



McFAMILY MATTERS

RMHC® New Zealand news for the
McDonald's Community



WINTER 2020

A day in the life of a RMHC® New Zealand frontline worker

Our Auckland Programmes Manager, Maia, recently shared her story on Three's The Project.

Every single day, Maia is tasked with ensuring that every cog in the machine that is RMHC New Zealand's Auckland facilities is turning smoothly. Some days, she sorts last minute maintenance issues. Others, she lends a kind ear to families who've had a tough day on the ward. Her role is a constant juggle with a simple mission in mind: providing much needed accommodation and support to the hundreds of people in her care.

Maia's COVID-19 story is special. During levels 3 & 4, she chose to self-isolate from her family - as her son has compromised immunity. Maia put her own comfort and care aside to ensure that vulnerable families with a child in a hospital away from home were cared for and protected throughout the lockdown period.



Frontline worker Maia and her family

The view from the inside...



Ronald following safety procedures

Over the past few months, we've had to restrict our common areas, including our shared kitchens, cancel supermarket outings, as well as volunteer cook nights. Because of this, RMHC New Zealand families have predominantly been housed at off-site, self-contained,

accommodation and we've had to completely change our foodservice model. This meant providing three meals a day to families in rooms without a kitchen,



Our lovely staff and volunteers keeping our facilities clean and families fed

and delivering groceries to families with their own kitchens, so all House families could stay safe in their 'home-away-from-home' bubble.

The Levi family from Māngere



The Levi family

For parents with a child in a hospital away from home, one of the most important things is being able to focus on their child's recovery without everyday distractions. However, this can be especially difficult when their hospitalised child isn't the only child in their care.

Taino and Joe Levi are the proud parents of five children – Joseph Jnr (15), Laseana (13), Vaoha (12), Hinemoa (10) and Jeremiah (9). When Hinemoa was diagnosed with a brain tumour in 2017, the Levi family's normal life came to a crashing halt.

"As a mother, of course it's heart breaking," Taino says, talking about when Hinemoa was first diagnosed. "I just felt like my world just... I felt like I had nothing. I just had no energy. I was just like "What's our family going to be like?" Because if she gets sick, it impacts on our whole family."

In the last three years, Hinemoa has gone through over thirteen surgeries – some of these resulting in life-long complications.

It was a tremendously difficult time for both Taino and Joe as they tried to split their attention between



Dad Joe with Hinemoa

Hinemoa at the hospital, and their four children at their Māngere home. Both parents tried to continue to work as well as help their kids through school. In February 2019, they were able to take advantage

of the Ronald McDonald Family Room® in Auckland while Hinemoa went through a particularly long procedure. This was their first introduction to a RMHC New Zealand facility.

In September 2019, the decision was made to bring the family into Ronald McDonald House Auckland Domain to make it easier on Hinemoa's siblings. At the time, Taino and Joe had been separated for a year, and both of them had noticed what a toll Hinemoa's treatment journey had had on their other children.

“

If you have one parent here, all the time, you can imagine that it's tiring – emotionally it's tiring, physically it's tiring – but when you've got the support there, you see your family *land* you keep going.

Taino, House mum

”

For Taino and Joe, the most important thing for them to keep strong for Hinemoa was to have their entire family by their side and experience this journey together. Because of amazing donors, RMHC New Zealand was able to keep the Levi family together when they needed it the most.

House Heroes

Rotorua Supper Club



Fortunately, the first Supper Club of the year was able to be held on 03 March, just three weeks before the country went into lockdown. A huge thanks to Rob Parry and the incredible organising committee who spent many months working to make the Rotorua Supper Club the resounding success that it was!

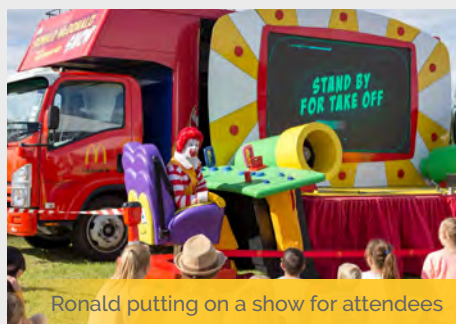
Thank you so much to the restaurants that participated, the dozens of businesses who donated prizes, as well as the McDonald's crew who volunteered their time on the night. Thanks also to everyone in the Rotorua community who came and supported this event, which broke a local record and raised an outstanding **\$150,970**.

The attendees heard first-hand the story of the Price family, who have spent 39 nights at RMHC New Zealand facilities. They also enjoyed bidding on some amazing auction items, a unique dining experience, and a fun after party, **To top off a brilliant evening, a crew member from Rotorua McDonald's won the car in the raffle – congratulations!**

Classics at Ōhope

Saturday 14th March was a beautiful day in Ōhope, full of vintage cars, caravans, rock 'n' roll, and craft food. RMHC New Zealand was thrilled to be the **Classics at Ōhope's charity partner of choice** for the 3rd year in a row, which raised a total of **\$15,000** this year.

We would like to say a huge thank you to McDonald's Whakatāne, Ōhope Beach Top 10 Holiday Park, Ocean Ford, as well as the many Whakatāne



businesses who contributed prizes for the raffle and event attendees. We really appreciate and celebrate all the hard work that goes into making this such a successful event.

Supporting families at RMHC New Zealand

We would like to express our gratitude to McDonald's for donating perishable items to both the Auckland and Christchurch Houses as the nation went into level 4 lockdown. To the **team at Martin Brower** for facilitating the delivery of the goods to our RMHC New Zealand houses, we thank you!

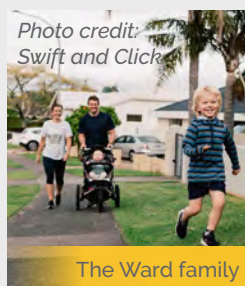


Further thanks goes to **Franchisees Sam & Angela Maharaj, Steve & Sonia Sund, Ken & Cherie Harlock, and Prakash & Karoona Hira**. Your support with providing trays, bags, eggs, and other essential supplies ensured our Auckland facilities ran smoothly despite all the changes we had to make adapting our food operations.

House to House results

Every month House families travel an average of at least **210KM** for their child to receive hospital treatment away from home. We challenged New Zealanders to walk, run, cycle or swim **210KM** during the month of March while raising at least **\$210**.

A big shout out to the 35 McDonald's crew, Franchisees & Head Office staff who participated and raised over **\$2,425** for RMHC New Zealand. An incredible



1,763 supporters signed up - either as an individual or as part of a team - and together the campaign raised an outstanding **\$345,751** smashing our original goal of **\$210,000**. Thank you for taking part, we are excited to see what 2021 will bring.

Massive thanks to every single RMHC New Zealand House Hero across the country. If you would like RMHC New Zealand to recognise someone, or to feature a special fundraiser that happened in your region – get in touch with Lauren.green@rmhc.org.nz

House Happenings

Kiwiburger®



Calling all Kiwiburger lovers! Between 29th July & 12th August, \$1 from the sale of every Kiwiburger will be donated to RMHC New Zealand, up to the value of **\$100,000**. Thank you Macca's for helping us to support families with a child in a hospital away from home. Please spread the word to friends, family and customers.

Join team RMHC NZ



Want to join team RMHC NZ? There's a range of events to suit all abilities - whether you walk, run or crawl 5KM, 11KM, 21KM or take on a full marathon! Your efforts and fundraising will continue to support families with a child in a hospital away from home.

Events taking place over the next few months:

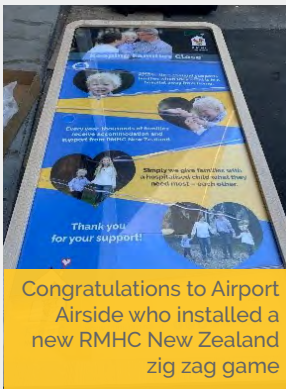
- [Gazley Volkswagen Wellington Marathon](#) - Sunday, 30th August
- [New Zealand Sotheby's Hawkes Bay Marathon](#) - Saturday, 19th September
- [Rotorua Marathon](#) - Saturday, 26th September
- [ASB Auckland Marathon](#) - Sunday, 1st November
- [New Zealand Sotheby's International Realty Queenstown Marathon](#) - Saturday, 21st November

Georgie Pie Trade Me auction

McDonald's is providing New Zealanders with the chance to grab the last ever box of 42 Georgie Pie's where 100% of the winning auction bid will be donated to Ronald McDonald House New Zealand. Go to Trade Me's auction site and check it out!



Box Log Quarter 1



Thanks to the many customers in your communities for their generosity!

Q1 Total results 2020:

\$77,820

Average per restaurant: \$452

Top 10 Restaurants for Q1 2020

1.	Airport Airside	\$3,966
2.	Taupo	\$2,771
3.	Whakatāne	\$1,743
4.	Royal Oak	\$1,411
5.	Pukekohe	\$1,367
6.	Kaiapoi	\$1,238
7.	Levin	\$1,169
8.	New Plymouth	\$1,155
9.	Tokoroa	\$1,148
10.	Invercargill	\$1,127

Note: Box log figures include drive-thru, countertop, water games and wall collection boxes. These figures represent all banking completed by March 31st 2020. Any funds banked after this will be represented in Q2.

How donations help to support RMHC New Zealand families



\$25

can provide a family with a child in hospital with their own essential cleaning supplies.



\$50

can provide a family with nutritious meals after a long day on the ward.



\$140

can help give a family a night of free accommodation near their child's hospital.

If you have any feedback for future issues of McFamily Matters please contact Lauren.Green@rmhc.org.nz

JANUARY

27 *School Holidays end*

FEBRUARY

6 *Waitangi Day*
15 McDonald's Dinner and Dance –
Whenuapai (*Hira Corporation*)

MARCH

1-31 House to House – Nationwide
3 Rotorua Supper Club
6 1-Day Golf Tournament –Waikato
14 The Classics at Ohope

APRIL

9-28 *School Holidays*
10-13 *Easter*
25 *ANZAC Day (observed on the 27th)*

MAY

JUNE

1 *Queen's Birthday*

JULY

4-19 *School Holidays*
29 - 12 *Kiwiburger campaign*
AUG

AUGUST

AUG -
OCT Tough Guy and Gal -
Nationwide
6 Dunedin Supper Club
30 Wellington Marathon

SEPTEMBER

25-12oct *School Holidays*

OCTOBER

TBC McDonald's Share the Love
16 Queenstown Supper Club
19 Auckland House Birthday
26 *Labour Day*
TBC Ray White Whangamata Golf
Tournament
TBC Kathryn Wilson Sole to Soul –
Auckland
TBC Nelson Supper Club

NOVEMBER

1 ASB Auckland Marathon
1 Ride for Ronald – Auckland
5 Wellington Supper Club
11-12 McDonald's Co-Op
(Auckland)
13 Red Shoe Ball – Auckland
TBC McDonald's Hutt Valley Golf
Tournament

DECEMBER

5 A Day at the Polo – Christchurch
18 *School Holidays start*
21 Auckland House Christmas Party
TBC Wellington House Family
Christmas Party

2021

MAR *Waikato Long Lunch*
JAN -
MAR *Prada Cup and America's Cup (Auckland)*
JULY -
AUG *Olympics (Japan)*