



Ronald McDonald
House Charities®
Australia



**ANNUAL
IMPACT
REPORT
2017**



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WELCOME

Making a very real difference to the way families get through their most difficult times is at the heart of all we do at Ronald McDonald House Charities. True to our mission, I am so proud that we have been able to help more families than ever before in 2017, a year in which our charity continued to grow and evolve to meet the ever-changing needs of seriously ill children and their families.

Our work is only made possible through our generous supporters, volunteers and staff across the country – it is your passion and commitment that breathes life into our essential programs.

We've captured some heart-warming stories in the coming pages which talk to the incredible power of togetherness for families through their child's illness. We share with you the insights and experiences of our caring volunteers and staff who walk alongside these families day-in and day-out, every year.

Overall, it's our goal to help 60% more seriously ill children and their families in 2020. Last year we took huge strides towards this goal. Across the country, we were able to support more than 40,000 families; generate \$26.6 million to assist in funding our programs; and we reduced operating costs associated with business systems and processes.

Excitingly, we moved towards completion of our second largest Ronald McDonald House in Australia at Westmead, NSW. This sees us more than double our

capacity to assist families who have a child receiving treatment at The Children's Hospital Westmead.

Our ability to help families within the hospital environment also received a substantial boost in 2017, with the opening of three new Ronald McDonald Family Rooms in Wagga Wagga Hospital (NSW), John Hunter Hospital NICU (NSW) and Townsville Hospital (QLD).

Inside each one is a comfortable sanctuary where families can rest, replenish and find support and company during hospital visits.

These fantastic new programs were only made possible through significant fundraising efforts, an area that has been of great focus for the charity as we look to the future.

It is wonderful to report that we saw terrific outcomes for fundraising in 2017, with the launch of our national donor acquisition strategy.

These achievements belong to us all.

Thank you for the very real difference you have helped make possible for seriously ill children and their families.



Barbara Ryan
CEO, RMHC Australia

THE IMPACT WE MADE IN 2017



Credit: Tania Malkin

MISSION 2020

OUR PROGRESS

Moving forward with strategic intent.



Impact

IN 2017 WE:

Supported 40,416 families. That's 10,199 more families than in 2015.

IN 2020 WE WILL:

Reach 45,000 sick children and their families, 60% more than we supported in 2015.



Money

IN 2017 WE:

Raised \$26.6 million across the House Chapters and RMHC.

IN 2020 WE WILL:

Increase annual revenue to reach \$30 million.



Power

IN 2017 WE:

Invested \$361,874 in our people. A 17% increase from 2015.

IN 2020 WE WILL:

Increase learning and development for staff and volunteers to \$376,437 (20% increase from 2015).



Alignment

IN 2017 WE:

Reduced some common House expenses by leveraging collective purchasing (\$82,500 saving).

Introduced a centralised finance system reducing operating costs across the system by \$12,000.

IN 2020 WE WILL:

Reduce the direct cost of identified duplicated systems by 20%.



Champion

IN 2017 WE:

Finalised an external research project for the Family Room program.

Implemented Australian Standards 4801 (Workplace Health Safety) for each House Chapter.

IN 2020 WE WILL:

Be recognised for best practice in our governance and programs.



Talk

IN 2017 WE:

Were ranked 18th most trusted charity (previously not rated).

Achieved 88% brand awareness.

IN 2020 WE WILL:

Be ranked in the top 10 trusted charities.

Achieve 97% brand awareness.

Mission 2020 is our charity-wide national strategic plan with six distinct, measurable goals.



2017 FINANCIAL SUMMARY

In 2017, RMHC Australia granted more than \$13 million to our programs across Australia, which strive to create the best outcomes for families by reducing the impact of their child's serious illness. Just over 60% of those funds supported our 16 Ronald McDonald Houses across Australia, including the significant build of our new, 60 room, Westmead House.

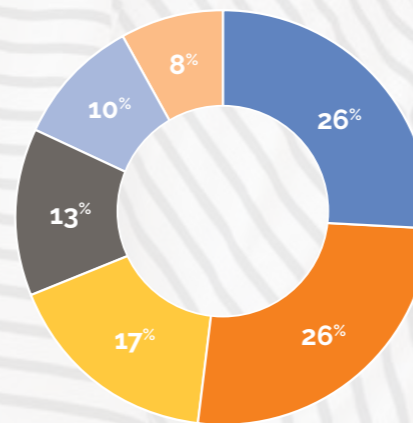
While fundraising from Gala Balls and Moneyboxes was down in 2017, we experienced another record-breaking year for McHappy Day.

In line with our commitment to Mission 2020, we have decided to invest in developing new revenue streams and improving the efficiency of our systems. RMHC Australia also provided considerable financial support for the Ronald McDonald House Westmead development in 2017.

These are important investments for our future, which will continue to grow our capacity to assist more families and their seriously ill children across Australia.

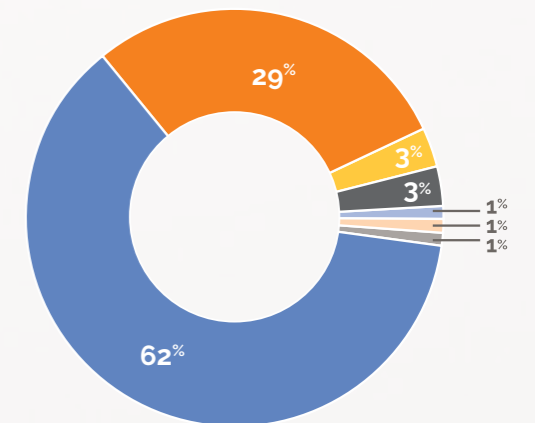
We are grateful for the support of McDonald's, the community, and our generous donors for enabling us to help even more families of seriously ill children in 2017.

Where the money came from



- RMHC Australia Charity Balls
- McHappy Day
- McDonalds Restaurant Moneyboxes
- Other Fundraising
- McDonald's Direct Support
- Investments

Where the money was spent



- Ronald McDonald House®
- Ronald McDonald Learning Program
- Ronald McDonald Family Room®
- Ronald McDonald Family Retreat
- Ronald McDonald Care Mobile®
- Ronald McDonald Cord Blood Bank
- Charlie Bell Scholarship

OUR STORIES

Together, our vision is to achieve the best outcomes for families by reducing the impact of their child's serious illness.

Julie

– mother of Shay

Five minutes after receiving a phone call from the doctor to tell her that her 11-year-old daughter had acute lymphoblastic leukaemia, Julie found herself on the floor, hyperventilating.

"When I took the call, I was calm and collected," she recalls, "and then as soon as I saw someone I knew, I fell down on the ground and couldn't breathe."

Julie and daughter Shay immediately shifted their lives from Bendigo to Melbourne and spent the next nine months at Ronald McDonald House Parkville.

"It was nine months of intense treatment so we weren't allowed to go home," she says. "I'm a single mum and I own a house in Bendigo. I lost my job the day we left because we just had to pack up and go. I worked out that if we stayed as close as we could to the hospital in a self-contained unit, it would have cost me over \$50,000, and that's not including groceries, petrol or paying my mortgage. So Ronald McDonald House Parkville saved me from selling my house, allowing me to be by my daughter's side in the fight for her life."

"What drives us to make it all happen is our single core value of looking after families in their greatest time of need."

- Peter Bishop

Peter Bishop

– CEO, RMHC VIC & TAS

"When I started with Ronald McDonald House Parkville over 30 years ago, there were 18 rooms in four terrace houses. Now the House has 51 rooms. The job of managing the House has grown much larger. The staff and volunteer count has increased enormously. The fundraising needs have ballooned. But what drives us to make it all happen is our single core value of looking after families in their greatest time of need. That has never changed and it never will."



Tadiwa

– the volunteer

"I'm a third-year medical student at James Cook University and I have been volunteering at the Family Room since the beginning of this year. I think the experience will actually make me a better doctor. In order to become a good doctor, you need to realise you're dealing with human beings and understand what they're going through, but sometimes as a busy doctor in a hospital it's too easy to forget that. The experience of volunteering in the Family Room helps a lot in developing a strong understanding of the patient side of the hospital experience. Plus, it's a lovely place to be. For many, it's a reminder of home rather than hospital."



Leonie

– mother of Mackealie

Just ten children in all of Queensland suffer from the rare genetic disorder known as 'pulmonary ciliary dyskinesia'. Mackealie is one of them. The disorder means hairs in the lungs that usually clear out the mucus do not work.

"When she was born, she was big and healthy, but she couldn't breathe properly," says mum Leonie. "She wasn't holding oxygen, so she went into intensive care and we fumbled along for a long time. Antibiotics would clear the infections, but that was just a Band-Aid for what we didn't realise was going on underneath."

Now she's 14, Mackealie spends at least a quarter of every year in Townsville Hospital.

"As a parent, when you first get the diagnosis it's like you're going through a tunnel and you're trying to get out the other side," Leonie says. "You are digging and digging and breaking rock, trying anything and everything to get through. Every bit of your energy goes into that."

"Because of the Ronald McDonald Family Room, for a tiny minute you get to stop and rest. You walk in and it's like a home and you can breathe. You can let yourself physically and mentally relax, and your child can do the same. You can regroup and get ready for the next battle."



Credit: Courtney Hewitt Photography

Kobi

– mother of Kyan

"When Kyan was born three months early, my mother came with me to Adelaide and we found accommodation in an apartment for a week, before getting into Ronald McDonald House Adelaide. Over the time we stayed at the House, rental accommodation would have cost us over \$10,000. But the House isn't just about relieving the financial burden. It represents somewhere stable, somewhere safe, somewhere within walking distance of the hospital. It's a place where volunteers make you emergency meals after you've had a terrible day and where you receive support from staff, volunteers and other families who are going through similar experiences. It is very good for your mental health."

Bree & Steven

– the fundraisers

At 20 weeks, young Noah was diagnosed with hydrocephalus (fluid on the brain) and by four months of age he'd had numerous scans and surgery. Soon after that, it was discovered he was also suffering craniosynostosis, a condition that means the fibrous parts of an infant's skull fuse into the bone. Now three-and-a-half, he's had seven more surgeries and mum, Bree has spent more than her fair share of time by a hospital bed.

As they live four hours drive from Adelaide, in Whyalla, Bree and Noah often spend weeks at a time at Ronald McDonald House Adelaide. After at least 20 stays, Bree and husband, Steven are giving back.

"The House is an amazing place, a safe haven," Bree says. "You're always welcomed with open arms, the volunteers and staff are amazing and the families can all relate to each other. And Noah loves it there, too."

"Steven does the Ride For Sick Kids SA, which last year raised over \$300,000, and we raised \$13,500 on our own. He is doing it again this year, and said the other day that he'd like to do it for the next 15 years!"

Iffrah

- sister of Wania

When her sister, now 11, was diagnosed with leukaemia two years ago, Iffrah and her family moved from Pakistan to Australia. Since then, young Wania has been in hospital and the family has never travelled outside of Perth. So when the opportunity came for a short escape to the Ronald McDonald Family Retreat in Bunbury, WA, it represented so much more than a weekend away.

"Wania didn't have much strength, but she wanted to do absolutely everything while we were away," says 23-year-old Iffrah. "It was an opportunity for her to just be a normal child for once, to do things normal kids do."

"That weekend was very special. It is nothing short of amazing that places like that exist for families like ours."

"It was an opportunity for her to just be a normal child for once, to do things normal kids do."





Pauline

– mother of Nina

"I first came across Ronald McDonald House 27 years ago, because my mother Barbara has volunteered at Ronald McDonald House Newcastle since it opened. I'm 35 now, but as a child I used to hang out at the House on weekends and help Mum with cleaning and play with the other kids. Now I have a baby in NICU so I'm using the Ronald McDonald Family Room, where my mother now volunteers. We lost our first baby, Edie. She was born premature in 2016. Nina was also premature and she's doing very well. The Family Room just makes things that little bit easier during the most stressful time in your life."

Dr Paul Craven

– Director of Newborn Services,
John Hunter Hospital

"About 1200 families each year come through NICU and prior to the Ronald McDonald Family Room, we only had a nursery that was built in 1991. It was a very small room with a few small plastic chairs. It was pretty woeful, considering some families were here for up to 140 days. What we now know is the longer parents can stay, the better the babies do long-term. Those babies often get home quicker, so there are major reasons why having family nearby is very important. The Family Room has made a huge difference. Families are using it all the time because they love it. It's comfortable, it's relaxing and it has fantastic volunteers. The feedback has been outstanding."

Simone

- mother of Hayden

Melbourne mum, Simone tried as hard as she could to hold her emotions together when doctors told her that her five-year-old, Hayden, had an inoperable, golf-ball sized tumour at the stem of his brain. She kept a brave face in front of her children, but once she found herself alone, in the bathroom, she collapsed onto the floor and sobbed.

It was the beginning of a horrifying, two-year medical journey during which Hayden missed almost all school.

"Hayden experienced issues such as separation anxiety, stress over coping and keeping up, feeling vulnerable at school, chronic fatigue and feeling different and fearful," Simone recalls.

That's when the Ronald McDonald Learning Program stepped in. An Education Coordinator from the Program became a vital link between hospital and school.

"The Ronald McDonald Learning Program makes sure teachers are aware of how the children feel about school and what to do to help them adjust," Simone says. "They provide a stepping stone towards a sense of normalcy for a seriously ill child. It gives them a sense of hope that they have a future and that their education and social relationships matter."

"I think the work done by the Learning Program staff has made a real difference to Hayden's future. They brought him back to education."



Yasmine

- Charlie Bell Scholarship recipient

In 2017 Yasmine was awarded a Charlie Bell Scholarship from Ronald McDonald House Westmead. Here, she tells us her story.

"In 2003, just before my fourth birthday, I was diagnosed with iritis, an inflammation of the eye, then with glaucoma. I had cataracts removed over six or seven surgeries at Westmead Children's Hospital and a few more at the Sydney Eye Institute. It all created a visual impairment, meaning I couldn't read until I was in Year Four.

I fell a long way behind, but when I got into Year Seven I decided I wasn't going to let a vision impairment or an eye patch define me. I would put in more effort than anybody else.

A lot of the tasks took me double the amount of time compared to everybody else, but I just had to do it. Some teachers who were really understanding put in some extra time to help me, and so did my parents.

In my HSC last year I got an ATAR of 97.9, and I was really pleased. Now, I'm studying Law and Commerce at Macquarie University.

The RMHC Charlie Bell Scholarship means a lot because my family was on one income for quite a long time. It's going to allow me to purchase resources such as law text books, which are very expensive. It means I don't have to work 20 hours a week to pay off the text books, which gives me time to do all the reading that I have to do."



Leonie Bell

- wife of the late Charlie Bell

"The first year the Charlie Bell scholarship was given out, I was invited to Ronald McDonald House Randwick. One of the mothers of the recipients came to me and said, 'Thank you so much. This is the difference between my daughter being able to continue her studies or not.' I tear up every time I think of that moment.

I've led a very charmed and lucky life. I have so much and so many other people don't. The only way they can get to climb the ladder is by being educated. I strongly believe in education.

Before Charlie died he and I talked about where he wanted the money to go. He always said he wanted to spend the money on Ronald McDonald House Charities. Then I recently read an article by Maya Angelou that said the world would be a better place if everybody looked after their own.

I consider this cause to be my own, as did Charlie. He would be very proud of what this scholarship is doing today."

Charlie Bell was the first Australian global McDonald's Corporation CEO. He was an inspirational leader and generous supporter of Ronald McDonald House Charities.

BUILDING LOVE

– the making of the new Ronald McDonald House Westmead

2017 was the year the new House in Westmead began to take shape in time for its 2018 opening. With the current House - opened in 1995 - at capacity, a new building was needed so that turning away families would become a thing of the past.

Located just metres from The Children's Hospital Westmead, the new House offers more than double the capacity, with 60 rooms designed to cater for families of all sizes. It features

multiple room types, a custom designed fully accessible bathroom, numerous retreat areas, a Learning Centre, health and fitness centre, six individual family kitchens and a dedicated volunteer's kitchen.

Opened in February 2018, it is a shining example of the scope of our commitment to helping meet the demand of families in need of a place to stay while their ill child seeks treatment.

The new facility went under construction after an impressive fundraising effort. RMHC Australia, RMHC Global and RMH Westmead, together, contributed \$10 million. A further \$20 million was raised through the 'Building Love Campaign' from the community, including individuals, corporations, trust and foundations, the NSW Government and the Federal Government.



THE NEW HOUSE

 House	60 bedrooms	15 self-contained 2-bedroom apartments	317 people accommodated each night
250 seats in the dining area	90 parking spaces	4 play areas for children	1 health and fitness centre
1 bike path for kids	1 recreational oval	24/7 reception and support	1360* families supported annually
 Kitchen	6 Individual family kitchens	1 Volunteer kitchen	1 Designated washing up area
 Laundry	3 Residential laundries	1 Commercial laundry	10 washers + 10 dryers

*projected minimum

STARRING ROLE

on TV ratings Block-buster

Our Parkville House featured on one of Australia's most watched TV shows this year.

As part of The McCafé Block sponsorship, we were thrilled to see a full episode dedicated to renovating a section of the Parkville House as one of the contestants' special challenges. The program achieved an average of 1.2 million viewers each night, making it the No.1 ratings winner across all networks.

Viewers were introduced to the Tanner family who spoke about their traumatic story and explained

what having a room at the House meant to them. We also saw appearances from our very own Peter Bishop and Barbara Ryan.

In addition to the widespread media exposure, the result was five impressively renovated rooms for our families.



"We got the news last September that our then 10-year-old son had a brain tumour. There is nothing that can prepare you for that. Since then it has just been a rollercoaster ride of ups and downs, hospitals and it's quite horrendous honestly. But, being here and having somewhere so close to the hospital to stay, really makes it that much more doable."

- Hannah

JESSICA MAUBOY SHINES A LIGHT

Undoubtedly, one of our greatest strengths are the people who support and champion RMHC, and having friends with big hearts and a big following helps us in several ways. In November, Ronald McDonald House Perth welcomed Australian superstars, Jessica Mauboy, Thirsty Merc, Hugh Sheridan and Darren Percival for a visit. They created an extraordinary experience for our families in residence. Not only did they give the families an unforgettable lift and performed again later at the RMHC Mercedes Benz Ball to raise funds, Jessica, in particular attracted the attention of national media.

Coverage of the visit appeared on several media news outlets, including the Ten Eyewitness News that featured footage of Jess performing as well as information about our network, Houses and Programs and details on how people could donate. It was incredibly rewarding to hear from Sara and Liam Smith from country WA about their experience and the vital service RMHC provides to alleviate them of financial stresses – among other things. Even better, Liam (and Mum) got to rock out to Dancing Queen!



"This is really special for us to come and have that opportunity to be in their presence."

– Jessica Mauboy



RIDE FOR SICK KIDS

Thousands of Kilometres Cycled, Raising Hundreds of Thousands For RMHC

2017 was a big year for RMHC Ride for Sick Kids with more than 140 determined riders across Australia cycling over 25 days to raise vital funds for families in need.



THE RIDE STATS



THE TOTAL
over \$777,000 raised



RMHC GALA BALLS

In 2017, guests from across the country donned their finest and experienced a spectacular night out to raise much-needed funds to help seriously ill children in their time of need. The Gala Balls featured dining, dancing and amazing performances from entertainers, celebrity hosts and guest speakers. Auctions allowed guests to bid on a unique selection of generously donated items and experiences.



THE GALA STATS



THE TOTAL
over \$3.8 million raised



McHAPPY DAY \$4M

We were still basking in the success of our 2016 record-breaking McHappy Day when the figures came in for 2017 at an amazing \$4m raised for the charity!

As McDonald's largest fundraiser for RMHC Australia, McHappy Day aims to increase awareness about the work of RMHC and generate vital funds through Big Mac sales and fundraising in McDonald's Restaurants.

Our new Kiosk Round-up initiative was responsible for \$61,000 of our overall total, showing that Australians step-up to the challenge to donate whenever they can, all year round. Another big success was a 4% increase in \$2 Helping Hands sales as well as growth in contributions via the website, which also saw a surge in traffic this year.

A big thank you to McDonald's Licensees and crew across the country who made this result possible.

MCDONALD'S AUSTRALIA

Our Founding Mission Partner

More than 40 years ago, McDonald's enabled the first Ronald McDonald House to be built. Today, they remain committed and passionate about supporting Ronald McDonald House Charities, now and into the future. Their backing extends from financial contributions to volunteering and fundraising across the entire system, involving restaurant owners, crew, customers, suppliers and corporate staff. Our appreciation for the support McDonald's provides is immeasurable.

While McDonald's is our largest corporate partner, we are also an independent charity that relies on many sources of support to fund our growing programs across the country. This includes donations and volunteering from individuals, communities and corporates, large and small.

Over \$8 million through...



Immeasurable volunteering and fundraising...



CORPORATE PARTNERSHIPS

Thank you to our valued Corporate Partners in 2017

Amart Furniture continues and grows support for Australian families in need

For the past two years, Amart Furniture has been a wonderful supporter of Ronald McDonald House Charities, seeing our partnership grow by 57% in 2017.

Amart Furniture has extended their support beyond their donation of cash and furniture to now include fundraising events, Workplace Giving and third party involvement through their supply chain.

"Amart Furniture takes great pride in partnering with Ronald McDonald House Charities. As the CEO, I was delighted and inspired by the way the Amart Furniture team wholeheartedly embraced the opportunity to raise funds for such a great charity. The wonderful staff at RMHC supported our partnership every step of the way providing regular feedback on how our donations are benefiting the families of sick children, making our collaboration all the more rewarding for our team." Lee Chadwick, CEO

We look forward to an exciting year ahead working with the dedicated staff at Amart Furniture across Australia.



Baiada/Steggles Charity Nest culture of doing good

The team at Baiada and Steggles Charity Nest are incredibly passionate about helping people in need.

We are grateful to have Baiada (part of the Steggles brand) as our National Kitchen Partner for Ronald McDonald House Charities, supporting all 16 Ronald McDonald Houses through product and cash donations.

"Giving back is in our DNA and an important part of our culture," shares Simon Camilleri, MD of Baiada. "The staff at Baiada are equally passionate. They donate part of their salaries towards the Charity Nest and regularly volunteer their time to provide healthy, home-cooked meals for families at Ronald McDonald House and help out, even if it is for a brief moment."

Through the Steggles Charity Nest, Baiada's support of Ronald McDonald House Charities over the past five years has been invaluable; not only contributing cash and product donations but providing our families and their seriously ill children with money-can't-buy experiences, providing quality time and lasting memories.

BOSCH / BSH Appliances provide invaluable support for our new Ronald McDonald House Westmead

When RMH Westmead were looking for a kitchen and laundry product sponsor, we turned to our good friends at BOSCH and BSH Appliances, who have been supporting Ronald McDonald House Charities in Australia for the past 20 years.

Bosch's support in 2017 included over \$100,000 worth of kitchen products including stoves, vents, ovens, dishwashers and dryers to assist families staying at the newly opened Ronald McDonald House Westmead.

"We have been honoured to have been part of such an amazing project that will benefit so many families and the greater community and we look forward to our continued support." Olya Yemchenko, BSH Appliances CSR Committee Representative



CORPORATE PARTNERSHIPS CONT.

Partnership with Domayne goes from strength-to-strength

Domayne has been a committed supporter of RMHC for the past nine years. Last year was no exception, with Domayne making one of their largest donations to the charity in the history of our partnership.

Thanks to Domayne, we were able to furnish five Ronald McDonald Houses across the country (including the brand new Ronald McDonald House Westmead) with Domayne's stylish sofas, TV consoles, sitting chairs and sofa beds.

Providing such beautiful furniture for our Houses helps us to create a sanctuary for families after long and stressful days at the hospital.



La-Z-Boy making families feel at home

La-Z-Boy Australia has been a proud supporter of Ronald McDonald House Charities for six years. Each year La-Z-Boy partners with the multiple Ronald McDonald Houses, Family Rooms and Family Retreats by providing La-Z-Boy recliners, sofas, sofa beds and occasional chairs.

"Having the opportunity to be a part of such an integral charity as Ronald McDonald House, is a privilege. One of La-Z-Boy's core values is 'comfort', and therefore by contributing to create a comfortable 'home away from home' for those facing a challenging period, aligns with everything we stand for at La-Z-Boy." John Morgan, La-Z-Boy CEO Australia.



Hyundai Help for Kids increase vehicle support to RMHC

RMHC is fortunate to be one of the many organisations that Hyundai Help for Kids supports.

This year, Hyundai substantially increased support for RMHC from five vehicles to 13 - in addition to their ongoing generous cash donations.

Hyundai vehicles are invaluable to the charity as we transport families to and from airports, train stations and hospitals. In addition, our Learning Program and various House Chapter staff use the vehicles to collect groceries and other necessities for the charity. We are eternally grateful for their support.



Providing a comfortable night's rest on a Sealy Posturepedic Bed

Almost every mattress in every Ronald McDonald House, Family Room and Family Retreat is a Sealy Posturepedic generously donated by one of our most committed supporters. The mattresses are important because they enhance the sleep of people who need it most - seriously ill children and exhausted parents. Not only that, Sealy of Australia staff are active volunteers at RMHC Houses and enthusiastically offer help to prepare meals for families.



OUR SUPPORTERS

Mission Partner



National Partners



National House Program Supporters

- | | | |
|--------------------------------|---|--|
| Amart Furniture | Dominion Cross / Ascent Footwear | Merlin Entertainment |
| Asaleo Care | Ecolab | Mortgage Choice |
| Aryzta | Fairfax Events/Essential Baby & Toddler Show 2017 | Pacific Magazines |
| ASSA ABLOY Hospitality | FINDEX | Pact Group |
| Baiada Poultry/Steggles | Flight Centre Foundation | Popcake |
| Charity Nest | Foxtel | PWC (Price Waterhouse Cooper) |
| Bosch/BSH Appliances | G8 Education | Rentokil Initial |
| Carter Newell Lawyers | Hyundai Motor Company Australia | Schweppes |
| Chargebar | Hyundai Help for Kids | Sealy of Australia |
| Clorox Australia | iiNET | Signature Media/Holiday with Kids Magazine |
| Coca Cola Amatil | IPAR | SNP Security |
| Coca Cola South Pacific | Joseph Dah & Co | Stampin' Up Australia |
| Commonwealth Bank of Australia | Kilimanjaro Consulting | Telco Together Foundation |
| DFK Australia | La-Z-Boy Australia | Toybox International |
| Disrupt Sports | Martin Brower | |
| Domayne | | |

AGENCY AND IN KIND SUPPORTERS

- Corrs Chambers Westgarth
- DDB Group Australia
- DoneSafe
- DVM Law
- Eleven PR
- Ernst & Young
- Guihen Jones
- Microsoft
- OMD
- Phocas
- Sparke Helmore Lawyers
- The Hard Word
- VML Australia
- Webvine
- Williamson-Baruik

EVENT PARTNERS

- 3AW
- A & A Building Services Pty Ltd
- AC Whalan
- Adelaide BMW
- Advanced Visual
- Altapac
- Ampac
- Andrew Mazzone Design Jewellers
- APN
- APN Outdoor
- Architectural Sign Industries Pty Ltd
- Aryzta Australia
- Asaleo Care
- Associated Shop Fitters Pty Ltd
- Audi Zagame
- Benz Insulations Services
- Bishopp Outdoor
- BMW Sydney
- Brisbane Refrigeration
- Brooks Hire
- Canberra FM
- Canberra Rex Hotel
- Canberra Weekly
- Canterbury BMW
- Canturi
- Captain Cook Cruises
- Cargill Australia
- Carlton United Brewery
- Cerebos Australia Ltd
- Certeq
- Channel 10 & MCN
- Channel 7
- Channel 9
- Chemello Group
- cievents
- Coates
- Coates Signco Pty Ltd

- Coca-Cola South Pacific
- Col Crawford BMW
- Commonwealth Bank Australia
- Crocmedia
- Crown Events & Conferences
- Crown Perth
- DDB Sydney
- Decorative Events & Exhibitions
- Detpak
- DFK Everalls
- DG Global
- Diamond Boutique
- Diesel Motors Mercedes-Benz
- DMG Radio Australia
- Dr Anh
- Ecolab
- ECR Australia
- Elastic Studios
- Elect Printing
- Elite Event Technology
- Emirates
- ERH Refrigerated Transport
- Facebook
- Ferret Boiler Making
- First National Real Estate
- Fonterra Australia
- Fortescue Metals Group
- Franke Coffee Systems
- Fremantle Dockers
- Fujitsu Australia Limited
- GeersSullivan
- Gooding Partners
- Graincorp Foods
- Greenworx Commercial
- Maintenance
- GSF Australasia
- Guihen Jones
- H&K International
- Hadley Cycles
- Hardy Brothers Jewellers
- Harvest Fresh Cuts
- Havi Global Solutions
- Hindley & Associates
- Hit107
- Huhtamaki Australia
- Hyundai
- Inghams Enterprises Pty Ltd
- International Convention Centre Sydney
- Iveo (Bluestar)
- Joseph Dahdah & Co
- Kais Contractors Pty Ltd
- Kelly and Partners
- Kerry Asia Pacific
- Keystone Foods Australia
- Kloster BMW
- Lexus of Canberra
- Macarthur BMW
- Martin Brower

- McCain Foods (Aust) Pty Ltd
- McDonald's Australia
- MCN Australia
- Metroll
- Miles From Nowhere
- Monaro Windows
- Mosman BMW
- National Convention Centre
- NCR
- New England Trading
- Nine Entertainment
- Nonstop Media
- North Shore BMW
- Nova Entertainment
- OMD Australia
- One Harvest
- Orora Group
- OSI International Foods
- Pace Farm Pty Ltd
- Pacific Magazines
- Perfection Fresh Australia
- Planning Solutions
- Plantman Equipment
- Print Logic
- QMS
- QSR Business Solutions
- Radio 2GB
- Rapid Crushing
- Regional Australia Bank
- Rentokil Initial
- REST Superannuation
- RICC/EKKA
- Ross North Homes
- Scandinavian Cone Company P/L
- Scarpantoni Wines
- Schweppes Australia
- Seven Network Limited
- Simplot Australia
- Southern Cross Austereo
- Staging Connections
- Sylvania BMW
- Systems Cabling
- Telstra
- The Bass Family Foundation
- The Dallas Group of America
- Thumbs up Racing
- Toxfree
- Travel Specialists Mosman
- Triple M
- Trivett Classic BMW
- Urbis
- Vasallo Corporation
- Veolia Environmental Services
- VML
- Westpac
- Westpoint Start Mercedes-Benz
- Win TV
- Yahoo7

DIRECTORY

11 House Chapters

- + 16 Houses
- + 18 Family Rooms
- + 5 Family Retreats
- + 1 Care Mobile
- + Learning Program



RMHC Western Australia

- Ronald McDonald House Perth
- Family Room Peel Health Campus
- Family Room Princess Margaret Hospital
- Family Retreat Bunbury
- Ronald McDonald Learning Program

RMHC South Australia

- Ronald McDonald House Adelaide
- Ronald McDonald Learning Program

RMHC VIC & TAS

- Ronald McDonald House Monash
- Ronald McDonald House Parkville
- Ronald McDonald House Hobart
- Family Room Monash Children's Hospital
- Family Room Sunshine Hospital
- Family Room Northern Hospital
- Family Room Wodonga Hospital
- Ronald McDonald Learning Program

RMHC North Australia

- Ronald McDonald House Townsville
- Family Room Townsville Hospital
- Family Retreat Palm Cove
- Ronald McDonald Learning Program

RMHC Orange

- Ronald McDonald House Orange

RMHC Wagga Wagga

- Ronald McDonald House Wagga Wagga
- Family Room Wagga Hospital

RMHC Greater Western Sydney

- Ronald McDonald House Westmead
- Family Room Nepean Hospital
- Ronald McDonald Learning Program

RMHC ACT & South East NSW

- Ronald McDonald House Canberra
- Family Room Centenary Hospital for Women & Children
- Family Retreat Batemans Bay

RMHC South East QLD

- Ronald McDonald House Herston
- Ronald McDonald House South Brisbane
- Ronald McDonald House Lady Cilento Children's Hospital
- Family Room Lady Cilento Children's Hospital
- Family Room Gold Coast University Hospital NICU
- Family Room Gold Coast University Hospital Paediatrics
- Ronald McDonald Learning Program

RMHC Northern NSW

- Ronald McDonald House Newcastle
- Ronald McDonald House Tamworth
- Family Room Gosford Hospital
- Family Room John Hunter Children's Hospital
- Family Room John Hunter Children's Hospital NICU
- Family Retreat Forster
- Ronald McDonald Learning Program

RMHC Sydney

- Ronald McDonald House Randwick
- Family Room Royal North Shore Hospital
- Family Room Sydney Children's Hospital
- Ronald McDonald Learning Program



A FINAL WORD

These achievements belong to all of us. The RMHC Australia team together with the House Chapters appreciate the kind of difference that has been made to families with seriously ill children that could not have been possible without your support.





Ronald McDonald
House Charities®
Australia

