2025 Impact Evaluation Report

Ronald McDonald House®
Western Australia

Making a positive impact in WA families' lives.

Ronald McDonald House WA is an independent, not-for-profit organisation, helping families with ill or injured children access the medical care and resources they need to focus on what truly matters; each other.

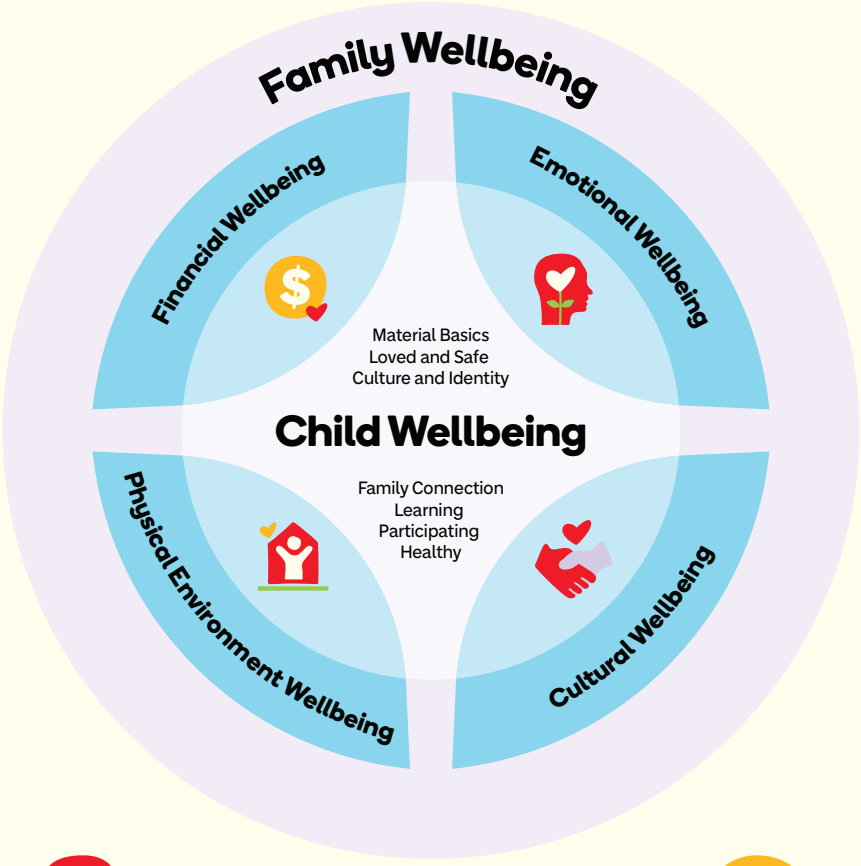
We believe better outcomes come from a balance of head and heart. Our unique role in facilitating and supporting family centred care, in partnership with the WA health system, focuses on the wellbeing of the entire family. Because we know healthcare is more than medicine.

We are here for families when they need us most. Some stay a few days, some for months and others regularly over years. At no cost to families, we keep families with ill or injured children together and their wellbeing supported far from home, jobs and loved ones.

Now in its fifth year, our annual Impact Report provides critical data and insights that enable us to keep improving, innovating, and collaborating, strengthening our commitment to creating positive, lasting impact in the lives of the families we support.

Ronald McDonald House WA Impact Framework

The below framework highlights the four wellbeing pillars focused on over the reporting year.



Emotional wellbeing

Ensuring the family feels emotionally well by having their mental health and emotional needs actively looked after and supported.

Financial wellbeing

Helping the family remain financially stable so they can meet current commitments, manage the costs of living away from home, and build financial resilience for the future.

Cultural wellbeing

Ensuring the family feels culturally safe, meaning their culture and identity are deeply respected, and they are actively supported to continue practicing their culture during their stay.

Physical environment wellbeing

Ensuring the family feels physically safe because their basic needs, such as food and shelter, are provided for, and the physical environment itself is safe, pleasant, and stimulating.

Our 2025 survey snapshot

Independent analysis and evaluation

253
participants

97% rise in participant numbers from the prior year

182 respondents were first time families

Survey for parents and carers

22 Questions to assess the changes in family wellbeing, and outcomes for families, siblings and children receiving treatment

Families surveyed

161 Families - **2 parent** families

51 Families - **1 parent** families

8 Families - **multi generational**

Since 2021 we have engaged Social Ventures Australia (SVA) annually to undertake analysis and evaluation of data collected and sourced for the preparation of an independent impact evaluation report.

Survey snapshot

66 Aboriginal and Torres Strait Islander peoples

86 Ronald McDonald House **at QEII**

35 Ronald McDonald House **in Perth Children's Hospital**

132 Ronald McDonald House **on Park**

8 Respondents stayed at **more than 1 House**

146 Families had at least **one sibling** in the family stay

178 **Short term stays** *(under 14 days)*

37 **Medium to long term stays** *(15 days - 31 days)*

25 **Long term stays** *(30 days +)*

5 **Metro** *(less than 100km)*

61 **Regional** *(100-300km)*

119 **Rural** *(300-1100km)*

57 **Remote** *(1100km+)*

Our impact at a glance

Family wellbeing in 2025

In 2025, we continued to strongly support families' emotional, financial, cultural and physical environment wellbeing while their child received medical care far from home and loved ones.

Families experienced meaningful improvements during their stay, with emotional wellbeing rising and financial stress easing as major out of pocket costs were removed.

Without Ronald McDonald House WA, 70% of families said their emotional wellbeing would have been poor or very poor, and over 65% said their financial wellbeing would have been stressful or difficult to manage.

Overall, 93% of families agreed or strongly agreed that Ronald McDonald House WA provided a safe, healthy and positive environment, reinforcing our vital role in reducing stress and anxiety supporting the whole family, not only the child receiving treatment.

Overall family wellbeing in 2025 increased by

86.3% ↑

Rising from an average score of **3.2** had they not been able to access Ronald McDonald House WA to **4.0** during the stay.

2025 insights

Emotional wellbeing

In 2025, staying at Ronald McDonald House WA significantly improved families' emotional wellbeing by providing stability, reducing stress, and creating a strong sense of community. During their stay, emotional wellbeing improved dramatically, with over 80% rating it as good or very good, and 70% saying without access to the House, they believed their emotional wellbeing would have been poor or very poor.

Financial wellbeing

Ronald McDonald House WA delivered financial relief to families in 2025 by removing significant accommodation and living costs far from home. Before arrival, families' financial wellbeing varied, with around 15% experiencing financial stress. During their stay, financial stability improved, with 86% saying their finances were manageable or easy to manage. Without access to our support, over 65% families believed they would have faced financial stress or difficulty.

Cultural wellbeing

In 2025, families' cultural wellbeing was already strong before arriving at Ronald McDonald House WA, with 87% rating it as good or very good. During their stay, this strengthened slightly, rising to over 92%. Without access to our accommodation, however, nearly 25% of families believed their cultural wellbeing would have been low or very low.

Physical environment wellbeing

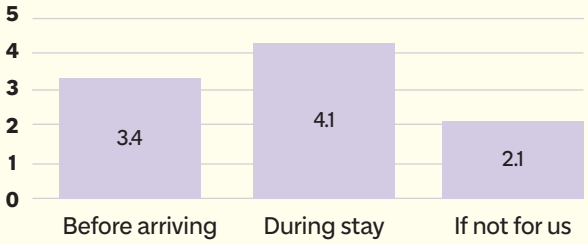
Our physical environment strongly contributes to families feeling safe, healthy and at home, offering a far more supportive setting than alternatives like hotel rooms. In 2025, 93% of families agreed the House felt like a safe and positive home away from home. Without access to our accommodation, proximity and spaces within the hospital, 86% of families believed their wellbeing would have been negatively affected.

Our impact measurement

Our families wellbeing

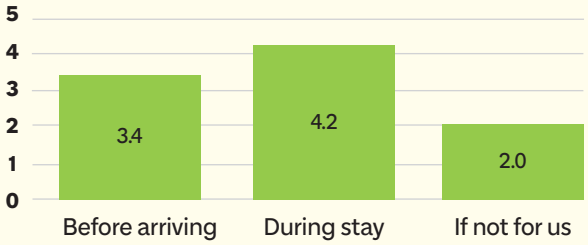
How we measure impact: Very poor = **1** Poor= **2** Moderate = **3** Good = **4** Very Good = **5**

Emotional *95% positively impacted*



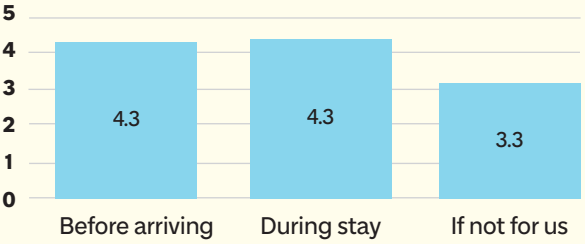
"I didn't have to worry about anything. Imagine that your kid is in hospital and you're trying to find where to stay and the stress of it, it's not something you should have to worry about on top of everything else."

Financial *110% positively impacted*



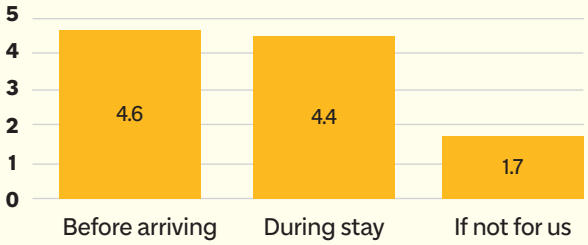
"All of a sudden, we had no work and no pay. With no family here in Perth, accommodation really helped us and having food provided meant one less worry. Staying at Ronald McDonald House WA was a big help to our financial situation."

Cultural *33% positively impacted*



"I don't trust anyone usually... but here I'm happy to let my son walk around. The staff are really friendly, very caring, and the Aboriginal worker is very good. It feels safe and comfortable."

Physical environment *158% positively impacted*



"Being closer, having the space to do essentials... otherwise you're sleeping in a recliner chair while breastfeeding. Having somewhere to shower, eat properly makes a huge difference."

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A partnership to better understand opportunities

Social Ventures Australia Consulting (SVA) is Australia's leading not-for-profit consultancy. They focus solely on social impact and work with partners to increase their capacity to create positive change.

SVA provides Ronald McDonald House WA with independent impact evaluation of our service in the lives of families we care for. Our impact data helps us to better understand the wellbeing challenges of the families in our care.

SVA Social Ventures Australia