



Ronald McDonald  
House Charities®  
South Australia

**Ronald McDonald House Charities  
South Australia Impact Report 2019**

**“Ronald McDonald House has been  
our home away from home”**

**- Kathryn, George's Mum**



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## Message from the Patron

As I put pen to paper in May 2020, I realise just how much has changed in our world over the last few months. The one thing that has remained constant is Ronald McDonald House Charities South Australia. This organisation makes a huge difference to families from the country who are faced with a seriously ill or injured child and have nowhere to stay while their child is in hospital.

As Patron of Ronald McDonald House Charities SA, I continue to be impressed at the amazing work of the board, staff and volunteers in ensuring that families who are most in need at such challenging times continue to be supported by the House.

The dedication and commitment of the staff and volunteers ensures that the families who stay in the House are not only supported with a roof over their heads at some of their darkest times, but are also provided with emotional and mental support throughout their challenging journey!

When I attend any of the events held by the charity, I feel privileged to be associated with an organisation that provides families with a home away from home and I commend the commitment of all involved as this wonderful charity celebrates its 20th anniversary here in South Australia in 2020.

**Liz Scarce**  
Patron of Ronald McDonald House Charities South Australia

# About Us

## Our Vision

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

## Our Mission

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



## Acknowledgement of Country

Ronald McDonald House Charities South Australia proudly acknowledges that its House is located on, and Learning Program is operated from, Kurna Land.

We also acknowledge the Kurna People as the Traditional Owners of the land on which our House sits and recognise their ongoing spiritual connection to their lands and waters.

Ronald McDonald House Charities South Australia recognises the resilience, knowledge, wisdom and contributions of Aboriginal and Torres Strait Islander people. In the spirit of reconciliation, we pay respect to Aboriginal and Torres Strait Islander peoples past, present and emerging.

# OUR IMPACT IN 2019



Ronald McDonald  
House Charities®  
South Australia



Provided comfort and care, a home away from home to **232 families**

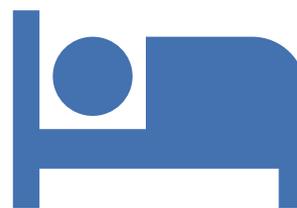
The average length of stay for families was **27 nights**



Provided **2,500 family meals** from **84 dinner programs** through corporate and community volunteering



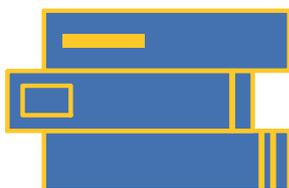
**7,510 volunteer hours** donated saving over \$200,000



Provided **16,489 bed nights** so families could get a better sleep



EDMed professional development program was delivered to **447 teachers**



Helped to fill the learning gap for **82 students** via our Ronald McDonald Learning program

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



## Message from the Chair

As I write this report on our achievements of 2019, I could have never imagined in my wildest dreams all the changes we have seen in the world that we are now living in and the impact COVID-19 has had on everyone in 2020.

Ronald McDonald House Charities South Australia has adapted to the many changes enforced on them by the State and Federal Governments, RMHC Australia and RMHC Global requirements. Each of these requirements have been implemented efficiently and effectively so that those staying in the House were supported in a safe environment. The success of the House is due to the high standard of care that we provide to our families, and the momentum throughout the organisation that does not waiver during a time of transition, thanks to the governance of a capable team plus the dedication and commitment of the staff, volunteers and board.

In reflecting, 2019 was one of great success for Ronald McDonald House Charities South Australia. Our organisation excelled in every area. Income from fundraising saw a number of great successes with both the annual Gala Ball and Ride For Sick Kids SA both exceeding financial expectations. In addition, a new event, The Adelaide City Plunge, saw 100 brave participants abseil down the tallest building in South Australia, the Westpac building, and raise over \$150,000 to support RMHC SA.

**The number of families supported by the charity was 232, with an average occupancy rate of over 90% and the average length of stay per family being 27 days.** The staff and volunteers continue to successfully support our important families, and the feedback we receive from families using our services remains pleasingly positive. Along with encouraging results from staff, volunteer and Board surveys, the organisation has worked solidly to maintain a centre of excellence in all aspects of the business. In particular, an external audit was undertaken in work, health and safety and an overall score of 95.45% was achieved.

Exceptional support was also provided to children who required assistance through our Ronald McDonald Learning Program, with 82 students supported and 447 teachers participating in the EDMed Professional Development Program for schools.

## Meet the Board



Steven Wild



Gavin Daniell



Tristan Harding



Grant Mitchell

In June of 2019 the State Government formally announced that a new Women's and Children's Hospital would be built next to the Royal Adelaide Hospital. The impact of this for RMHC SA is significant and, as a consequence, the Board agreed to commence identifying a potential site for a new House and develop a business plan to address this move. It is clear that the existing House has been an amazing success; however, with occupancy rates well over 90% and waiting lists increasing, it has become clear that the House needs to expand to meet the growing demand of families in need. In October, a successful meeting was held with the Health Minister to seek support from the government in locating a suitable site and negotiations will continue in this area, along with other options also being explored

In November, the Board held a very successful Strategic Planning Day and embedded the footprint of the new RMHC SA deeply into the plan. The Board of RMHC SA has had strong continuity over the last few years and is extremely dedicated and committed to the charity and works extremely hard as a cohesive team. The skills and attributes of our Board members have seen timely and accurate advice on all major issues facing the organisation so informed decisions could be made. I personally would like to thank each and every one of them for what they bring to the Board and I would like to acknowledge the work of all Board members in 2019. We will welcome Jami Hodge in 2020 as a new Board member maintaining Board numbers of nine officers.

**McDonald's remains our vital Founding Mission Partner and we are extremely grateful for their ongoing support.** McDonald's and its local franchisees provide major support to the charity's operations so that donations can help even more families of seriously ill or injured children across Australia. In particular, in 2019 we completed an amazing upgrade to the House in SA thanks to a dedicated and committed group of McDonald's SA Licensees who personally contributed to the project which is greatly appreciated.

I also would like to acknowledge the national team at RMHC Australia whom support our core programs in so many ways. The leadership of Barbara Ryan and her team ensures that our House and Learning Program meet the Quality Standards required, and staff running these programs are supported through national professional learning and sharing opportunities.

I would also like to express the Board's appreciation and indeed admiration for the outstanding contribution of all our volunteers and staff. In 2019, our volunteers contributed over 7,510 hours, saving the organisation over \$200,000 thanks to their tireless work. We must also acknowledge the outstanding leadership of our Executive Officer, Julie Black. Since Julie took up the EO position in September 2018, our House has performed at an outstanding level. As mentioned, 2019 has been our best year, record fundraising, a record number of families staying in the House and a record number of children in the Learning Program, which is a credit to Julie and her team.

**Chris Baker AM**  
**Chair, Ronald McDonald House Charities South Australia**



**Phil Robinson**



**Lindsey Gough**



**Sarah McRae**



## Message from the Executive Officer

In 2019 as Executive Officer I was proud to lead an amazing and dedicated team of staff and volunteers. Our many successes are a reflection of the hard work of these people who always put our families and their needs first.

I would like to acknowledge our dedicated donors, supporters and stakeholders that contribute so much to the success of the organisation. They all work tirelessly together to make a real difference to the many families that call RMHC SA home.

In particular, I would like to pay tribute to our volunteers who all go above and beyond the call of duty in providing support and services to our families. Families and their children are the centre of everything we do and to ensure we remain a centre of excellence in caring for them, committee members, volunteers and staff undertook Safeguarding Children Training. Policies, procedures and police checks were also implemented across all areas to meet our requirements and ensure best practice.

During the year both staff and management actively contributed to the acceptance of an Enterprise Agreement and, as part of the new strategic plan, a focus was also placed on establishing a Reconciliation Action Plan for the organisation. Both staff and volunteers also undertook Cultural Awareness Training and held events as part of NAIDOC week and Reconciliation week.

**Our 10 rooms and 10 apartments averaged between 40-55 people sleeping each night and were supported by 84 Dinner Programs, where over 2,500 meals were served throughout the year.** These events are important as it is an opportunity for families to share a meal and enjoy each other's company. Corporate and Community groups all donated their time, energy and culinary skills to share with our families in a supportive and caring environment, and we are extremely grateful to them.

Our financial position this year was strengthened through three very successful events, for which we are very grateful, as this has made a major difference to the organisation. In addition, tight controls were kept on expenses and a restructure of staff saw the appointment of a full time Business Manager. This will be essential going forward, as the need to monitor our finances and develop business plans as part of our new building process.

Social media has also become the cornerstone of our business and a way forward in raising funds and brand awareness. It is therefore exciting to report the growth in this area has been pleasing. As part of our successful Adelaide City Plunge event, a video on Facebook of our oldest participant and long-time volunteer, Colleen Billows had over 15,000 views. In addition, we received both print and national television coverage raising the awareness of our organisation substantially.

I would like to pay special tribute to our Patron, Liz Scarce, our Chair, Chris Baker AM, our Board, staff and volunteers for the amazing effort that translated into such a successful 2019. As we face the huge challenges of a changing world in 2020, I know that by us all working together to support our families at RMHC SA we will continue our successes.

**Julie Black**

**Executive Officer, Ronald McDonald House Charities South Australia**

# Our Families

**George is now 16 months old and when he comes into a room, he lights it up with his beautiful big eyes and his amazing smile. His mum and dad said that right from his first weeks of birth people commented on his big gorgeous eyes, and not long after his smile, which have both become a big part of his amazing personality.**

George's entry into the world took a full two days but, despite such a long labour, his mum Kathryn and dad Adrian were smitten with him at first sight. His first year was one of great joy but around his first birthday they noticed that he just could not seem to recover from a throat infection. As a result, their doctor in Roxby Downs referred them to Broken Hill Base Hospital for further tests. To their shock the tests showed that George had a form of blood cancer more commonly referred to as ALL or Acute Lymphatic Leukaemia, diagnosed just before Christmas 2019. When Kathryn and Adrian were told of George's condition their lives changed forever at that very minute and they knew it would never be the same

Christmas was very different to what they had planned with George as it was spent at Ronald McDonald House SA. Being away from family and friends has been hard on both of them but over the months they have stayed in the House they have made many new friends whom they believe will be friends for life. While it is hard on such a young family being so far away from home and having to face so many new challenges with George, they have coped by firmly focusing on the present and getting through one day at a time, because that is the only choice they have. They also now know that you cannot take anything for granted. Being so close to the hospital is so important to them along with the Family Dinner Programs where the families gather together to share a meal, have a chat and support each other.

Over the months they have also gotten to know the many volunteers and staff who support the families and feel that Ronald McDonald House is really "a home away from home". Nothing is more important to any family than being together when you have a sick child, and it is because of RMHC SA that so many families have their stress levels reduced just knowing that they have a home close by while their child has treatment.

**George still has a long way to go, but Kathryn and Adrian are very grateful that RMHC SA and the staff and volunteers will be there to support them on George's health journey, and the staff and volunteers all wish them luck!**

Thank you to Kathryn, Adrian and George for sharing their story.



**The Isaac family came Ronald McDonald House South Australia in December 2019 from the remote community of Borroloola, an isolated township near the Gulf of Carpentaria, located 970km from Darwin.**

Late in 2019, Shannon (16) returned from Alice Springs, where he'd been attending school, to his home community. Shannon had a lump on his chest that was growing rapidly, and so Rex (Dad) and Isobelle (Mum) attended Darwin Hospital. Uprooted from their community and the rest of the family, the Isaac family were flown to the Women's & Children's Hospital in Adelaide with the news that their son had been diagnosed with Cancer and needed urgent treatment.

**Rex, Isobelle and Shannon stayed the House for nearly 6 months while Shannon was undergoing oncology treatment at nearby Women's & Children's Hospital.**

At the end of May, we were delighted to find out that Shannon was doing exceptionally well and the family were ready to go head back home. While a little cooler here in Adelaide than their home in Borroloola, the family found comfort in knowing they had a safe and welcoming place to call home at RMH.

*"Ronald McDonald House has been a good place to stay away from home. We love it and appreciate you supporting us," says Rex (Shannon's dad).*

We were so pleased to be the home-away-from-home for the Isaac family and wish them the very best on their return home.

Thank you to Rex, Isobelle and Shannon for sharing their story.



# Fundraising Highlights

RMHC SA would like to thank all our donors for their incredible support of Ronald McDonald House Charities South Australia throughout 2019. Our House and Programs rely on the support of many individuals and businesses to deliver the essential services for families of sick, injured or disabled children.

This support means that more children have a greater chance of responding to treatment because they're close to their families. It also means more parents feel less stressed and frightened because they're able to build friendships with other families who are going through similar experiences.



**In October 2019, the Adelaide City Plunge, run by Zenith Events was held. The event generated a huge buzz for the 100 Ronald McDonald House Charities SA supporters who participated and very bravely abseiled 132 metres down the side of Westpac House, Adelaide.**

The event was well supported and included our event Ambassador, Kate Collins, who has been a huge supporter of the House for many years. She brought along the Channel 9 News crew to document her plunge journey and highlight the significance of what RMHC SA does for families of seriously ill or injured children.

Port Power CEO, Keith Thomas and Crows AFLW Coach, Matthew Clarke took part in the Adelaide City Plunge showdown, seeing which participant would get to the bottom first. While Keith took out the victory, there was nothing but smiles all around from both participants, their fellow plungers and the cheering crowd below.

The 34 story abseil was a significant challenge for most participants, but nothing compared to the challenges that our families at the House experience in their daily lives – which was the main motivator for all those who signed up to take the plunge.

A team of 25 enthusiastic 7-day riders, plus five 2-day cyclists and 16 Support Crew departed from Ronald McDonald House SA in Melbourne Street on Sunday 17th November 2019.

The team navigated their way through the Fleurieu Peninsula, South East, Murray and Adelaide Hill regions, before arriving to a hero's welcome reception at the RMHC SA Friends Committee Christmas Family Fun Day at West Beach Park Football Centre on the 23rd November.

RMHC is incredibly appreciative of the amazing support from our donors, sponsors, event participants, Corporate and Community group programs and everyone who has supported the Charity..



Our Gala Ball in May saw over 600 people dancing the night away, thanks to the amazing sponsors and all those who attended.

**McDonald's and its local franchisees provide major support to the charity's operations so that donations can help even more families of seriously ill children in Australia.**

**Thank you so much to everyone who supported Ronald McDonald House Charities SA in 2019, it is truly appreciated.**



# Ronald McDonald Learning Program

Nearly 20 years ago Ronald McDonald House Charities observed a common issue among families returning home from the House after many months of medical treatment at the hospital. A family would return (often excitedly) to their home town, resume life as best they could, including getting back into school and community activities and, after a few weeks or a month, they'd often notice a problem; it would become clear that their child had large deficits in their learning and was struggling to reintegrate back into school. Children were experiencing school refusal, social problems and learning difficulties.

RMHC heard the call from families who wanted more support for their child upon returning home and the Ronald McDonald Learning Program was born. First successfully piloted in NSW, the Learning Program came to South Australia in 2006, when 10 children participated in the Program. Each year the program has grown and, in 2019, we supported an incredible 85 students annually.

The learning program provides students with an Educational Assessment carried out by an Educational Psychologist who identifies a child's learning strengths and challenges. Then we pair them with a qualified teacher who supplements the work of their regular classroom lessons with weekly one-on-one tutorials. Teaching is tailored to meet the needs of the child in consultation with the class teacher and the parents (and the results of the assessment). The Learning Program doesn't just help families who've stayed at a Ronald McDonald House, it supports any child who has missed a significant amount of school due to serious illness from all across the state, and many are metropolitan children.

One of these children is Cristian, from Newton. Cristian completed 2 years of treatment for Acute Lymphoblastic Leukaemia, which left him behind his peers with his learning. But with the help of his Ronald McDonald Learning Program tutor, Martin, Cristian was able to "catch up" academically with his other class mates. Cristian's mum said, **"The Ronald McDonald Learning Program was amazing. Martin emailed weekly reports on what they did in each session so I could incorporate these things as we did Cristian's nightly homework. I believe it was a huge help."** We're delighted to offer Learning Program support to students like Cristian as yet another way we make a difference to seriously ill children and their families.

In addition, each year the Charlie Bell Scholarship of \$5,000 is awarded to a year 12 student who has missed a significant amount of schooling due to illness or injury to support them in continuing their tertiary studies. In 2019, the wonderful Ruby Brabyn was awarded the scholarship.



All services are provided free to families and schools thanks to our generous supporters.

# Reconciliation Action Plan

Ronald McDonald House Charities SA welcomes families from all cultures across South Australia and greater Australia. Many of the families catered for are from regional and remote areas of Australia, and over 20% of the families who stay at the House are Aboriginal and/or Torres Strait Islander people.

As a family-centred organisation, it is vital that families feel culturally safe when accessing services. In 2019 RMHC SA demonstrated a commitment to cultural inclusion with a focus on the needs of Aboriginal and Torres Strait Islander families by embarking on a Reconciliation Action Plan (RAP), which was also incorporated in the new strategic plan (2020-2025). This important opportunity will be a positive action in the advancement of Reconciliation in Australia. Under the guidance of the David Liddiard Group and Reconciliation Australia, the RAP is being developed with staff, volunteers and key stakeholders. The RAP is a result of communication and consultation with the Working Group comprised of representatives from all areas of the organisation.

**The RAP marks the beginning of an important journey.** Actions will include Cultural Awareness Training for staff and volunteers, the incorporation of Aboriginal and Torres Strait Islander perspectives to ensure that physical spaces are more inclusive, the greater use of Aboriginal-owned suppliers for products and services, a greater relationship with the WCH Aboriginal Liaison Unit, and the creation of new policies to recruit and support an Aboriginal and Torres Strait Islanders in the workforce.

The Charity looks forward to continuing a journey towards Reconciliation and launching our RAP late in 2020 with the public. **Reconciliation is everyone's business and we encourage our stakeholders, staff, volunteers, partners and supporters to join us in implementing lasting change.**



# Our Volunteers

The amazing volunteer team at Ronald McDonald House Charities South Australia can only be described as an irreplaceable human resource. **With over 330 years of combined service, and among more than 70 active volunteers,** their dedication and compassion is second to none. Individually and collectively, they ensure that our mission is upheld and that every family who enters through the doors are treated with dignity and respect.

In the 19 years RMHC has been operating in South Australia, volunteers have been committed from its foundation. This year's significant celebrations include 35 volunteers celebrating their first anniversary, along with milestones from 2-19 years of service.

The volunteer opportunities at RMHC SA capture many roles including our Board, the Friends Committee, Night Owls, McCabs, Helping Hands, Group Volunteer Programs plus many more. Offering a varied range of opportunities ensures that RMHC appeals to people from the most diverse backgrounds and experiences resulting in a very uniquely skilled team.



## Our Volunteers

Thank you to our incredibly loyal and generous volunteers. The volunteer team has supported the House with over 7500 hours. Each inspires and enriches the lives of the children and families who stay with us. The volunteers at RMHC SA are an essential part of the House.

Emmalee Atze – 3 years	Margaret Batty – 4 years	Colleen Billows – 19 years
Caroline Bryant – 9 years	John Bryant – 5 years	Susan Clark – 1 year
Sussan Coles – 12 years	Jasmin Collins – 2 years	Lynne Cotton – 4 years
Henry Cowell – 1 year	Eden Dadgar – 2 years	Aimee Dale – 1 year
Debbie Dennis – 11 years	Mikaela Doig – 2 years	Renee Duckworth – 1 year
Debbie Dunkley – 2 years	Kiah Elsworthy – 6 years	Elizabeth Francis – 6 years
Georgia Garrels – 1 year	Helen Gilgen – 19 years	Jennifer Gilliland – 7 years
Anne Gray – 2 years	Faye Guest – 17 years	Roger Guest – 4 years
Jennifer Hall – 1 year	Jessica Hernandez – 2 years	Santiago Hernandez – 1 year
Pauline Jolly – 15 years	Sarah Jones – 3 years	Erika Klement – 1 year
Kieran Le Vagueresse – 1 year	Keiren Lennox – 2 years	Renee Linke – 1 year
Wendy Lyons – 12 years	Caitlin Malycha – 2 years	Nadia Marlow – 3 years
Dennis Mason – 2 years	Nicole Meissner – 2 years	Alison Milner – 1 year
Kate Mueller – 1 year	Nikolett Nagy – 2 years	Karen Newell – 9 years
Dena Ninos – 5 years	Julie Owens – 1 year	Darcy Patrick – 5 years
Allison Proudman – 7 years	Liz Pudney – 2 years	Michelle Radford – 9 years
Lesley Rawlings – 1 year	Mary Ritter – 12 years	Jen Roberts – 14 years
Tarryn Robson – 1 year	Elizabeth Sawley – 1 year	Chris Shenton – 1 year
Lisa Smyth – 4 years	Abbie Solomon – 3 years	Laura Steele – 3 years
Dianne Stevens – 1 year	Christine Sutton – 14 years	Miho Tezuka – 1 year
Tamara Walters – 2 years	Louise Watkins – 2 years	Pauline Watts – 11 years
Sonia Webb – 1 year	Judith White – 4 years	Peter Wigg – 2 years
Michelle Wilson – 1 year	Tara Wilson – 3 years	Pamela Wittmann – 2 years
Amanda Wurst – 1 year	Anna Zoanetti – 19 years	

### Our 2019 Volunteer Event Committees

<b>RMHC RIDE FOR SICK KIDS SA VOLUNTEER COMMITTEE</b>	<b>RMHC SA GALA BALL VOLUNTEER COMMITTEE</b>
Neil Lucas	Chris Baker
Chloe Watts	Sally Harry
Jami Hodge	David & Marie Brettig
Wayne Armitage	Adam Johns

# Thank You to our Partners

A big thank you to all of our partners who supported us in 2019.

## NATIONAL CORPORATE PARTNERS

- Amart Furniture
- APG Workforce
- Asahi Lifestyle Beverages
- Asaleo Care
- BOSCH
- Bushells Coffee/FreshFood Services
- Clorox Australia
- Coca-Cola Amatil
- Coca-Cola South Pacific
- Domayne
- Ecolab
- Findex Community Fund
- FOXTEL
- Hyundai Help for Kids
- Ingenia Communities
- La-Z-Boy
- Martin Brower
- Rentokil Initial
- Sealy of Australia
- Steggles Charity Nest

## LOCAL CORPORATE & EVENT PARTNERS

- Adelaide Crows
- Aрызta
- Australian Truck & 4WD Rentals
- Bakery On O'Connell
- Balco Australia
- Channel 10
- Channel 7
- Channel 9
- Coates
- Coca-Cola Amatil
- Coopers
- Copyworld
- DBusiness Events
- Detmold Packaging Group
- Diamond Design Studios
- Dilmah
- Dominant Home Care Products
- Elders
- Enterprise Finance
- Farmers Union Iced Coffee
- First National Real Estate
- Gilchrist Connell
- Hertz
- Jaks Hire and Events
- JCDecaux
- Kangaroo Island Spirits
- Lancer Beverage
- Learning Keys
- Mark Lobert Studio
- Martin Brower
- Mawson Lakes Hotel & Function Centre
- McDonald's Australia SA Office
- McDonald's SA Owner/Operators
- Metropolitan Fresh Fruiterers
- Modbury Press
- Myomasters Massage
- Mykra Building Services
- Nova Entertainment
- On The Table Events
- Ooh Media
- Pacific Magazines
- Parmalat Australia
- Pauls Professional
- Platinum Restaurant Services
- Port Lincoln Racing Club
- Ride & Shine Mobile Bicycle Repairs
- Scarpantoni Wines
- Secure Parking
- Smart Cleaning Solutions
- Southern Cross Austereo
- Spoilt Rotten Hair
- Steadfast
- Superloop Adelaide 500
- Tabletop Spring Water
- The Advertiser
- Total Tender Services
- Westpac
- Wohlers Furniture & Homewares

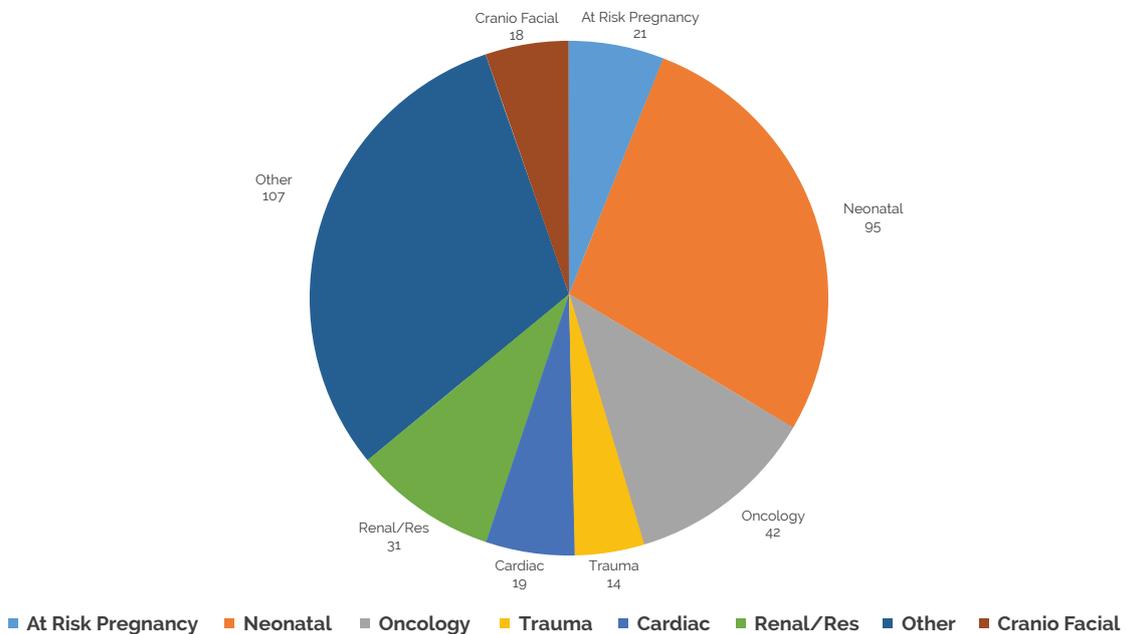
# Our Reach

Ronald McDonald House Charities South Australia provides a home away from home for families to be able to have easy access to hospital and treatment for their child. While the services mainly cater to those in regional South Australia, many families from interstate access specialist treatment and also stay at the House. In 2019, 68.5% of families resided in South Australia and 17.43% travelled from interstate, predominately from Northern Territory and regional New South Wales.

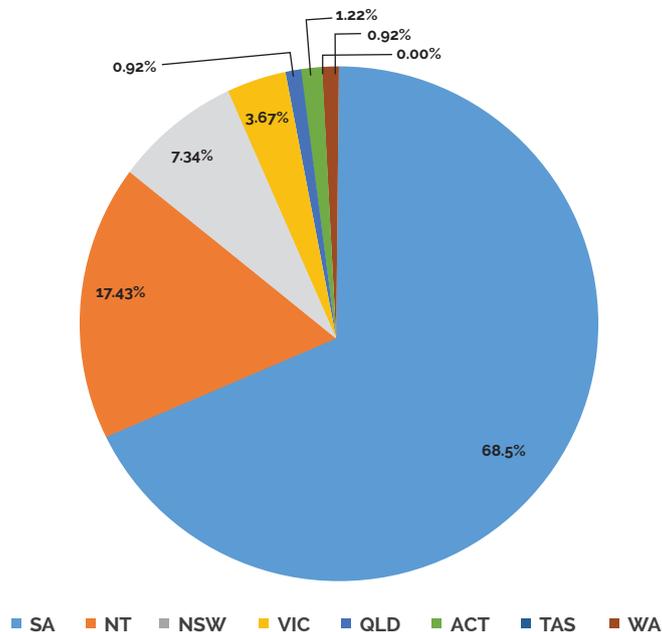
Children suffering from Cancer and undergoing continuous treatment remain the largest group of families supported long-term, with many of them staying for many months at a time. Once again there has been a marked increase in families of premature babies that must remain close to the hospital until their new-born is healthy enough to return home.

**No matter where a family comes from or the difficult situation they are dealing with, the RMHC SA team ensures a comfortable, welcoming and safe space is provided to all who walk through our doors.**

## Diagnosis of Patients in 2019



## Percentage of where our families came from in 2019





## Treasurer's Report

The 2019 Financial Year was challenging for the not-for-profit sector with ongoing pressure on donations and fundraising activities. Nevertheless, we are very pleased to report that Ronald McDonald House Charities South Australia experienced a positive trend in this area. Through strong managerial skills and the passion of our staff and volunteers, our annual Gala Ball and 'Ride For Sick Kids' both exceeded expectations and the previous year's net income. A new event, the Adelaide City Plunge, raised additional funds to support the ongoing operations of the House and we were generously supported by donors of cash and in-kind goods which provided us with a total of \$385,000 of donations. The net surplus of \$329,193 that was achieved in 2019 was a great result.

**The management and staff are to be commended for ensuring all expenses were managed within budgets whilst delivering a high standard of services.** We had an average occupancy of 91% in the 20 rooms of the House during 2019 but, unfortunately, had to turn away too many families due to lack of available rooms.

The Board of RMHC SA is committed to delivering long term sustainability of operations and to lay solid foundations for the build of a new Ronald McDonald House by 2026. The new House is required to meet the ongoing need for more rooms and increasing demand of our service. We are extremely grateful to those people who generously supported us in 2019. Your support has assisted us in making a real difference to the families that stay with us at Ronald McDonald House Charities South Australia.

**Steven Wild**  
Treasurer





Ronald McDonald  
House Charities®  
South Australia

#KeepingFamiliesClose

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