



Ronald McDonald  
House Charities®  
Greater Western Sydney

# 2025 IMPACT REPORT



At Ronald McDonald House Greater Western Sydney, we are committed to creating a welcoming and safe environment for everyone — embracing families, employees, volunteers, and community members from all backgrounds. We aim to foster an atmosphere where every individual feels valued and comfortable, celebrating the rich diversity, experiences, and cultures within our community.

We envision a future where all Australians honour and respect the histories, cultures, and rights of Aboriginal and Torres Strait Islander peoples, recognising their status as the world's oldest continuous cultures. This shared vision drives us, and we are dedicated to contributing to its realisation.



# The pivotal ways your support helped thousands of families



**1,696**

families called Ronald McDonald House Westmead home in 2025, totalling

**19,484**

nights of support



**861**

children stayed in-house to support their hospitalised sibling



**8.7**

nights was the average stay length



**347**

families accessed our Day Pass Program



**72,533**

nutritious meals and snacks were served to resident and non-resident families



**54**

families sought refuge at the Ronald McDonald Family Room Westmead since its November opening



**13,573**

people at Nepean and Campbelltown Hospitals were supported by our Hospitality Carts



**177**

volunteers served families, donating a total of **13,916** volunteer hours



**2,102**

kids visited our in-house Learning Centre



**160**

children received learning support through the Ronald McDonald Learning Program



**341**

learning programs were run



**25**

in-house family activities and events were held



**11**

families received hampers of fresh produce upon their return home



Because of you, 373 nights felt a little more like home for George and sister Penelope.

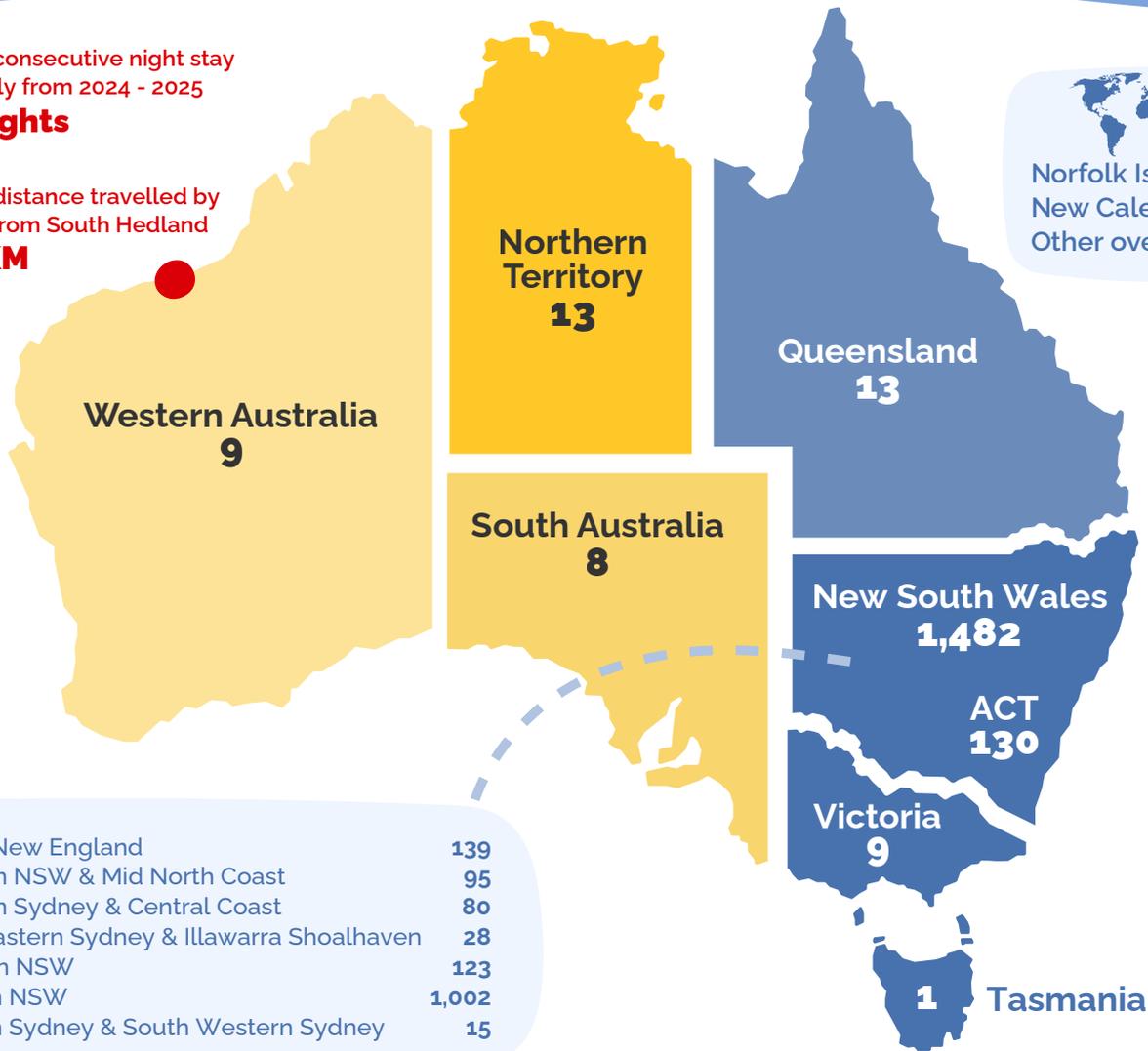
# A lifeline for families who are far from home

Longest consecutive night stay by a family from 2024 - 2025

**680 nights**

Longest distance travelled by a family from South Hedland

**4804KM**





## Big support for little Tori

**Tori recovered from her transplant in record time, and doctors attribute this to her twin Hailie being with Tori every step of the way.**

Tori was a normal, lively two-year-old until just two days before her diagnosis. What her parents Katie and Cody believed was a routine hospital visit for dehydration quickly turned into something far more serious. Four hours later, they were airlifted from Boggabri to Westmead and told that Tori had liver cancer.

After several rounds of intensive chemotherapy, Tori had a liver transplant in September 2025. The doctors have advised that Tori will require treatment until April 2026. Thanks to our supporters, her twin sister Hailie and parents, Katie and Cody, can stay by her side.

### Sparing parents significant costs

Katie says, "Staying at Ronald McDonald House means we get to still be a family even though our world has been turned upside down. We wouldn't be able to get through this if it weren't for Ronald McDonald House."

She recalls calling motels to ask about a 12-month stay. They were quoted \$64,000.

Katie was forced to quit work, making the financial aspect of relocating for Tori's treatment their biggest stressor. "You have literally saved us \$64,000, and that's not even including meals."

The friendly staff and volunteers have also been an incredible support for the whole family, while the freshly cooked meals are a godsend to Katie and Cody. The Learning Centre keeps Tori and twin sister Hailie entertained and, more importantly, gives them some normality.

### The healing power of family

Above all, they consider the proximity to the hospital priceless. Cody has had to walk Hailie over to the hospital at 1 am a few times as the twins fret for each other.

Katie shares, "After the liver transplant, the doctors said Tori recovered in record time and they put it down to Hailie being there with her, every step of the way."

*"Ronald McDonald House Westmead is lifesaving. I don't know what we would do if we didn't have Ronald McDonald House."*

- Katie, Tori's mum

# New services launched to reach even more families

## New family-centred space inside The Children's Hospital Westmead



In November 2025 we opened the new Ronald McDonald House Family Room within The Children's Hospital Westmead (CHW).

Located on Level 2 near the Children's Short Stay unit, our Family Room is accessible to all families with a child receiving hospital treatment.

This service extends family-centred care to thousands of vulnerable families. Run by our trained volunteers, the Family Room provides access to:

- A kitchen stocked with frozen meals and snacks
- Nap rooms for short breaks and rest
- A lounge and dining area for relaxation
- An office space
- Children's playground
- Laundry facilities
- A fully accessible bathroom with shower

Following the successful launch of our Hospitality Carts at Nepean and Campbelltown Hospitals, we also launched our third Hospitality Cart. The new cart will circulate wards in The Children's Hospital at Westmead, providing body boosters, boredom busters, and much-needed smiles.



## Nutritious meals fill gap in services for families during hospital stays

In 2025 we launched our Grab & Go meals program to fill a gap in accessible meal options for families with a child being treated at The Children's Hospital at Westmead.

*"These meals are an absolute life changer! And they taste DELICIOUS! Being stuck in hospital and no other affordable meal options around, having these meals available takes one stress away completely!"*

- Amanda W

Meals are prepared onsite at our Westmead House and stored in a deep freezer at reception. They are also available from our new Family Room, allowing families in the hospital to collect them at their convenience.

This popular new program provides financial relief and comfort, helping families maintain strength and focus on their child's care.

# Renewing our mission and bold ambitions for the future

## New Family Accommodation in The Children’s Hospital at Westmead

In May 2026, Ronald McDonald House Greater Western Sydney will open a new 10-room House within The Children’s Hospital at Westmead, expanding vital accommodation for more families with seriously ill children.

Designed to meet growing demand, the House will be located on Level 9 of the new 14-storey Paediatric Services Building and will include family bedrooms, a fully stocked kitchen and quiet spaces for rest — helping parents and carers stay close to their child and fully participate in their care.

Supported by \$500,000 from NSW Government and \$250,000 from Sydney Children’s Hospitals Foundation, and funding from Dooleys, Smithfield RSL, ATC Foundation and Load & Go, the House is expected to support an additional 3,000 families each year. Continued funding and support are essential to sustaining our growing range of services.

## Modernised Brand as we expand our services and renew our mission

In 2025, 51 years after its first House opening, RMHC Global announced a refreshed brand identity, and in Australia we will reveal our new consistent name, logo, and brand in March 2026.

We’ve set bold ambitions to grow our services and help thousands more families who need our care, better.

To do this, we need to have a brand that is easily recognised and understood, inspiring support equal to the challenges our families face.

Our refreshed brand identity aims to raise greater awareness and support for our mission, so we can continue to help more families who need our care. Together, we have made a difference in the lives of so many families whose child is ill or injured, and we look forward to continuing this journey, helping even more families in need for many years to come.

Program	Timing	Impact
<b>Family Accommodation inside The Children’s Hospital Westmead</b>	Scheduled to open in May 2026	<ul style="list-style-type: none"> <li>10-room House providing family accommodation, meals, and a Day Pass Program</li> <li>Expected to support more than 3,000 families a year</li> </ul>
<b>Ronald McDonald House Family Room at Nepean Hospital</b>	Scheduled to open in Jan 2027	<ul style="list-style-type: none"> <li>Located next to the NICU and paediatric units</li> <li>Providing meals, respite, and support to families of critically ill babies and children</li> </ul>
<b>Ronald McDonald House at Campbelltown</b>	Scheduled to open in 2028	<ul style="list-style-type: none"> <li>New standalone House to provide much-needed accommodation, meals, and support to more families with sick children</li> </ul>

# Our special thanks to

## Major Partners

FDC  
Ronald McDonald House NSW Gala Ball  
Sydney Children's Hospitals Foundation  
NSW Government

## Supporting Partners

Beauvale Investments  
Load & Go  
James Hardie

## Grant & Foundation Partners

Adobe Employee Community Fund  
ATC Foundation  
Cabravale Club Resort  
Club Merrylands  
Club Parramatta  
Cooper Tuxen Foundation  
DOOLEYS Lidcombe Catholic Club  
Edwards Lifesciences Foundation  
Goulburn Workers  
Jermyn Family Foundation  
NSW Government  
Owens & Minor Foundation  
Parra Leagues  
Rosehill Bowling Club  
Ryde Eastwood Leagues Club  
Smithfield RSL  
The Corio Foundation  
The Valley Foundation  
The Vertex Foundation  
Toro Australia  
West Pennant Hills Sports Club  
Western Suburbs League Club  
(Campbelltown)  
Wenty Leagues

## House & Program Supporters

Load & Go  
Beauvale Investments  
The Fred Mayer Foundation/Mayers  
Fine Food  
NorthConnex  
Clarendon Homes  
Cooks Plumbing  
Scendar  
Ray White Castle Hill  
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Manor Real Estate  
Domaine Homes  
Transformer Cranes  
Fix N Flow  
ALDUS  
GYBE  
Pitcher Partners  
Martin Brower

## Major Donors

Ern Bickford  
Helen Kirby  
Kevin and Nicole  
Lesley Scrimgeour  
Terese and Stephen Jermyn  
Willem de Vries



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