



Ronald McDonald  
House Charities®  
New Zealand



# ANNUAL REPORT 2016



# Our Story



The Patene family, Taranaki

This year marked 25 years of Ronald McDonald House Charities® helping families in New Zealand. A milestone and legacy built from the ground up, supporting families on their medical journeys with their child. We give families the support they need when their child is in a New Zealand hospital away from home. Our hospital partners agree that our support reduces stress for families, and helps them deliver the best care possible. Families who stay with Ronald McDonald House Charities have more time to spend with their children, interact with their doctors, and make important decisions about their children’s care.

First opening our doors in Wellington in 1991, we have continued to grow with Houses opening in Auckland. We now assist approximately 3,000 families a year.

We offer families accommodation and support free of charge to help relieve some of the everyday stress they face such as paying for a place to sleep near the hospital, organising family meals and needing a friendly ear to listen on tough days. Ronald McDonald Family Room® programme additionally offers a safe haven for local families and those staying at the House. There they can escape the pressures of the hospital and have a place to relax, recharge and refuel during the day.

Extending beyond our everyday services the Ronald McDonald Care Mobile® programme provides over 3,000 children with dental care each year and the Family Retreat in Rotorua offers holidays to families from across New Zealand.

Simply, we give a family with a hospitalised child what they need most - each other.

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# A Note from the Chair



What a fantastic 2016 for Ronald McDonald House Charities.

Although Ronald McDonald House Charities has been in New Zealand for 25 years, it was only late in 2015 that the different Trusts became one. The original Trusts have always worked closely together but having this new national organisation has allowed us to work as one family.

We continue to focus on the one thing we are here for - to support more families and provide better service than ever before. Through being able to streamline services and processes, we have made real gains in our operations. It

means in the last year, more families benefitted from our programmes than ever before.

We saw so many other benefits too. Staff across all of the programmes now learn from each other. This has helped to improve services and means that families staying with us get the same stellar assistance wherever they are.

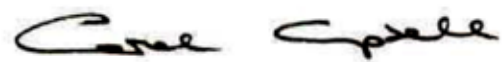
The support our programmes provide makes such an incredible difference to the families with children in hospital. I hear so often of how parents really appreciate the support from our people – not just a place to sleep or a meal cooked for them but someone to share a concern with or to celebrate an improvement - someone who understands.

All our donors and supporters should be incredibly proud of the essential service their help provides. On behalf of all the families who used our services in the past year, I am so grateful to everyone who supports our mission.

Thanks to my fellow trustees, and our amazing staff and volunteers. They are so committed, dedicated and passionate, and have made 2016 a huge success.

It has been fabulous to see such positive results over the past year. Heading into the future, we have so many who need our support – we have plans to expand our reach further into the regions and as always we seek to make improvements to our programmes.

As we learn and grow, we will continue to welcome every family who needs us with open arms and support more families than ever before, with your help.



**Carol Campbell**  
Chairperson  
Ronald McDonald House Charities New Zealand

# A Message from the CEO



In a year of change, I am proud to report that our teams have delivered more support to families across the country than ever before.

Our Houses are more than just a room to stay in, they provide comfort, support and resources for families with children in hospital. Our hospital partners agree that our support reduces stress and financial burden for families and helps them deliver the best care possible. By enabling access to family centred care, the families we support cope better and focus on the needs of their child.

Last year our support amounted to 32,964 nights of accommodation, which is about 87 years, saving those families over \$8.5m in a time of family crisis.

In March, we opened the extension of the Grafton Mews facility in Auckland. The 14 additional rooms and more areas to relax and connect for families, means we can keep families close to each other and the care they need. Sometimes the best medicine of all is having family nearby for more hugs and kisses. Thank you to the Capital Campaign committee and many donors for making this possible.

The success of our programmes comes back to the people who stand with us to make it possible. Support from our partners enables us to not only provide the exceptional service we already do, but also extra benefits to families.

First and foremost, a big thank you to our Mission Partner, McDonald's Restaurants Ltd, who continue to develop creative ways to support and raise awareness. It is privilege to work alongside you.

Many other generous companies also help, from brand new beds and national awareness campaigns, to in-kind donations, payroll giving and the simple act of cooking meals for exhausted families.

To our family of businesses, individual donors and community groups across the country, thank you, we are ever grateful for your ongoing support.

Thank you for the dedication and huge commitment of our staff, volunteers, generous donors and supporters, ambassadors and Board. You are the reason that our families continue to receive support when they need it most.



**Wayne Howett**  
Chief Executive Officer  
Ronald McDonald House Charities New Zealand



# The Cooke Family's Journey

Life for the Cooke family came to an abrupt halt in early 2015 when they realised their seven year old daughter, Lily, was unwell. It was not until September that the family finally received a diagnosis. This required them to move to Auckland a month before Christmas so Lily could receive specialist medical treatment.

The family was completely out of their comfort zone. They didn't know where they were going to live and how they would afford to keep their family together in another city.

When the Cooke family was referred to Ronald McDonald House, parents Julia and Russell agreed it took a lot of weight off their shoulders. Julia says, "We had a safe place to stay close to the hospital that we didn't need to pay for".

The House was a second home for the family who became close to a number of the staff during their two and a half months stay.

Staying at the House meant the family could be together during an incredibly difficult time of their lives. It provided routine and normality - for example old brother Liam attended school and had other children to talk to who also had a sibling receiving treatment in hospital. Being so close to the hospital also meant Liam could see Lily on his school lunch break and keep his sister company.

The House also gave the family a break after spending long days on the wards. Julia fondly recalls the House cook nights taking a lot of pressure off. "People are so generous to come in and make dinner for us. It was amazing, their generosity was mind blowing" says Julia.

The Cooke family is now back in Porirua and Lily is enjoying being at school seeing her friends. Having returned home, Julia feels incredibly lucky to have had Ronald McDonald House's support during the family's medical journey.

“ The House was such a lovely warming, caring place with people that knew what we were going through. ”  
- House mum Julia



The Cooke family, Porirua



# Key Results in 2016



Our 126 rooms hosted **2,952** families\*



We provided 32,964 nights of accommodation\*\*



The longest stay was 365 nights



Volunteers served **2,200** plates of hot food to families



477 regular volunteers worked over 38,280 hours in our programmes



We provided dental care to over **3,000** children



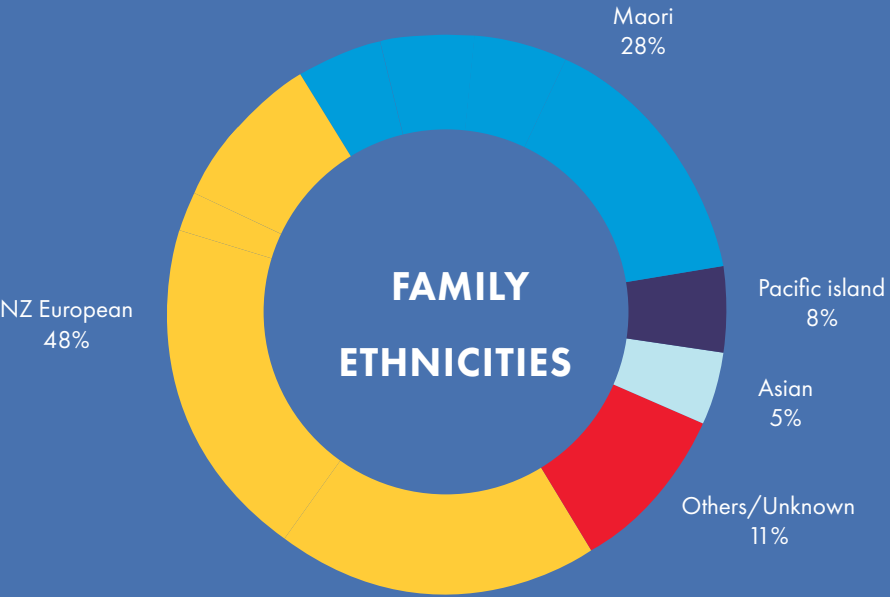
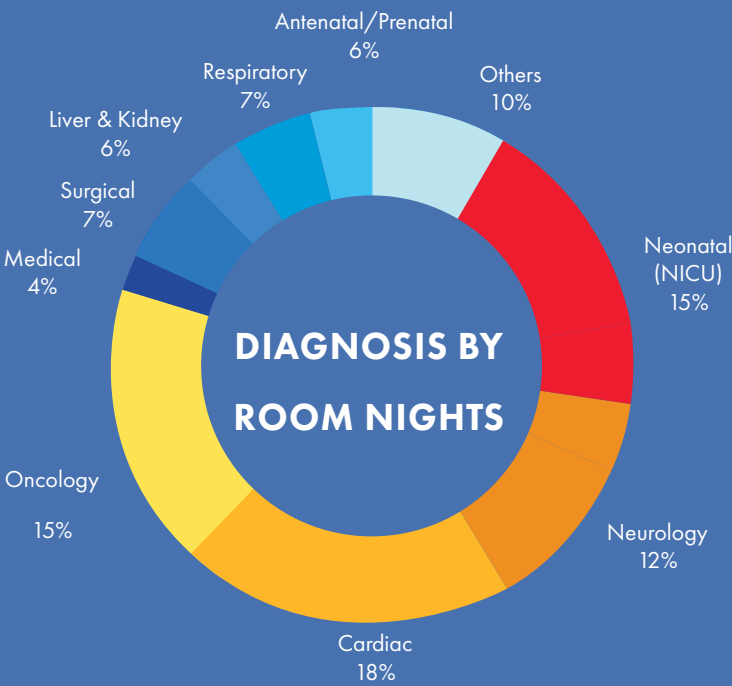
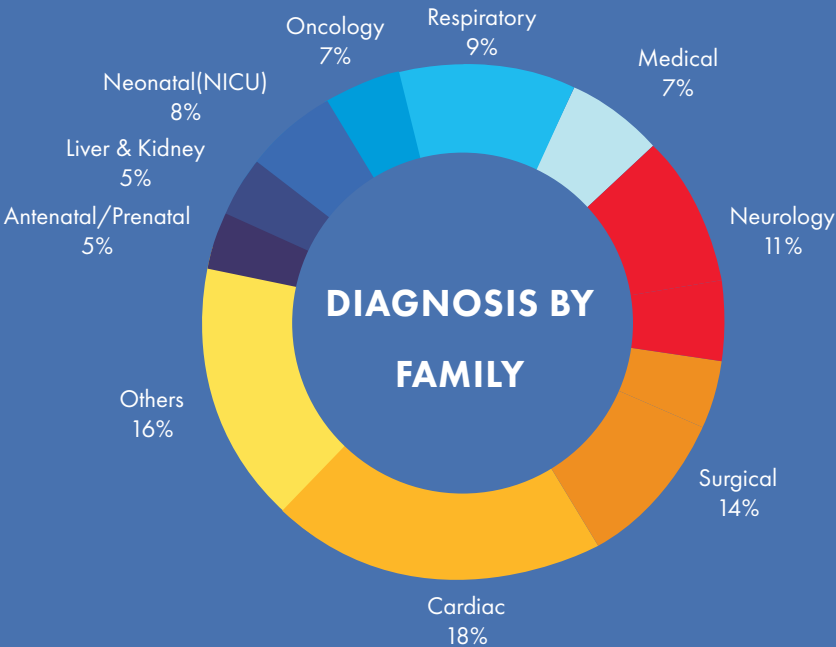
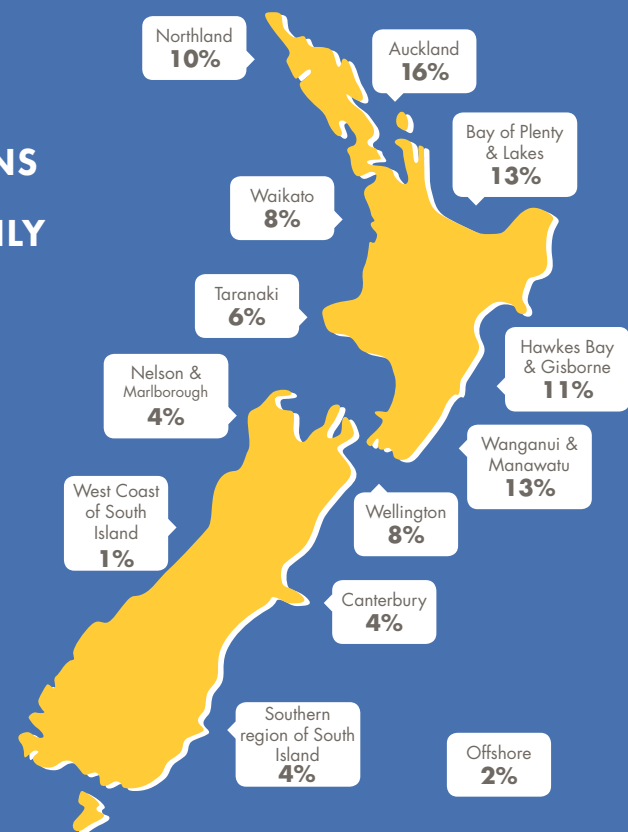
The de Vries family from Banks Peninsula enjoying the new play room in our Grafton Mews expansion.

\*Number identified as families who stayed at Ronald McDonald House in Auckland and Wellington only. This differs from the national statistics of 3,722 families, which includes the families who also stayed at Ronald McDonald House South Island.

\*\*Number identified as nights of accommodation at Ronald McDonald House in Auckland and Wellington. This differs from the national statistics of 41, 698 nights of accommodation, which includes the families who also stayed at Ronald McDonald House South Island.

# Family Statistics 2016

REGIONS  
BY FAMILY





# Family Snapshots 2016



The Downs family enjoy a cuddle on the couch after a long day on the ward.



Lucas and mum Heather take some time out from visiting his sister Emma at the hospital.



Baby Louie testing out the donated Ergobaby carriers with mum Rachel.



Mason, Jayden and Annette enjoy some sweet honey from a generous family.



Alana, Chloe and Phoebe after performing for other families in the Wellington House.



Reef and mum Rosie make use of one of the donated push chairs.



James and dad Brian after a long day at the hospital.



The Bateman family celebrate their 10th surgery and stay at Ronald McDonald House.



The Cherry family at a cook night in the Auckland House.



# A Heartfelt thanks to our Partners and Supporters

Offering our essential service to families is a collective effort and not something we can do without the generosity of the wonderful Ronald McDonald House Charities supporters.

## MISSION PARTNER



## NATIONAL PARTNERS



Asaleo Care

Auckland City Toyota

CBRE Ltd NZ

Coca-Cola

Community Trust of Mid and South Canterbury

DDB

Eastern and Central Community Trust

Ecolab New Zealand

Ernst and Young Auckland

Farmers

Feltex Carpets

Fisher & Paykel Appliances Ltd

Foundation North

G.J. Gardner Homes

Helen Blake

Henry Schein Dental

Joyce Fisher Charitable Trust

Kelly Tarlton's SEA LIFE Aquarium

Mango

Miss World New Zealand

New World Thorndon

NZ Lottery Grants Board

NZME

Otago Community Trust

Plumblin

QMS Advertising

Rotary Club of Auckland Harbourside

Russell Gordon Contracting Limited

Sky TV

Tegel Foods Limited

Thomas George Macarthy Trust



# The Frost Family's Journey



Justin, Barbara and Ruby, Nelson

After a healthy pregnancy and birth, Barbara and Justin Frost from Nelson were excited to welcome their second daughter Lyla into their family. However, just four hours later their newest addition suffered a pulmonary haemorrhage filling her lungs with blood. Lyla was immediately rushed to Wellington Hospital for the specialist care she needed.

The Frost family's sole focus was on their new daughter and they hadn't given a thought to where they were going to stay. All that mattered is they were close to Lyla.

When Justin and Barbara were referred to Ronald McDonald House, the support they received exceeded their expectations. Once they got over the initial shock of what was happening, the Frosts could take a deep breath and relax thanks to Ronald McDonald House.

With everything moving so fast, the Frost's three year old daughter Ruby had to stay behind in Nelson. Luckily, she soon came up to Wellington with her Nana. There she joined her parents at the House and finally met her new baby sister. Justin and Barbara were wary of how Ruby was going to handle the situation but the only problem

was she enjoyed the House too much. "We had to physically pull her away from the toys, she was having so much fun. She absolutely loves it here" says Justin.

Justin and Barbara found comfort in connecting with other families in the House. "Some people liked to talk and others listened. We would comfort them and they would do the same for us too," says Barbara.

The Frosts have now returned home to sunny Nelson and are enjoying being a family with healthy little Lyla. Looking back at their time in the House, the Frosts are so thankful for the support they received from Ronald McDonald House during their first two weeks with Lyla.

“ Being able to see the unit Lyla was in from our bedroom window gave us so much comfort. ”  
- House mum Barbara



# 2016 Supporter Snapshots



McDonald's franchisee Leanne Power shaving her head to raise money.



House visit from ASB Classic star Christina McHale.



Tinakori Bistro participating in Chefs' Night at the Wellington House.



Lachlan with Santa.



The Ray White team at The Supper Club.



The crew from McDonald's Whangarei collecting during Street Appeal.



Leila celebrating with Ronald at the Wellington House 25th Birthday.



Volunteers tending to the gardens at the Auckland House.



Ride for Ronald cheque presentation.



Auckland volunteer Krista making muesli bars in the kitchen.



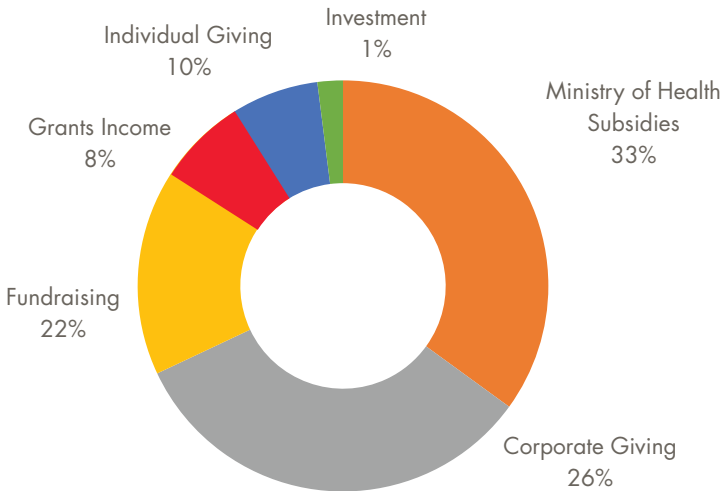
House Heroes at the Auckland Marathon.



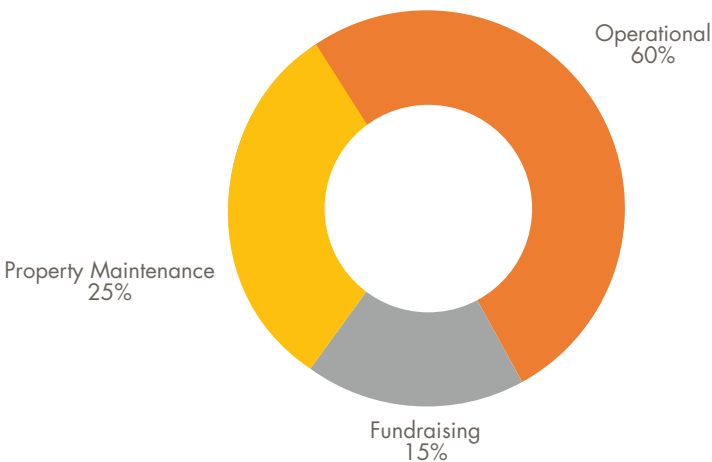
# Financial Summary 2016

Total funds received:	\$7,982,420
Total funds spent:	\$7,949,690
Growing our operational reserves:	\$32,730

## WHERE OUR FUNDS CAME FROM



## HOW WE APPLIED THESE FUNDS



# Our Trustees

We would like to say a huge thank you to our Board, who lent their valuable time and expertise to Ronald McDonald House in 2016. We are so grateful for their dedication and guidance, offering superior governance and decision-making, enabling the best possible delivery of our service to families.

Carol Campbell

Mark Conelly

Sam Maharaj

Denis Wood

Quentin Smith

Sandy Moore

Julie Neilsen

Rosemary Escott



# Thank You

The essential service we provide to families would not be possible without the generosity of our partners, donors and supporters. Every day we support over 100 families who need to be close to their child in hospital. To everyone who supports Ronald McDonald House, thank you.

# Connect With Us

If you would like to learn more about Ronald McDonald House, ways to get involved, donate, or volunteer,

**please visit us at [rmhc.org.nz](https://rmhc.org.nz)  
or give us a call on 09 365 8300**





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Keeping families close™