

Annual Impact Report 2025

Family Stays.



**Ronald
McDonald
House®**

South East
Queensland

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Chair's message

Tim Banks

This year, Ronald McDonald House South East Queensland has continued to do what matters most – helping families stay at the heart of their child's care. I'm incredibly proud of the impact we've achieved together in 2025, and the community that makes it possible.

We marked an important moment for our organisation and the broader Ronald McDonald House network. A review of the Ronald McDonald House system across Australia and globally has led to a new license arrangement. This strengthens how we work together as a network while giving us the flexibility to respond to local needs here in South East Queensland. It positions us well for the future – ensuring we remain connected globally, while focused on delivering meaningful impact locally.

Strong leadership underpins everything we do. I'd like to thank my fellow Directors for their ongoing commitment, insight and care for this organisation and the families we serve. This year, we farewelled Amanda Dines and Mick McLaughlin from the Board. Both Amanda and Mick have made valued contributions to



Ronald McDonald House South East Queensland, and we thank them for the lasting difference they've made.

We are deeply grateful to our founding and forever partner, McDonald's and our local Licensees for their continued support and belief in our mission. The large coffee fundraising campaign continues to make an incredible impact. It's a great example of how small, everyday actions can add up to something significant.

I want to recognise our remarkable employees and volunteers. As demand for our services increases, they are the ones who continue to create a sense of home, who listen, support, and care for families every single day. Their compassion and dedication are what families remember long after they leave our programs and services, and I thank them wholeheartedly.

As we look ahead into the next year of our Strategic Plan, our focus remains clear – to support more families, strengthen our services, and ensure no family faces their child's illness or injury alone.

CEO's message

Emma Thompson

As we reflect on 2025, I am immensely proud of the progress made by Ronald McDonald House South East Queensland and the profound impact our teams, volunteers and supporters continue to have on families during their most challenging times.

This year marked significant advancement in our hospital-based support and programs, reinforcing our commitment to ensuring families stay close to the care they need. The completion of refurbishment works at the Gold Coast University Hospital Family Rooms enhanced the comfort and functionality of our spaces, ensuring families feel welcomed and supported. It was also fitting that this milestone year included recognition at the Gold Coast Volunteering Awards of our incredible volunteers, whose dedication remains central to everything we do.

We were delighted to launch our first ever Hospitality Cart at the Queensland Children's Hospital, further strengthening our partnership and extending our presence within the hospital environment. Looking ahead, we have made strong progress on the design plans to upgrade family areas within the Royal Brisbane and Women's Hospital Special Care Nursery, with completion anticipated in early 2026. These upgrades will create more welcoming, practical spaces that respond to the unique needs of families experiencing neonatal care.

Demand for our services continues to grow, and in response, we have been actively working to increase the capacity of our Houses. Planning for Level 7



is progressing well, with design development and the tender process underway and construction expected in the first half of 2026. This expansion is a critical step in ensuring more families stay strong, connected and close throughout their child's healthcare journey.

Our community's generosity has been truly inspiring. Growth in corporate support, the continued success of our Gala Ball, and the launch of our first-ever All Night Long event demonstrated the depth and diversity of support we receive across South East Queensland. These partnerships and fundraising initiatives play a vital role in sustaining and expanding our services.

Finally, throughout 2025 we have been actively engaged across the Ronald McDonald House Global system in preparation for the rollout of our new brand in 2026. This refreshed brand will reinforce our shared purpose and refocus our collective efforts on what matters most – keeping families at the heart of care.

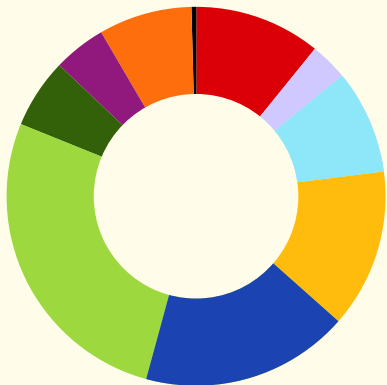
None of this work is possible without our remarkable employees, volunteers, partners, and donors. Your belief in our mission enables families to stay together during the moments that matter most. Together, we are not only responding to need – we are building a stronger, more compassionate future for families across South East Queensland.

Our impact in 2025

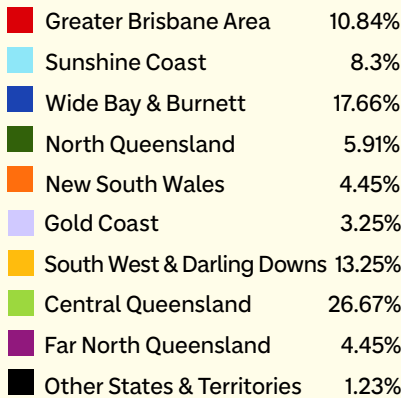
3 Ronald McDonald Houses



Hospital support



Where our families came from in 2025



Ronald McDonald House South East Queensland Learning Program



Volunteers



Year in review



Feb

Hosted the Charlie Bell Scholarship Awards Ceremony, celebrating and recognising our 2024 recipients.



Mar

Responded to Cyclone Alfred, with employees staying onsite to keep families safe and supported.



May

Celebrated a decade of the Drake's Charity Golf Day, which raised over \$102,000 in 2025.



May

Celebrated National Volunteer Week, recognising the dedication and impact of our volunteers.



Jun

'One Sunny Race Day' at the Gold Coast Turf Club raised over \$100,000.



Jul

Travelled to Roma to connect with a local family and capture authentic regional impact stories.



Jul

Hosted our Jingle & Mingle Christmas in July event, celebrating our valued volunteers.



Aug

Hundreds filled The Star Brisbane for 'A Starry Night Gala Ball', raising \$700,000.



Oct

1,600 participants came together for All Night Long raising \$1.2m.



Oct

Marked the 30th anniversary of Ronald McDonald House South East Queensland Herston.



Nov

Launched new playgroup sessions in partnership with the Queensland Government and Queensland Children's Hospital School.



Nov

Marked McHappy Day, with \$4.8 million raised to support families for Ronald McDonald House Australia.



Dec

Awarded Gold Coast Community Organisation of the Year (Large) at the Gold Coast Volunteer Awards.



Dec

Celebrated the launch of two refurbished Family Rooms at Gold Coast University Hospital.



Dec

Introduced our first Hospitality Cart at Queensland Children's Hospital marking our first new service in 10 years.



Putting families at the heart of care

Henry's story

Henry from Gracemere in Central Queensland, is a quiet, thoughtful boy with a love of military history and a close-knit circle of family and friends. In early 2025, his world changed suddenly when he was diagnosed with osteosarcoma, a rare and aggressive form of bone cancer.

"It was devastating news – we were just completely shocked and scared for our little boy."

Henry's treatment included intensive chemotherapy and complex limb salvage surgery. He underwent a complex 12-hour operation involving multiple surgical teams, with his femur reconstructed using his own fibula, donor bone and stainless-steel plates. Henry recovered whilst in a wheelchair, working hard through physiotherapy to regain strength and mobility – all while continuing chemotherapy.

With their lives uprooted and no accommodation in Brisbane, they were welcomed into Ronald McDonald House South East Queensland. More than a place to stay, the South Brisbane House provided a play to stay strong, connected and focused on what matters most. Support extended beyond accommodation. Home-cooked meals, caring volunteers, and a compassionate team helped ease the daily pressures of hospital life, especially on the hardest days.

"From the bottom of our hearts, thank you Ronald McDonald House South East Queensland. Having a safe haven to return to and the relief you provide by easing the financial burden on families is worth more than words can express."

Today, Henry is back home in Gracemere, returning to a sense of normality now that his treatment is complete. For his parents, the support of Ronald McDonald House South East Queensland made the impossible feel manageable and allowed them to remain at the heart of their child's care.

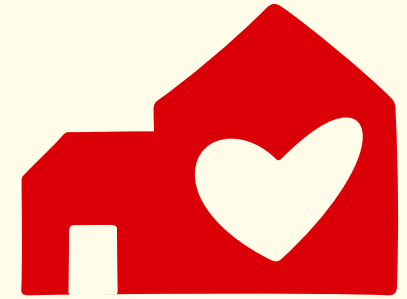




Our Houses

Ronald McDonald Houses

Family stays together, and we stay with them.



Throughout the year, our Houses continued to play a vital role in supporting families navigating their child's illness or injury. In response to increasing demand, we supported a growing number of families requiring accommodation during treatment, while maintaining consistently high occupancy across our Houses. This reflects both the ongoing need for our services and the trust families and hospitals place in Ronald McDonald House South East Queensland.

As treatment plans become longer and more complex, our teams provided tailored support for an increasing number of long stay and high-needs families, ensuring continuity of care and stability during some of the most challenging periods of their lives. We further strengthened hospital referral pathways, enabling timely access to accommodation and improving coordination between hospital clinicians and our team to better meet family needs.

Family wellbeing remained a key focus, with expanded engagement and support activities designed to promote connection, respite, and emotional support within our Houses. These programs were enriched through increased volunteer and community participation, with individuals and groups contributing their time, skills and care to enhance the day-to-day experience of families.

To further improve comfort and functionality, we delivered a number of facility and operational improvements across our Houses. These included kitchen enhancements in South Brisbane and room refurbishments in Herston, creating more welcoming, practical spaces that respond to the needs of families staying for extended periods.

Together, these efforts ensured families could stay together, close to the hospital, and remain at the heart of their child's care.

In 2025...

5,749
families stayed
in our Houses

South Brisbane 3,092
Herston 2,177
Queensland Children's Hospital 480
totaling 43,590 room nights



Longest
distance travelled
3,600km
from WA

Meals from the Heart

Cook with heart. Connect with purpose.

Meals from the Heart continues to be a cornerstone of creating comfort and connection for families staying at our Houses.

In 2025, community engagement with the program grew significantly. 17 corporate partners booked two or more sessions across the year, demonstrating a deepening commitment from our supporters. Demand was so strong in the second half of the year that all sessions were fully booked, with additional groups requesting extra opportunities to cook for families. The Christmas period highlighted just how powerful this support can be, with JBS generously donating 1,000 ready-made meals, ensuring families have access to nourishing food during what can be an especially difficult time away from home.

Thanks to the incredible volunteers and partners, Meals from the Heart continued to ease the emotional and financial load on families, helping our Houses truly feel like home.



45

Make a Meal
events



85

Baking a Difference
events



30,740

total meals/servings



Corporate partner spotlight

Queensland Country Bank



Our families were treated to a special visit from Queensland Country Bank, joined by players from the Brisbane Heat.

"For our team, participating in Meals from the Heart provides a meaningful opportunity to see that impact firsthand – from preparing and serving meals to meeting the families staying there. Seeing our team wholeheartedly volunteer their time and energy is both inspiring and humbling. It creates a genuine and lasting connection between our team and the House, reinforcing why this partnership matters so much to us.

Beyond the impact on the families, it has also proven to be an incredibly powerful corporate bonding experience. Working side by side in the kitchen, sharing responsibility, and contributing together toward something bigger than ourselves strengthens our teamwork in a very natural and authentic way. It allows colleagues to connect outside of their usual roles, build deeper relationships, and return to the workplace with a renewed sense of unity and purpose. The experience is uplifting, energising and truly memorable for everyone involved."

– Queensland Country Bank

Heart of our Home

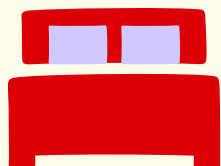
You hold the key to the heart of our home.

Heart of our Home remained a vital source of stability for families in 2025, with 84 supporters adopting 94 rooms across our South Brisbane and Herston Houses. This support contributes towards the essential costs of providing families a comfortable place to stay. For many who stay with us for weeks or even months, these rooms provide more than a place to stay; they offer security, rest, and knowledge that they are not facing this journey alone.

This program demonstrates our commitment to delivering essential, practical support for families, made possible by our deeply generous community.

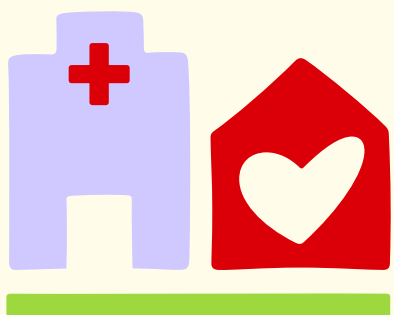


84
supporters



adopting
94
rooms



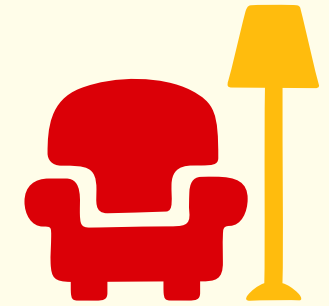


Hospital support

2025 marked a period of growth, renewal, and strengthened partnership across our hospital-based programs. Through significant refurbishments, the launch of a new service, and ongoing enhancements to services and volunteer support, we continued to provide, comfort, connection and practical care to families navigating the stress and uncertainty of having an ill or injured child in hospital.



Ronald McDonald House South East Queensland Family Rooms



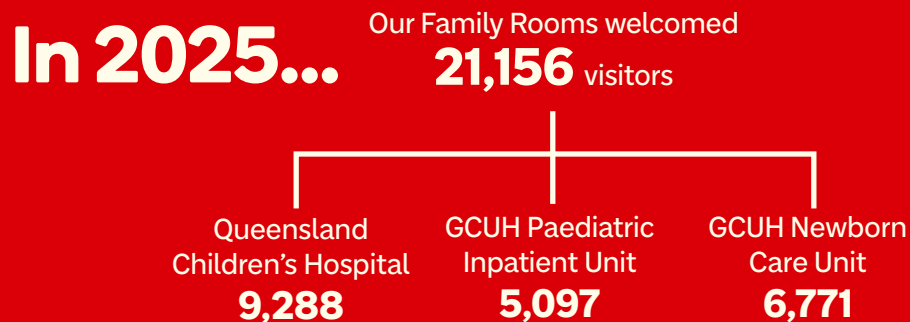
Family stays close when their child needs them most.

This year marked a major milestone with the full refurbishment of our two Family Rooms at the Gold Coast University Hospital (GCUH) – their first upgrade in more than a decade. Located within the Newborn Care Unit and Paediatric Inpatient Unit, both rooms were redesigned to create warm, calming spaces where families can stay close, rest and recharge. Early feedback has been overwhelmingly positive with families describing the refreshed spaces as “calm and cosy” and even a “lifeline” during long and emotionally exhausting hospital stays.

This year saw a **65% increase** in visitor numbers to the Queensland Children’s Hospital (QCH) Family Room compared with 2024. This remarkable growth means we are reaching more families than ever before, helping alleviate stress during some of their toughest moments.

To ensure our Family Rooms remain welcoming and highly functional, we invested in upgrading essential appliances and equipment, including new beds, washing machines, dryers and fridges. These improvements enable us to meet the evolving needs of families and maintain high-quality services every day.

We also significantly increased the range and availability of food and beverage offerings across our Family Rooms, playing a critical role in reducing food insecurity. This expansion ensures families can access nutritious meals and snacks when financial pressures or long hospital days make basic essentials difficult to manage.



Ronald McDonald House South East Queensland Hospitality Cart



Family stays comforted and close with the little things that make big days easier.

Another major highlight of the year was the formal launch of the Ronald McDonald Hospitality Cart at the Queensland Children's Hospital (QCH) – our first new service in more than 10 years. This initiative represents an important step in strengthening our partnership with QCH and expanding the support we provide to families throughout the hospital.

The Hospitality Cart delivers comfort directly to families at the bedside, offering drinks, snacks and small essentials when they need it most. This service has already begun filling gaps for families who may be unable to leave their child's room or travel long distances within the hospital.

Thank you to Carina Leagues Club for becoming the inaugural sponsor of the Hospitality Cart.

"We were incredibly excited to support the Ronald McDonald House South East Queensland Hospitality Cart at the Queensland Children's Hospital. This initiative aligns perfectly with the ethos of our club and our strong commitment to supporting the community. We know it will make a meaningful impact on the families and children within the hospital."
– Carina Leagues Club



Education

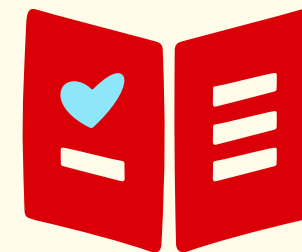
This year, our education team delivered targeted, high-quality learning to support children and young people who have had their education disrupted due to an illness or injury. Through strengthened partnerships, new early-years initiatives and tailored academic interventions, we continued to ensure students remain connected to learning and confident in their educational journey.

Major milestones

Through the Ronald McDonald House South East Queensland Learning Program we proudly supported 15 year 12 students to complete their QCE and ATAR qualifications – an important achievement for students balancing study with significant health challenges. We also received the highest number of Charlie Bell Scholarship applications nationally, 35 from South East Queensland alone, reflecting growing awareness of the pathways available to young people continuing their education after treatment.

New initiatives

In 2025, we launched a new partnership with Queensland Children's Hospital School (QCHS) to deliver a twice-weekly playgroup at our South Brisbane House. Designed for children aged 0–5 who are patients, siblings, or staying onsite, the playgroup is aligned with the Early Years Learning Framework and delivered by a registered teacher and teacher aide, ensuring meaningful early-learning experiences during a highly disruptive time.



Program enhancements

We introduced comprehensive literacy and numeracy diagnostic assessments, to better identify learning gaps and deliver targeted, effective support. These assessments equip families, teachers, and allied health teams with clear insights to guide each child's education plan.

To expand statewide access, we reduced waitlist times by optimising online tutoring capacity and streamlining referral pathways. Regular engagement with (QCHS) – including termly statewide 'lunchbox sessions' for teachers – strengthened understanding of how Learning Program, EDMed and Charlie Bell Scholarships complement existing school support.



198

students supported through the Ronald McDonald House South East Queensland Learning Program



47

registered tutors



35

teachers completed EDMed module



35

Charlie Bell Scholarship applications

Meet Ashton

In early 2025, Ashton's final year of school took an unexpected turn when he was diagnosed with a juvenile pilocytic astrocytoma, a type of brain tumour. Admitted to the Queensland Children's Hospital, Ashton underwent two surgeries followed by an extended period in hospital and rehabilitation.

Throughout his treatment, Ashton's family stayed close by at our South Brisbane House, ensuring they could be with him every day. Having his family nearby provided stability and comfort during an overwhelming and uncertain time.

Despite these challenges, Ashton remained committed to completing Year 12. With support from hospital-based teachers and coordinators, he continued his studies from the rehabilitation ward and later returned to the Gold Coast to graduate alongside his classmates.

"Being able to graduate with my friends meant everything to me. 2025 was a year full of challenges, but staying focused on my goals kept me moving forward."

As Ashton regained his strength, he and his family looked for ways to give back to the organisation that supported them. They participated in the Griffith Sport Logan Fun Run in support of Ronald McDonald House South East Queensland, raising the highest amount as a team – an act Ashton is incredibly proud of.

Inspired by the health professionals who supported him through recovery, Ashton plans to pursue a Bachelor of Health, with the goal of becoming an Occupational Therapist.

In recognition of his resilience, determination and commitment to this education, Ashton was awarded the 2025 Charlie Bell Scholarship, providing financial support as he begins his next chapter.

"I'm incredibly grateful for the support my family and I received, and this scholarship gives me the confidence I need as I take the next step in my studies."





Empowering our people

In 2025, we continued to invest deeply in what matters most – our people. Building on the strong foundations established in recent years, we focused on elevating leadership capability, expanding learning and development, strengthening engagement, and continuing to grow a safe, vibrant and high-performing workforce made up of dedicated employees and volunteers. This investment ensures we remain equipped to deliver exceptional support to the families who rely on us every day.

Volunteer impact in 2025...



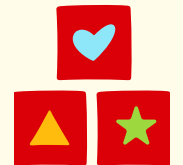
297
volunteers



18,801
hours



9,714
interactions



891
children engaged
in activities



920
orientation
tours



24,102
meals and
treats made



239
loads of laundry



407
pancake bags



821
drinks served

Volunteer spotlight

Jean Hyland

A very special milestone in 2025 was the introduction of our first Honorary Lifetime Volunteer Award. The inaugural recipient, Jean Hyland, embodies the heart and spirit of our organisation.

Jean's connection to Ronald McDonald House South East Queensland began in 1993 as a guest at the Mater House while her son received treatment. During extended stays, Jean naturally began helping around the House – cleaning, baking, cooking meals and supporting other families.

“I volunteered because I wanted to make a difference in families’ lives while their child was sick in hospital. It was my calling.”

More than 25 years ago, long before an official volunteer program existed, Jean returned to give back – becoming the House's first official registered volunteer in 2000. Over the decades, she has contributed thousands of hours across our Houses and Family Rooms, welcoming families, providing comfort, baking countless treats, and supporting families during both joyful and difficult moments.

“No matter what I did, I always did it from my heart.”

Jean's recognition honours not only her remarkable dedication, but also the many volunteers who help make our organisation a place to stay strong, connected and close when families need it most.



Building strong and connected leaders

We made a significant commitment to strengthening leadership across the organisation, partnering with Boldside Consulting to deliver tailored leadership development for our executive and senior leader cohorts.

This program reflected our belief that the most powerful way to empower our people is to develop confident, capable leaders who create psychologically safe, high-performing and highly engaged teams. By investing in leadership excellence, we are building a culture where people can thrive and where more time, focus and energy can be directed to delivering on our mission.

Growing capability through learning and development

Learning and development remained a major priority throughout 2025, with our people completing over 2,600 hours of training across a wide range of essential skills areas.

Our training programs supported both employee and volunteer capability and included sessions in trauma-informed care, child development, communication skills, first aid and CPR, plus a wide range of tailored professional and operational development opportunities.

This reflects our commitment to developing confident, skilled individuals who are fully equipped to provide compassionate, safe, and high-quality support to families.

Championing engagement across our organisation

We are proud of our consistently strong engagement, but even more proud of the effort and intention behind it. We again hosted an all-staff workshop following our annual engagement survey, bringing our people together to collaboratively explore results and co-design our Culture Action Plan for the year.

This discipline and shared ownership continue to drive meaningful improvement. In November 2025, we achieved our highest employee engagement score ever at 89%, contributing to a yearly average of 83.4% for employees and 88% for volunteers, an outstanding achievement and a reflection of the culture our people build together every day.





Continuing to strengthen safety and wellbeing

Our commitment to workplace health and safety (WHS) remained unwavering, with ongoing work to refine, embed and strengthen our WHS systems.

A major highlight was the outcome of an external WHS audit, which identified no nonconformances and acknowledged substantial improvement across our framework compared to 2023. Only minor recommendations were identified, confirming that our systems are robust, maturing and genuinely effective.

We also achieved our target of maintaining fewer than 5% average open incident or hazard reports per month, an exceptional result given that our reporting rate has nearly doubled over the past 18 months, showing increased awareness, trust and safety culture maturity.

Growing and celebrating our volunteer community

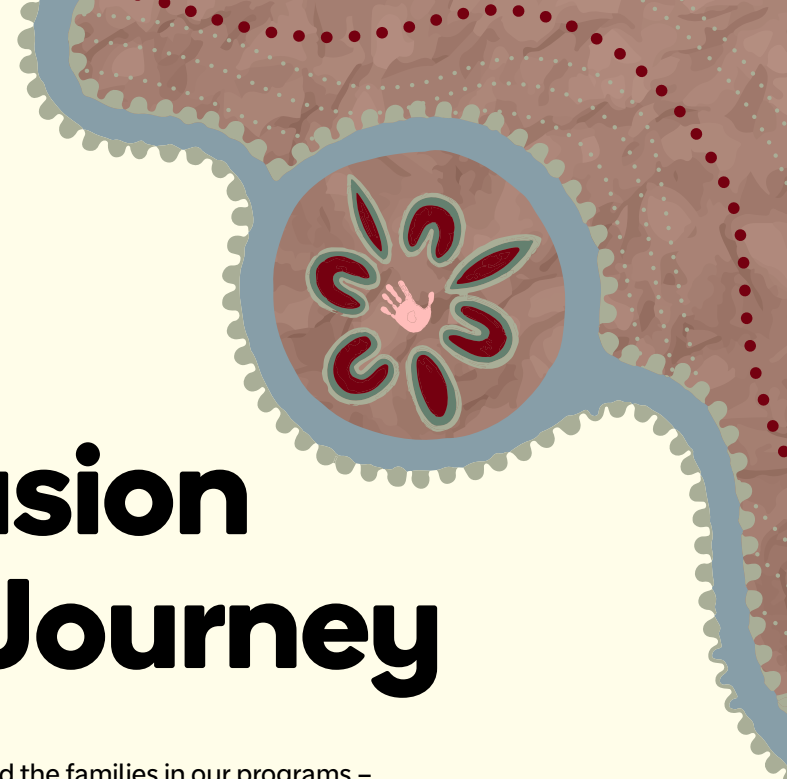
Our volunteers continue to be a vital part of Ronald McDonald House South East Queensland, and in 2025 we continued to see this community grow in both size and impact. By the end of the year, our volunteer base expanded to 297 dedicated individuals who supported families across a range of programs and other areas.

This included the launch of our first Hospitality Cart, a new volunteer-led initiative designed to provide comfort and support within the hospital. Building on this success, we continued planning for additional carts, expanded in-house program support, and increased volunteer involvement across community fundraising events. A standout moment was the support of 150 volunteers for the first All Night Long event, delivered in partnership with the Children's Hospital Foundation.

Our commitment to nurturing a strong, supported volunteer community was recognised when we were named Gold Coast Community Organisation of the Year (Large) at the Gold Coast Volunteer Awards.

Looking ahead

As we move into 2026, we remain focused on nurturing our culture, investing in our people, and expanding the programs and initiatives that help us deliver exceptional care to families when they need it most.



Diversity, Equity & Inclusion and our Reconciliation Journey

In 2025, we made strong progress embedding Diversity, Equity & Inclusion (DEI) into how we support our people and the families in our programs – strengthening cultural safety, inclusive practice, and alignment with our longterm strategy.

Highlights

Embedding DEI into strategy and culture

- Completed the first full year of our Reflect Reconciliation Action Plan, strengthening cultural capability and visibility across all programs and locations.
- Transitioned our Disability Action Plan committee to a broader DEI Committee, driving organisation wide accountability and change focusing on Disability, Culturally & Linguistically Diverse, First Nations, Gender and LGBTQIA+ community.

Building a more inclusive workforce

- We now understand demographic data capture for employees, volunteers and the Board, providing a strong foundation for evidence based DEI planning.
- Embedded inclusive recruitment practices.
- Delivered cultural capability, unconscious bias and LGBTQIA+ inclusion training– strengthening our people’s ability to support diverse families and workforce.

- Introduced a DEI-aligned Procurement Policy with a focus on working to partner with First Nations suppliers.
- Staff engagement results show significant improvement, with 85% reporting that demonstrate a genuine commitment to diversity and inclusion (up from 69% in 2023).

Looking ahead

Ongoing work in 2025 has strengthened cultural safety, inclusive practice and organisational capability. Our focus in 2026 is on understanding the lived experience of families using programs and their feedback to better support their needs. Ronald McDonald House South East Queensland is well positioned in 2026 to deepen DEI and Reconciliation efforts working to ensure every family, volunteer and employee experiences belonging and respect.

The power of our community



Our fundraising efforts this year have been fueled by the generosity of our community and the unwavering belief in our mission. Every donation – big or small – helped deepen our impact and expand the reach of our programs. Together, our supporters helped **raise over \$4.6 million** in support of families with ill or injured children.



One Sunny Race Day

One Sunny Race Day, presented by Cornetts Supermarkets, brought our community together at the Gold Coast Turf Club for an uplifting afternoon of racing, generosity and connection. Led by MC Spida Everitt, the day featured vibrant entertainment and a series of fundraising highlights, that helped raise over **\$100,000** to support families in need.

A deeply moving moment came as the Mudge family joined us to share the story of their daughter Ellie's cancer journey. Their courage inspired guests to support the auction of the children's book *Where's Ellie's Hair?*, raising an incredible **\$10,400** to further assist families navigating childhood illness. Together, our supporters transformed a memorable event into meaningful impact – helping families stay together when they need it most.



A Starry Night Gala Ball

Presented by Cornetts Supermarkets, *A Starry Night Gala Ball* is always the highlight in our calendar. Around 800 guests filled The Star Brisbane, raising over **\$700,000** for families who rely on our services.

The night featured exceptional entertainment, including a standout performance from David Campbell, and an inspiring live pledge that more than doubled last year's total, raising over **\$290,000** in pledged nights of accommodation. A touching moment came as the Friske family shared their story, grounding the night in its purpose and reminding guests of the real families behind every act of generosity. The Gala Ball shone not only for its atmosphere, but for the remarkable spirit of giving that defined the entire evening.

All Night Long

More than 1,600 participants came together for *All Night Long* – a first-of-its-kind partnership between Ronald McDonald House South East Queensland and the Children’s Hospital Foundation. From dusk till dawn, participants walked 42km through the night with a shared purpose: to stand with Queensland’s sickest kids and their families.

Thanks to the extraordinary commitment of our community, the event raised an incredible **\$1.2 million** in its first year. These funds will help provide access to life-saving treatment and vital family support for those navigating the toughest of medical journeys. Surrounded by 120 dedicated volunteers, the atmosphere was alive with music, movement, and heartfelt determination. All Night Long proved to be more than an event; it was a united show of strength, compassion and hope for families across Queensland.



Corporate events

Corporate partnerships played a pivotal role in 2025, contributing over **\$257,000** through a range of workplace-led fundraising initiatives and events. A special acknowledgement goes to Drakes Supermarkets, whose annual charity golf day raised an outstanding **\$102,000** demonstrating their exceptional ongoing commitment to supporting families with children who are ill or injured.

Peer to peer fundraising

Our community of dedicated supporters showed extraordinary heart and energy, raising over **\$152,000** through peer-to-peer fundraising through events like Bridge to Brisbane, Sunshine Coast Marathon Festival, Brisbane Marathon Festival and the Logan Fun Run. The collective effort of hundreds of participants helped raise vital funds but also strengthened awareness and connection across our community.

Founding and forever partner



McDonald's longstanding commitment to serving communities has helped us to support families during some of their most challenging moments. As our founding and forever partner, McDonald's Corporate, Licensees and restaurant crews continue to play a pivotal role in strengthening our ability to deliver essential programs and services across South East Queensland.

In 2025, McDonald's Licensees across our region proudly supported Ronald McDonald House South East Queensland through a wide range of fundraising efforts. Contributions were generated through initiatives including Meals from the Heart, major events, Heart of our Home, and the ongoing contribution of 10 cents from every large hot coffee sold. Together, these helped ensure more families could stay at the heart of their child's care, for the best possible outcomes.

Large coffee campaign

The large coffee campaign remained one of the most enduring and impactful sources of support. With **10 cents from every large hot McCafé coffee sold** at McDonald's restaurants across Queensland contributing to Ronald McDonald House North Australia and South East Queensland. In 2025, the campaign generated over **\$693,000** for Ronald McDonald House South East Queensland.

McDonald's Golf Day

The annual McDonald's National Development Group Golf Day continued to grow in impact, with staff, suppliers and supporters coming together to raise over **\$100,000** for Ronald McDonald House in Queensland. The success of the event reflected the strong culture of generosity across the McDonald's network and the shared commitment to supporting families in need.

McHappy Day

McHappy Day once again demonstrated the power of community and collaboration. In 2025, the nationwide event raised an incredible **\$4.8 million** for Ronald McDonald House Australia, helping fund thousands of nights of accommodation for families across the country. This remarkable result was made possible by the enthusiasm and dedication of McDonald's restaurant crews, Licensees and supporters who rallied behind families when it mattered most.



Thank you to our partners and sponsors

Our corporate partners and supporters play an essential role in empowering our work. Their generosity, collaboration, and shared commitment enable us to reach more people, strengthen our programs, and drive lasting impact across our community. We are deeply grateful for their trust and investment in our mission. Together, we continue to make a meaningful change for families during the toughest moments of their lives.



9NEWS



Paramount

FDC
Made personal[®]

bishopp

CARINA
LEAGUES
CLUB

austbrokers
comsure
STRONGER TOGETHER

electric

LACTALIS

(JBS)

Queensland
Country Bank



Drakes.

SCHRAMM GROUP

CORNETTS
SUPERMARKETS

- Asahi Lifestyle Beverages
- Brisbane Broncos
- Brisbane Bullets
- Brisbane Heat
- Brisbane Lions
- Coates Group
- Courtyard Marriott
- Easy Seltzer
- E-Z-GO
- Globus Family
- Good Price Pharmacy
- Imperial Jewellery
- Kilcoy Global Foods
- Lindsay Australia Limited
- OMD
- PlaySports Marketing
- QPrint
- Swiss-Bellhotel Woolloongabba
- Tour Collective
- Universal Candy
- Yangaro

Corporate event fundraisers

- Drakes Golf Day
- FDC Golf Day
- Interior Fitout Association Golf Day + Long Lunch
- Australian Liquor Markets
- CQIB – Industry lunch + Golf Day
- DFK ANZ Conference
- PLACE Woolloongabba – 38 Hours of Power
- Corinthian Doors

Thank you to all of our corporate partners for your support throughout 2025. Whether you participated in our mission programs such as Meals from the Heart, including Make a Meal and Baking a Difference, supported Heart of Our Home, attended events, or championed our work across regional areas, your contribution has made a meaningful impact.

We are sincerely grateful for the many ways you support us – through volunteering, donating goods and services, providing financial support, and helping us support families far and wide.

Your partnership enables us to continue our work, and we deeply appreciate the role each of you plays in making it possible.



Corporate partner spotlight

Cornetts Supermarkets

In 2025, Cornetts Supermarkets made an extraordinary commitment to supporting families with ill or injured children by becoming the first corporate partner to take on naming rights sponsorship across all our major signature events – Gala Ball, Race Day and All Night Long.

“As a family business with 36 stores in regional areas, we see firsthand the challenges families face when they have to travel far from home for specialist care. Ronald McDonald House South East Queensland offers such an amazing service to those families who need that kind of help.

We encourage every corporate and every business to get involved with Ronald McDonald House South East Queensland. It’s an essential service, and we’re proud to stand alongside such an important cause.”

Cornetts Supermarkets’ partnership is more than financial support – it reflects a shared belief in the power of community, compassion, and standing beside families when they need it most. We are incredibly grateful for their commitment and the impact it has made.



Macfarlane family at Cornetts Supermarkets Roma

Our Board and Governance

Board Directors 2025 attendance record

**where attendance was recorded*

Name	Position	Board		Finance Committee		Risk and Audit Committee		Recruitment and Selection Committee		Building Committee	
		Held	Attended	Held	Attended	Held	Attended	Held	Attended	Held	Attended
Tim Banks – Board Chair	McDonald's Licensee	6	5	12	10	6	7	-	-	9	7
Alex Carapetis	McDonald's Corporate	6	5	-	-	-	-	2	1	-	-
Amanda Dines	Health representative (ceased 26 Feb 2025)	1	1	-	-	-	-	-	-	-	-
Cameron Abbott	Community Representative	6	5	12	11	-	-	2	2	9	2
Leone Costigan	Community Representative (ceased 30 Apr 2025)	2	2	-	-	4	5	-	-	-	-
Lucy Cooke – Audit & Risk Committee Chair	Health Representative	6	4	-	-	7	7	-	-	-	-
Mark Hourigan	Appointed 29 Oct 2025	2	1	-	-	-	-	-	-	9	6
Mark McCormack	McDonald's Licensee	6	6	-	-	-	-	-	-	-	-
Mick McLoughlin	Community Representative (ceased 29 Oct 2025)	4	4	-	-	-	-	-	-	-	-
Suzanne Cadigan – Deputy Chair	Hospital and Health services	6	6	-	-	4	4	-	-	-	-
Tara Parnell – Finance Committee Chair	Community Representative	6	6	12	12	-	-	-	-	-	-
Troy Collings	Community Representative	6	6	-	-	-	-	2	2	-	-

Risk and audit committee

- Lucy Cooke – Chair
- Suzanne Cadigan
- Tim Banks

Board recruitment and selection

- Cameron Abbott – Chair
- Troy Collings
- Alex Carapetis

Finance committee

- Tara Parnell – Chair
- Marc Benson
- Cameron Abbott
- Tim Banks
- Peter McGinley – resigned December 2025

Building committee

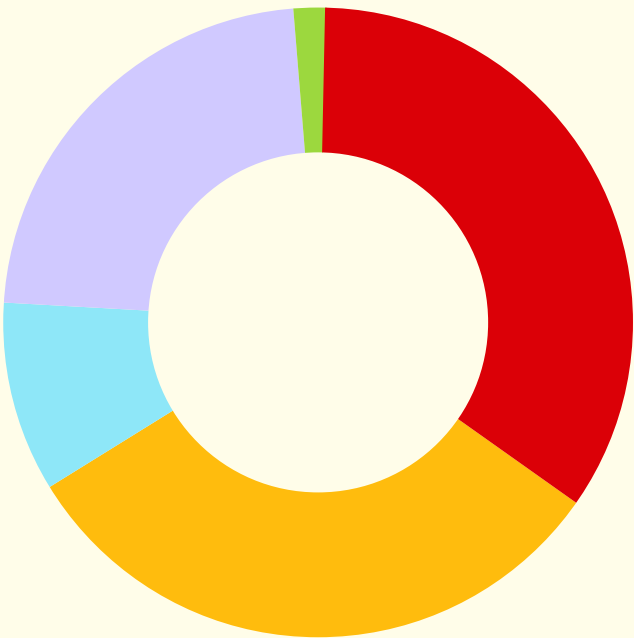
- Tim Banks – Chair
- Cameron Abbott
- Mark Hourigan
- Brad Muller

Our financials in 2025

Overview

Delivering on our mission requires long-term financial sustainability and we report that our activities in 2025 have contributed to strengthening our financial position. Ronald McDonald House South East Queensland has reported a deficit of \$1.1m for 2025, noting this deficit is inclusive of a \$1.5m non-cash allocation for depreciation expense.

Ronald McDonald House South East Queensland has experienced both growth in revenue and diligent management of costs without compromise to the quality of services provided. Revenue for Ronald McDonald House South East Queensland is generated from three major sources. Ronald McDonald House South Queensland benefits from the generous support from the Queensland public through donations and support of our various fundraising activities. Then there is the support from Ronald McDonald House partnership with McDonald's and Licensees with ongoing sponsorships, fundraising activities and contributions supporting our daily operations. 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 2025 was \$12.6m, which is an increase on the \$12.0m reported revenue for 2024.



Revenue (%) 2025

Revenue from Government	35%
Revenue from Donations and Fundraising	31%
Revenue from Operating Grants	10%
Revenue from Goods and Services	22%
Revenue from Investments	2%

Revenue

We continue to benefit from diversified income streams, with a mix of government contributions, corporate and individual supporters. Consistent accommodation subsidies reflected steady occupancy at our Ronald McDonald Houses in Herston and South Brisbane, following prior year work in our facilities management to maximize 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 Ronald McDonald House South East Queensland in 2025 was \$13.7m which was an increase on 2024 expenditure of \$11.5M. The expenditure reflected an increase in employee expenses (\$351k), accommodation expenses (\$308k) and program expenses (\$84k) which are critical for us to provide our families with support.

An increase of \$1.5m was attributable to our fundraising and events program expenditure, which supported an increase of \$1.9m in revenue. This investment in new activities, such as the All Night Long event is expected to embed long term supporter pathways, scaling over time.

Income and expenditure – Programs

	Programs	Fundraising	Corporate	Total
Revenue				
Subsidies	4,436,932			4,436,932
Fundraising	1,186,055	6,565,630		7,751,685
Other Revenue	3,049		440,381	443,431
	5,626,036	6,565,630	440,381	12,632,047
Expenditure				
Administration Expenses	111,337		901,484	1,012,821
Program Expenses	2,608,483		8,813	2,617,296
Fundraising Expenses	0	2,779,891	4,770	2,784,661
Employee Expenses	3,282,425	955,597	1,541,037	5,779,060
	6,002,245	3,735,488	2,456,104	12,193,837
Operating Profit/(Loss)	(376,209)	2,830,142	(2,015,723)	438,210
Depreciation	1,223,860		297,511	1,521,371
Net Profit/(Loss)	(1,600,069)	2,830,142	(2,313,233)	(1,083,161)

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>

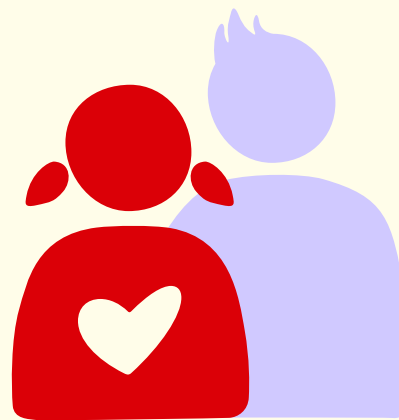
Safeguarding Children & Young People Statement (SCYP)

At Ronald McDonald House South East Queensland, the safety and wellbeing of children and young people is at the heart of everything we do. Our commitment to SCYP reflects our core values and responsibility to create environments where every child feels protected, respected, and supported.

We actively embed safeguarding principles into our Programs and culture, ensuring that staff, volunteers, and partners understand their role in keeping children safe.

Children's Rights

We believe every child has the right to be safe, cared for, and heard. Our approach aligns with the principles outlined in the United Nations Convention on the Rights of the Child, which sets out the fundamental rights that all children are entitled to, including protection from harm and the right to participate in decisions that affect them.



Policies and Resources

These policies and resources guide our practices and reinforce our dedication to child safety.

[The United Nations Convention on the Rights of the Child](#)

[Safeguarding Children and Young People Policy](#)

[Grievance and Complaints Handling Procedure](#)



**Ronald
McDonald
House®**

South East
Queensland

Ronald McDonald House South East Queensland

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