



Ronald McDonald  
House Charities®  
South East QLD


Ronald McDonald House Charities South East Queensland

# ANNUAL IMPACT REPORT 2024

*Caring for families with children who are ill or injured.*

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*We acknowledge the Turrbal, Yuggera and Yugambeh people as the traditional owners and custodians of the land we are gathered and acknowledge their continuing connection to the land, waters and community. We pay respects to the First Nations people, the cultures and the elders past, present and emerging.*

## Chair's message

### Mr Tim Banks

As we reflect on 2024, I'm proud to share the progress we've made in our second year of delivering our Strategic Plan. Our collective focus on strengthening services, deepening our impact, and planning for future growth has already resulted in meaningful change for the families we support every day.

This year also marked a special milestone – the 50th anniversary of Ronald McDonald House Charities globally. It's an opportunity to pause and reflect on the extraordinary legacy built by communities, donors, volunteers, and employees around the world. Here in South East Queensland, we are proud to be part of that legacy, providing over three decades of care and comfort to families when they need it most.

We also acknowledge the many people who continue to shape our charity. In 2024, we said farewell to long-standing Board Member Michael Power, whose dedication and leadership helped guide RMHC SEQ through important periods of growth. We thank Michael for his service and unwavering commitment. We are pleased to welcome Alex Carapetis and Cameron Abbott to the Board as Directors – each bringing unique experience and perspective as we look to the future.

With deep sadness, we also marked the passing of former Director Michael Robertson.

Michael was a respected leader, generous with his time, wisdom, and heart. His contributions to our mission will never be forgotten.

To our founding and forever partner, McDonald's – thank you for your unwavering dedication to our mission. From your generous financial contributions to the hands-on support of your licensees, crew, and customers, McDonald's has been a true partner in every sense of the word. The impact of your partnership is felt in every family we support, every service we deliver, and every smile we help restore.

And finally, a heartfelt thank you to our incredible employees, volunteers, donors, supporters and corporate partners. Your unwavering compassion, energy, and professionalism brings our mission to life every single day. It's because of people like you that we can continue to care for families with ill or injured children.



## CEO's message

### Emma Thompson

2024 has been a year of growth, renewal, and deepening our commitment to the families who rely on us. With our Houses remaining at high capacity throughout the year, the demand for our services has never been clearer. That is why we're so proud to secure the funding to complete level 7 of our South Brisbane House. This significant milestone was made possible through the generosity of Mr Clive Berghofer and the support of RMHC Australia. This next stage of development will help us provide even more families with a safe and supportive place to stay close to their child receiving treatment in hospital.

We were also proud to partner with Children's Health Queensland and RMHC Australia to open our First Nations Lounge within the Queensland Children's Hospital. Gifted the name 'Jimulang Nye'nan-ba' by local Elders, this welcoming, culturally safe space ensures families feel respected and supported throughout their medical journey.

This year also marked 10 years of supporting families at the Queensland Children's Hospital through both our House and Family Room. Having a presence right within the walls of the hospital has meant we've been able to provide comfort, care and critical support just steps away

from a child's bedside. Over the past decade, thousands of families have found a moment of rest, connection, and a compassionate ear in their time of need – and we are proud to continue being there for them when it matters most. Our Gold Coast Family Rooms have also received much-needed refurbishments, creating more welcoming and restful spaces for those facing long days in hospital.

We know that cost-of-living pressures continue to weigh heavily on our community and the families we support. The rising cost of groceries alone has placed a strain on our ability to keep pantries stocked across our programs. That's why we are incredibly grateful for the continued generosity of our community through ongoing pantry drives – your support is helping us meet a very real and growing need.

At the core of everything we do is our enduring promise to put families at the heart of our care. To our dedicated employees and volunteers, thank you for living this promise every day. And to our wonderful group of supporters, thank you for standing with us in this mission.



# OUR IMPACT

## in 2024

### Our purpose

Caring for families with children who are ill or injured.

### Our vision

A world where every family has what they need to ensure the best health outcomes for their children.

### Our mission

We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

# 3

## Ronald McDonald HOUSES

**Herston** 51 rooms  
**South Brisbane** 87 rooms  
**QCH** 10 rooms

TOTAL  
**148 rooms**

**3,226 families**

stayed in our Houses

**6.52 nights**

was the **average length of stay** across our 3 Houses

**404 nights**

was the **longest continuous stay** by a family

# 3

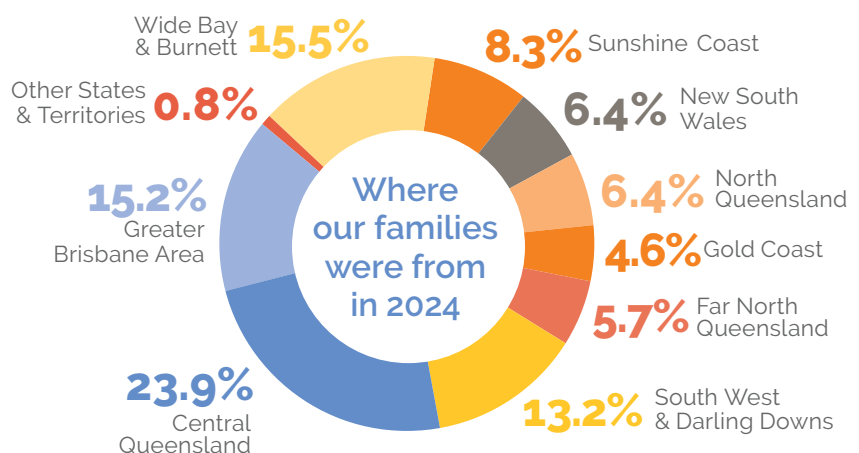
## Ronald McDonald FAMILY ROOMS

**25,845 visitors**  
to our Family Rooms

QCH

GCUH  
Paediatric  
Inpatient  
Unit

GCUH  
Newborn  
Care  
Unit





*Putting families at the heart of care*

## JACKSON'S STORY

Like most seven-year-olds, Jackson was a lover of everything outdoors, Spiderman and Fortnite.

In late 2023, his health began to decline. He had trouble getting in and out of the car seat without severe pain and would limp while running. After numerous hospital visits, his mother, Danielle, begged the doctor for x-rays. Shortly after, the family received the heartbreaking news that Jackson was diagnosed with Synovial Sarcoma when scans revealed a tumour the size of a cricket ball in his leg.

*"All we heard was cancer – I honestly thought we were going to lose him."*

The family were quickly referred to Ronald McDonald House South Brisbane and began treatment across the road at the Queensland Children's Hospital. Jackson underwent chemotherapy, radiation treatment and major surgery to remove the cancer. Due to the extensive surgery, Jackson is currently wheelchair bound and still uncertain about what level of function he will regain in the future.

Staying at RMHC SEQ gave Jackson and his family the comfort of being together during one of the hardest times of their lives. Whether it was a bed to sleep in, a nutritious meal or a warm smile to brighten their day, RMHC SEQ provided the crucial support they needed to navigate this challenging journey.

*"Without RMHC SEQ, we would have been alone during Jackson's fight against cancer. I can't put into words how much it means that we've all been together."*

After 182 nights, Jackson and his family were able to return back home where Jackson's been going from strength to strength. He's back at school, learning how to use crutches and has joined a disability football team. The family will always be grateful to RMHC SEQ for providing a home-away-from-home when they need it most.



# OUR PROGRAMS

We provide essential programs that remove barriers, strengthen families and promote healing when children need healthcare.

Our programs across South East Queensland include:



Ronald McDonald  
House program



Ronald McDonald  
Family Room Program



The Ronald McDonald  
Education Program



*Providing a  
home-away-  
from-home*



# Ronald McDonald House Program

Our Ronald McDonald Houses have and continue to provide the best gift of all – the gift of togetherness. With three locations across the South East Queensland region, our Ronald McDonald Houses provide the whole family with a comfortable place to stay and peace of mind, knowing they can stay together and close to the medical care they need.

Each year, we see more families than ever walk through our doors and have been at full occupancy on numerous occasions. As a result, we announced the opening of four new rooms at our Herston House in 2024, bringing our total number of rooms to 51. We are also delighted to announce that we have secured the funding for the completion of our South Brisbane House thanks to RMHC Australia and valued donor, Mr Clive Berghofer. We plan to have Level 7 up and running by quarter four of 2025.

## In 2024...

**3,226 families** stayed in our Houses  
for a total of **44,711 room nights**

House	Families
South Brisbane House	1,988
Herston House	867
Queensland Children's Hospital	371

Longest distance traveled

**3,400km**  
from Darwin



**Our 3 Houses**  
in South East  
Queensland



*Helping make  
our House feel  
like a home*

## Meals from the Heart Program

In 2024, we rebranded our food program and launched 'Meals from the Heart', which invites corporate partners and community groups to step into our kitchen and make a meaningful difference for our families. Groups can either choose to take part in the 'Make a Meal' which provides a nutritional home-cooked meal for families, or the 'Baking a Difference', providing comforting, freshly baked snacks and treats – perfect for families who are on the go in between appointments. The Meals from the Heart Program plays a crucial part within the organisation, ensuring families are supported and cared for.

## In 2024...



**9,120**

meals were made from  
**59 Make a Meal events**



**17,500**

servings produced from  
**61 Baking a Difference events**

**11 cook and freeze events** produced

**2,320** servings

## Heart of our Home Program

We are incredibly grateful to the 72 individuals, McDonald's Licensees and community groups who stepped forward to fund a total of 89 rooms through the Heart of our Home Program in 2024.

This powerful program invites supporters to fund a room across our South Brisbane and Herston Houses, directly contributing to the day-to-day costs of running a home-away-from-home for families with ill or injured children. On average, it costs \$160 per night to keep a room running – including linen, cleaning, electricity, maintenance and more.

Every room funded represents more than just a donation – it represents a family being held in care, a moment of relief during crisis, and a reminder that they are not alone. Our heartfelt thanks to each and every sponsor who made that possible in 2024.



## Ronald McDonald Family Room Program

Our Family Rooms are welcoming spaces within the hospital where families can take a break from the clinical environment – somewhere to rest, reconnect and relax, just moments away from their child's bedside. In South East Queensland, we're proud to operate three Family Rooms located at the Gold Coast University Hospital and the Queensland Children's Hospital.

**In 2024...**

Our Family Rooms welcomed

**25,845**

people across our 3 family rooms

Our overnight rooms at the Gold Coast University Hospital provided a place to rest for

**65 families**

with babies in the Newborn Care Unit



## Ronald McDonald Education program

Our Education Program is designed to ensure that ill or injured children get the best chance at education. In 2024, the Ronald McDonald Education Program provided:

- **Learning Program** – 287 students accessed the Learning Program with 45 registered teachers supporting them either online or face to face tutoring.
- **EdMed** – 37 registered teachers completed the EdMed online training module
- **Charlie Bell Scholarship** – RMHC SEQ and RMHC NA received a total of 28 applications – the highest number across Australia

### Meet the Charlie Bell Scholarship Recipients: Erin, Ella and Maryam

The Charlie Bell Scholarship is a valued program of the organisation that awards \$5,000 grants annually to deserving young people aged 15-20 who has had their education impacted by an illness or injury and are planning to go on to tertiary education. In 2024, we announced the three recipients Erin Formann, Ella Schwarz and Maryam Moradi.

Erin has been diagnosed with several medical conditions, including tuberous sclerosis with subependymal giant cell astrocytoma (a brain tumour), polycystic kidney disease, hypertension, collagenous gastritis, a specific learning disorder affecting reading, and a focal seizure disorder. In addition to these health challenges, Erin faced the loss of her father in 2023, which significantly impacted her ability to attend classes regularly since term 4 of grade 11. Despite these obstacles, Erin has demonstrated remarkable determination and resilience and is on track to complete a Certificate III in Pathology Collection – bringing her closer to her goal of becoming a registered nurse.

Ella's diagnosis consists of stage 4 endometriosis, adenomyosis, endosalpingiosis, POTS, hypermobility, and ADHD. Living with these conditions involves enduring relentless, debilitating pain that invades every aspect of Ella's life. As a result, Ella missed countless school days and had to complete her coursework through online learning independently. Undeterred by these challenges, Ella has accepted an early offer into her dream course: Bachelor of Behavioural Science (Psychology)/Bachelor of Justice.



Maryam was diagnosed with Goldenhar syndrome, a rare congenital condition that affects the development of the eye, ear, and spine. As a unique case, she often describes her experience with the illness as isolating, and the repeated challenges have taken a toll on both her physical and mental health. Throughout her life, numerous treatments and procedures have disrupted her education, causing her to miss an entire term in year 8 and over four weeks of school in term 3 of year 12. Despite these setbacks, Maryam has been inspired by the medical professionals around her and hopes to pursue a career in medicine. The scholarship would provide her with the financial support needed to focus on her studies and career path, alleviating some of the stress.

# EMPOWERING OUR PEOPLE

*Building strong foundations to deliver our mission*

In 2024, RMHC SEQ focused on laying the groundwork for long-term success, prioritising understanding our baseline and strengthening key areas to deliver our mission effectively. This transformative year enabled us to assess our current state and create comprehensive plans to enhance employee and volunteer engagement, expand our volunteer program, and advance priorities in diversity, equity, and inclusion (DEI), safety and wellbeing, and learning and development.

## *Employee and Volunteer Engagement*

With 65 dedicated employees and 217 passionate volunteers, our people are the heartbeat of our mission. In 2024, we prioritised understanding how to better engage, support, and grow our workforce and volunteer community.

- Conducted an organisation-wide engagement survey to evaluate satisfaction, wellbeing, and alignment with our mission with our employee engagement average in 2024 sitting at 80% and for our volunteers sitting at 87%.

- Mapped volunteer program structures to identify opportunities for growth, resulting in an increase in volunteer numbers from 180 to 217, with bold plans to reach 300 by the end of 2025.
- Developed an employee value proposition, informed by feedback, to highlight why RMHC SEQ is a great place to work.



## Advancing DEI Initiatives

2024 marked a significant milestone in embedding our commitment to diversity, equity, and inclusion. Through consultation, analysis, and collaboration, we created a clear roadmap to foster equity and belonging for employees, volunteers, and the families we serve.

## Enhancing Safety and Wellbeing

Creating a safe and supportive workplace remained central to empowering our people in 2024. Key achievements included:

- Welcomed our first Safety and Wellbeing Officer to drive initiatives and ensure a supportive environment.
- Finalising the implementation of a Workplace Health and Safety Management system, aligned with industry best practices.

## Learning and Development

In 2024, we focused on empowering growth by analysing learning needs and piloting tailored training programs, setting the foundation for a robust three-year learning and development plan.

- Delivered targeted training for staff, volunteers, and leaders, including embedding trauma-informed care practices.
- Established a roadmap to align skill development with organisational goals into the future.
- Delivered over 2,400 hours of Learning & Development for our people.

## Recognising and Celebrating Achievements

Celebrating success is integral to our culture. In 2024, we enhanced "Sparkling Successes" events to acknowledge contributions and milestones. Externally, RMHC SEQ was recognised as a Top 5 finalist in the RMHC Global "Prioritise People" awards and had the honour of presenting in Chicago for our achievements in fostering a positive culture, improving engagement, retention, and recognition programs.

## Looking Ahead

As we move into 2025, our focus remains on embedding the plans developed in 2024. These strong foundations will empower our people to create an even greater impact for the families we support.



# REFLECT RECONCILIATION ACTION PLAN

*Advancing reconciliation:  
development and launch of our RAP*

In 2024, RMHC SEQ took a significant step forward in our commitment to reconciliation with the development and launch of our first Reconciliation Action Plan (RAP). This milestone reflects our dedication to fostering stronger relationships with First Nations peoples, celebrating their cultures, and ensuring our programs and facilities are inclusive and respectful.

## *Key Milestones Achieved:*

- **RAP Development:** Through consultation with First Nations stakeholders, employees, volunteers, and external advisors, we completed our REFLECT RAP, setting clear actions and measurable goals to guide our reconciliation journey.
- **Cultural Awareness Training:** We rolled out cultural awareness training for all staff and volunteers, enhancing understanding and respect for Aboriginal and Torres Strait Islander histories and cultures.
- **Partnerships and Engagement:** We partnered with Children's Health Queensland and RMHC Australia to deliver a First Nations Family lounge within the Queensland Children's Hospital. This space has been beautifully gifted the name "Jimbulang Nye'nan-ba" by local Elders.
- **Development of Bespoke Artwork:** The organisation through consultation with our people engaged First Nations Artist Jessica Skeen through Birrunnga Gallery to develop an artwork for our RAP that tells the story of our mission and strength of the families we support.

## *Looking Ahead:*

The REFLECT RAP is the foundation for meaningful change. In 2025, we will begin embedding actions outlined in the RAP. Our commitment to reconciliation is unwavering. Through collaboration and accountability, we aim to foster an inclusive environment where everyone feels valued and supported.

You can view RAP on Reconciliation Australia website here: <https://recaus.mysalesforce.com/sfc/p/#5g000003ae1y/a/On000002Xzef/Ej2JV47XlstAP71pkHORlbNptBqhTD3MhzTC6wM8Fsc>.



# THE POWER OF OUR COMMUNITY

2024 marked our most successful year yet in fundraising, with over \$6.4 million raised in support of Queensland families with ill or injured children. This enormous effort would not have been possible without the unwavering generosity of the South East Queensland community. From hosting or participating in fundraising activities, giving to our appeals, sponsoring a room, to attending one of our signature events, every dollar raised has gone directly towards providing essential accommodation and programs to support families in need.

## *Transurban*

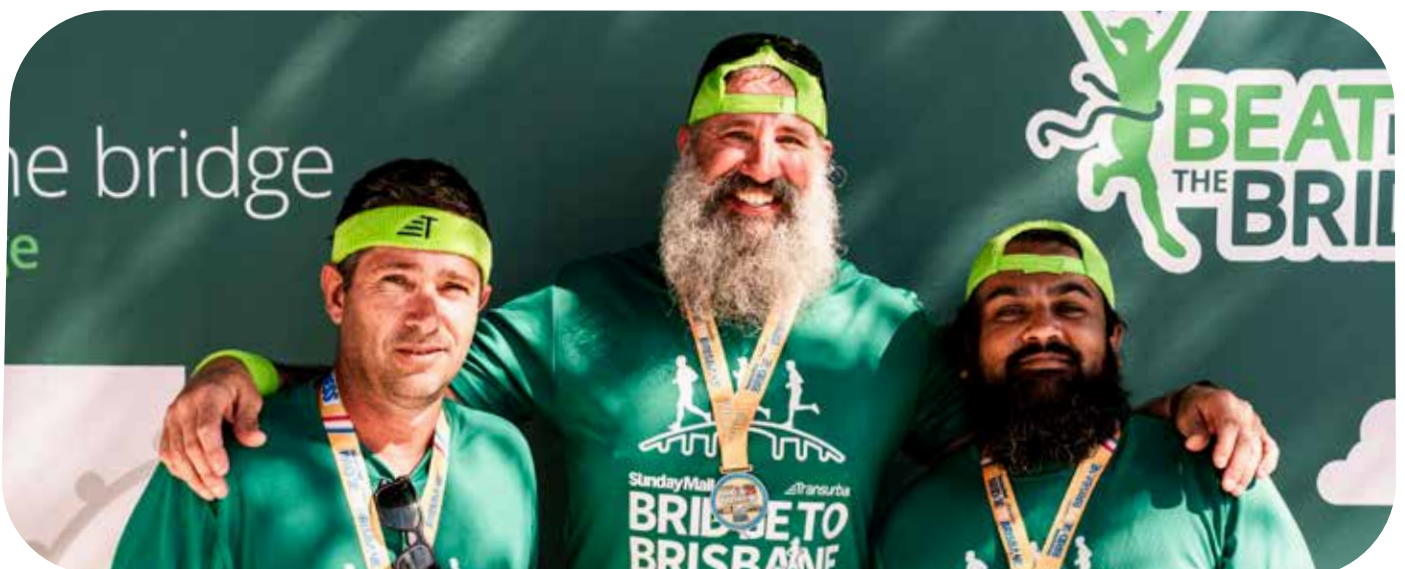
As one of our longest-standing corporate partners, Transurban has been instrumental in our journey over the past twelve years. For another year, RMHC SEQ was proudly named the charity of choice in the 2024 Bridge to Brisbane and as part of this, Transurban hosted a Rooftop Sunset Soiree on level 10 of our South Brisbane House. This was a fantastic opportunity for Transurban partners to witness firsthand the impact their support has on families with ill or injured children. In 2024, Transurban raised an incredible \$325,000 which has gone directly to funding the day-to-day running of our House inside the Queensland Children's Hospital.

*"We are proud to have partnered with Ronald McDonald House Charities SEQ for the past 12 years, raising more than \$2.7 million to support the families of ill and injured children."*

*Through the Bridge to Brisbane event, Team Transurban runs to raise money for this incredible charity that gives families a home away from home during some of their most difficult days.*

*"We value our partnership and our shared commitment to supporting communities across South East Queensland."*

A special thank you to all of Transurban's key stakeholders that have supported RMHC SEQ through the annual Transurban Charity Appeal: Schramm Group, Mi Electric, Ventia, KWM, Credit Clear, Boar Group, Concentrix, Allens, Service Stream, Doval, HSF, KPMG, Morgan Stanley, AECOM, McIlwain, Kapsch, Indra, and White & Case.





### *RMHC SEQ Race Day*

We saw the return of the much-loved RMHC SEQ Race Day, bringing together more than 500 guests for a good cause. The theme of 'One Sunny Race Day' brought Palm Springs and pastels right to the shores of the Gold Coast with a day of sensational sips, mouth-watering morsels, live auctions and panoramic views of the racetrack. Thanks to special guests such as three-time Melbourne Cup winner Glen Boss, training legend Lee Freedman and Channel 7 presenter Katrina Blowers, the day was truly one to remember.

### *Ross Maclean Charity Bike Ride*

To give back to the charity that helped his family not once, but twice, Ross Maclean pushed his mind and body to the limit by cycling 4000km across Australia – solo and unassisted! At 66 years old and the proud grandfather of 10 beautiful grandchildren, Ross captured the attention of many as he travelled from Baralaba in Central Queensland to Broken Hill, Tennant Creek and Alice Springs. Ross raised over \$40,000 in support of RMHC SEQ and the families we care for.



### *RMHC SEQ Gala Ball 'A Starry Night'*

With a new name and new venue, our most anticipated event of the year was nothing short of amazing. Over 1,000 guests came together at Brisbane's newest venue, The Star Brisbane, to help raise funds for families with ill or injured children. Guests danced the night away with a sensational performance from Australian icon, Ricki-Lee and hosted by none other than Channel 9's, Today Show Hosts Karl Stefanovic and Sarah Abo. Our audience really dug deep this time, raising more than \$550,000 – the highest raised ever! To seal the night, our dear friend and valued donor, Mr Clive Berghofer, kindly pledged \$1.3million to help us complete Level 7 of our South Brisbane House. This has been a major goal for the organisation and with this support, we are one step closer to achieving this. A special thank you goes to our wonderful Gala Ball Committee Tara Parnell, Chris Kimmorley, Steve Tickner, Brett Hall and Meaghan Bush, along with event sponsors, guests, employees and volunteers – we wouldn't have been able to achieve this magnificent result without you.





### *Bowling out Cancer for Chelsea*

At just 11 months old, Chelsea was diagnosed with a rare and aggressive form of childhood cancer that had metastasised to other organs in her body. Over the course of more than a year, she endured 13 rounds of chemotherapy, a stem cell transplant and a ten-hour operation to remove the tumour. Despite the overwhelming challenges, Chelsea remained joyful and strong, providing her family with a sense of hope and resilience. Throughout this difficult journey, Ronald McDonald South Brisbane House became a home-away-from-home for Chelsea and her family. Due to strict medical orders, they were unable to visit public places and had to forgo normal family outings and experiences. However, they found comfort in creating their own moments of joy and spending quality time together at the House.

Moved by Chelsea's bravery and the support RMHC SEQ provided, her family organised a lawn bowls fundraiser to raise vital funds for other families facing similar challenges. With over 112 prizes, 11 auction items and almost seven hours of game time, the event raised an incredible \$66,000.

Sadly, in August 2024, Chelsea peacefully passed away, cradled in her mother's arms, surrounded by love with Cinderella playing in the background. Chelsea's passing left a profound impact on the community, sparking a wave of support that continued to grow, eventually raising a total of **\$85,809 – the largest community fundraiser in RMHC SEQ's history**. All the money raised has gone directly to providing essential accommodation and programs to support other families in need. Thanks to Chelsea's courage and the generosity of her community, Chelsea's legacy will live on with the sponsorship of two rooms through the Heart of our Home Program.

### *Lowes Petroleum Charity Golf Day*

In 2024, RMHC SEQ was the proud beneficiary for the inaugural Lowes Petroleum's Charity Golf Day. The event brought together golfers, vendors and farmers from across Australia to support a worthy cause. Event organisers shared that RMHC SEQ was chosen because of the essential role the organisation plays for rural families, who often rely on our services while their child is receiving treatment far from home and loved ones. Thanks to Lowes Petroleum and their sponsors, the event raised a record-breaking \$70,000 for families with ill or injured children.





# OUR FOUNDING AND FOREVER MISSION PARTNER

Each year we are blown away by the support we receive from McDonald's Corporate, Licensees and employees across the state. As RMHC's mission partner, McDonald's continues to be passionate supporters and advocates of the charity and the families we care for.

In 2024, Licensees in our region donated over \$1million to RMHC SEQ through high-profile activities such as Meals from the Heart, RMHC SEQ Race Day and Gala Ball, the Heart of our Home Program and through donating 10c from every large coffee sold.

## *McHappy Day*

In 2024 we celebrated our second best McHappy Day ever! A huge \$6.03 million was raised for Ronald McDonald House Charities Australia which equates to 37,687 nights in a Ronald McDonald House. This amazing milestone would not have been possible without the dedication and hard work of McDonald's crews.

## *McDonalds Golf Day*

The fourth annual McDonald's National Delivery Group (NDG) Golf Day achieved a new fundraising milestone, with staff and suppliers joining forces to raise over \$64,000 for RMHC QLD. This success was made possible by the collective efforts of the McDonald's NDG team, sponsors, and dedicated players who supported the event's fundraising activities throughout the day.

## *Large Coffee Campaign*

The Large Coffee Campaign has and continues to provide incredible support, with 10c from every large coffee at Queensland McDonald's restaurants going towards RMHC Queensland. Thanks to this wonderful initiative, RMHC SEQ received over \$742,000 in 2024. This has had an incredible impact on the organisation, allowing us to continue to provide essential accommodation and support programs for families with ill or injured children.

# THANK YOU TO OUR PARTNERS AND SUPPORTERS

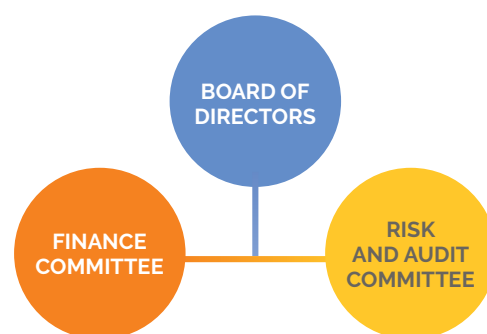


- 5Point Projects
- ABS Trailquip Pty Ltd
- AECOM
- AbbVie
- Allens
- Austcover
- Auswide Bank
- BSR Group
- Boar Group
- Border Express
- Brisbane Airport Hotels Group
- Broncos
- CQIB – Council of Queensland Insurance Brokers
- Carina Leagues Club
- Coates Group
- Colas
- Concentrix
- Core Talent
- Corelogic
- Corinthian Doors
- Credit Clear
- Credit Corp
- DFK Hirn Newey
- DWF Australia
- Dalton Catering
- Defendable Technologies
- Dell
- Delta
- Doval Constructions
- EVA Air
- Edwards Lifesciences
- Encore Electrical
- Ernst and Young
- First Mac / Loans.com
- GHD
- Gateway Electrical
- Grain Corp
- Herbert Smith Freehills
- Hilton Brisbane
- Indra
- Infrastructure Project Solutions
- JBS Australia
- JLL
- Jones Day
- KPMG
- Kapsch
- Kerry Ingredients
- Keyton
- King & Wood Mallesons
- Liberty Speciality Markets
- Life Healthcare
- Luxury Car Rentals
- Madar Group
- Marble
- McIlwain
- McInnes Wilson Lawyers
- McKinsey & Company
- Medline
- Merck Healthcare
- Mondelez (Cadbury)
- Morgan Stanley
- OMD
- Powerlink Queensland
- Prudence Rehab
- QFree
- Queensland Country Bank
- R Marine Crawley
- Recoveries Corp
- RodPak Industries
- STO Group
- San Remo Coffee Machines
- Savills Australia
- Service Stream
- Sharpe Engineering Group
- Social Eating House
- Store Tec
- Sunny Queen Eggs
- Swoop
- Techwave
- The Brokerage
- The Cafe Cow
- Thiess
- Tyson Foods Australia
- Westpac
- White & Case
- Woodland Fitout

## Trusts & Foundations

- Gambling Community Benefit Fund
- Queensland Gives
- Australian Government Grants

# OUR BOARD AND GOVERNANCE



## Board Directors 2024 attendance record

Name	Position	Number of Meetings Directors N		Finance Committee		Risk and Audit Committee	
		Held (i)	Atten-ded	Held (i)	Atten-ded	Held (i)	Atten-ded
Mr Tim Banks – Chair	McDonald's licensee) - (appointed as Director and Chair 5 July 2023	7	7	10	3	8	2
Dr Amanda Dines –Deputy Chair	Health representative	7	5				
Mr Mark McCormack	McDonald's licensee	7	7			8	3
Mr Mick McLoughlin	Community representative	7	5				
Ms Leone Costigan	Community representative	7	6			8	5
Ms Suzanne Cadigan	Hospital and Health services	7	5				
Mr Troy Collings	Community representative	7	5				
Ms Tara Parnell	Community representative	7	7	10	10		
Dr Lucy Cooke	Health representative	7	4			8	5
Mr Cameron Abbott	Appointed 1 June 2025	7	4	10	4		
Mr Alex Carapetis	Appointed 1 June 2025	7	3				

(i) Number of meetings held during the time the Director held office or was a Member of the Committee during the year.

### BOARD OF DIRECTORS

Mr Tim Banks (Chair)  
 Dr Amanda Dines (Deputy Chair)  
 Mr Mark McCormack  
 Mr Mick McLoughlin  
 Ms Leone Costigan  
 Ms Suzanne Cadigan  
 Mr Troy Collings  
 Ms Tara Parnell  
 Dr Lucy Cooke  
 Mr Cameron Abbott  
 Mr Alex Carapetis

### COMPANY SECRETARY

Ms Michele Gallagher

### FINANCE COMMITTEE

Ms Tara Parnell (Committee Chair)  
 Mr Marc Benson  
 Mr Peter MacGinley  
 Mr Cameron Abbott

### RISK AND AUDIT COMMITTEE

Mr Mark McCormack (Committee Chair)  
 Ms Leone Costigan  
 Dr Lucy Cooke

# OUR FINANCIALS IN 2024

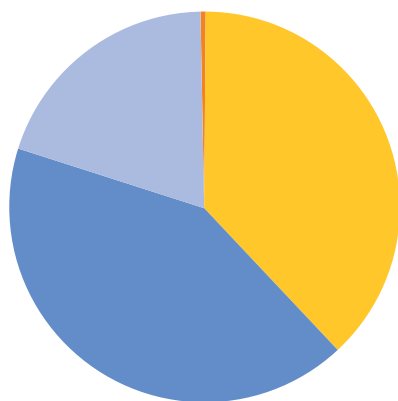
## Overview

Delivering on our mission requires long-term financial sustainability and we are pleased to report that our activities in 2024 have contributed to strengthening our financial position. RMHC SEQ has reported a surplus of \$450,188 for 2024. This consistent result is attributed to both growth in revenue and diligent management of costs without compromise to the quality of services provided.

Revenue for RMHC SEQ is generated from three major sources. RMHC SEQ benefits from the generous support from the Queensland public through donations and

support of our various fundraising activities. Then there is the support from our partnership with McDonald's and Licensees with ongoing sponsorships, fundraising activities and contributions supporting our daily operations. Finally, guests in our accommodation facilities are subsidised per night by various State Governments allowing us to provide accommodation and our other services free of charge to families in a time of need.

Our revenue for 2024 was \$12.0M, which is an increase on the \$10.0M reported revenue for 2023.



Revenue from Government	37.62%
Revenue from Donations and Bequests	42.98%
Revenue from Good or Services	18.99%
Revenue from Investments	0.41%

## Revenue

RMHC SEQ continues to benefit from diversified income streams, with a mix of government contributions, corporate and individual supporters. The increase in accommodation subsidies reflects increased occupancy at our Houses in Herston and South Brisbane, following continued work in our facilities management to maximise available spaces.

The ongoing support of our many supporters across the community, individuals and corporate organisations saw an increase in revenue despite difficult economic conditions prevailing for both families and businesses.

## Expenses

Total expenditure (including depreciation) by RMHC SEQ in 2024 was \$11.5M which was an increase on 2023 expenditure of \$10.0M. The expenditure reflected an increase in employee expenses (\$691k) and accommodation expenses (\$166k) which are critical for us to provide our families with support.

## Audited Financial Statements

Our annual external audit has been undertaken and the full audited financials are available on the ACNC website.

<https://www.acnc.gov.au/charity/charities/79211004-39af-e811-a963-000d3ad244fd/profile>



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House Charities®**  
South East QLD

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