





Benefits of a home like environment near children's wards.

Tracey Webster. General Manager. Programs & Impact
Ronald McDonald House Charities

Keeping families close

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Australian Overview

Ronald McDonald Learning Program

<1,900 children receiving tutoring in all States and Territories each week

Ronald McDonald Care Mobile

Clinics providing health services to over 10,000 children in rural and remote NSW

Ronald McDonald House Program

18 Houses providing a 'home away from home' for over 10,000 families p.a.


Ronald McDonald Family Room Program

18 Family Rooms providing a 'haven' to more than 44,000 families p.a.

Ronald McDonald Family Retreat Program

5 holiday facilities providing a chance for a family to reconnect. Over 340 families p.a.

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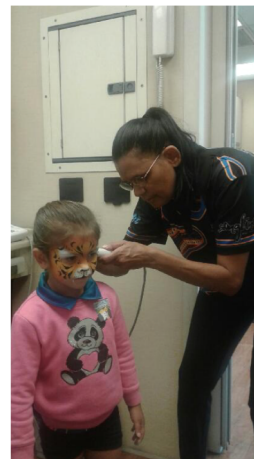
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Family Rooms in Australia

- 18 Family Rooms nationally
- Over 350,000 visits
- Over 44,000 unique families
- 250 Family Room across 25 countries

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Research



UNSW
SYDNEY

Social Policy Research Centre
UNSW Arts & Social Sciences

Ronald McDonald Family Rooms

Understanding their outcomes for families with hospitalised children

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Methodology

Families & Staff were surveyed from hospitals with and without Family Rooms

> 400 stakeholders interviewed



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Key Findings

Family Rooms improve the

- physical,
- psychological and
- social well being of family members



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Key research findings

- Families felt more comfortable than in any other hospital space

88%

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Key Findings

- **\$37** savings on average a day
- **89%** of families prefer to take a break
- **88%** felt their wellbeing was better



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The essence of a Family Room

- Inviting and welcoming for all families
- Provide care and support
- Facilities which make families more comfortable
- Space away from the clinical area



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Key Elements of a Family Room

- Ambience
- Relaxing & calm
- Sufficient paediatric activity
- Visible presence of support
- Support programs
- Location

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Services provided in a Family Room

- Comfortable seating
- Kitchen and dining area
- Bathroom and shower facilities
- Laundry
- Library
- TV, children's DVD's
- Nap area
- Computer and internet access
- Nap area
- Play area
- External courtyard where possible

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'The volunteers instinctively understand the urgency and fragility of families when we make requests and are always prepared to go the little extra mile'
~ Social worker, QCH

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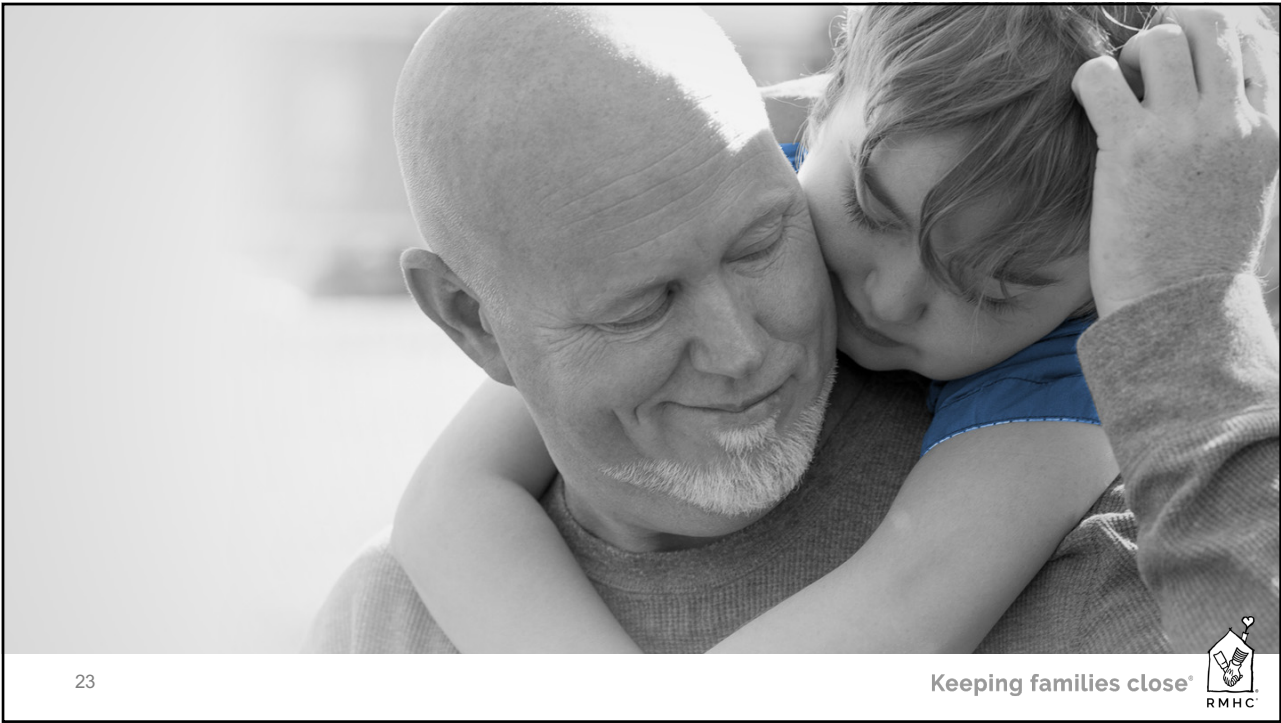
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“Our *Families* do not
live in our *Workplace*,
we work in their *Home...*”

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