



Ronald
McDonald
House®
South Island

Keeping families close™



Annual Report 2017



More than just a House

"We couldn't believe it when we arrived, all the other families are so supportive. I don't know what we would have done without the House. Luca is such an amazing kid, he's a fighter and that's all he's known, he takes everything in his stride."

– Jacs Smith, mother of 5-year-old Luca.

A child's medical battle is perhaps the biggest endurance test a family can ever face, both physically and emotionally. When a child is sick it is intrinsic to their medical treatment that their family is close by. Our mission is simple, to improve the health and wellbeing of these children by providing free accommodation and support to their families while they are in hospital – we are more than just a House.

We support families of children up to and including the age of 21, and they are never charged for their stay, regardless of whether it is for one night, or many months. Having a sick child is stressful and while parents are focused on the medical needs of their children, our facilities alleviate emotional, practical and financial stressors for families.

With the challenges of everyday life removed, families can concentrate on what matters most – their child.

No child should have to face their medical journey alone. We know families are stronger when they are close and our facilities keep them that way.

Love, Strength and Gratitude

In May 2017, the Moore family received the news no parent ever wants to hear – their 3-year-old daughter Grace was diagnosed with an inoperable brain tumour.

But after 133 nights in our Christchurch House, parents Paula and Alex have found the love and strength they need to face their daughter's medical battle.

The Cromwell-based family say those first few weeks after Grace's diagnosis were a blur. "This is every parent's worst nightmare," explains Paula. "Yesterday our 3-year-old daughter was happily playing at kindergarten with her twin sister, and now we are told we may lose her."

In June, Paula and Alex's lives were turned upside down when they moved their twin girls Sophie and Grace (3) and baby boy Beau to Christchurch so Grace could begin treatment at Christchurch Hospital's Child Haematology Oncology Centre (CHOC). "Our heart is broken," says Paula. "These things happen to other people you don't know, why is this happening to us?" But the Moores say as soon as they walked into Ronald McDonald House South Island, they were struck by the warmth, caring, and kindness of staff and volunteers. "They gave us their absolute love, support, and open hearts," says Paula. "They knew all our names; they knew our kids love Peppa Pig, Frozen, and porridge for breakfast."

Sophie and Grace were delightful, clever and courageous characters around our Christchurch House – often taking part in 'planning meetings' in the staff office, and baby Beau even learned to walk on our House floors.

Alex says the army of volunteers who give up their time to take part in the Family Dinner Programme meant cooking dinner was one less thing they had to worry about.

"Roasts, lasagnes, and apple crumbles are all waiting at 6pm on the dot every night, served up by these angels in aprons."

Paula describe the facilities as comforting, warm, and uplifting. "Everything is thought of – there are play areas for the kids, and an 'Adults Only Quiet Room' so we could share our stories, fears, and heartbreak with other mums and dads."

The Moores are now back in Cromwell, taking each day as a blessing with brave Grace continuing treatment for the benign tumour. Everyday stressors of kindergarten pickups and grocery shopping are no longer worries to the Moores – they know that above all, family is what matters most.

"That is why Ronald McDonald House South Island deserves your support," says Paula. "When your child is sick, nothing else should matter except doing everything you can to support them and their family. I am forever grateful to Ronald McDonald House and for supporters like you."



Our Families

Families from all over New Zealand stay at our facilities while their children receive hospital care for many different reasons. Sometimes they stay for one or two nights, but some families can be with us for many months.

Here are our family statistics for 2017.

Our most common diagnoses are

20% Neonatal	3% Ophthalmology
11% Oncology	3% Respiratory
10% Medical	2% Orthopaedic
15% Surgical	2% Accident
9% Ear, Nose and Throat	2% Cardiac
8% Antenatal	2% Cystic Fibrosis
6% Gastrointestinal	2% Neurological
4% Psychological	1% Renal, Liver & Kidney



Our families come from

24% CANTERBURY
20% SOUTHLAND
18% WEST COAST
12% OTAGO
8% NELSON
7% QUEENSTOWN & LAKES
5% MARLBOROUGH
4% WELLINGTON
1% AUCKLAND
1% MIDCENTRAL



House Happenings



1. Neonatal increase

In 2017, 30% of families who stayed with us had children receiving neonatal care in Christchurch and Southland Hospitals. Pictured here is brave Pleasant Point 1-year-old Jock Anderson. The Anderson family stayed in our Christchurch House for 86 nights, after Jock was born early weighing just 1.1 kilos.



2. House Makeover

Our Christchurch House lounge is looking as lovely as Addison, thanks to our friends at Montreux Furniture, Malcolm Fabrics, and James Dunlop Textiles for donating the furniture, and Westham Industries for the new curtains.



3. Family Dinner Programme

In 2017, the Family Dinner Programme ensured our families were provided with home cooked meals almost every night. A total of 294 Family Dinner Programmes were served by generous businesses and community groups - a fantastic effort to keep our families' tummies full!



4. Helping Hands

This year we had hundreds of volunteers give the gift of time to our families. From housekeeping, cooking meals, administrative help to event volunteering, we are so grateful to the many individuals and groups who gave over 18,000 hours of their time.

Community Aroha

Record-breaking Polo

Perfect weather, stunning summer fashion and thrilling polo was the perfect recipe for our best 'A Day at the Polo' to date! Saturday December 9 saw the iconic 'A Day at the Polo' return to the Port Hills Polo Club, this time welcoming a New Zealand vs Australia match.

More than 300 generous punters attended the day, which saw us raise more than \$100,000 – a record-breaking effort. Thank you to the Port Hills Polo Club and all our generous sponsors, table buyers, auction donors and guests for making this event possible.



National Street Appeal

More than 500 volunteers across the South Island took to the streets in May as part of the Ronald McDonald House Street Appeal. We are so grateful to all the individuals, schools, community groups and businesses that helped to raise almost \$90,000 for our families.



Christchurch – Our Underground Story

Thanks to local engineer Phil Wilkins, a stunning lift-the-flap picture book was created and raised over \$23,000 for our families. The award-winning picture book lets readers discover the amazing work Stronger Christchurch Infrastructure Rebuild Team (SCIRT) has done to repair and rebuild our city's roads, bridges, pipes and retaining walls. As the organisation wrapped up in 2016, this became a must-have memoir for any Cantabrian.



Purple Work Shirt Day

The Southland Times and Rugby Southland came together in August to hold a purple work shirt day, raising crucial funds for the Ronald McDonald Family Room, Southland Hospital.

On Thursday August 24, the same day as the Southern Stags' first home game of the season, Southlanders wore purple shirts and in the spirit of giving, donated money to help us keep Southland families close.



















Sensational Supper Clubs

Both Christchurch and Queenstown Supper Clubs were a standout success in 2017 thanks to all the table buyers, guests, restaurants, chefs, venues and sponsors involved. This unique mystery dining experience continues to be a highlight on our fundraising calendar and we can't wait to see what 2018 has in store.



Our Supporters











CHRISTCHURCH HOUSE ROOM SPONSORS

		CHARACTER BUILDERS		
				
				
		The Jones Foundation	ADRI	Diana Smith
Longford Trust	SCIRT Book (Phil Wilkins)	Bill & Helen Bishop	John & Joy Doak	Cherri Carol (Isaac Harry Room)
				Kate Wilton
				Ronald & Sally Connolly
				Marsh Family Trust

FAMILY ROOM SPONSORS

	Combined Lions Clubs Southland			
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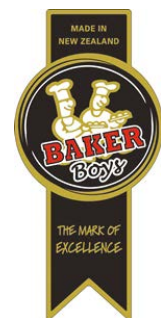
TRUSTS AND GRANTS

	\$53,045.10		\$27,000		\$7,500
	\$9,000		\$40,000		\$5,000
	\$3,645		\$16,880		\$20,993.81 (\$USD 15,000)
	\$994.78	AD Hally Trust	\$5,000	Longford Trust	\$10,000

House Heroes



Dairy for life



Letter from the Board Chairman



Ronald McDonald House South Island's mission remains simple: 'supporting families while their child receives hospital care; more than just a House'.

This mission provides focus for everyone who plays their part in supporting this very special organisation. I extend my thanks to you all.

It has been a privilege to have chaired the Trust Board in the past year and my thanks to our Trustees for their expertise and time willingly given.

The family that is this organisation is made up of individuals with values firmly grounded in providing a service of excellence to each and every family who walks through our doors. These families are consequently cloaked in a shield of love and support that stays with them throughout their child's medical journey.

I would like to personally commend the team behind our House for excelling in 2017. Mandy Kennedy who became our new Chief Executive Officer in June has brought with her a wealth of experience and energy to lead our organisation into a new exciting phase of development.

The House in Christchurch has continued to see strong occupancy as have the Family Rooms in Christchurch Hospital and Invercargill. This highlights the continuous need for the service we so proudly provide.

This demand for our services confirms the need to continuously nurture our partnerships with donors and supporters to deliver our mission.

We are privileged to work with a wealth of businesses who financially support our operations via Room Sponsorships, Event Support, donations and legacy gifts. We extend our thanks to these businesses as the unsung heroes of our organisation and we simply could not do what we do without their backing.

As 2018 approaches, our organisation must keep the challenges we have at the forefront of our planning and strategy. As our facilities continue to experience near 100% occupancy, maintenance is a constant focus area for our Operations Team. We are mindful that we operate in a crowded charitable space, with many organisations vying for the same fundraising dollars. With this in mind, our Fundraising Team will hit the ground running with innovative strategies to stand out and broadcast our mission.

To the families we served yesterday, today, and tomorrow, I hope you can find comfort in our facilities, and that we have given your family what you have needed the most – each other.

Kindest regards,

A handwritten signature in black ink, appearing to read 'Paul Deavoll'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Paul Deavoll, Chairman of the Board

Letter from the CEO



“He aha te mea nui? He tangata, He tangata, He tangata.”

“What is the most important thing? It is people, it is people, it is people.”

Since I first walked through the doors of Ronald McDonald House South Island in June, I have been struck by the incredible people who are truly committed to keeping families close.

It has indeed been a privilege to lead our team, as well as walk alongside our families, volunteers, Board of Trustees and team. I am proud to work with such highly capable individuals who go above and beyond for our families each and every day. They have a clear understanding of our mission, and do everything in their power to ensure our families receive the best care.

I have met many families whose stories of courage have been shared with our supporters via our newsletter, social media and at fundraising events. I would like to personally thank these brave families for sharing their stories, and for being the best advocates of our organisation.

More than 700 families walked through our doors this year, carrying with them the many challenges that come with having a hospitalised child. However, I have been humbled by the feedback we receive from our families about their time with us. They tell us that the good night's sleep they get in our comfortable beds so close to the hospital leaves them well rested so they can best support their child through treatment.

They also tell us that the Family Dinner Programme ensures that little bellies are full, and mums and dads do not have to worry about cooking dinner after a long day at the hospital. Overwhelmingly though, it is the compassion they receive from staff and volunteers which stands out to our families the most.

Volunteers have been, and continue to be, the backbone of our organisation. In 2017, volunteers gave in excess of 18,000 hours of their time to support our families. From housekeeping, baking, and administration support, to after-hours shifts and maintenance, our volunteers are truly a gift. We must continue to nurture and appreciate these individuals and community groups as our organisation grows.

The next 12 months at Ronald McDonald House South Island will be focused on exploring new opportunities for growth and expansion. With this comes the need to be bold, brave, and creative. But with the people who make up Ronald McDonald House South Island, I have no hesitation that we will reach our organisational goals for 2018.

Kindest regards,

Mandy Kennedy, CEO

Letter from the Treasurer



I am proud to serve an organisation that prides itself in operating with accountability and transparency, ensuring the generosity of our donors is recognised, and our financial decisions are focused on the families we serve.

The financial goal of the last 12 months has been on building the financial reserves of Ronald McDonald House South Island. The Board of Trustees is determined to ensure the future sustainability of our facilities and services in any environment. Our reserves now cover:

- Five years of operational costs for our facilities and services.
- Funds to cover the construction and fit out of the Ronald McDonald Family Room, located within the new Christchurch Hospital, currently under construction and due for completion in 2019.
- The establishment of funds to undertake a building extension of our Christchurch House facility. The Canterbury District Health Board are forecasting a 4 per cent growth year-on-year of families who need their service. The flow on effect for RMHSI is continued pressure on our facilities which already frequently operate at maximum capacity.

Over the 2017 year, we accommodated 744 individual families, who visited us in excess of 1,100 times. This equated to 27,828 bed nights. We focus on bed nights as this is the total number of heads on pillows that we accommodated in all our facilities. This highlights the sheer volume of families that we kept together during the last calendar year.

We say with pride that once again we are standing in good financial stead. At year end, we had an operating surplus of \$981,424. As an organisation, we know financial stability is key to keeping our doors open to each and every family who needs us.

Excluded from our financial reports is the value of donated goods and services. However these are vital in our ability to keep families close now and into the future. These equated to over \$650,000 during 2017 and these gifts directly support families across all our facilities.

Overall, the organisation is in excellent financial shape thanks to prudent operation. My thanks go to our staff, volunteers and Board for their commitment to the success of Ronald McDonald House South Island.

Thanks must also go to Nexia Chartered Accountants for once again auditing our financial accounts so we can show you, our supporters, how together we are making a difference to families with a child in hospital.

Faithfully,

A handwritten signature in black ink that reads "DK Alexander".

Kipp Alexander, Board of Trustees Treasurer

Summary of Financial Position

As at 31 December 2017

FINANCIAL POSITION	2017	2016
Total Current Assets	347,898	371,485
Total Non-Current Assets	18,590,663	17,469,669
Total Assets	18,938,561	17,841,154
Total Current Liabilities	239,535	123,552
Accumulated Funds	18,699,026	17,717,602
Total Funds Employed	18,938,561	17,841,154
STATEMENT OF CHANGES IN NET ASSETS	2017	2016
Accumulated Funds at start of year	17,717,602	16,770,999
Net Surplus for the year	981,424	946,603
Accumulated Funds at 31 Dec 2017	18,699,026	17,717,602

Statement of Comprehensive Revenue and Expenses

Year ended 31 December 2017

FINANCIAL PERFORMANCE	2017	2016
Revenue from Non-Exchange Transactions		
Grants	234,703	245,909
Donations, Legacies And Bequests	266,040	254,619
Fundraising	576,752	485,088
Room Sponsorships	229,471	200,352
Donated Assets	28,742	95,180
Total Income	1,335,708	1,281,148
Revenue From Exchange Transactions		
Accommodation Services	685,818	729,053
Lease Income	43,145	41,000
Event Ticket Sales	110,395	99,320
Interest Income	209,740	171,355
Other Income	26,780	26,780
Total Income	1,075,878	1,067,508
Total Revenue	2,411,586	2,348,656
Expenses		
Employee Related Costs	724,669	718,089
Administration Costs	89,745	73,767
Operating Costs	147,298	171,825
Other Expenses	140,458	108,213
Loss On Disposal Of Fixed Assets	3,379	9,182
Depreciation	324,613	320,977
Total Expenses	1,430,162	1,402,053
Total Surplus	981,424	946,603

Notes to the Summary of Financial Statements

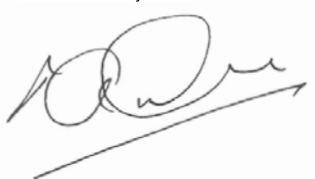
For the year ended 31 December 2017

1. RMH South Island Trust is a charitable trust registered under the Charities Act 2005. These financial statements and accompanying notes summarise the financial results of the activities carried out by the Trust. The Trust operates in New Zealand for the benefit of families whose children have a serious illness. The full financial statements were approved and authorised for issue by the Trustees on 10 May 2018.
2. The full financial statements have been prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZ GAAP"). They comply with Public Benefit Entity Standards Reduced Disclosure Regime ("PBE Standards RDR") as appropriate for Tier 2 not for profit public benefit entities, for which all reduced disclosure exemptions have been adopted. This also results in the Trust not preparing a Statement of Service Performance for the reporting period.

The Trust is a public benefit entity and qualifies as a Tier 3 reporting entity on the basis that it does not have public accountability and for the two previous reporting periods it has had operating expenditure of less than \$2 million. The Trustees have however elected to 'opt-up' into Tier 2.

3. The summary financial statements have been extracted from the full financial statements. The summary financial statements of RMH South Island Trust including Summary of Financial Position and Statement of Comprehensive Revenue and Expenses cannot be expected to provide a complete understanding due to their summary nature. For a full understanding of the financial position of RMH South Island Trust please send a request to the Trust's office, PO Box 1463, Christchurch 8140.
4. The full financial statements of RMH South Island Trust have been audited by Nexia Christchurch Limited (formerly Marriotts Audit Partnership) who issued a qualified Independent Auditor's Report in respect of the financial statements dated 10 May 2018. The qualification was "as is common with organisations of a similar nature, control over revenues collected in cash (e.g. donations), prior to being recorded, is limited and there are no practical audit procedures to determine the effect of this limited control".
5. The Trustees authorised the publication of these summary financial statements.

Date: 10 May 2018



Paul Deavoll
Chair



Kipp Alexander
Treasurer/Trustee

Our People 2017

BOARD OF TRUSTEES

Paul Deavoll (Chairman)
Kipp Alexander (Treasurer)
Bruce Davis
Mark Abbot
Janetta Skiba
Stuart Leck
Chris Youngman
Dave Whalley
Jock Muir
Rob Aitken

YOUNG PROFESSIONALS

Rebecca Biggs
Maddy Surie
Julie Hands

CHIEF EXECUTIVE

Mandy Kennedy

DIRECTOR OF HOUSE OPERATIONS

Zucchi Leonard

FRONT OF HOUSE / ADMINISTRATION

Megan Eden
Debbie Rusbridge
Mary-Ann Roberts

PARTNERSHIP & EVENT MANAGER

Robyn Medicott

MARKETING & COMMUNICATIONS ADVISOR

Phillipa Webb

FUNDRAISING ADVISOR

Jemma Balmer

FUNDRAISING COORDINATOR

Devon Hamilton

ACCOUNTS ADMINISTRATOR

Bridget Mather

HOUSEKEEPING

Kathy Oakes
Irene Ernst

AFTER HOURS SUPERVISOR

Jan Nottingham

FAMILY ROOM SUPERVISOR

Helen Walker



Keeping families close™

Ronald McDonald House South Island
33 Cashel Street (Cnr Cashel and Montreal Streets)
Christchurch 8140

☎ 03 377 3311 📠 03 377 3414 ✉ admin@rmhsi.org.nz



Ronald McDonald Family Room
SOUTHLAND HOSPITAL

Ronald McDonald Family Room, Southland Hospital
Kew Road | Invercargill 9840

☎ 03 214 8910 ✉ familyroom@rmhsi.org.nz

www.rmhsi.org.nz