



Wish list

- ✓ chocolate biscuits
- ✓ yummy food
- ✓ snack pack chips
- ✓ pantry staples
- ✓ Mum to stay with me

For information on how you can donate please email events.canberra@rmhc.org.au



keep those care package and pantry donations coming!



the RED WIG CHALLENGE hit104.7 CANBERRA
#GoTheDistance

New-look Red Wig Challenge
COMING SOON!

Have an impact in 2020. **Help families stay together.**

Full Name _____

Address _____

Town _____ State _____ Post Code _____

Mobile _____

Email _____

I would like to make a donation of

☐ One-off donation or ☐ Regular donation of

☐ \$20 ☐ \$60 ☐ \$132 ☐ \$500 ☐ \$ _____

I will give my gift via:

☐ Cheque (Payable to Ronald McDonald House)

☐ Credit Card (Visa/Mastercard)

Card Number _____

Expiry _____

Cardholder Name _____

Signature _____

Ronald McDonald House Charities ACT & SE NSW PO Box 635 Mawson ACT 2607 reception. canberra@rmhc.org.au, 02 6281 5894, www.rmhc.org.au, 28 589 286 011

Privacy Policy
Personal information is collected to process donations, issue tax receipts, send charity updates and acknowledge our donors. If you would like to limit the use of your information please tick the appropriate box ☐ Please do not send me charity updates ☐ Please do not publish my personal details acknowledging my donation. Ronald McDonald House Charities ACT & SE NSW PO Box 635 Mawson ACT 2607 reception.canberra@rmhc.org.au 02 6281 5894 www.rmhc.org.au 28 589 286 011



behind the BIG RED DOORS



meet Addie

287

days at
Ronald
McDonald
House

Our impact in 2019



House Program

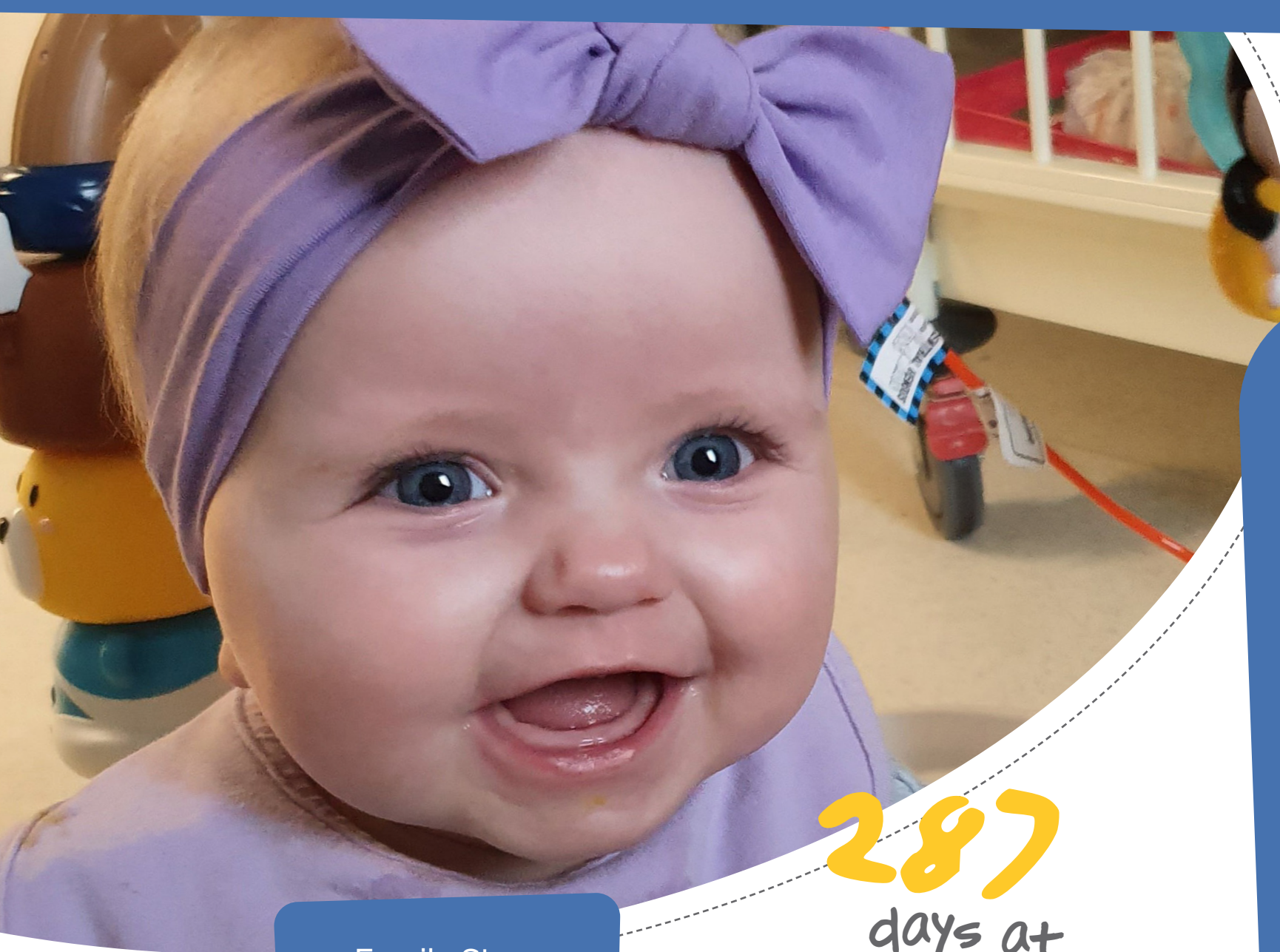
184 families

2,505 nights of accom

average length of stay **21 nights**

Ronald McDonald House Canberra provides essential support and accommodation to families from the ACT and SE NSW with sick or injured children.





Family Story Addie

287
days at
Ronald
McDonald
House

For young mum Natalie, Ronald McDonald House Canberra has been "a lifesaver" during her record-breaking stay of nine months while she cares for her seriously ill daughter.

Natalie is now the longest staying guest at Ronald McDonald House (RMH) Canberra.

Early in her pregnancy, it was identified that Natalie's baby had serious bowel issues. Soon after birth, Addison had the first of five surgeries and multiple medical procedures to treat jejunal atresia, a birth defect commonly referred to as short bowel syndrome or short gut.

"I've very rarely left the hospital, and if I did it was when she was a lot younger and didn't need me here 24/7."

Natalie encourages people to donate to RMH Canberra.

"We are so grateful to those who donate and also to the volunteers who give their time to make it such a great place to stay," she says.

"Families like myself would be left broke, stressed and very depressed if it weren't for people donating in any kind of way."

"The staff at the house have been more than excellent, they go above and beyond to help us in any way possible and make us feel right at home. It has been a lifesaver for me and many other families who I now have lifelong friendships with," she says.



A message from Michelle

Welcome to the first edition of 'Behind the Big Red Doors', our quarterly newsletter. We look forward to bringing you updates on what has been happening at RMHC ACT and South East NSW.

COVID-19 has had an impact on all our programs. We have started our road to recovery which will see many changes within our House, Family Room and Family Retreat into the future.

Our impact in 2019 saw us support over 500 families across our House, Family Room and Family Retreat. We provided a combined 2,945 bed nights for families in our House and Family Retreat and we saw an incredible 11,163 hours donated by our regular volunteers, who are the heart of our programs.

I want to personally thank you for your continued support of RMHC, and know we truly appreciate the support you give to ensure we can deliver on our Mission of supporting seriously ill children and their families.

Warmest regards,

Michelle McCormack
Executive Officer
Ronald McDonald House Charities ACT and South East NSW.



Meet Renaye!

Renaye has been volunteering with us for 5 years. Our Programs would not run without the support of our volunteers. They truly are the beautiful difference in the lives of our families.

Tell us about yourself?

Outside of RMHC I compete in a strength sport called Strongman where I have twice represented Canberra. I am also a burlesque performer, I love hiking and am currently finishing the Centenary trail. Oh and in my spare time I have a rewarding career in the Public Service.

Why do you like volunteering in the house?

I love volunteering at the House because I enjoy meeting people and helping put a smile on their face. The volunteers play an integral role by providing a friendly face for families to chat with.

What can you experience on a shift?

There is loads you can do, from admin tasks and tidying, sharing a cuppa and talking about the weather. Or even cooking a cake for a family to enjoy later.

What do you get most out of volunteering?

The ability to leave people better than you found them. This might be through listening about their situation or talking about something else entirely to cheer them up and take their minds off things.



Community Support

Thank you to those who have so kindly supported the house during, especially during the COVID-19 period.

A special mention to **Blackshaw Gungahlin** who went above and beyond with their pantry drive which greatly helped to keep our families feed during this tough time. Past house guests **Jamii-Lee** and **Brenton Evans** generously donated kitchen, grocery and other wish list items to ensure future families are supported. **Rotary Tuggeranong** are also great supporters of ours. They often participate in our Meals from the Heart program and even when restrictions prevented this they kindly donated some essential items to our pantry for families staying with us!

2019 Volunteers

198 Volunteers supporting families

11,163

Volunteer hours donated