously ill children.

In 2020 volunteers contributed an incredible 26,863 voluntary hours to RMHC WA.

**2020 VOLUNTEERS OF THE MONTH**

**JANUARY**

Mitch & Louise  
Mitchinson

**FEBRUARY**

Nicole Kloet

**MARCH**

Trish Holmes

**APRIL**

Pauline Marcoux

**MAY**

Tony Schollum

**JUNE**

Katherine Stinson

**JULY**

Lindy Luck

**AUGUST**

Chris Leaman

**SEPTEMBER**

Kevin Davis

**OCTOBER**

Sara McLaren-Kennedy

**NOVEMBER**

Claire Chapman

**DECEMBER**

Nicki Alllen

**HOME FOR DINNER GROUPS**

127

**LOVIN' FROM THE OVEN GROUPS**

69

**BIG BREAKFAST GROUPS**

25



“

I am extremely passionate about the House and thoroughly enjoy my weekly shifts. Whether it involves interacting with the families, taking visitors on tours of the House, stacking milk in fridges, filling the dishwasher or any other task, my time at the House gives me great joy and fulfilment.

I love the diversity of our families and have learnt so much from them – culturally, geographically and empathetically. Watching an ailing child grow, heal and develop over the years is a joy beyond words.

**Sara McLaren-Kennedy**  
**2020 Volunteer of the Year**

”



**MEDAL OF THE ORDER OF AUSTRALIA AWARDEE**  
**GLORIA GROCOTT**





## WORKPLACE, PEOPLE AND CULTURE INSPIRING AND INNOVATIVE.

**RMHC WA proudly boasts an exceptional team of professionals with diverse skills, expertise and backgrounds from across not-for-profit, health, government, community and commercial sectors.**

We lead with our values for attracting and retaining the best talent and, nurture individual value and performance through workplace experiences, strategic clarity, systems and support.

Together, we are aligned in purpose to make a meaningful difference in the lives of WA families with seriously ill or injured children, far from home.

Our swift response to COVID-19 reaching Western Australia highlighted the capability of our people and systems to sustain our essential service in crisis. One week prior to lockdown, all roles and procedures were realigned to health and safety across RMHC WA environments. The challenges and experience demonstrated the value of our people and culture, in any circumstance, to ensure continued service 24/7, 365 days a year.

“ Ronald McDonald House Charities WA is filled with passionate and extraordinary staff who are truly committed to helping our families. Every day I am given opportunities to learn from them and make a difference.

**Michael Wilson**  
Marketing Automation  
Specialist, RMHC WA

As WA emerged from lockdown, we embraced critical learnings to inform continued evolution of our workplace and systems. Fit-for-purpose flexible working arrangements, future-proof skills development and digital transformation lead us in to 2021 and beyond.



## STRENGTHS

Collaboration  
Camaraderie  
Flexible working



**85%**

RMHC WA staff  
engagement

**38**

EMPLOYEES

**30.1**

FULL-TIME  
EQUIVALENTS

**13**

13 BOARD  
MEMBERS

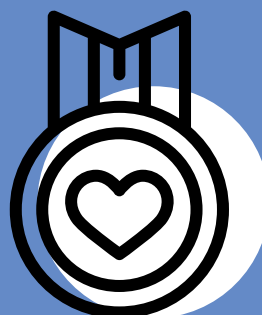
**35**

35 HEADS  
INCL. PMI CHEFS

**90%**

Employee  
Net Promoter  
/Advocacy  
Score

**13<sup>TH</sup>**  
**MOST**  
**REPUTABLE**  
**CHARITY IN**  
**AUSTRALIA**





# INCLUSION

## A CULTURALLY AWARE ORGANISATION.

**Inclusion is a core value for RMHC WA. We are committed to continually nurturing our environments as places where all people feel safe and their backgrounds and beliefs are valued and respected.**



We are passionate in our pursuit of a deeper understanding of Aboriginal and Torres Strait Islander history, traditions and culture. RMHC WA facilities operate on the traditional lands of the Whadjuk people of the Noongar nation.

In 2020, 27% of the families we cared for identified as Aboriginal or Torres Strait Islander from communities throughout the state. Representing First Nations across the state, we are fortunate to experience and understand their diverse needs in child and family care.

### LEADING FROM WITHIN

RMHC WA Family Support Coordinators (FSCs) Tammy (Malaysian-Aboriginal) and Richard (Whadjuk, Noongar and Wongutha descent/Aboriginal lineage), provide end-to-end support for all our families from initial enquiry and across their medical treatment journey in Perth.

Tammy and Richard also provide colleagues with regular cultural awareness training. During NAIDOC Week 2020, Tammy and Richard provided sessions where staff learnt about cultural history, perception of Indigenous peoples, cultural challenges and solutions.

Georgia-Rose, is a 22-year-old, proud Whadjuk Noongar woman from Perth. She is one of our much-loved volunteers who donates her time, energy and compassion for seriously ill children and families in our care.

"I thought that volunteering at Ronald McDonald House would be a really good opportunity to give back to my community. I am very passionate about working with families and children."

For Georgia-Rose, celebrating NAIDOC Week is a chance to come together with family, and the community to celebrate, showcase and be proud of culture.

"For younger generations, I think [NAIDOC Week] means being proud of who we are as Aboriginal people," says Georgia-Rose.

### NAIDOC WEEK

The theme for NAIDOC Week 2020, "Always Was, Always Will Be" strongly resonated with our staff, volunteers and families. It inspired a number of opportunities to learn, connect and celebrate the history and traditions of first nations people in Western Australia.

- The week commenced with a beautiful performance at the Nedlands House from the Djurpin Djindas dance group – all descendants of Yagan, Noongar leader and warrior.
- RMHC WA Board Member, Rishelle Hume, a proud Noongar Woman with traditional ties to the Whadjuk, Ballardong and Gnaala Karla Boodja peoples, shared her story on what Reconciliation means to her.
- For our Facebook community, Elizabeth Narkle and her two sons, recited Elizabeth's poem "Because of Her We Can" in English and Noongar.
- Cultural arts and crafts activities for children and their families.
- Traditional bush tucker meals provided as part of our Home for Dinner volunteer program.

It's a great place for families. Volunteers and staff have become part of our extended family.

Michelle (volunteer) is Daisey's favourite. Sarah, Juliet, Emma and Amy (FLOs) are the bomb – they are deadly. Staying here is friendly, it feels homely to us. It means a lot to us and we're very grateful.

Djari Latham, Dodnun Community, Kimberley Region





**DR. RISHELLE HUME AM,  
NOONGAR WOMAN, RMHC WA  
BOARD MEMBER**

No matter who you are, we all have culture. Each person's culture is important; it's part of what makes us who we are.

I am a proud Noongar Woman with traditional ties to the Whadjuk, Ballardong and Gnaala Karla Boodja peoples. I am the direct descendent and granddaughter of the highly respected Noongar Whadjuk elders - Mr Patrick and Lorna Hume.

I grew up watching my grandparents spending their lives promoting Aboriginal rights and Noongar culture within both government departments and the wider community. It is because of them; I too have decided to devote my life to the same causes. This makes me proud to be Noongar and seeing what they achieved in helping others.

Because of their positive influence on me, I have been driven to enhance and improve opportunities for Aboriginal people in all areas within the community.

I do this because I strive to keep their legacy alive and to ensure Aboriginal people have a voice and are heard.

My culture ultimately defines who I am and has been the primary influence that has taken me on the pathway and journey I am currently on and I will always continue to explore opportunities for Aboriginal people to make a difference for the better. It's not about me but about how many I can take on the journey with me. I strongly believe that to

move forward you must give back to others to make a difference in the world.

In its broadest sense 'reconciliation' means 'coming together'. Reconciliation has elements of truth, justice, forgiveness, healing, reparation, and love. Supporting reconciliation means working to overcome the division (often called "the gap") and inequality between Aboriginal and non-Aboriginal people.

Reconciliation is a difficult concept, as there was no 'conciliation' to begin with, i.e. no treaty with the First Nation of this country. However, putting that aside, I see the Reconciliation process as bringing the Aboriginal and non-Aboriginal people together, to acknowledge the pain and loss of the Aboriginal people and do what can be done to make up for the loss of language, culture, family, land etc., for the betterment of Aboriginal education and health and to raise awareness of Aboriginal issues in the general community.

At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Aboriginal peoples, for the benefit of all Australians. A reconciled Australia is one where our rights as First Australians are not just respected but championed in all the places that matter.

**BECAUSE OF HER WE CAN**

By 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 Spirits  
Family Back Bones  
Our Happy Heart





# A SNAPSHOT OF RMHC WA.

## FAMILIES

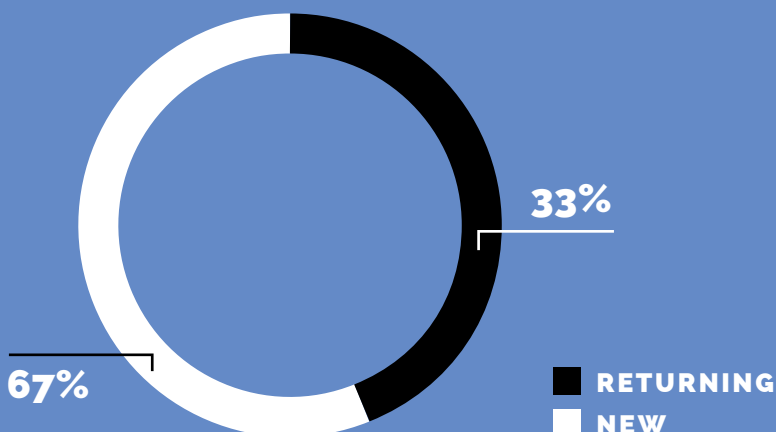
**1,548 NEW & RETURNING**

### NEDLANDS

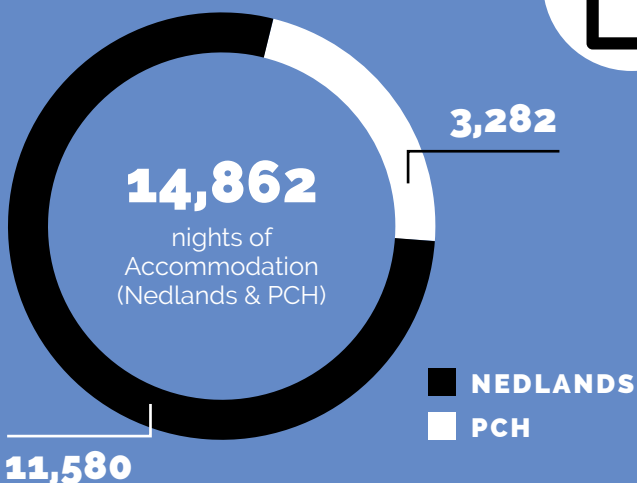
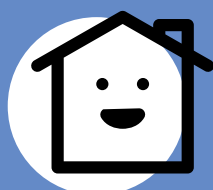
**604** new  
**472** returning

### PCH

**427** new  
**45** returning



## NIGHTS OF ACCOMMODATION



## RONALD MCDONALD FAMILY RETREATS

**67 FAMILIES**  
enjoyed time away



**458**  
**NIGHTS OF RESPITE TIME**

## LEARNING & PLAY



**1,213**  
**TOTAL LEARNING CENTRE ATTENDANCES**

**288**  
Learning Centre lessons presented

**449**  
unique children attendances

## RONALD MCDONALD LEARNING PROGRAM

**2,520**  
**TUTORING HOURS PROVIDED**



**153**  
average students per month accessing the Ronald McDonald Learning Program

**\$52,902**  
amount spent on allied health support

**13**

RMHC WA Board Members

**38**

Employees

**30.1**

Full Time Equivalents

**35**

Heads (including PMI chefs)

**320** VOLUNTEERS

**127**  
Home for Dinner Groups

**69**  
Lovin' from the Oven Groups

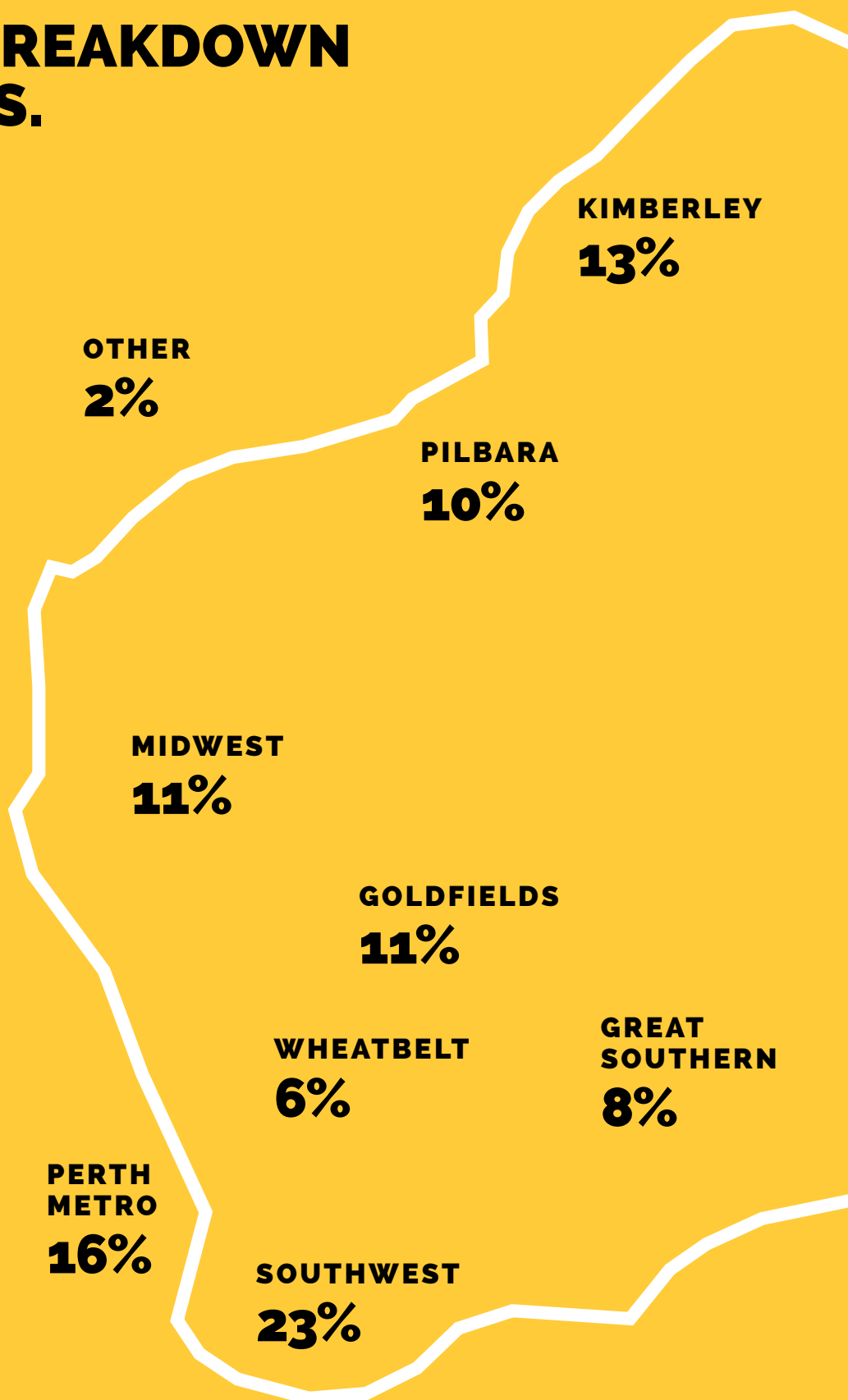


**25**  
Big Breakfast Groups

# REGIONAL BREAKDOWN & DIAGNOSIS.

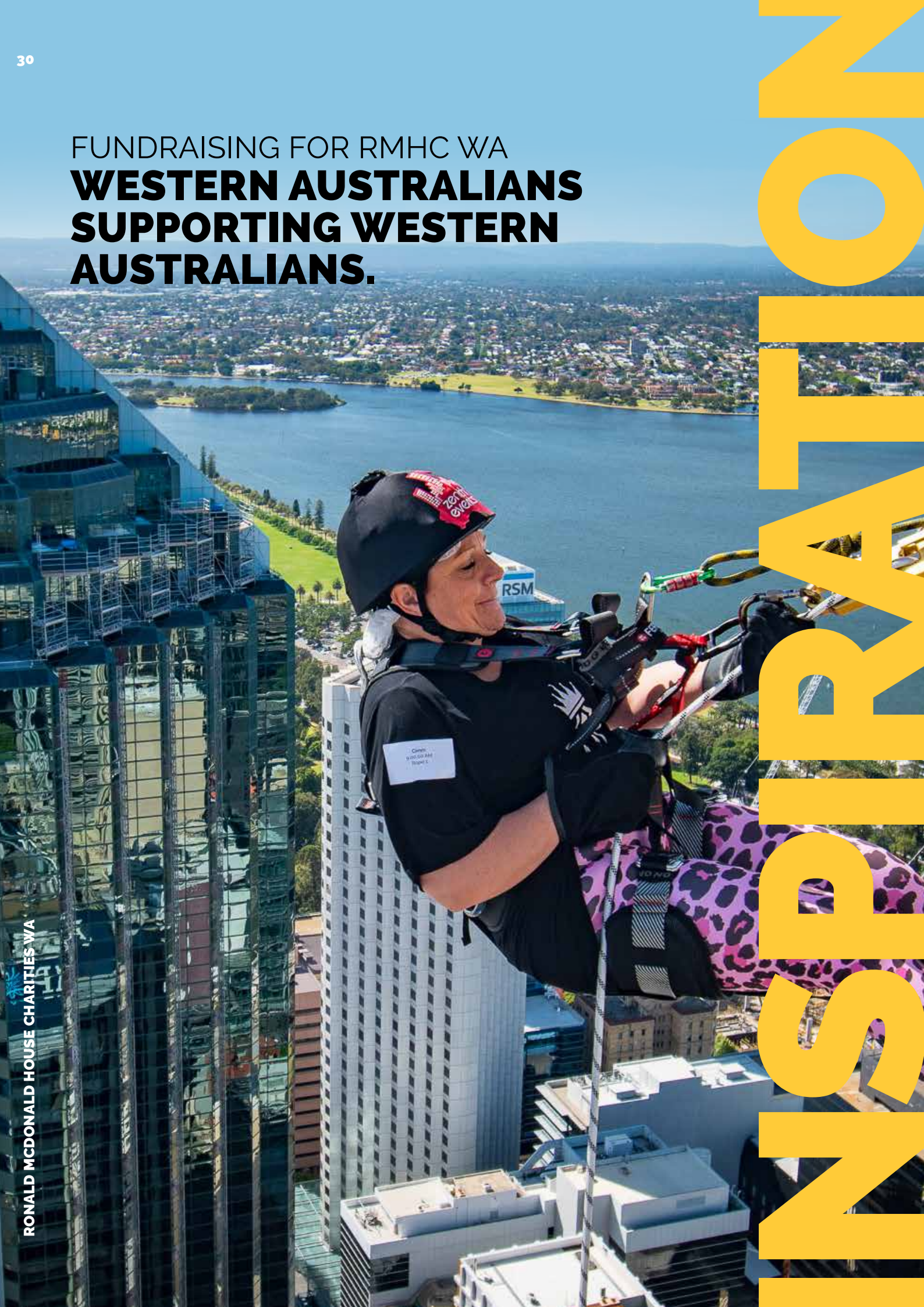
## DIAGNOSIS

Auto-immune = 1%  
 Burns = 1%  
 Cardiac = 8%  
 Endocrine = 4%  
 ENT = 15%  
 Gastrointestinal = 8%  
 Infectious Diseases = 1%  
 Mental Illness = 3%  
 Neonatal/Antenatal = 5%  
 Neurology = 14%  
 Oncology/Haematology = 8%  
 Ophthalmology = 3%  
 Orthopedic = 10%  
 Other/Unknown = 6%  
 Renal = 2%  
 Respiratory = 6%  
 Trauma/Accident = 5%





FUNDRAISING FOR RMHC WA  
**WESTERN AUSTRALIANS  
SUPPORTING WESTERN  
AUSTRALIANS.**





# PATRON'S MESSAGE.

**For over 20 years I have been the proud Patron of Ronald McDonald House Charities WA.**



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

From humble beginnings of the first House in Subiaco to our world class facilities and programs at QEII Medical Centre, Perth Children's Hospital, Peel Health Campus and Family Retreats in Busselton and Bunbury.

The RMHC WA story is about Western Australians supporting Western Australians.

WA communities and businesses understand the unique challenges for families with seriously ill children across our vast and remote state and the crucial need for a home away from home.

Our inspirational partners, donors and fundraisers are an intrinsic part of our service and its future. Each year, RMHC WA fundraising programs and experiences provide the opportunity to connect their giving to the positive outcomes in the lives of the families we care for.

The impact of COVID-19 in 2020 was a significant challenge for the organisation; as it was for many friends and businesses in our giving community. As we navigated the uncertainty of the year ahead, challenges became the motivation to pursue a deeper, innovative connection with the wider community.

We emerged from lockdown to launch our inaugural WA Giving Day. A first-of-its-kind fundraising event in the state, I had the great honour of hosting the event live and online from the Nedlands House with some of Perth's favourite personalities. Throughout the 12-hour appeal, Western Australians from every walk of life donated with



“As we navigated the uncertainty of the year ahead, challenges became the motivation to pursue a deeper, innovative connection with the wider community.”

heart and compassion. To see our families at the House experience every moment of generosity with joy and gratitude will be a special memory of mine for years to come.

On behalf of every child and their family we supported throughout 2020, my sincerest thanks to our RMHC WA Ball Committee, Major Partners, and our Adopt-A-Room sponsors.

You may not see the difference you make, but our families feel it every day.



# SUPPORT

**In 2020, the impact of COVID-19 saw us quickly adapt and innovate to raise crucial funds for RMHC WA. Many of our highly anticipated events made way for new experiences and the generosity of the WA community continued to support Western Australia's sick children and their families.**

## **WA GIVING DAY**

In a Western Australian fundraising first, RMHC WA launched a live and online giving event that doubled donations made possible by the support of WA businesses.

Hosted by RMHC WA Patron, Adam Gilchrist live from the Nedlands House, the 12-hour online event included an array of special guests including Nine Perth presenters Scherri-Lee Biggs and Matthew Pavlich and NOVA FM Presenters Ross Wallman, Harry Fitzgerald, and Jermaine D'Vauz.

The collective support of Western Australians from every region across the state helped raise approximately \$265,000.00.

Thank you to our matched giving partners NRW Holdings, CBH Group, The Bass Family Foundation, Technical Resources, Euroz Charitable Foundation, Coca Cola, Crane Industry Council WA, Fortescue Metals Group, Masters, Minderoo Foundation, Herbert Smith Freehills, Lavan and Planning Solutions.

“The financial impact of COVID-19 has been challenging but it's inspired us to innovate how we can engage business and community support across the state. An online event such as WA Giving Day enables us to connect with Western Australians from all corners of this vast state.”

**Peter King, CEO, RMHC WA**

## **RIDE FOR SICK KIDS WA**

In its 9th year, the annual Ride for Sick Kids (RFSK) took on the great South West over four days, 18th to 21st October.

Enthusiastic participants from all walks of life, including McDonald's WA Licensees, came together to tackle over 400km of cycling to raise a record amount of over \$350,000.00 for RMHC WA. Funds raised included the popular \$2 paper bike fundraiser in McDonald's stores. Thank you to our Mission Partner McDonald's who raised significant funds for this event, as well as our RFSK sponsors Aryzta, Barbagallo, GoPlay, Advance Visual, Albermarle, Martin Brower, SteadyRack, CROCMEDIA, Hindley and Associates, KJ Risk Metro Steel Services, Smart Waste Solutions, Diamond Field and Tydon Construction.

“As we had to delay the event due to COVID-19, we were eager to visit the South West and begin the ride! This has become a really important event that connects regional communities with the essential service that Ronald McDonald House Charities WA provides.”

**Janiene Pollock,  
RFSK Committee Chair,  
RMHC WA Board Member**





## RMHC WA BALL FAMILY LUNCH

Due to COVID-19 event restrictions, the much loved annual RMHC WA Gala Ball was cancelled. Determined to ensure ongoing support in a financially challenging year, the RMHC WA Ball Committee devised an alternative event; the Ball Family Lunch. This special luncheon took place at the Crystal Club in Crown Towers on 13th November.

Attendees included our long-time family supporters who make a vital contribution to our home away from home. McDonald's Licensee Terry Creasey was an outstanding MC, with Tim Gossage supporting as auctioneer and special guest RMHC WA Patron, Adam Gilchrist. With 90 guests in attendance, the event raised approximately \$434,000.00 for families cared for by RMHC WA.

The outstanding success of the event is a testament to the RMHC WA Ball Committee and its inspirational Chair, Carmel Leaker.

“ It was a privilege to attend the Ball Family Lunch and witness the generosity of so many people. Very few charities can claim to have such enduring support as RMHC and it's a tribute to all those who work so hard to present these amazing events.

**Terry Creasey**  
**MC Ball Family Lunch,**  
**McDonald's Licensee** ”

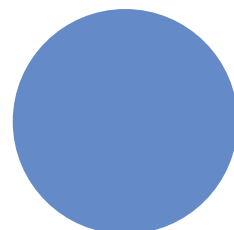
This incredible feat was their tribute to the bravery and resilience of sick kids throughout Western Australia.

Together, the RMHC WA 'plungers' fundraised a phenomenal total of over \$190,000.00. The top three corporate teams for Central Park Plunge 2020 included Mosman Dental, JLL PAM WA and Renascent.

## CENTRAL PARK PLUNGE

Central Park Plunge is Australia's tallest urban charity abseil event. On 6th November, 96 adventurous supporters of RMHC WA abseiled 220m down the Central Park building in Perth's CBD.

Amongst participants were loved ones of children and families cared for by RMHC WA over the years.





## COMMUNITY SPIRIT OF THE SOUTH WEST.



### SOUTH WEST ENGAGEMENT COMMITTEE

The spirit of community and generosity from WA's South West inspired the establishment of the RMHC WA South West Engagement Committee (SWEC) in 2019.

Comprising of 8 members and chaired by Neema Premji, the Committee provides invaluable support through events and advocacy connecting community with the essential service RMHC WA provides local families in the region.

In 2020, SWEC celebrated numerous achievements. The Bunbury Cup Gala Dinner which took place in March was a highlight, raising approximately \$32,000.00 for RMHC WA supported accommodation, services and programs.

A wonderful opportunity to connect with the South West community presented itself to the Committee, through the inaugural WA Giving Day. SWEC pledged their support

and created their own WA Giving Day team, raising over \$2,500.00.

The end of the year saw SWEC host an intimate sundowner and dinner event at the Bunbury Dolphin Discovery Centre for Ride for Sick Kids participants.

For the riders' half-way through their journey, the event provided poignant motivation with the opportunity to connect with RMHC WA families, supporters and stakeholders.

A heartfelt thanks to all members of the South West Engagement Committee for their leadership, advocacy and energy particularly through an unprecedented year.

### DIGGING DEEP FOR RMHC WA

Located in the Goldfields region of Western Australia is 'Brilly' a mine site water management business. Founded in Kalgoorlie, the company is focused on servicing the Goldfields, Murchison and Mid-West regions of WA.

Brilly engaged Brooks Hire for an excavator to conduct works at

“The 'Big Blue Digger', as it has been affectionately coined, has become a blue beacon of joy in remote Western Australia.”

the Edna May Minesite – located approximately halfway between Perth and Kalgoorlie. Brooks Hire identified that the remote location of the site aligned with the service that RMHC WA provides to regional WA families with seriously ill children.

When Brooks Hire made the decision to donate part of the hire rate of the machine to RMHC WA, a collaborative pledge was made by Brilly to equal Brooks' donation dollar for dollar.

The 'Big Blue Digger', as it has been affectionately coined, has become a blue beacon of joy in remote Western Australia. We would like to thank Brooks Hire for their support of RMHC WA through this initiative.

## FAMILY STORY

# A HOME AWAY FROM HOME.

**Over 2,000kms away from Perth in Western Australia's Kimberley region is the town of Broome. In 2020, 13% of the families supported at RMHC WA, called Broome home. One of those families is the Biggs Family.**



Harper (4) and Arthur (4) are twin boys who were born prematurely at 24 weeks. Their premature birth resulted in a range of complications which required them to be hospitalised for over 5 months. Together, with resilience, the boys have battled chronic lung disease and infections. Arthur suffered from a brain bleed which resulted in hydrocephalus (a build-up of fluid in the cavities deep within the brain). At a very vulnerable, and young age, Arthur required a shunt to be placed inside his head to drain excess fluid.

For the past 4 years, RMHC WA has been a home away from home for the whole family, with Nicola (Mum) and Steven (Dad), travelling to Perth with the boys for their ongoing critical medical treatments.

Nicola says the boys' have many superpowers that keeps them on their toes, calling them the 'Twintastic Tornadoes'. "As the Twintastic Tornadoes Arthur and Harper's superpower is causing craziness, mischief, mayhem, and mess everywhere it goes – but looks pretty amazing!"

Since 2016 RMHC WA has provided the family with supported accommodation for over 200 nights, across 26 separate stays. Nicola says it has become a much-loved second home for the family.

"It's a true home away from home, a place where you can recharge your batteries after full days at the hospital, a hot meal which you don't have to cook, and a safe haven for the boys to treat it like a second home. It has helped us immensely



and financially over the years, not having to pay for accommodation, as we have no family in WA (or anywhere in Australia)."

In 2020, the family had the chance to enjoy a holiday together in the Ronald McDonald Family Retreat in Busselton. It was time away from the stress of travelling and hospital appointments. Nicola says it was the family's first time in WA's South West, and there were so many activities for the boys to do.

"It was our first time visiting the Busselton Family Retreat – and what a holiday it was! It was the perfect location right by the beach. We could easily cycle to the foreshore, there were so many activities to do with the boys in and around Busselton, which we are so appreciative of, as it cost us nothing!"

For regional Western Australian families, having a seriously ill child who requires medical treatment far from home in Perth is scary and difficult. For Nicola and Steven, this battle is doubled. The Biggs family inspires us with their resilience, choosing to take every day as it comes and enjoying fun moments together, as a family.



# MALCOLM LONGBOTTOM GOING THE DISTANCE.

**The Longbottom family and Ronald McDonald House Charities WA have shared a special bond spanning 30 years.**

Malcolm Longbottom and his family live in Grass Patch, in the Mallee Region (Goldfields-Esperance) of Western Australia. From this remote town, it's an 8-hour drive to Perth.

In 1991, Malcolm Longbottom's one-year old daughter, Danielle, almost drowned. Danielle's casualty required the family to travel to Perth for critical medical care. It was during this time that the family was first supported by Ronald McDonald House Charities Western Australia, at the original Subiaco House.

Thankfully, Danielle recovered, however it wasn't the end of the family's challenges. Malcolm's son Brodie was born with neurological complications and diagnosed with a rare chromosome disorder. Brodie's diagnosis would require more frequent trips to Perth to receive the medical treatment he needed. Twenty years on, Brodie continues to thrive but his health remains a constant concern.

Experiencing first-hand the impact of having a seriously ill child far from critical medical treatment in Perth, Malcolm became an avid fundraiser for RMHC WA.

“My motivation to support Ronald McDonald House comes from knowing I am helping to support all regional families to have that all-important support that helped us when in need.”

Since 2017, Malcolm has participated in Ride for Sick Kids WA, individually raising over \$100,000.00 for RMHC WA.

For Malcolm, fundraising for RMHC WA means that his contribution helps ensure the House continues to be a home away from home for regional WA families going through the most difficult time of their lives.







# INNOVATION



## PERTH AIRPORT KEEPING WA FAMILIES TOGETHER DURING DIFFICULT TIMES.

**Perth Airport is a place that not only connects families across our great State, but also across Australia and the world. For the last five years, Perth Airport has been an integral supporter of Ronald McDonald House Charities WA.**



Despite the exceptional impact that COVID-19 had on Perth Airport, the organisation continued their support of WA families with seriously ill children through the Adopt-A-Room Partnership program.

Perth Airport CEO, Kevin Brown says that maintaining airport operations allowed families to stay close together when they needed it most. "Unfortunately, COVID-19 has impacted us over the past 12 months pretty significantly, but by remaining operational throughout the pandemic we have been able to continue bring families together, even at their darkest moments."

"For Perth Airport, it was important to the organisation to continue supporting WA families who use both services to receive critical medical treatment for their child. We know that a lot of families that use Ronald McDonald House travel through our terminals as they come and go from Perth for their child's treatment. To be able to help them and give back by sponsoring Room 404 is something that we're really proud of."

“

To know that we are contributing to help out the wider WA community through our Partnership with RMHC WA is a really great feeling and one that we truly value.

**Kevin Brown,  
CEO, Perth Airport**

”

A photograph of a woman from behind, looking into the open door of a washing machine. She has short, curly brown hair and is wearing glasses and a small earring. She is wearing a light blue polo shirt. The words "Helping Hands" are printed in white on the back of the shirt. The washing machine is white and has a black door seal.

Helping  
Hands



# PARTNER TESTIMONIALS.



Fortescue Metals Group (Fortescue) continues to support the work of Ronald McDonald House Charities WA (RMHC WA), with a donation of digital tablets to ensure families can access important educational sessions for their children during the COVID-19 crisis.

RMHC WA provides a home away from home and support for regional West Australian families of seriously ill children receiving hospital treatment in Perth.

As a result of COVID-19 restrictions, RMHC WA was required to close the facilities' common areas and suspend in-house education programs. The donation of the digital tablets has allowed staff to restart the 'Work of Heart Program', which brings the children together in a virtual environment and encourages them to learn and stay connected despite hardships.

Fortescue is proud of its long-term partnership with RMHC WA, which has seen team members contribute over A\$1 million through a variety of fundraising activities and major events.

Family is at the core of our Fortescue's values and with over 500 of our team members living in the Pilbara and many more residing outside the metropolitan area, we are committed to supporting RMHC WA as they look after regional families in need of assistance.

The COVID-19 crisis has been challenging for many in our community and it is crucial that RMHC WA continues to provide these essential services that are helping to keep families together during the toughest of times.

The donation has ensured RMHC WA can continue delivering programs and services for family-centred care, even with social distancing measures in place.

**Elizabeth Gaines**  
Chief Executive Officer  
Fortescue Metals Group



As a long term supporter of Ronald McDonald House, we recognise the vital role they play in being there for regional families when they need it most.

CBH is committed to supporting the health and sustainability of WA growers and their communities, and, through our Community Investment Fund, we have been proud to contribute to RMH's 'Room 305', Learning Program and fundraising activities including Giving Day.

**Brianna Peake**  
Chief External Relations Officer  
CBH Group



IGO is proud to be a strong supporter of Ronald McDonald House Charities WA since 2017, where our commitment has grown from being an Adopt-A-Room Partner to being the major Partner in the Up All Night overnight marathon.

We are passionate about Making A Difference in our communities. This year, we became the highest team fundraiser for Up All Night, this in addition to our partnership of the event, means even more families can receive the care they need.

We are also pleased to provide our people the opportunity throughout the year to cook meals for the Home for Dinner and the Lovin' from the Oven Programs through our employee volunteering programs. This not only helps those families staying at the House, but provides our people with the rewarding experience of giving back to the community.

The important work that they do at the House means that regional families have access to the care they need when their children are sick. We look forward to watching our partnership with RMHC WA grow and are proud of the difference we are making to these families through our partnership with them.

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







# PARTNERS IN SHARED PURPOSE.

At Ronald McDonald House Charities WA our mantra 'stronger together' is at the heart of our partnerships. Together, we are providing an essential service for Western Australian families from communities across the vast expanse of our state.

## MISSION PARTNER: MCDONALD'S

Ronald McDonald House Charities is a global charity founded in 1974 in the USA as a result of the foresight of an oncologist at the Children's Hospital of Philadelphia.

Dr Audrey Evans envisioned a place where families could live and get proper rest away from the ward while their children were undergoing treatment. Funds to build the first House were raised by the local McDonald's restaurant and in exchange for their support was named 'Ronald McDonald House'.

The first Ronald McDonald House in Australia was opened in Camperdown, NSW in 1981. In 1990, Ronald McDonald House Charities WA opened its first House in Subiaco providing a much needed home away from home for regional families with sick children.

McDonald's Corporate, Licensee's and their customers continue to support the charity today. Here in Western Australia, McDonald's Licensees and their employees across the state are active, passionate supporters of families cared for by RMHC WA.

In 2020, McDonald's Licensees and employees across the state demonstrated extraordinary support for WA's sick kids and their families.

- Ride For Sick Kids
- McHappy Day
- The Ronald Walk
- Hike for the House
- Employee volunteering at Nedlands House



## ADOPT-A-ROOM PARTNERS

This annual sponsorship program dedicates supported accommodation through one of 61 rooms at our Nedlands and Perth Children's Hospital Houses.

In 2020, our 52 Adopt-A-Room Partners helped to provide families with quality accommodation including access to 24/7 support staff and home-cooked meals. Our Partners represent various areas of our incredible State, including:

- Perth Metro (24)
- Goldfields (7)
- South West (3)
- Wheatbelt (1)
- Midwest (1)

Thanks to our Partners, children and their families accessed 14,862 nights of supported accommodation and importantly, a safe and comfortable place for peace of mind far from home.



## OPERATIONAL PARTNERS

We are humbled by the support we continued to experience from our Operational Partners in 2020. These partnerships are the backbone to our purpose ensuring RMHC WA can maintain exceptional standards of care across the Nedlands and Perth Children's Hospital Houses, Family Retreats and Family Rooms, education and well-being programs.



# STRENGTH

## OUR PARTNERS.

### MISSION PARTNER



### FAMILY ROOM SPONSOR

Santos

### MAJOR EXPERIENCE PARTNERS

#### UP ALL NIGHT



Barminto



nova 93.7

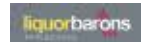
#### VIP BALL FAMILY LUNCH



ADVANCEVISUAL



JCDecaux



KENNEDY



PrintLogic



VMO

WAB

#### WA GIVING DAY



#### RIDE FOR SICK KIDS



ADVANCEVISUAL



## OPERATIONAL PARTNERS



## NATIONAL PARTNERS



## ADOPT-A-ROOM SPONSORS





## A MESSAGE FROM THE TREASURER.

**The Home Away from Home Inc (T/as Ronald McDonald House Charities Western Australia) has seen a strong result for the financial year (ended 31 December 2020), despite a global pandemic. Ronald McDonald House Charities WA (RMHC WA) recorded a Comprehensive Surplus of \$248,831 and a Net Asset position of \$42,126,616.**



**STEPHEN BUSHELL**  
TREASURER OF RONALD  
MCDONALD HOUSE  
CHARITIES WA

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

The World Health Organisation (WHO) declared the COVID-19 outbreak a Public Health Emergency of International concern in January 2020. In March 2020, WHO declared the outbreak of COVID-19 a pandemic. The outbreak had a significant impact on RMHC WA's operations and fundraising activities.

The cancellation of flagship RMHC WA events such as Up All Night and the Ball, due to COVID-19 restrictions, had a significant impact on donation revenue in 2020. RMHC WA saw a reduction in donations from \$4,570,036 in 2019, down to \$2,857,314 in 2020. Despite this difference, it should be noted that individual donations contributed by community increased. This is a testament of the support for Western Australian families with seriously ill children by the WA community.

Ensuring the safety and wellbeing of WA families with seriously ill children is at the forefront of our service delivery. In response to COVID-19, operational costs were increased (particularly for cleaning and security) to ensure the protection of families was maintained at the highest standard.

It is a privilege to continue to support RMHC WA in the position of Treasurer for a third year. The inevitable reach and impact of

COVID-19 in Western Australia, meant that financial initiatives planned for 2020 were rigorously re-examined in pursuit of optimum sustainability. Continued increase in demand for service inspired innovative compassion and determination to ensure every family's circumstance is understood with empathy, care and fit-for need support. Swift, strategic decisions ensured that we became a stronger and more agile organisation, returning to our trajectory for growth by December 2020.

The leadership of CEO Peter King and the financial management of Executive Manager, Business Services Luke Mason was exceptional. I also acknowledge the significant efforts of the Development and Marketing team and their valued partners across corporate and community.

The strength and resilience displayed by the volunteers, administration team, operations team, and learning program team was remarkable. I extend my sincerest thanks to all of these people for their contribution and dedication to the service throughout the year, which 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 that the impact of COVID-19 on the service was kept minimal. Thank you for your support and contribution to RMHC WA and the families they care for.

# FINANCIAL REPORTS

## STATEMENT OF PROFIT OR LOSS.

FOR THE YEAR ENDED 31 DECEMBER, 2020

	2020	2019
	\$	\$
Revenue	6,689,082	7,938,354
Investment income	491,914	732,736
Transfer from reserve	825,878	24,937
	8,006,874	8,696,027
Employee benefits expense	(2,962,072)	(2,620,251)
Depreciation, amortisation and impairment	(808,546)	(806,502)
Fundraising expenses	(485,653)	(1,049,021)
Loss on sale of assets	(838)	(19,199)
Loss on disposal of financial assets	(152,605)	-
Fair value movement of financial assets	(90,185)	1,105,718
Operating expenses	(2,505,261)	(2,854,303)
Other expenses	(752,883)	(523,252)
	(7,758,043)	(6,766,810)
<b>Operating surplus for the year</b>	<b>248,831</b>	<b>1,929,217</b>
<b>Total surplus for the year before income tax</b>	<b>248,831</b>	<b>1,929,217</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>248,831</b>	<b>1,929,217</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>248,831</b>	<b>1,929,217</b>



## FINANCIAL REPORTS

**STATEMENT OF FINANCIAL POSITION.****FOR THE YEAR ENDED 31 DECEMBER, 2020**

	2020	2019
	\$	\$
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents – Unrestricted	233,590	153,357
Cash and cash equivalents – Restricted	2,535,183	2,616,770
Trade and other receivables	433,512	626,096
Inventory	11,881	2,880
Other current assets	58,556	15,223
Total current assets	3,272,722	3,414,326
<b>Non-current assets</b>		
Financial assets at fair value through profit or loss - Unrestricted	13,959,976	13,678,688
Financial assets at fair value through profit or loss - Restricted	171,907	171,907
Property, plant and equipment	26,265,978	25,895,180
Total non-current assets	40,397,861	39,745,775
<b>Total assets</b>	43,670,583	43,160,101
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	506,047	296,127
Borrowings	40,718	-
Provisions	123,220	66,248
Total current liabilities	669,985	362,375
<b>Non-current liabilities</b>		
Borrowings	759,331	
Provisions	114,651	94,063
Total non-current liabilities	873,982	94,063
<b>Total liabilities</b>	1,543,967	456,438
<b>Net assets</b>	42,126,616	42,703,663
<b>EQUITY</b>		
Retained Earnings	14,241,061	11,233,716
Learning Program Reserve	54,979	54,979
Capital campaign reserve	27,830,576	31,414,968
<b>Total equity</b>	42,126,616	42,703,663

# FINANCIAL REPORTS

## STATEMENT OF CHANGES IN EQUITY.

FOR THE YEAR ENDED 31 DECEMBER, 2020

	Capital campaign reserve	Learning program reserve	Retained earnings	Total equity
	\$	\$	\$	\$
Balance at 1 January 2019	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
Surplus for the year	-	-	248,831	248,831
Transfer from reserve	(3,584,392)	-	2,758,514	(825,878)
Total comprehensive income for the year	(3,584,392)	-	3,007,345	(577,047)
Balance at 31 December 2020	27,830,576	54,979	14,241,061	42,126,616



# FINANCIAL REPORTS

## STATEMENT OF CASH FLOWS.

FOR THE YEAR ENDED 31 DECEMBER, 2020

	2020	2019
	\$	\$
<b>UNRESTRICTED</b>		
<b>Cash flows from operating services (Unrestricted)</b>		
Receipts from:		
Donations and appeals	3,599,771	5,158,725
Operational grants	382,084	260,195
Accommodation	825,333	1,032,433
Other income	947,494	22,684
Interest Paid	(1,015)	-
Payments to suppliers and employees	(5,288,238)	(6,105,703)
Transfer from restricted to unrestricted	41,800	25,005
<b>Net cash provided by operating services</b>	<b>507,229</b>	<b>393,339</b>
<b>Cash flows from investing activities (Unrestricted)</b>		
Distributions received	298,189	383,363
Dividends received	115,323	152,359
Interest received	23,542	25,219
Proceeds on disposal of investments	687,365	667,732
Purchase of property, plant and equipment	(1,140,021)	(292,020)
Purchase of financial assets	(1,211,443)	(1,176,635)
<b>Net cash provided by investing activities</b>	<b>(1,227,045)</b>	<b>(239,982)</b>
<b>Cash flows from financing activities (Unrestricted)</b>		
Proceeds from borrowings	816,000	-
Repayment of borrowings	(15,951)	-
<b>Net cash provided by financing activities</b>	<b>800,049</b>	<b>-</b>
Net (decrease)/increase in cash and cash equivalents	80,233	153,357
Cash and cash equivalents at the beginning of the financial year	153,357	-
	<b>233,590</b>	<b>153,357</b>

	2020	2019
	\$	\$
<b>RESTRICTED</b>		
<b>Cash flows from operating services</b>		
Receipts from:		
Donations, grants and appeals	-	-
Transfer from restricted to unrestricted	(41,800)	(25,005)
<b>Net cash provided by operating services</b>	(41,800)	(25,005)
<b>Cash flows from investing activities</b>		
Interest received	-	68
Purchase for property, plant and equipment	(39,787)	(45,718)
<b>Net cash provided to investing activities</b>	(39,787)	(45,650)
Net (decrease)/increase in cash and cash equivalents	(81,587)	(70,655)
Cash and cash equivalents at the beginning of the financial year	2,616,770	2,687,425
Cash and cash equivalents at the end of the financial year (Restricted)	2,535,183	2,616,770
<b>Total cash and cash equivalents at the end of the financial year</b>	2,768,773	2,770,127





# LEADING

## RMHC WA COMMITTEES.

### **SOUTH WEST ENGAGEMENT COMMITTEE**

Neema Premji (Chair)  
 Maria Cavallo (Vice Chair)  
 Caroline Portelli (Secretary)  
 David Kerr  
 David Eagles  
 Alex Doble  
 Erin van Noort  
 Cinde Fisher

### **RMHC WA BALL COMMITTEE**

Carmel Leaker (Chair)  
 Aleksandra Gajda (Secretary)  
 \*RMHC WA  
 Amanda Fyneman  
 John Sackson  
 Franca Bertie  
 Douglas Logan-Nelson  
 Filipa De Luca

### **RIDE FOR SICK KIDS WA COMMITTEE**

Janiene Pollock (Chair)  
 John Sinnamon  
 Peter Neeson  
 Mark Leaker  
 Michael Fitzgerald  
 Henriette Peschke  
 Gawain Davies \*RMHC WA  
 Victoria Willetts \*RMHC WA  
 Janie Brackenridge \*RMHC WA

“ The South West Engagement Committee was formed in March 2019, as a way of connecting and supporting our South West families and community. Through the support of community, we can continue to care for families when they need it most.

Neema Premji, Chair, SWEC ”

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#### **RMHC WA GOVERNANCE SUB COMMITTEE**

Jody Nunn (Chair)  
Ante Golem  
Andrew Sullivan  
Janiene Pollock  
Glenn Baker  
Peter King \*RMHC WA

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#### **RISK, AUDIT, FINANCE & INVESTMENT SUB COMMITTEE**

Stephen Bushell (Chair)  
Ante Golem  
Andrew Sullivan  
Janiene Pollock  
Peter King \*RMHC WA

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#### **GOVERNMENT RELATIONS COMMITTEE**

Andrew Sullivan (Chair)  
Kim Hames  
Bradley Woods  
Janiene Pollock  
Peter King \*RMHC WA  
Caroline Thurling \*RMHC WA





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)



@RMHCWA

#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.