

2024

Impact Evaluation Summary Report



Ronald McDonald
House Charities®
Western Australia

Making a positive impact in WA families' lives

Ronald McDonald House Charities WA provides essential services that remove barriers strengthen families and promote healing when children need healthcare.

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, RMHC WA keeps families with ill or injured children together and their wellbeing supported far from home, jobs and loved ones.

By playing a unique role in facilitating and supporting family centred care within the Western Australian maternity, child and adolescent health systems, RMHC WA works together with Perth Children's Hospital and King Edward Memorial Hospital to best support family wellbeing.

Our fourth annual RMHC WA Impact Report provides crucial data and insights that enables us to improve, create and collaborate for further positive change in the lives of the families we support.

RMHC WA Impact Framework



Emotional Wellbeing

Our family's **emotional wellbeing** and mental health is supported



Financial Wellbeing

Our family feels **financially stable** because our costs of living away from home are supported



Cultural Wellbeing

Our family feels **culturally safe** because our culture and identity are respected, and we feel able and supported to continue practicing our culture



Physical Environment Wellbeing

Our family's **basic needs** are met in an **environment** that is safe and healthy

About the RMHC WA 2024 Impact Evaluation Report

Independent Analysis and Evaluation

128
Participants

↑ 15% rise in
participant numbers
from the prior year

Social Ventures Australia (SVA) is annually engaged by RMHC WA to undertake analysis and evaluation of data collected and sourced for the preparation of an independent impact evaluation report.

Exit survey for parents and carers



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

One-to-one interviews

23 Parents/carers
2 Hospital partner representatives
(Perth Children's Hospital)

Parent households

96 Two parent households
18 One parent households
9 Extended family households

Internal staff focus group

6 RMHC WA frontline staff members took part to develop further insights, and garner broader feedback

Data collection timeframe

January - December 2024



Survey Snapshot

30 First Nations



44 Ronald McDonald House
at QEII

21 Ronald McDonald House
in PCH



70 Ronald McDonald House
on Park

81 Short term stays
(>14 days)



20 Medium term stays
(14 days - 1 month)



21 Long term stays
(1 month +)



4 Metro
(less than 100km)



37 Regional
(100-300km)



50 Rural
(300-900km)



36 Remote
(900km+)



Family Wellbeing 2024

In 2024, RMHC WA essential services had a high impact on the emotional and financial wellbeing of families staying across RMH at QEII, RMH on Park and RMH in PCH.

Families experienced a 25% increase in the average emotional wellbeing and 20% increase in the financial wellbeing ratings from when they entered the house.

78% of families said that without RMHC WA, their emotional wellbeing would have been poor or very poor up 3% in 2023, and 69% would have found their financial wellbeing difficult to manage or stressful.

Notably, 91% of families found RMHC WA to be a 'home away from home', providing a safe, healthy and enjoyable environment for their family.

On average across all wellbeing domains, family wellbeing in 2024 was 1% higher than in 2023, and 5% higher than in 2022.

Overall family wellbeing



5%

Positive impact change since 2022



RMHC WA Impact Measurement

Domains of Wellbeing

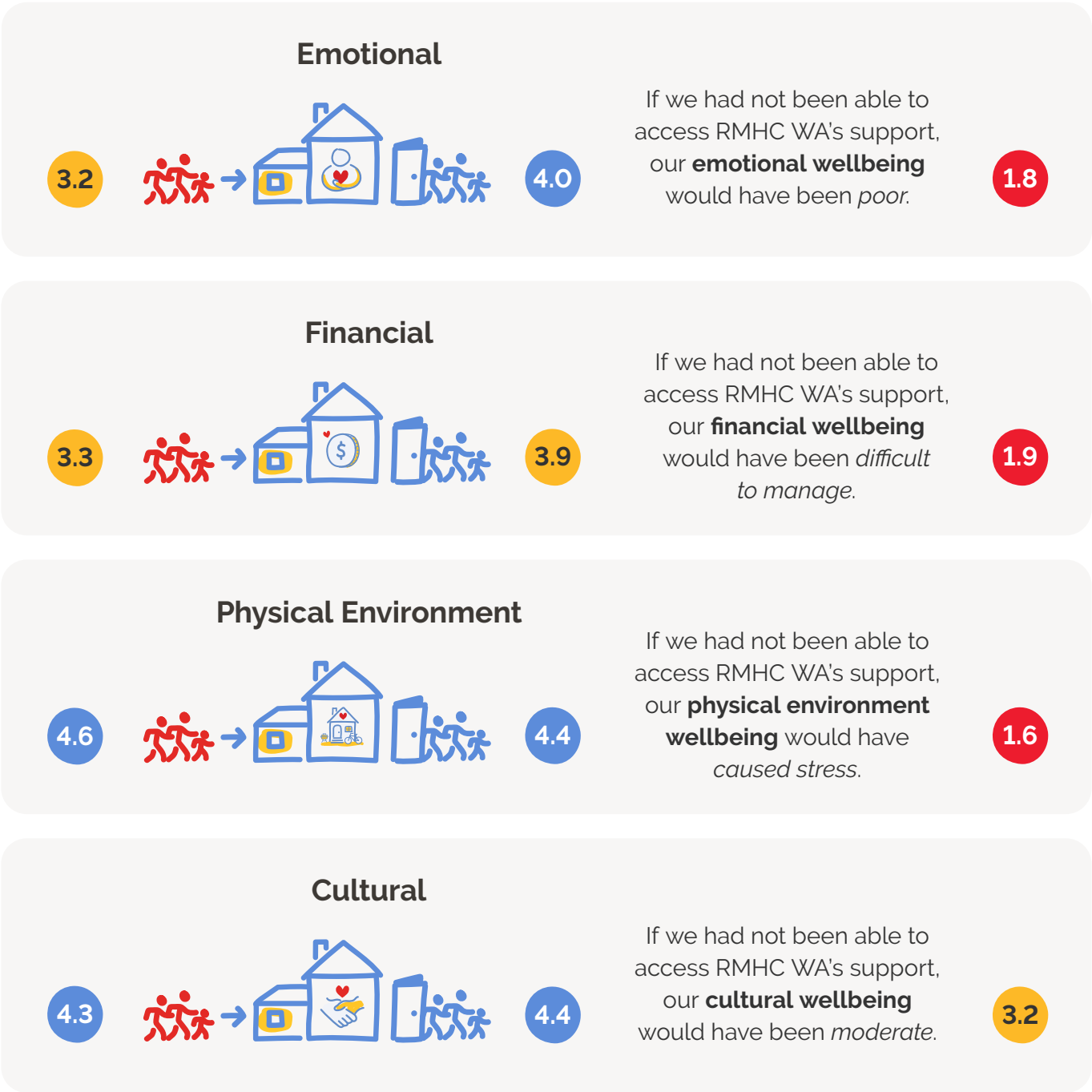
How we measure impact



Before I came to RMHC WA our wellbeing was...

With RMHC WA's *support* our wellbeing improved to...

Without RMHC WA's support, our wellbeing would have been...



2024 Insights



Emotional Wellbeing

In 2024, families who stayed with RMHC WA reported that the support provided by Family Liaison Officers and volunteers, along with the warm, family-friendly environment, **helped reduce their stress and positively impacted their emotional wellbeing.**

As a result, the **emotional wellbeing of families during stays increased by 25%.** Additionally, 75% of families said that without the ability to stay at RMHC WA, their emotional wellbeing would have been poor or very poor.



Financial Wellbeing

RMHC WA families experienced **increased cost-of-living pressures** in 2024, with 69% reporting that, without access to RMHC WA, their financial situation would have been stressful or difficult to manage.

Support provided through RMHC WA accommodation and services contributed to a **20% improvement in the financial wellbeing** of the families supported.



Cultural Wellbeing

Families who stayed with RMHC WA in 2024 were able to maintain their cultural wellbeing, with many highlighting the **welcoming and inclusive environment of RMHC WA Houses.**

Of the families surveyed, 89% rated their cultural wellbeing as good or very good upon arrival, with an overall **2% improvement in families' cultural wellbeing** during their stay.



Physical Environment Wellbeing

In 2024, families described RMHC WA as a **home away from home, offering a safe, healthy, and enjoyable environment for their family.**

91% of participants agreed that not being able to access the RMHC WA house environment would have caused stress to their family wellbeing.



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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 RMHC 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 for young patients and their families..



SVA Social
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Australia

rmhcwa.org.au