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# Our Board in 2022



Stewart Leeman (Chair)



**Ross Bingham (CEO)** 



Keeping families close



**Kelly Bell** 



**Paul Craven** 



Jacqui Jones



**Edwin 'Ted' Lewis** 



**Marika Lynch** 



Meg McNaughton



**Melissa Roseworne** 



**Clinton Smith** 



**Craig Wellings** 



**Judith Woloschyn** 



**David Woods** 



**Andrew White** 

# **Board Chair and CEO Message**

When families come to us, they are facing some of the worst moments of their lives. Not only are they worried about their seriously ill or injured child - they are also concerned about the impact on their family. Our staff and volunteers help ease their burden, giving them practical and compassionate support so they can focus on what matters most.

The last few years have given us all an insight into how easily life can be thrown upside down. While most of us are moving forward towards a new COVID-19 normal, our families continue to face multiple challenges as they care for their seriously ill or injured children.

Thankfully, we continue to be there with them every step of the way.

We couldn't do this without our committed community of supporters. This includes our amazing volunteers, generous donors, corporate partners and our founding mission partner, McDonald's. Your support is vital to our mission of helping the families of seriously ill children across Northern NSW.

Together, we've helped 2,251 individual families in 2022 to stay together; access vital services; and benefit from our dedicated programs. This has made the lives of these families a little easier during difficult times.

2022 heralded new upgrades to our Ronald McDonald Houses in both Newcastle and Tamworth. The continuing refurbishment of our self-contained units in Newcastle and updates to bathrooms and the external facade in Tamworth are creating amazing new spaces for our families.

Our Family Rooms across the region operated at reduced hours in 2022 but continued to provide vital support to families in hospitals with seriously ill or injured children. A volunteer drive and updates to our NICU Family Room ensure families have a welcoming place to rest and recharge.

The much-loved Family Retreat at Forster has also had a makeover. Updated decking, painting and kitchens now offer families more home comforts as they enjoy the chance to relax together, far away from the stress of serious illness and invasive treatments.

Flexible online and in-person delivery of our Learning Program helped us support more students across Northern NSW in 2022. New initiatives for siblings and pre-schoolers reassured families that their kids are not missing out on learning while away from home.

Without our caring community who generously give their time and funding, Ronald McDonald House Charities, Northern NSW could not keep delivering these vital programs to our families. We are grateful to our volunteers, local businesses and all our donors for supporting our mission so wholeheartedly.

Thank you for standing beside us and sharing our vision to provide vital support to families by reducing the impact of their child's serious injury or illness.

**Stewart Leeman** 

**Board Chair** 

Ronald McDonald House Charities® Northern NSW

Ross Bingham OAM

Chief Executive Officer

Ronald McDonald House Charities® Northern NSW

## **About Us**

When a child is seriously ill, it can disrupt every aspect of family life – from school and work, to everyday moments like meal times, bath times, play times and quality time. This can have a devastating effect on the whole family. Ronald McDonald House Charities® Northern NSW helps family life carry on while a child is undergoing treatment. Since 1991, we've helped thousands of families through their most difficult times.

## **Our Mission**

To support the ever-changing needs of seriously ill children and their families.

## **Our Vision**

To achieve the best outcome for families by reducing the impact of their child's serious illness.



# How We Help

For over 30 years, we have been helping families who need our support. During that time, we've developed vital programs to help them enjoy more everyday family moments, right when they need them most.



#### 2 Houses

Our Houses offer families a place to stay close to the hospital. They are especially helpful for families who have to travel far to receive treatment for their children. Each House's accommodation is equipped with everything families need to feel supported during their stay.



#### **1 Family Retreat**

Our Family Retreat gives families a chance to forget the stresses of hospital life. It's open to families with a seriously ill child, or those grieving the loss of a child.



#### **3 Family Rooms**

Our Family Rooms are located inside the hospitals and close to the children's wards. They give families a chance to recharge after many stressful hours at their child's side. Each Family Room is equipped with areas to rest, eat, freshen up, play, and relax.



#### **Learning Program**

Extended stays in hospital or receiving medical treatment means kids miss school. Our tailored one-to-one tuition helps kids catch up on schoolwork so that they feel confident as they transition back to school.

Our Learning Program also offers professional development for educators. EDMed™ provides teachers with information about the potential impacts of a serious or chronic illness, as well as educational strategies to support the needs of these students impacted by a serious or chronic illness.



# A place to call home

"We had very little with us after having to abandon our lives so abruptly, but Ronald McDonald House provided us with the things we required to survive comfortably."

When 3-month-old Weston was rushed from Inverell to John Hunter Children's Hospital for immediate treatment in October 2021, the life of his family was thrown into turmoil. One day they were living their lives in the NSW Northern Tablelands the next they were on a plane to NSW's second biggest city, Newcastle.

"Weston was diagnosed with an incredibly rare disease and blood disorder," his mother, Tara explains. "We initially lived out of the Paediatric Intensive Care Unit until we were offered a room at Ronald McDonald House Newcastle."

During their 163-night stay, Tara, her husband Will and their children, Poppy and Hunter found a new normal while Weston underwent treatment. "It really was a home away from home for us, allowing us to focus on what mattered most - Weston's recovery."

Since leaving Ronald McDonald House Newcastle in March 2022, Weston has received a bone marrow transplant from his older brother, Hunter. With another long stint at Sydney's Westmead Hospital, the family has once again received vital assistance from RMHC.

"So far, we've spent over 240 days away from home," Tara says. "Weston is our little warrior. Although we have a long road ahead with lifetime challenges, we've been given the best possible start and the greatest support along the way."



## The impact you made in 2022

### Unique Families Supported

**2,251** families were helped by staff, volunteers and supporters in 2022.

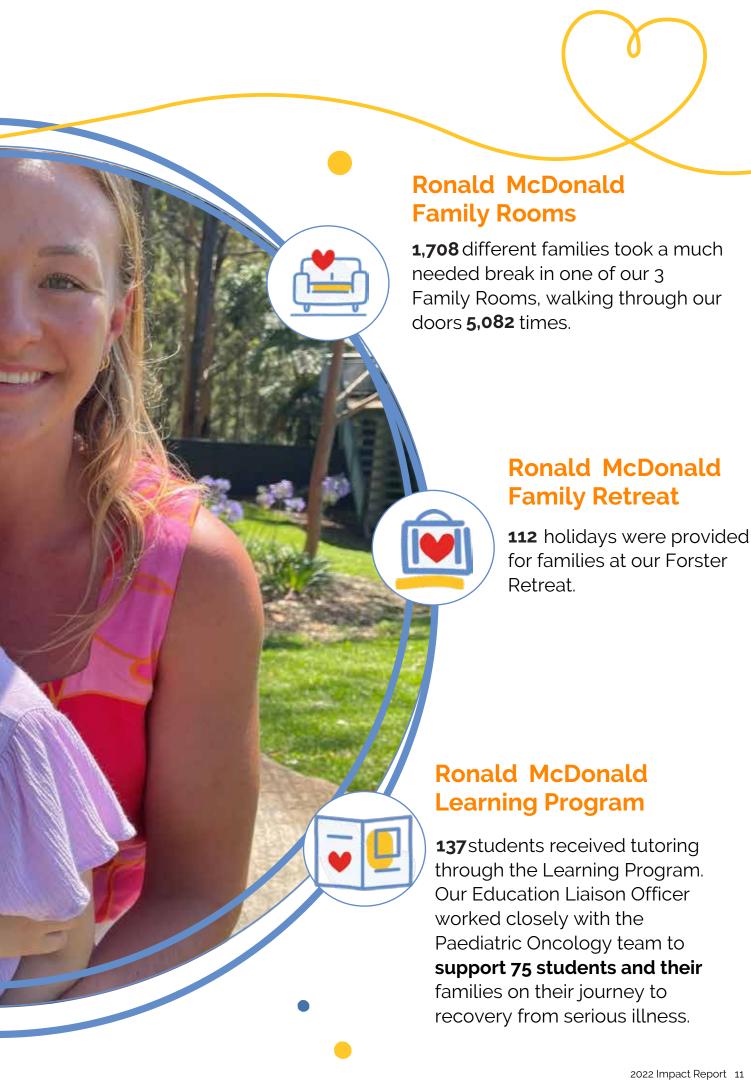
# Ronald McDonald Houses

431 different families given a home away from home for a total of 5,891 nights with an average stay of 14 nights.

#### **Our Volunteers**

**235** volunteers helped us deliver our mission to support families with sick kids.





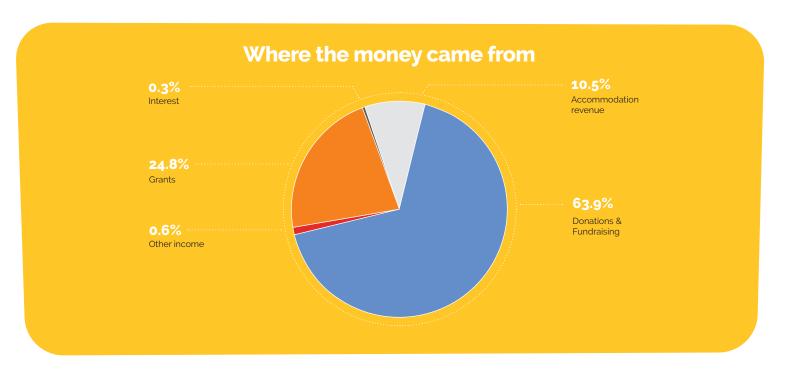
# Financial Highlights

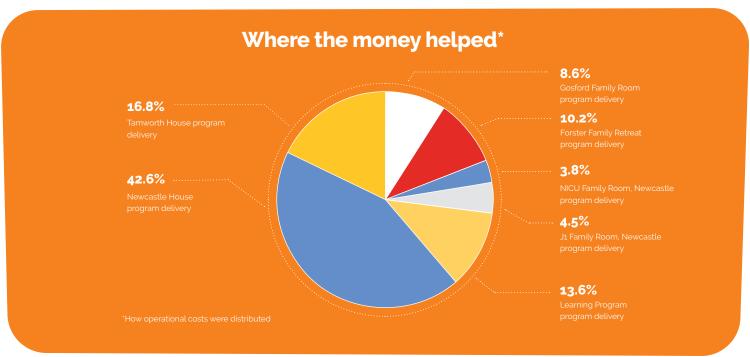
During 2022, RMHC Northern NSW generated nearly \$4.3 million to support the needs of seriously ill children and their families.

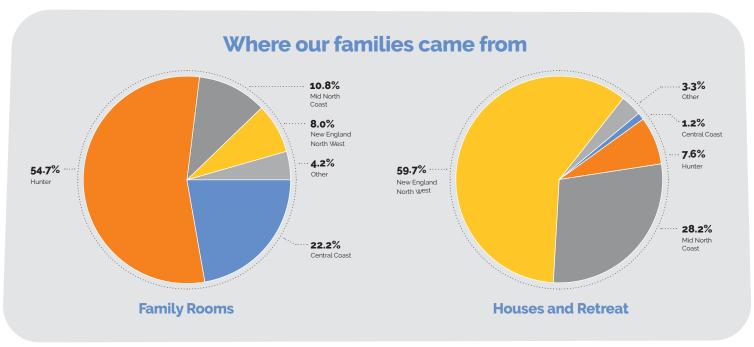
These vital funds helped over 2,200 families across difficult times in their lives. Thanks to the generosity of our local communities, we raised \$2.7 million to help keep families together, an increase of 22%.

and their families.

Thank you to our generous supporters for sharing our vision to achieve the best outcomes for families with sick children. We are incredibly grateful for your continued support.











## A chance to make new memories

"What better time for the kids and I to reconnect and try to forget about the trials of the last few years than with a trip to Forster. We feel so blessed!"

A trip to the beach always seemed out of reach for 10-year-old Ariah, her mum Bryana and brother Ben. Diagnosed with a serious autoimmune condition linked to sun exposure, Ariah has spent years in and out of hospital.

"We've accessed both the Ronald McDonald Family Room and Ronald McDonald House at the John Hunter Children's Hospital many times over the last decade - it's been a long road" Bryana explains.

A long-awaited stay at the Family Retreat in Forster gave the family a much-needed opportunity to enjoy time away from ongoing treatment. It allowed them to make wonderful new memories by the beach - including a special birthday celebration for Ariah.

"We had breakfast on the verandah as we opened presents," Bryana continues. "We then enjoyed a dolphin-watching cruise before having Maccas for lunch, cupcakes for afternoon tea and Italian for dinner."

Other highlights of their trip include exploring the break wall, swimming with wild dolphins, lots of ice cream and a visit to Forster Arts and Craft Centre, where Ariah and Ben were gifted a gorgeous handmade quilt and crocheted blanket each.

While Ariah's treatment is ongoing, Bryana is grateful for the opportunity to rest and relax at the Family Retreat. "The magic created by Ronald McDonald House Charities is phenomenal and we've been so lucky to have experienced it!"

# **Bringing RMHC Northern NSW's Vision to Life**

Our dedicated volunteers are the heart of our programs and make our vision - to reduce the impact of serious illness on families possible. Always ready to provide reassurance and assistance, each of our 235 volunteers plays a crucial role in supporting families through one of the most difficult times of their lives.

We cannot adequately express our gratitude to the generous souls who dedicate their time to ease some of the burden facing the families of seriously ill or injured children. From lending a compassionate ear to cooking meals and fundraising on our behalf, we thank all our volunteers from the bottom of our hearts.

## A boost to our volunteer network

After COVID-19 restrictions depleted our volunteer network, we looked for new ways to boost volunteer numbers and raise morale. A collaboration with local indigenous artist Saretta Fielding created new inclusive uniforms for our volunteers, with Robson Civil Projects coming on board as our Volunteer Partner, contributing to funding the new uniforms and sponsoring a volunteer drive, in 2022.

Thoughtfully designed, the uniforms tell a beautiful story of Maroong - Good Place - with Saretta aiming "to evoke emotion and enhance connections to spirit and country." Representing RMHC NNSW through traditional symbolism and contemporary design, the wonderful new uniforms depict people, country and homes that reflect our network of programs.



# Recognition for a local legend

Denise Robertson has a long association with RMHC NNSW. Many years ago, her grandson spent time at John Hunter Children's Hospital with diabetes, with her family benefitting from the support we provided. Denise was so appreciative of the help received that she vowed to volunteer as soon as a Ronald McDonald House was built in Tamworth.

True to her word, Denise started volunteering three days after Ronald McDonald House Tamworth opened its doors in 2008. For the last 14 years, Denise has given up her time to help families settle into their 'home away from home' as they care for their seriously ill children.

Recently named Volunteer of the Year (65+) at the Tamworth Local Legends Awards, Denise was "shaking" when she heard the news. Helping parents through the shock of a prolonged hospital stay, Denise focuses on "reassuring them that everything will be fine once their babies have grown up, and their children have got better."



# Thanks to the RMHC NSW Gala Ball Committee

We are so grateful for the ongoing support from the RMHC NSW Gala Ball Committee and Sponsors for your continued dedication to helping keep families close. In 2022 their funds helped provide 3,303 night's accommodation for families with a seriously ill child across Northern NSW.





# **Kara's Story in the Family Room**

"The Family Room just felt like home. It was a place away from home where we could actually go and be a family, even if it was just for a short amount of time."

Born with serious health issues, by the time Kara turned 5, she had already been in hospital 26 times. Kara's parents, Simone and Scott, quickly came to rely on the help provided by Ronald McDonald House Charities.

"They provided us with a home away from home, where Mum and Dad could stay to help us care for our then 3-and-a-half-year-old daughter, Bria too," Simone explains.

A difficult time for the family, not only was Simone worried for Kara's health - she also worried for Bria's wellbeing.

"The Family Room at John Hunter Children's Hospital allowed us to keep our family together while protecting Bria from the buzzers and noises of Kara's room," Simone continues. "It was a place to shower, wash clothes, and relax away from the ward."

Now, 10 years old and in Year 5 at primary school, Kara's Heartkid beads tell the story of her long medical journey. "I have 120 beads, with the big beads representing the big things and the small beads for the small things that have happened," she says.

Simone is in awe of her daughter's strength. "Whether it has been poked and prodded, getting blood taken, having tubes taken out, being taken off a breathing machine - Kara is a pretty special kid and amazinaly resilient."

"We're so grateful for the help and support of the Ronald McDonald Family Room in helping us care for her while keeping our family together."



### **Our Community**

Ronald McDonald House Charities Northern NSW is 100% community owned and operated. The continued support of businesses, community groups and individuals is key to helping families stay together while their seriously ill children receive vital treatment. Every contribution, big and small, makes a huge difference in the lives of families and helps bring our communities closer together.

## **Greater Charitable Foundation**

Our 3 year partnership with the Greater Charitable Foundation, proves we are stronger together. Generous funding from the Greater Bank saved our families over \$443,000 in 2022, helping to ease the financial burdens that face families with sick children.



Enabled 80 families to stay close to their children at a Ronald McDonald House, totalling 800 nights - saving \$92,000.



Funded 1,500 family visits to our specially designed Ronald McDonald Family Rooms - saving \$159,000.



Allowed 40 families to enjoy a free beach holiday at the Ronald McDonald Family Retreat - saving \$120,000.



Provided 600 hours of tutoring to assist 15 students through the Ronald McDonald Learning Program - saving \$72,225.



#### **Club Taree**



Since 2015, Club Taree's signature fundraising and community engagement event, 'le Tour de Taree', has raised over \$300,000 for RMHC Northern

NSW. With a record \$72,351 raised in 2022, this initiative has made a big difference for Mid-North Coast families and has become a much-loved event for the greater Taree community.

#### **Gosford RSL**



It was a fun day for all at the Gosford RSL Sunday Funday, proudly supporting Ronald McDonald House Charities NNSW. Featuring family activities, live music

and even a visit from Ronald McDonald in the Fun Engine, the day was capped off with a monster raffle that raised over \$10,000 for the Ronald McDonald Family Room at Gosford Hospital.

#### **Strategic Group**



Providing over \$120,000 in in-kind IT support to RMHC Northern NSW in 2022, Strategic Group helps our families stay connected. From

sponsoring local events and volunteering to cook meals for our families, Strategic Group believes this is a "way to give back to our community and support those doing so much to make the world a better place."

#### **Raine and Horne Walk**



As part of a three-year partnership with Ronald McDonald House Newcastle, Raine and Horne Newcastle donated 10% of their sales commission on

residential properties listed between 1 April to 30 June 2022. This initiative raised \$21,303 for RMHC Northern NSW, with members of the team also completing a 12km walk to support our families.

#### **Tamworth's Country BBQ**



Tamworth welcomed a huge line-up of country stars at the 2022 Tamworth's Country BBQ. This celebration of great music and fantastic food raised \$61,035 for Ronald

McDonald House Charities NNSW. We thank Event Partner Single Builders and Tony Iuso for their support and are truly grateful to Chris Watson from Chris Watson Travel for organising such a great event.

#### **Central Bar & Kitchen**



Licensees of Singleton's The Central Hotel, Andrew and Kyra approached us to see how they could help support families caring for a seriously ill child away from home.

On 20 August 2022, they held a Black Tie Fundraiser at their hotel, raising an amazing \$41,070 for RMHC NNSW and have continued their support by getting involved in many other ways.

#### **Abermain - Weston Hawks**



Passionate and generous supporters of RMHC NNSW, we thank Abermain-Weston Hawks RLFC for their valuable contribution in 2022. They hosted a charity

match and dinner, raising \$11,500 to support seriously ill children and their families. Club members also took the time to participate in our Meals from the Heart program in 2022.

#### **Wauchope Blues Junior RLFC**



A community-minded organisation, Wauchope Blues JRLFC wanted to support a charity with strong links to its local community. With club

member Terri Townsend having used Ronald McDonald House Newcastle during her daughter's illness many years before, the club came together with their fundraiser 'Blues go Red for Ronald McDonald House' in 2022 to raise over \$4,000.

Our heartfelt thanks go out to every business, community group and individual who supports RMHC Northern NSW. Because of you, we supported over 2,251 families in 2022, helping to reduce the impact of their child's serious illness or injury.





# Adapting to new ways of learning

"The Learning Program is amazing. Tahlea's tutor has connected with her, brought out the best in her and changed her mindset to instil a can-do attitude."

When Tahlea began experiencing vision issues towards the end of Year 3, her parents, Nicole and Michael, had no inkling of the health journey they were about to take.

After seeing an optometrist for glasses in Term 4, Nicole noticed Tahlea's vision worsening over the Christmas holidays as she held more things close to her face to see.

After being referred to an ophthalmologist, they learned Tahlea had keratoconus - a condition where a thinning of the cornea leads to visual distortion, affecting visual acuity.

"Within three months, Tahlea's condition progressed from 0 to advanced, leaving her legally blind," Nicole recounts. After initial treatments failed, she underwent two double cornea transplants, seriously impacting her learning.

After hearing about the Ronald McDonald Learning Program, Nicole initially believed there were other families who needed the support more. Encouraged by a friend, she contacted the Learning Program and Tahlea hasn't looked back since.

Helping Tahlea catch up on her missed schooling, the Learning Program has also helped build her confidence and shown her what she can do, whatever the challenges ahead.

"I can't thank them enough," Nicole says, "it is life-changing for families and kids to know that they have that support. When you spend so much time working out what is best for the child the other stuff tends to get forgotten. It all helps so much."

## **Our Programs**





# **Highlights from 2022**

#### Houses

2022 saw the start of much-needed renovation projects for our two Ronald McDonald Houses in Newcastle and Tamworth.

Ronald McDonald House Tamworth is benefitting from upgrades to bathrooms and to the external facade of the building. These improvements are making the house a more welcoming place for families while improving access to vital amenities.

The renovation of our self-contained units at Ronald McDonald House Newcastle continued thanks to a Wests Group Grant. This project is giving families a more comfortable place to stay right next to John Hunter Children's Hospital.

#### **Family Rooms**

Our Family Rooms operated under reduced hours during 2022, but a volunteer drive helped us still be there to ease the burden of hundreds of families caring for an injured or ill child.

A generous donation from Nova Alliance Bank allowed new lounges to be installed in the NICU Family Room at the John Hunter Hospital. Providing a comfortable place to rest after hours at their child's side, this addition has been much appreciated.

As one family shared, "The Family Room has been a blessing in an uneasy and uncertain time, whilst being away from home. The volunteers are lovely and always able to help or even just have a yarn. We've greatly appreciated it all."





#### **Forster Retreat**

Our Forster Family Retreat underwent renovation in 2022, upgrading decking, painting, and kitchens.

Thanks to the generosity of the local community, these upgrades have transformed the cabins at the Retreat into a modern beach house with all the amenities families need to enjoy quality time

Providing an escape from the stress and worry of the hospital, our Forster Family Retreat is a place by recharge. These upgrades ensure that more families

#### **Learning Program**

As we find a new normal following the end of COVID-19 restrictions, our Learning Program continues to help seriously ill or injured children stay engaged with learning.

A flexible approach that combines online learning with face-to-face support saw 137 students engage in our Learning Program in 2022. Another 75 students were supported through our Ed Liaison scheme with their local schools.

2022 saw the launch of our new siblings' pilot to help siblings of seriously ill children access a range of specially developed learning programs. We also developed a dedicated preschool program for school holiday program.





# Teaming with purpose

Each year, teams of people put their heart and soul into helping us provide holistic support to families with a seriously ill or injured child.

What makes a House a home? Comfort, safety, laughter, a nourishing meal and love, with lots of meals are served up as part of Meals from the Heart, alleviating families of the burden of preparing dinner after a physical and emotionally draining day at the hospital.

This year 58 groups signed up so that families homestyle breakfast awaiting them, served with love and smiles.

"Our teams love coming to the House and making a meal for the families and hearing their stories. Knowing how much of an impact the simple task of making a meal for someone has makes it so worthwhile."

Meals from the Heart Participant

"It is such a relief to return to the House from a long day at the hospital and know that there is one less thing we need to worry about. Having that homecooked meal, baked goods, and the breakfast cook ups are such a big help to families here at Ronald McDonald House."

Ronald McDonald House Family















## **Our Founding and Forever Mission Partner McDonald's**

enduring and close association with our Founding partnership allows us to continue offering important programs that keep families near the medical care and resources their child needs.

McHappy Day is the biggest fundraising day of the community for 30+ years, in 2022 McHappy Day raised \$4.8 million ensuring the ongoing delivery of RMHC programs across Australia.

Managers and crew continue to share their passion families. In 2022, they raised \$270,000 through events, corporate volunteering, community fundraising, donations and workplace giving across Northern NSW.

keeping families together.







## **Our Locations**

Region	Location	Programs	Contact
New England North West	Tamworth Hospital	House	31 Dean St Tamworth NSW 2340 Locked Bag 9701 Tamworth NEMSC NSW 2348
Hunter	John Hunter Children's Hospital	House Family Room - J1 Family Room - NICU	Off Lookout Rd New Lambton Heights NSW 2305 PO Box 268 New Lambton NSW 2305
Central Coast	Gosford Hospital	Family Room	Holden St Gosford NSW 2250 PO Box 9530 Wyoming NSW 2250
Mid-North Coast	Forster	Family Retreat	Cnr Oyster and Dolphin Dve Forster NSW 2428 PO Box 9 Forster NSW 2428

## **Our Supporters**

#### With thanks to our...

#### RMHC Founding and Forever Mission Partner



#### **Major Donors & Corporate Partners**

A Growing Understanding

Abermain-Weston Hawks RLFC

Alliance Labour Solutions

**Bayswater Power Station** 

Ben and Gloria Sharma Foundation

BHP Billiton Mt Arthur & Bayswater

Big Brown House - Integrity 4 Life

Club Taree

Collaborative Construction Solutions

Department of Communities and Justice NSW

Family Chips Pty Ltd

Fay Critten

First National Real Estate

Godolphin

Gosford RSL Club Ltd

Greater Charitable Foundation

Green Design Indoor Plant Hire Pty Ltd

Hayden & India Smith Pty Ltd

Impact Building

John Hunter Hospital Pathology Department

JPG Management

Leaf Free Gutter Guard

Martin Brower Australia Pty Ltd

Maureen Cooke

McDonald's Company

McDonald's Northern NSW Licensees

Melrose United

Metroll Newcastle

Michael Clayton

Mick & Ashley Young

Mike Blewitt Ford

Mounties Group

Muswellbrook Senior Citizens Auxiliary

Newcastle Navratri

Northrop Consulting Engineers

Office of Communities - Community Building

Partnerships

Peoplefusion

Peter Spooner

Pettigrew

Port Macquarie Roofing

Port of Newcastle

PRD Tamworth

Prosperity Advisers Group

Queens Wharf Hotel

Raine & Horne - Newcastle

Regional Australia Bank

RMHC Ball Committee

Robson Civil Projects

Saronbell Pty Ltd

Servers Australia

Single Builders

Sippel Group

Strategic Group

Suncorp GIO

The Central Bar & Kitchen

The Wests Group

Tomago Aluminium

Tony luso

Tradefaire International

United HQ

**VERTO** 

Verve Partners

WSG Group Pty Ltd

#### **Major in-Kind Donors**

Higgins Maintenance

**ABI Interiors** Melony Lea Designs Safe 'n' Sound Self Storage Chris Watson Tavel **NBN** Television SCIS Property Group Coast Shelter Newcastle Jets Southern Cross Austereo Dermalogica Newcastle Knights Sparke Helmore Lawyers **Disrupt Sports** Newcastle Live The Gorilla Pit

Playwell Events

#### **National Corporate Partners**

AbbVie Coca Cola Kellogg's Australia **Amart Furniture** Deane Apparel La-Z-Boy APG Workforce **DELL** Asia Pacific LG Electronics Are Media **DFK ANZ** Popcake Do Good Labs Public Works Aryzta Asaleo Care / Essity **Ecolab** Rentokil Initial **BGIS** Findex Community Fund Sealy of Australia Bingo Waste Foxtel Steggles Charity Nest **BOSCH** home appliances Fresh Food / Bushells Turosi

Cardinal Health Hyundai Help for Kids White Glove Assembly Clorox Ingenia

#### **Room Sponsors**

Adam and Belinda MacDougall CFMEU Anvil Hill Lodge Aged Care Consulting & Advisory CFMEU Bayswater Lodge Services Australasia A Growing Understanding Lodge Alliance Labour Solutions (Mt Owen) Alliance Labour Solutions - In Memory of Dawn Gilbert CFMEU Saxonvale Lodge Annette Scully

Aon Charitable Foundation Pty Ltd Avery Reconstructive & Aesthetic Plastic Surgery

Award Plant Repairs (APR) & Weldtech Engineering Management

Baiada Select Poultry Beresfield Bowling Club

Big Brown House - Integrity 4 Life

Birth Beat **Budget Direct Burton Automotive**  CFMEU Mt Thorley Warkworth **CFMEU Northern District Branch** Club Taree Craig & Amanda Evans **CWA Hospital Support** Committee Elisabeth and Robert Hodgson Harley Owners Group Tamworth

John and Lyn Twohill Julie Davis - In Memory of Cathy & Clare Davis

Hunter Valley Torana Club

Lions Club of East Maitland Lions Club of Forster Tuncurry Little Blue Wren Services Pty Ltd Made2Measure Blinds Mid North Coast Concreting

Mudbath Digital

ToyBox Films

Muswellbrook RSL Sub Branch Club

Newcastle Permanent Building Society

Nib Foundation Nova Alliance Bank

Orica Kurri Kurri Technology

Centre Peoplefusion Pitcher Partners

Port Waratah Coal Services Ltd Soldiers Point Bowling Club

Tankworld

Vision Infrastructure



Keeping families close°