



Ronald McDonald House®

Social Return on Investment (SROI) Report



Ronald McDonald
House Charities®
Australia

March 2020

SVA Social
Ventures
Australia

Acknowledgments

SVA would like to acknowledge the participation of the many families, volunteers, staff, medical professionals, educators and other stakeholders who took time to provide thoughtful and thorough input, contributing to the strong evidence base that is critical to this analysis.

SVA would also like to thank the Ronald McDonald House Charities team for supporting the ethics process, for helping us to gather the multitude of program and organisational information required for this project, and for assisting us to arrange site visits and interviews.

This report has been prepared by Social Ventures Australia Consulting

Social Ventures Australia (SVA) is a not for profit organisation that works with innovative partners to invest in social change. We help to create better education and employment outcomes for disadvantaged Australians by bringing the best of business to the for-purpose sector, and by working with partners to strategically invest capital and expertise.

SVA Consulting is Australia's leading not-for-profit consultancy. We focus solely on social impact and work with partners to increase their capacity to create positive change. Thanks to more than 10 years of working with not-for-profits, government and funders, we have developed a deep understanding of the sector and 'what works'. Our team are passionate about what they do and use their diverse experience to work together to solve Australia's most pressing challenges.

This report has been authored by SVA Consulting with oversight from Kateryna Andreyeva (Principal) and Simon Faivel (Director).

For more information contact us: consulting@socialventures.com.au

Professional Disclosure

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About this Report

Helping families when they need it most

Ronald McDonald House Charities Australia (RMHC) have been helping Australian families with seriously ill children stay together since 1981.

When a child is diagnosed with a serious illness, it can have a devastating effect on families. On top of the uncertainty and fear, there's added stress for families who don't live close to the medical care their child needs.

How RMHC helps

RMHC has a wide range of programs which help families to stay together so they have the support of loved ones when they need it most.



Ronald McDonald House®

The 18 Houses provide essential care and support for families just steps away from their child's treating hospital.



Ronald McDonald Family Retreat®

The 5 Family Retreats give families with a seriously ill child, or those suffering from the death of a child, the necessary opportunity to take a break and spend some much needed time together.



Ronald McDonald Family Room®

The 19 Family Rooms provide a relaxing haven within hospitals giving families a break from the stress of many hours spent by their child's bedside.



Ronald McDonald Care Mobile®

Children living in rural and remote communities don't always have access to health care near their home or school. In partnership with Royal Far West, RMHC's 1 Care Mobile vehicle regularly visits rural areas of NSW, allowing children access health care.



Ronald McDonald® Learning Program

With a Learning Program based in each Australian State and Territory, RMHC helps students to catch-up on missed education due to serious illness.

This report

RMHC commissioned SVA Consulting to undertake an evaluation of the RMHC House, Family Room, Learning Program and Family Retreat programs to determine the socio-economic returns for all stakeholders. The analysis looked back at 18 months of the programs' operations and activities (January 2018 to June 2019).

The SROI methodology was used to identify, measure and value impact of the RMHC programs for each stakeholder, including families, sick children, hospitals and the volunteers. SROI is an internationally recognised, principles-based approach for understanding and measuring the impacts of the program or organisation. It provides a framework for accounting for a broader concept of value than is traditionally measured.

This report presents a summary of the findings from the SROI analysis of the **Ronald McDonald House**.



Ronald McDonald House

What is the Program?

Ronald McDonald Houses are located within footsteps of major women's and children's hospitals across Australia. The Houses provide a homely and inviting place to stay for parents, guardians, carers and their siblings while their child is undergoing treatment in a nearby hospital.

What is the issue the Program addresses?

The diagnosis and treatment of children with serious illness is an extremely stressful time for families. For families that live far away from the hospital where their child is treated, this stress is compounded by the need to:

- Travel long distances to an often-unfamiliar place
- Be away from work, friends, and family
- Find accommodation for family and carers close to the hospital.

How is the Program delivered?

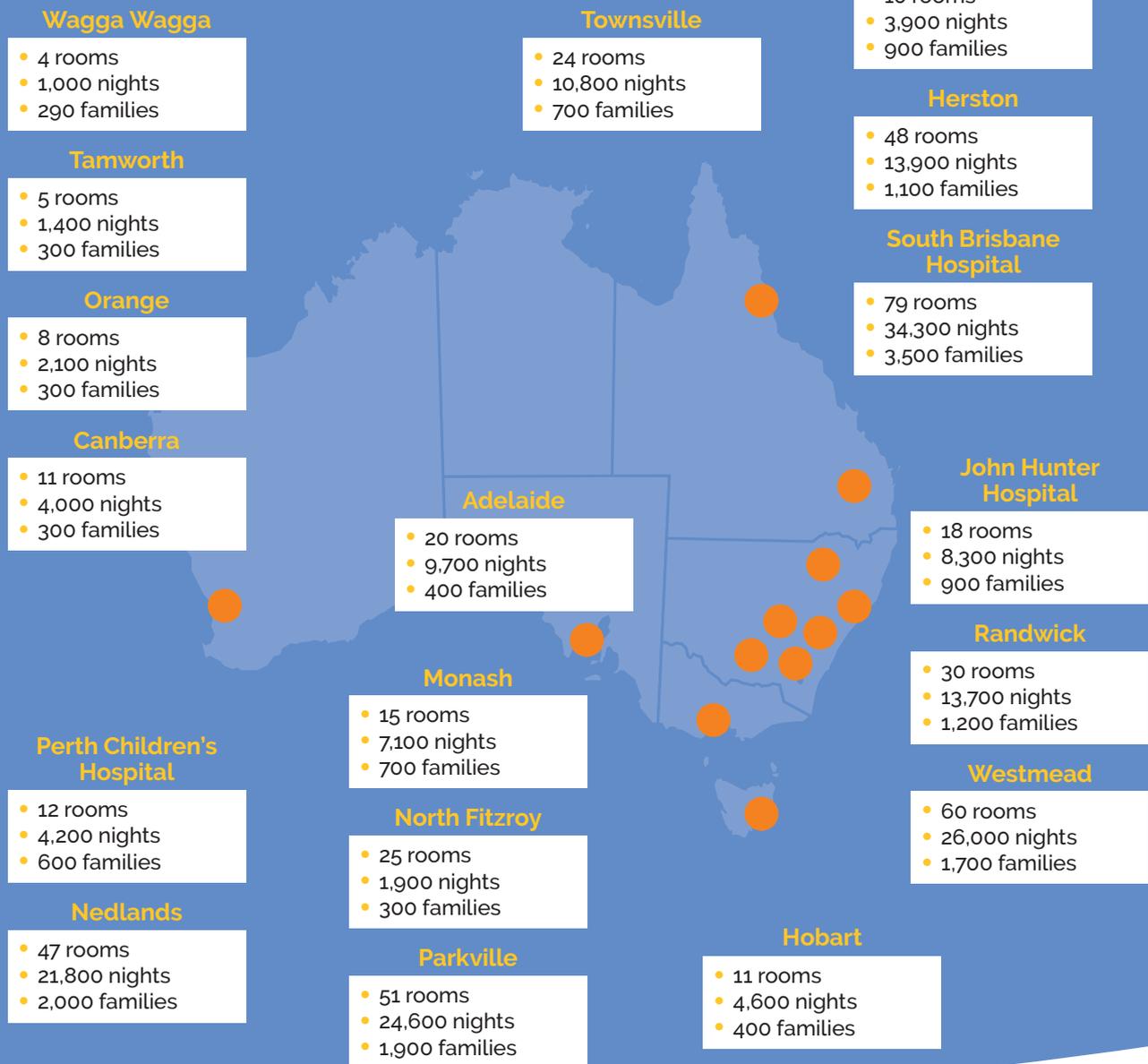
For these families, the House offers more than just a place to sleep. The House and services are carefully designed to give families a home-like environment that helps them feel more supported, less stressed, and better able to support their sick child.

Families with a child being treated at the partner hospital or those with a high risk pregnancy may stay at Ronald McDonald House.

Ronald McDonald House provides:

- Accommodation in a family-friendly environment
- Cooking and laundry facilities
- Some meals
- Access to on-site parking
- Compassionate support by volunteers and staff
- Activities for sick children and their siblings
- Outings for families, such as trips to the zoo

House location, capacity and level of activities



During the period of the analysis (January 2018 and June 2019)...



17,000 families



stayed in one of **18** Houses across the country



for an average of **11** nights



and were supported by **1,600** volunteers.

*The Learning Program has children continually starting, completing and suspending their participation in the program. Rather than using the total number of children 'enrolled' in the program, this analysis calculated the equivalent number of children that would have received all 40 hours of tuition — i.e. 'completed' the program.

Report summary

This Social Return on Investment analysis of the Ronald McDonald House found that the Program generates positive social and economic value for families, volunteers, RMHC and the hospitals.

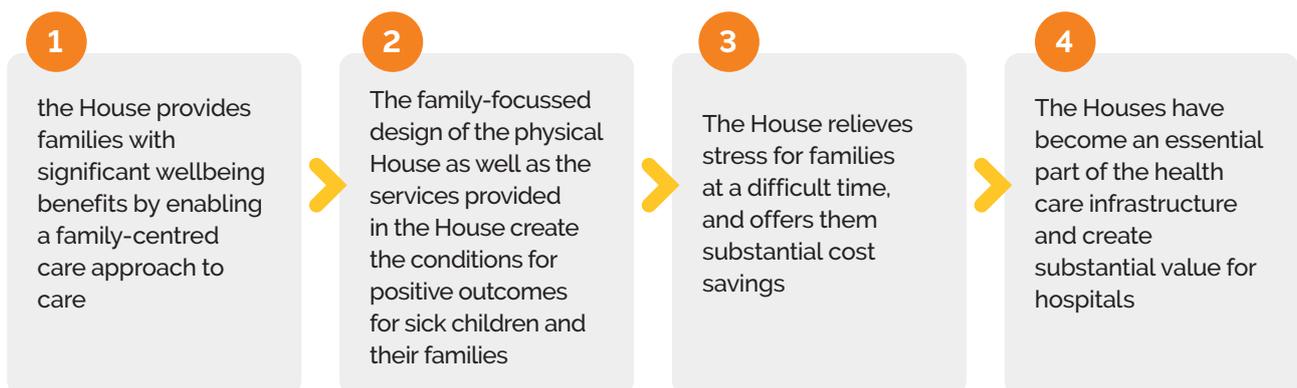
Social Return on Investment

Between January 2018 and June 2019, ~\$45.1m was invested in operating the Ronald McDonald House Program delivering an estimated ~\$150.6m in social and economic benefits. This equates to the SROI ratio of 3.3: 1.



Insights

The analysis identified four key insights about the factors contributing to the outcomes achieved by the Ronald McDonald House Program:



Impact Snapshot

The Social Return on Investment analysis of the Ronald McDonald House Program uncovered a range of benefits for different stakeholders:



Families

The House is much more than just a place to sleep: the home-like environment and support from other families and staff improves family wellbeing



88%
of parents said the House helped them feel less stressed or anxious

At a time of turmoil, families who stay at the House are able to spend more time together as a family, and less time dealing with travel, logistics, and financial stress



93%
of families say they were able to spend more time with family

The House relieves some financial pressures that families face when staying far away from home



\$1,265
in net savings per family during an average House stay of 11 days (or \$115 per night) on accommodation, parking, food, laundry

Having well-rested and less-stressed parents staying close by to sick children has positive impacts on the sick child's wellbeing



69%
of parents thought the House helped their children experience more positive clinical outcomes



Hospitals

The proximity and facilities of the House (including specialist isolation rooms), allow hospitals to delay admission, or discharge patients a little earlier resulting in significant cost savings



~18,000
in avoided bed nights p.a.

Resulting in >



~\$31.8m p.a.
in reallocated resources for the partner hospitals



RMHC and its volunteers

The RMHC has gained significant trust and goodwill of the Australian community which is essential to its sustainability and ability to deliver services aligned to its purpose

7th

Most trusted charity in Australia in 2019

This trust is valued at **~\$21.3m p.a.** based on the value of raised funds and donated goods for the House Program

Volunteers are vital to the operations of the House Program



~60,000 hours contributed to the House by volunteers each year

Methodology

Social Return on Investment (SROI)

Social Return On Investment (SROI) analysis is an internationally recognised approach that provides a framework to understand, measure and value the impact of a program or organisation. It is a form of cost-benefit analysis that examines the social, economic and environmental outcomes created by the activities of the program and the costs of creating them.

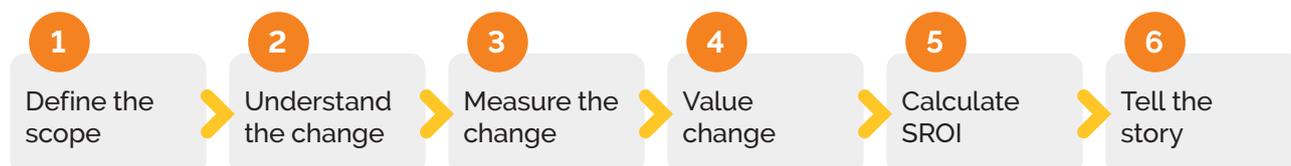
Social Value Principles

Social value is the value that people place on the changes they experience in their lives. The Principles of Social Value provide the basic building blocks for anyone who wants to make decisions that take this wider definition of value into account.

Principles	Definition
1 Involve stakeholders	Stakeholders should inform what gets measured and how this is measured and valued.
2 Understand what changes	Articulate how change is created and evaluate this through evidence gathered, recognising positive and negative changes as well as those that are intended and unintended.
3 Value the things that matter	Use financial proxies so the value of the outcomes can be recognised.
4 Only include what is material	Determine what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can draw reasonable conclusions about impact.
5 Do not overclaim	Organisations should only claim the value that they are responsible for creating.
6 Be transparent	Demonstrate the basis on which the analysis may be considered accurate and honest and show that it will be reported to and discussed with stakeholders.
7 Verify the results	Ensure appropriate independent verification of the analysis.

Approach

To carry out this SROI analysis we undertook six phases of work that are based on those developed by Social Value International. Experienced and accredited SROI practitioners oversaw the analysis.

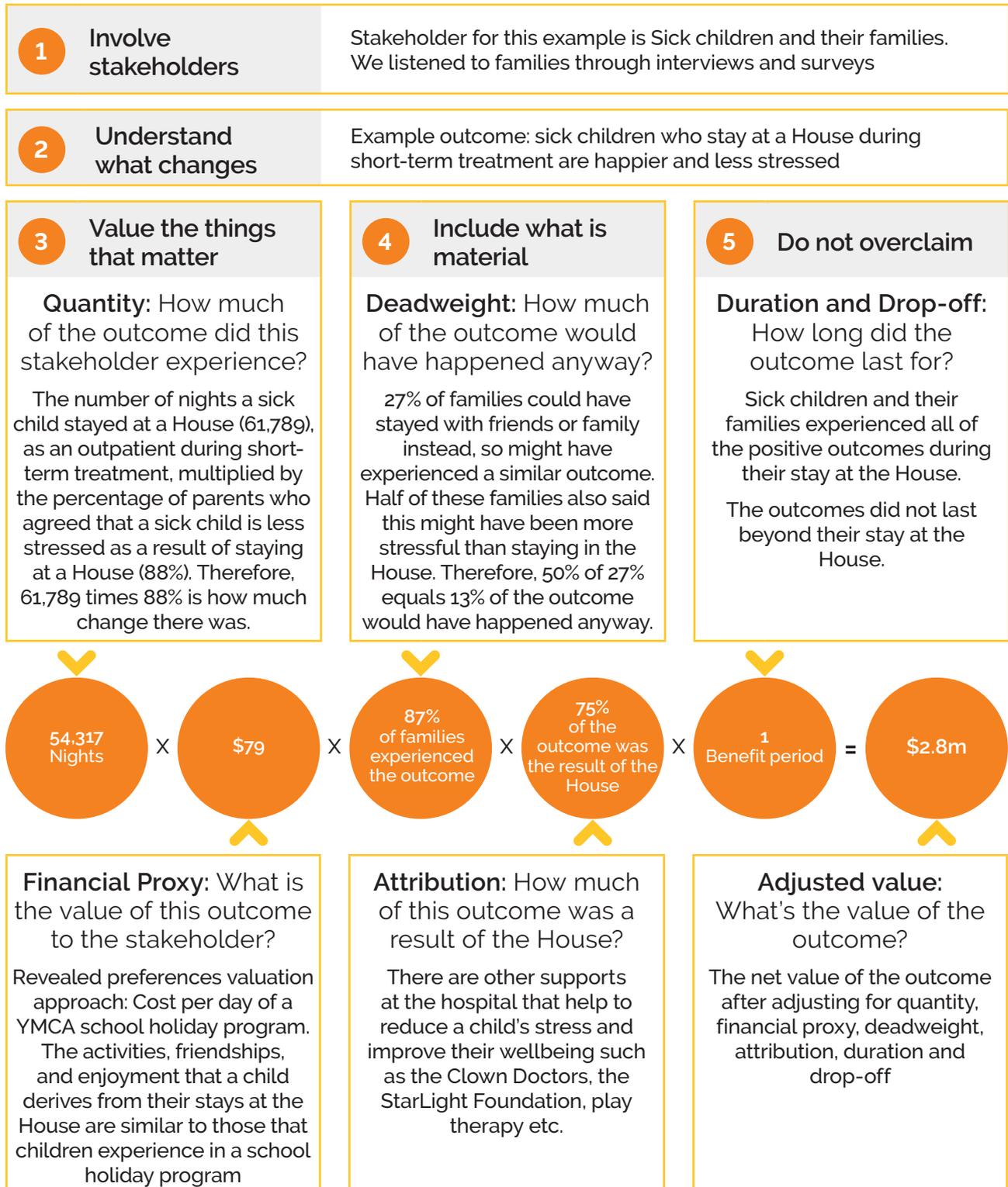


How to interpret

The outcome of the SROI analysis is a story about the value of change created, relative to the investment. The SROI ratio is a shorthand for all of the value for all of the stakeholders. For example, a ratio of 3 : 1 indicates that an investment of \$1 delivers \$3 of social value.

Methodology

This is a worked example of how the first five Social Value principles were applied to one outcome identified through the House Program SROI analysis.



Notes:

1. For simplicity, we have not shown the calculation of the present value for this outcome. These adjustments were made in the underlying calculations, where relevant.
2. All numbers and calculations have been rounded to the nearest whole number



Project Approach

Project scope

RMHC commissioned SVA Consulting to understand, estimate and value the impact of the Ronald McDonald House Program from January 2018 to June 2019.

This analysis includes all the activities and investments made into the Program during the period of the analysis.

Ethics

This project received ethics approval from the Sydney Children's Hospitals Network Human Research Ethics Committee, with site-specific approval provided by the human research ethics committees at the hospitals where site visits were conducted (Monash Children's Hospital (Victoria), Sydney Children's Hospital (NSW) and Perth Children's Hospital (WA)).

Data collection

Interviews

- Interviews with 35 families, 24 staff, 13 volunteers, and 6 clinicians
- Six site visits to Houses in Sydney (Randwick and Westmead Houses), Melbourne (Monash, North Fitzroy and Parkville Houses), and Perth (Nedlands House)

Surveys

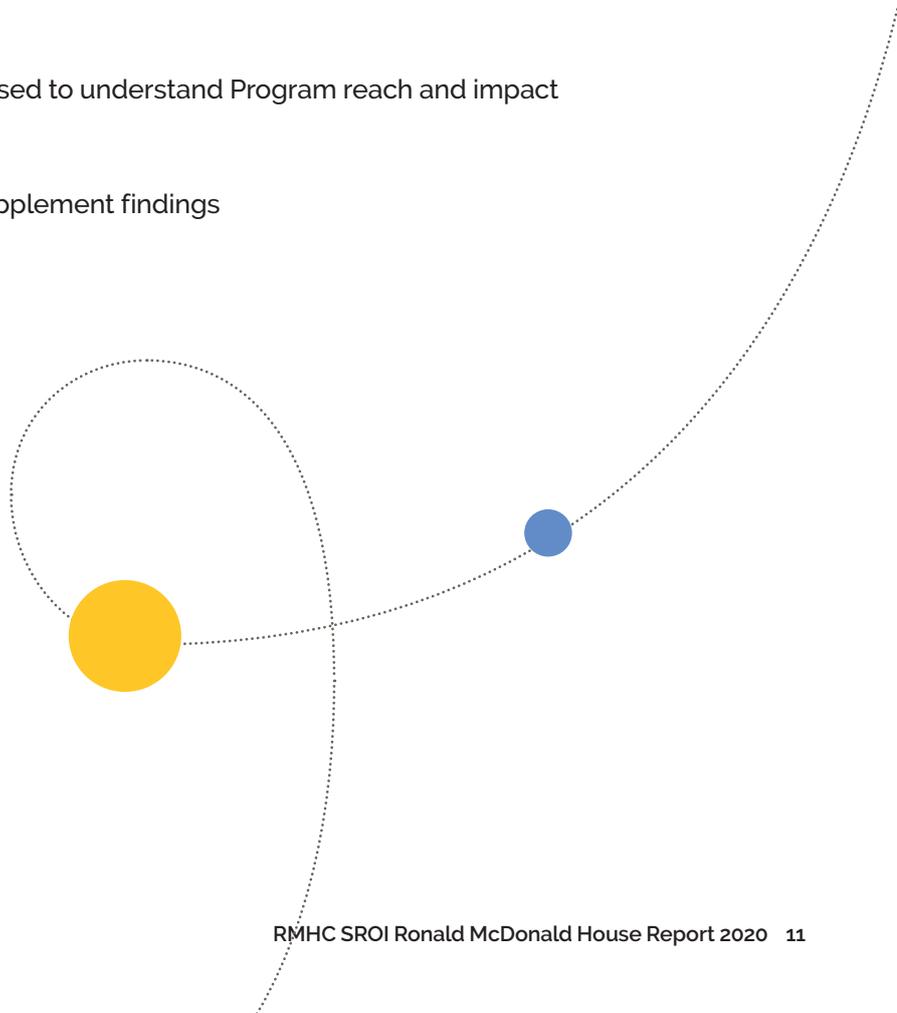
- 545 families who have stayed at a House throughout Australia were surveyed online
- 183 House volunteers surveyed online
- 61 hospital staff surveyed, including doctors, nurses, social workers, and administrative staff

Organisational data

- Internal RMHC data and documentation used to understand Program reach and impact

External research

- External research used to validate and supplement findings



Outcomes for families

The key outcomes for families who utilised the House Program included practical benefits such as saving money, as well as more holistic impacts like improved wellbeing.



\$34.4m

Parents save money

Parents save an average of about \$115 per night for every night that they stay in the House by avoiding the cost of accommodation, meals, laundry, transport, and parking. This generated cost savings for families of about \$34.4m over 18 months.

Diagnosis and treatment of serious illnesses for children can place a significant financial burden on families during an already-stressful time. Parents need to take extended leave from work to travel to major hospitals to support their sick child, often at short notice. In an unfamiliar place, families incur significant expenditure on food, laundry, transport and parking. State governments provide travel and accommodation subsidies, but parents told us these subsidies generally don't cover the cost of accommodation close to the hospital. About 27% families are also able to stay with friends or family, but many told to us that this is difficult because they are often 'sleeping on the living room couch' or in homes with long travel times to the hospital. Ronald McDonald Houses provide convenient accommodation in a family-friendly and supportive environment for which they do not charge families.

Nearly all (98%) families engaged in the research indicated they had saved money, and 73% of families who had been in treatment for less than 6 months identified cost savings as one of the most important impacts of staying at the Ronald McDonald House.

"Grateful to Ronald McDonald House as we have no family or friends in Sydney that we could have stayed with and no money for the expensive accommodation that is around the Sydney Children's Hospital." — Parent



\$18.3m

Parents have a reduced mental load and improved emotional wellbeing

The convenience and support provided by the House relieves parents of the stress of day-to-day life logistics, with 93% of parents saying they felt less stressed or anxious as a result of staying at the House. This generated almost \$19m of social value for parents of sick children

Ronald McDonald Houses provide a range of supports that ensure parents can focus on the recovery of their sick child. Of most importance is the ability to sleep: parents have improved quantity and quality of sleep when in a house, compared to sleeping in the ward. Parents also experience emotional wellbeing benefits from staying in a family-friendly environment with other families who are going through the same experience, as well as having access to empathetic support from volunteers and RMHC staff. In addition, Houses are designed to alleviate day-to-day logistical stressors, which would otherwise take up significant time and energy, including transport, laundry, meals, and accommodation.

"[The House is a]...tremendous value to families with critically ill children by lessening the stress burden - both logistical and emotional - and enabling the families to focus on care."

— Hospital staff member



\$6.4m

Families feel better connected

The physical and experiential design of the Houses set them apart from a hotel and facilitates positive family experiences, helping families to feel more connected to each other. This generates social value of about \$6.6m.

For families treatment at a hospital disrupts everyday family life and demands extensive travel and time apart, placing strain on families in an already-stressful situation. Because Houses are located close to the hospitals, families avoid significant costs, and are able to spend more time together. Indeed, 93% of surveyed families say they were able to spend more time together as a result of their stay at the House. The impact for families in long-term treatment is more significant as the House becomes a second home for these families.

"[The House] has meant that we are a family dealing with our child's diagnosis and condition rather than isolated family members trying to shoulder the burden individually. It has meant greater connectedness to each other and greater understanding for each family member and the ability for our son to feel supported from all of us."

— Parent

Outcomes for families (cont.)

Siblings and sick children also experience unique benefits as a result of the Program.



\$1.0m

Siblings of sick children who stay at the House feel less stressed

Siblings of sick children are able to spend more time with their families, experience less disruption to their lives, and receive more support. This creates about \$1.4m of social value.

In addition to the stress of having a sick family member, the siblings of sick children can experience significant disruption to their lives when a sibling is in hospital. The House reduces the impact of this disruption by providing a family-friendly environment with education facilities and the opportunity to play with other children. 89% of families with siblings indicated that the House allowed them to spend more time with their families and 80% said that the House means they are able to receive more support and experience less daily disruption.

"[The] most valuable [impact of the House] to me was being able to be close to my daughter and wife who were at the hospital, yet still having time with my son to help him cope with what was happening to his sister." – Parent



\$6.2m

Sick children are happier and less stressed

The House helps families better support their sick children. 90% of patients were able to spend more time with their families, and 84% felt less stressed or anxious. This created about \$6.3m of social value over the 18 month period.

Having parents and siblings close by means that they are able to spend more time with family. For those who are able to be released for the day, or discharged early, the House also offers an opportunity to spend time off the ward in a family-friendly environment. For those in long-term treatment (in some cases this can be many years), the House becomes a second home where sick children form long-term friendships with other children and have fun childhood experiences. In our survey, families in long-term treatment were twice as likely to indicate that stress reduction was one of the most important outcomes, compared to those in short-term treatment.

"Ronald McDonald House generates structure and stability in a family and child's life. The routine of the family home can continue, and be a part of the family while having a space to feel comfortable, supported and relieve the distress that many families [feel] when their child and themselves face a life changing experience. The staff are on a 24/7 availability for families that want to release anxiety, frustration, sadness, grief, fear. The trained staff and volunteers make the environment safe for adults, families and children. Without this families would be isolated and left feeling alone. With Ronald McDonald House you never feel alone." – Parent



Not assessed

Sick children have improved clinical outcomes

A family-centred care approach is likely to improve clinical outcomes for sick children. 69% of parents feel that their sick child experienced positive clinical outcomes as a result of the House, and that the House helped them to be discharged earlier.

Families, volunteers, and clinicians told us that having well-rested and less-stressed parents staying close by to sick children has positive impacts on the sick child's wellbeing. This is the result of parents being better able to make important decisions, spending more time with their child in a family-friendly environment. It is reasonable to believe that this will improve the clinical journey for sick children. Indeed, international research into family-centred care has made similar conclusions. The impact of this is likely to be significant, however we have chosen not to assess a financial value on this outcome as a result of the difficulty in measuring it reliably.

"[The House] made my child feel safe and comfortable and not as scary for her. With her disabilities it's near impossible for her to be hospitalised as she becomes extremely anxious and erratic. Having the Ronald McDonald House means she is allowed to receive her treatment whilst avoiding long stays at the hospital. The House is very close and if any complications were to arise, we can be at the hospital within minutes." – Parent

Outcomes for hospitals

The key outcomes for hospitals were related to cost savings associated with early discharge, reduced burden on staff time and fewer missed appointments.



\$47.8m

Hospitals are able to discharge earlier

Having specialist accommodation nearby means that hospitals are often able to discharge patients earlier, or admit them later, creating about \$49m of social and economic value over the 18 month period.

For children from rural and remote areas, the availability of a House gives doctors the flexibility to discharge children to a nearby location. For some children, this means they are able to be discharged 1-3 days earlier than they would otherwise. Not only is the House a more comfortable environment for a child than a ward, but the cost of a bed night in a hospital is significant (and can mean that someone else does not miss out on the care they need).

There are 41 specialist isolation units in the Houses, where sick children stayed for almost 13,000 nights during the measurement period. These give children with suppressed immune systems the chance to recover close to the hospital, but in a family-friendly environment. This represents a significant saving if the children are able to stay in the House instead of the hospital.

In addition, the House provides accommodation to ante-natal mothers with high care needs. Canadian research* indicates that ante-partum mothers avoid an average of 14 nights of hospital admission when they stay at a House.

*Dexter, S. C., Klein, K. A., Clark, D. A., Ross, S. L., & Veille, J.-C. (2004). The Ronald McDonald House as an Alternative to Antepartum Hospitalization. *Journal of Perinatology*, 24(10), 623–625. doi: 10.1038/sj.jp.7211166



\$4.2m

Hospitals save resources

Patients miss fewer appointments, and staff spend less time assisting families with accommodation and logistical enquiries, and have reduced mental load, generating about \$4.4m in social and economic value.

Hospitals incur significant costs when patients miss their appointments: for example, one in ten appointments are missed at the Perth Children's Hospital without cancellation at a cost of \$345 per appointment missed. Because these missed appointments happen at short notice, hospital resources are not able to be re-deployed. Key drivers for missed appointments are transport problems, and difficulties contacting families. Having families close by, and using House staff to remind families of upcoming appointments helps avoid these costs.

With a House nearby, hospital staff are able to rely on the House to arrange accommodation logistics, reducing burden on hospital social workers and staff. Similarly, better-rested and more relaxed patients are more able to deal with hospital staff and make important decisions, somewhat reducing the mental burden on hospital staff. 83% of clinicians surveyed agreed that hospitals save resources as a result of the House.

"Without the House there would be...more patients without parents close by. More burden on play therapists/social workers/nurses to provide care to in-patient children and babies because parents would be around less. Children would feel lonely. Parents would be more likely to sleep rough, like in a chair next to the bedside or on a friend's couch. They would be less rested and more troubled." – Hospital worker



Outcomes for RMHC and its volunteers

The key outcomes for other stakeholders were related to building community trust in RMHC and giving volunteers a sense of purpose.



\$32.0m

RMHC has the trust and goodwill of Australians

RMHC is consistently ranked one of the most trusted charities in Australia. The House Program contributes trust that is valued at \$33m for RMHC, based on the funding and in-kind support the Program is able to attract.

RMHC was ranked 7th most trusted charity in Australia in 2019, by virtue of the value of the work that RMHC does, and the quality with which it delivers its services. Trust is a fundamental attribute of running an effective charity. For RMHC, it means that the organisation can efficiently and successfully fundraise, develop long-term mutually beneficial partnerships with hospitals and governments and attract high quality, committed volunteers. These all contribute to the sustainability of RMHC and its ability to deliver services aligned to its purpose.



\$0.4m

Volunteers have a sense of purpose

Almost all volunteers (91%) indicated that RMHC gives them a stronger sense of purpose, generating about \$400k of social value.

Volunteers are vital to the House. They welcome families to the House, cook, clean, drive, and help with the dozens of other day-to-day tasks necessary to make the House run smoothly.

Volunteers are motivated by a sense of altruism, with most people we have surveyed and interviewed indicating that they volunteer because it gives them a chance to give back to the community. In many cases, volunteers are motivated by family experience in hospital, and an understanding of the value that the Houses make. Volunteering gives them personal satisfaction, enjoyment, and a stronger sense of purpose.

"The impact of the House personally is meeting some wonderful people, volunteers and patients families. You get so much back from them as you give and that gives me total satisfaction. That is why volunteering is so important just to see families so grateful for so little in caring and supporting."
– Volunteer

Calculating the SROI ratio

In the period between January 2018 and June 2019, Ronald McDonald House received cash and pro-bono support to the value of:

Inputs

\$45.1m

Inputs to the House include:

- \$5m cash investments from RMHC National Office and Chapter fundraising
- \$39.8m In-kind contributions from corporate partnerships, local business donations and volunteer time

This generated a range of outcomes for stakeholders including:

Outcomes

\$150.6m



Families

- Save money
- Reduced mental load
- Improved emotional well being volunteers
- Feel better connected
- Siblings feel less stressed
- Sick children are happier and less stressed



Hospitals

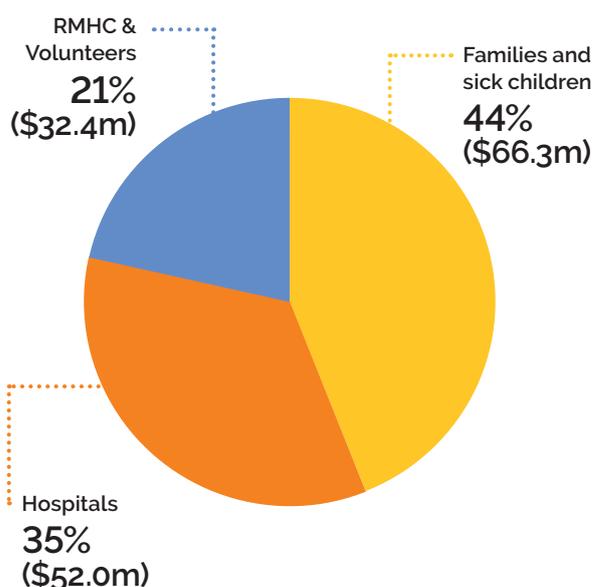
- Hospitals able to discharge sick children earlier
- Hospitals are able to discharge sick children to isolation rooms
- Hospitals able to treat ante- natal mothers as outpatients
- Hospitals have fewer missed appointments



RMHC and its volunteers

- RMHC has the trust and goodwill of Australians
- Volunteers have a sense of purpose

Outcomes per stakeholder as a % of total value

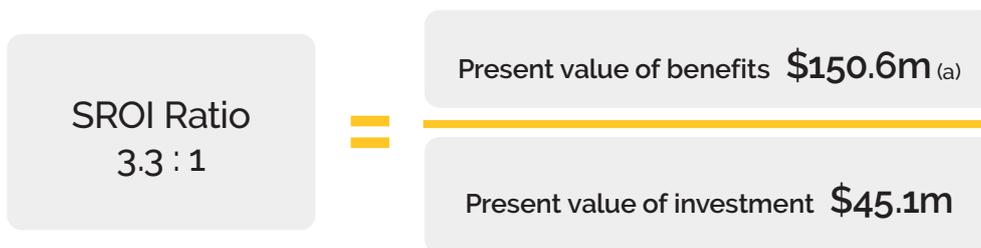




Resulting in the following SROI ratio



Based on the investment and operations between January 2018 and June 2019, the Ronald McDonald House generated an SROI ratio of 3.3 : 1



That is, for every \$1 invested in the Ronald McDonald House, \$3.30 of social and economic value is created.

- (a) To calculate the net present value (NPV) the costs and benefits paid or received in different time periods need to be added up. In order that these costs and benefits are comparable a process called discounting is used. This value calculated after discount rate of 1.7% (average RBA cash rate).
- (b) Sensitivity testing was conducted of a range of possible scenarios, finding that the SROI ratio remained significantly above 1:1, indicating that the social value created is likely to be greater than the investment. In addition, no single variable or assumption has a dominant effect on the SROI ratio.
- (c) For a detailed analysis (SROI Impact Map in Microsoft Excel) which includes a full list of assumptions and sources, along with more detailed calculations, or a copy of results for other RMHC programs, please contact RMHC directly.

Insights

The House provides a family-friendly environment for families to rest and recover from their time at the hospital. For some, it also becomes a second home during treatment: a place where happy memories are formed during a stressful and difficult period.

1

By enabling a family-centred care approach, the House provides families with significant wellbeing benefits

The House is more than a place to sleep. Families who stay at the House experience a range of wellbeing benefits that were more valuable than the cost savings on accommodation. Most important for many families was the ability to spend more time together as a family: there is a significant body of research that demonstrates that physical and emotional proximity improves the quality and experience of the care of a child the wellbeing of the family. The on-site location saves travel time and stress; and cost savings and design of the Houses meant families were more likely to be able to bring the sick child's siblings, or both parents, to stay at the House. Families in long-term treatment (which often involves many trips to hospital over the course of years) particularly emphasised the importance of the wellbeing outcomes. For these families, the House becomes a second home, and long-term friendships are formed with other children and other parents at the House.

"Having a sick child causes much anxiety and stress for parents and carers, circumstances can be unique and seem daunting. Being able to talk with other parents in the House that understand these feelings and challenges can be such a relief. Some of the long term staff that welcome us each stay like long lost friends is also reassuring and comforting. Being close by the hospital [...] is not only convenient but provides a sense of security and relief." — Parent

2

The family-focussed design of the physical House as well as the services provided in the House create the conditions for positive outcomes for sick children and their families

The well-being benefits are driven by intentional physical and service design. Physically, the Houses use vibrant colours and accessible architecture to ensure all children feel welcome. They include education spaces for children to learn, and places for them to play. For sick children and siblings, this is a marked difference to a hotel, which can be an alienating environment for young people. In addition, many Houses are designed with common spaces, such as kitchen/meal areas, and play spaces. Families congregate in these areas and are able to share stories and support each other. Many families told us in interviews that the support of other families staying at the House was particularly valuable because they have lived experience of having a seriously ill child in hospital.

"I was not alone. My child was not alone. Without everyone at the Ronald McDonald House we would not have been were we are today... I don't think I would have come out of it as well as I have without them. The love, kindness, laughter, and moments shared, has been enough to see us through some of our darkest days. They are what I would call angels without wings!" — Parent



3

The House relieves stress for families at a difficult time, and offers them substantial cost savings

The cost savings for families are significant. Whilst state governments provide subsidies for patients who need to travel to hospital, those subsidies do not cover the full cost of accommodation near the hospital, food, transport, and parking. When caring for children in hospital, parents are often forced to stop working, so the financial strain can be tremendous for many families. Having access to appropriate accommodation and other critical services at no cost to them, provides substantial financial and mental relief to families.

"[Without the House]...we would have made it work. It's your kids, you just find a way. But I don't know how we would've done it. It would be such a strain on the family, and work, and our relationship. It's tough enough already without the financial pressures." — Parent

4

Houses have become an essential part of the health care infrastructure and create substantial value for hospitals

The co-location of Houses with hospitals has significant benefits for hospitals. Rather than discharge a child home, which might be many hours' travel away, a hospital is able to discharge to the House which is only minutes away if there are any complications. In some cases, this means that doctors are able to discharge patients a couple of days earlier, or treat a child as an outpatient instead of admitting them. Families and healthcare professionals also emphasised the importance of well-rested parents. The alternative for many parents would be to sleep in a chair at their child's bedside, or on a fold-out mattress in a busy ward. Being able to get a proper night's sleep helps parents focus on their child's treatment, and work with hospital staff to make important decisions.

"Ronald McDonald House is well known by most staff on the women's and children's wards. It takes the burden off social workers having to book accommodation for the families, particularly over the weekend."

— Hospital worker

Help us support
seriously ill children
and their families.

Contact us

rmhc@rmhc.org.au
1300 307 642

Donate

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1300 307 642



rmhc@rmhc.org.au



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Ronald McDonald
House Charities®
Australia

Keeping families close™