



## PROGRAM OVERVIEW

"As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others"

*Audrey Hepburn*



#KeepingFamiliesClose



Ronald McDonald House Charities, Greater Western Sydney is built on the simple idea that nothing else should matter when a family is focused on the health of their child – not where they can afford to stay, where they will get their next meal or where they will lay their head at night to rest.

As a Chapter, we provide Ronald McDonald House Westmead, Family Room Nepean, and dedicated Education Services to ensure families have a warm and welcoming place to stay, and meaningful support for their family when they need it most.

We rely heavily on the community working with us to ensure we can keep the doors open for families when they need it most.

Without the contribution of volunteers, housing support for families during their toughest times simply wouldn't be possible – it is this reason that our volunteers are known as the Heart of the House.

Many hands make light work and as the need for Ronald McDonald House Charities' services grow, need for volunteers is greater than ever! Each and every week, there are jobs that we need help with to support families staying at the House.



## How does it work?

Working Bee days are available to groups of 10 on Tuesday each week, from 8.45am – 1.00pm.

This unique, hands-on experience is not only a wonderful team-building opportunity, but a great way to support the community, as you help make the House truly feel like a home.

On arrival, Ronald McDonald House staff will brief you on your Working Bee tasks, based on the current needs of the House and its families.

Your day might include assisting with administration, housekeeping and gardening, cooking a family BBQ, or even stepping into the kitchen to bake sweet or savoury treats.

**Cost: \$50 + GST per person**  
**Minimum 10 people.**

Please note that all Working Bee participants are required to be aged 18 years or over.



## A typical 'Working Bee' day

- 9:00am** Arrival and sign in
- 9:15am** Welcome/briefing, and house tour
- 9:45am** Working Bee tasks begin
- 1:00pm** Working Bee concludes

\*Please note, for previous participants, welcome/briefing and House tour is optional.

Tea, coffee, water and soft drinks are available at the House and complimentary, however you will need to provide your own morning tea if you wish to have these at the House on the day.

# Bookings

To book a Working Bee experience, visit  
<https://gwsfundraising.rmhc.org.au/event/gws-corporate-volunteer-programs/home>

## Payment

Payment for your Working Bee can be made via credit card at the time of booking, or on invoice. Where an invoice is issued for the participation fee, payment is due within 14 days. Fees must be paid 28 days prior to your booking.

If you would like to book in a group of more than 10 people for a Working Bee experience, please speak to the Programs Co-ordinator to organise a larger group.

Please note that groups of more than 10 will be subject to an additional participation fee of \$100 per person + GST.

## Insurance

As part of participating in any program at the house it is a requirement to supply us with a copy of your workers compensation and public liability insurance.

## Participant registration

Advance registration is compulsory for every person visiting the House.

It's quick, easy and can be completed online at:

<https://gwsfundraising.rmhc.org.au/programs>

Participants who do not register will not be able to participate on the night.

## Cancellation policy

There is a 28 day cancellation policy for all program bookings. Email us to cancel or reschedule. Cancellations or changes within 28 days agree that the full participation fee will be forfeited. We value your support and appreciate your understanding.





# Attendance etiquette

While visiting Ronald McDonald House Westmead, we ask that you are mindful and understanding of families and their differing circumstances while staying at the House.

Despite being under tremendous emotional stress, families welcome your support and contribution. It is not appropriate to ask questions about a child's illness or why a family is staying at the house.



## Important details on infection control: when NOT to attend the House

The majority of children staying at the House are immune-suppressed due to the hospital treatment they are receiving. Everyday illness can cause devastating outcomes for these children.

Children staying at the House must not be put at risk of contracting any illnesses through contact with visitors to the House.

It is extremely important that all participants are free of infection or illness and practice a high degree of hygiene at all times whilst visiting the House.

Participants must also be free from coughs, colds or any viral illnesses, and have had NO contact with chicken pox, measles or gastro illnesses in the last three weeks.

**If any member of your group is unwell or has come in contact with any of the above medical conditions, they must not attend the House – there simply are no exceptions.**

## Personal hygiene / attire

As your group will be volunteering in and around the House, all attendees must:

- Wear enclosed comfortable shoes at all times.
- Wear comfortable clothing
- Prepare to be working outdoors if weather permits, including bringing a hat and sunscreen.



# Photography / social media

We encourage all participants to capture photos of their group in action in the kitchen on the night.

Photos of families staying at the House however are not permitted, unless with the direct consent from an individual family. Participants are asked to be mindful of family privacy, and even if a family consents to a photo, not more than one photo request is made to them.

Participants are encouraged to share photos on social media using our hashtag, #KeepingFamiliesClose. You can also find us on Facebook, Instagram, LinkedIn and Twitter at @rmhcgws or as **Ronald McDonald House Charities Greater Western Sydney**.

## Getting here

The House street address is 1 Labyrinth Way, Westmead NSW 2145, off Redbank Road.

The best way to access the House is to put Redbank Road, Northmead into your navigation system. From there, you can turn left from Redbank Road into Labyrinth Way.

There is limited free parking available at the House. We encourage volunteers to carpool or catch public transport if possible.

Westmead train station is an easy 15 minute walk to the house.





**To learn how you can make a real impact in supporting seriously ill children and their families, please contact our team:**



02 9806 7111



[programs.gws@rmhc.org.au](mailto:programs.gws@rmhc.org.au)



[www.rmhwestmead.org.au/westmead](http://www.rmhwestmead.org.au/westmead)



Street address: 1 Labyrinth Way, Westmead NSW 2145  
Postal address: Locked Bag 4001, Westmead NSW 2145

**Thank you for your support in making  
our House a home.**

**#KeepingFamiliesClose  
#RMHWestmead**