

Keeping families close™



Annual Report 2018



Our Safe Place, Our Home, Our Story

"The blood tests showed some very worrying indicators that saw us rushing over Arthur's Pass to Christchurch Hospital with nothing in the back of our car but our two youngest sons and a handbag. To say we were in shock is an understatement."

Patrick Connell

In late August last year Lachie was sick... again...he'd had a fever every month since March, but with no other symptoms we were told to let him rest and he always seemed to get better. This time was different, Lachie had a whole heap of bruises and just wanted to sleep.

As we waited for our GP appointment we hoped that what 'doctor Google' was saying wasn't true. When we saw the GP they told us to go straight to Greymouth Hospital and spare no time going home first. The blood tests showed some very worrying indicators that saw us rushing over Arthur's Pass to Christchurch Hospital with nothing in the back of our car but our two youngest sons and a handbag. To say we were in shock is an understatement. Over the next two days, our hearts were broken when we discovered our Lachie had Acute Lymphoblastic Leukemia (ALL) and would need chemotherapy. We began to learn that this was going to be a journey and a really long one – one that couldn't be walked back home in Hokitika. Malachi, our youngest son, had been staying with my parents from the moment we arrived at Christchurch Hospital. He was really in need of some Mum and Dad time and this wasn't easy to give to a healthy two year old in the CHOC ward. That was when we came into the care of Ronald McDonald House South Island (RMHSI) which was known to our kids as the "Party House".

In the first month, Lachie was admitted to hospital pretty much full time. It was really important to be able to stay so close to the hospital as we did sleep shifts to be with Lachie and play time shifts with Malachi who turned two in late September.

My second night in the house was Father's Day. I remember waking up and finding a present outside my door with a big tag that said 'Happy Father's Day, Love from RMHSI'. It was completely unexpected but set the scene of a place that makes sure those special wee family moments aren't forgotten in the turmoil of a sick child.

We have worked hard to have our own family house, that's something we are proud of, so suddenly being in community-style living was confronting at first. But these feelings faded quickly. It was this very 'House Community' that became our greatest support network. The staff became like family. Every day we would walk down the stairs and see a smiling face and open arms. Our kids had a morning routine where they would visit all the staff and yell "Hey ladies, good morning ladies!" There was a real extended family feeling.

As time went on we got to know other families in the House. We would often drag several of the tables in the dining room together and share our meal with 3 or 4 families each evening. We would share our days and what was going on. If anyone understood what we were going through it was the other families staying in the House It was really important for us to talk. Having a hot meal made by volunteers every night was amazing. We can't have imagined going to the supermarket or thinking about cooking after some of the days we had in hospital. We also really appreciated the access the House gave us to extracurricular activities like the Antarctic Centre or Les Mills because when you are here long-term, you need to try and have a life outside of the hospital. Jeanna (Lachie's Mum) would wake up early and head down to Les Mills for a workout, which really helped energise her and clear her head. I think this was crucial in helping us get through some of the most challenging days. We are really grateful that these businesses donate their services to families at RMHSI. I'm not sure they will ever know what that meant for our wellbeing.

At our 100th and then the 200th day in the House we decided we wanted to give something back so we cooked a meal for all the staff and volunteers. We wanted to try to look after them the way they had looked after us. It felt good to give something back to people who had given us so much.

For us, Ronald McDonald House can only be described as Home. It has been our comfort zone, our safety blanket and our safe place for the last 8 months. It has been really hard to leave. Lachie has another 2.5 years of treatment so being able to stay together in those early months until we were able to relocate to Christchurch, meant the world to us.

As told by Patrick Connell Photos: Selina Nunn Photography & Hazel and Cass Photography







Poppy's World

FAVOURITE THING: Her twin sister Willow

FAVOURITE TOY? Her Loola Doll, it goes everywhere with her

FAVOURITE COLOUR: Pink, don't give her anything else or she will turf it back at you!

POPPY IS A ROCKSTAR! She takes all this in her stride

Connection & Togetherness – Our Story

Poppy's favourite thing in the whole world is her twin sister Willow; they've got a special bond that is just unexplainable. Our twin girls were born five weeks premature. This was the first of what unbeknown to us, would be the first of many stays at Ronald McDonald House South Island. When the girls turned three, Poppy became really unwell with septicemia and from this point we began fighting "health fires" on all sorts of fronts.

We are what we like to call 'transient residents' at Ronald McDonald House in Christchurch. Poppy's medical condition is complex and there have been times when we've had to turn up at Ronald McDonald House in really tough situations. Being able to be together has for us been almost healing. Poppy seems to somehow make improvements when we are all together, especially when she is with Willow.

Poppy made her first real friend at Ronald McDonald House. Having been so sick for so long, her contact with other children was limited. One day she met Frieda, a sister of one of the other children in the House. From that moment on they were besties, each girl lighting up when they saw the other. I'll never forget the day that Frieda jumped on Poppy's knee and together they made Poppy's wheelchair do donuts around the kitchen. It was hilarious and there was a real joy in such a simple friendship.

For us the House has meant connection. To be able to be together as a family and to be with other families going through a similar journey has given us a real sense of connectivity in what could otherwise have been some pretty dark times. It's the staff at Ronald McDonald House who foster this 'togetherness'. To walk through the door of the House and have a familiar face at the front desk asking how Poppy was and how we were, was pretty special. Poppy would get blown loads of kisses which were always gratefully received and enthusiastically reciprocated.

The community support for this incredible place blew us away. From the people who volunteer to cook dinner to those who sponsor rooms, people are so incredibly kind and generous. This is one of the things that make the House an oasis where we can go, focus on our girls, relax and let ourselves recover from whatever has happened up at the hospital that day.

Nobody understands Poppy better than Willow. Their bond is unbreakable. And that is what Ronald McDonald House has given us access to. It's given us the means to be together and for that we are thankful.

As told by Hayley Harrison

Keeping Families Together

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 2018.

Our most common diagnoses are

2%

- 35% Neonatal
- 21% Oncology
- **9**[%] Antenatal
- **8**% Surgical
- **7**% Psychological
- **3**[%] Gastrointestinal
- 3[%] Unknown
- **3**% Medical

2% Neurological

Ear, Nose and Throat

- **1**% Orthopaedic
- **1**% Accident
- **1%** Ophthalmology
- **1%** Cystic Fibrosis
- **1**% Respiratory
- 1% Other

Our families come from

- 23% WEST COAST
- 21% SOUTHLAND
- 12% OTAGO
- 7% NELSON
- 6% QUEENSTOWN & LAKES
- 4% MARLBOROUGH
- 3% WELLINGTON
- 3% AUCKLAND
- 1% OTHER













House Happenings

Both our House in Christchurch and Ronald McDonald Family Room at Southland Hospital in Invercargill celebrated incredible milestones in 2018. These celebrations along with the usual buzz of activity made for a year full of memorable and meaningful House Happenings.

1. Birthday Celebrations

Ronald McDonald House in Christchurch Turns 15

Since opening its doors on 10 March 2003, our Christchurch House has been more than just a building, it has become a 'home away from home' for more than 8,000 families. We celebrated our 15th birthday with a special volunteers and supporters' party to say thank you to those who have ensured our doors remain open today and into the future.

Ronald McDonald Family Room, Southland Hospital Turns 5

The world's most southern Ronald McDonald Family Room at Southland Hospital celebrated its 5th birthday on 12 December 2018. Since opening in 2013, the Family Room has provided a home for 685 families and counting.

2. Family Dinner Programme

Thanks to our generous businesses, community groups and individuals, a new record was set for most dinners served in one year. A total of 299 hearty home cooked meals were served up, meaning families were well-fed almost every night in 2018.

3. Quad babies

Who could forget the incredible quadruplets born to Timaru parents Kendall & Joshua MacDonald on the 15th of August, 2018?

At 25 weeks pregnant Kendall, Joshua and their three-year old son Brooklyn joined the House family and stayed with us for 96 nights. Three weeks after arriving at the House, Kendall gave birth to four beautiful healthy babies – Molly, Quinn, Indie and Hudson. Staying at the House meant the family could be close to the babies during their stay in hospital. To the generous good sorts who donate to Ronald McDonald House South Island, Kendall says her family is evidence the giving makes a difference. "Thank you – it really does help to keep families close."

4. Sponsor a wash

With up to 26 families staying at any given time you can imagine our laundry is busier than most. The House laundry sees around 400 washes each month and over time this has meant some of our 15 year old machines were in desperate need of replacing.

In September we launched our successful 'Sponsor a Wash' online fundraising campaign. Through social media and digital marketing we asked our networks to donate \$50 towards our goal of \$20,000 to re-fit our laundry with new commercial washers and dryers. This target was exceeded reaching \$22,500 and our fabulous new laundry is now fully operational.

Community Aroha

Aroha is the fuel that keeps our House and Family Rooms running. Below are some incredible stories of people who have given their love, skills and time to make Ronald McDonald South Island a reality each day.

Harry "pogo stick" Willis

Inspired to support the House which became his home away from home while his five-year old sister Darcie was receiving treatment for Burkitt's Lymphoma, Dunedin youngster Harry Willis set about a rather unusual fundraising exercise.

The 11-year old undertook a strict training regime as he worked towards pogo-sticking up the world's steepest street, Baldwin Street in Dunedin, on January 25. Harry raised more than \$10,000 to support the families, and we are so grateful for this innovative fundraising effort!

A Day at The Polo

Sunshine, summer cocktail dresses and thrilling international polo were a recipe for the most successful 'A Day at the Polo' to date! We were thrilled to raise over \$110,000 with this event through ticket sales and auction items. Thank you to each and every table buyer, guest, sponsor, auction donor and volunteer who made this event a reality.

M Factor Fashion Show

Ready, set, fashion – Designers and celebrities hit the catwalk wearing the latest New Zealand fashion to support families with a child in hospital in April 2018.

Guests at the family-friendly fashion show saw collections from Anna Stretton, Augustine, Repertoire, Sergios, Trelise Cooper from Escape Clothing and children's clothing labels such as IvyBlu and Little Urban Closet. A very special thanks to M Factor Events owner and events organiser Maree Harris who did an incredible job. The event raised over \$65,000 for Ronald McDonald House South Island.

Sensational Supper Clubs

Our very first Invercargill Supper Club in April 2018 was a standout success. Southland's generosity, stunning venues and sumptuous cuisine saw us raise a total of more than \$28,000 for the Ronald McDonald Family Room, Southland Hospital.

Our Christchurch and Queenstown Supper Clubs were also incredible in every sense thanks to the generous table buyers, guests, restaurants, chefs and sponsors involved.











The Gift of Time – Our Volunteers

Volunteers are the backbone of Ronald McDonald House South Island. From the youngest helper running a mufti day at their school to our superstars who volunteer in the House, in the kitchen or out collecting for our annual appeal, whatever the service all our volunteers are part of bringing huge Aroha to our families.





18,605 volunteer hours donated by big hearted, generous people

Volunteer Profile – 16 years of service! My Why: Flizabeth Ineson

I was in a 'frock shop' one day when I overheard a conversation. The two women were talking about Ronald McDonald House which had opened here in Christchurch. It sounded pretty amazing so I confessed I'd been listening and asked them to tell me more. They made it sound so interesting that I decided to stop by and see what I could do to help.

I came into the House and met some of the staff and other volunteers, and heard all about what care and comfort the House provided families when their child was in hospital in Christchurch. That was 16 years ago!! now volunteer on a Wednesday morning in the Front of House team. It's a happy house and I can honestly say it's so enjoyable!

Despite our differences we are all human beings and so when hard things happen like a child getting ill, it's so important to lighten the burden and try to make life easier for these families. I love watching the friendships form between the children in the House.



Children are just being children, they aren't worrying about what's wrong – they focus on what's right and what makes them happy.

I'm always blown away by the generosity of people involved with this place; from doing up vases of flowers for the dining room tables to dropping off presents, baking, hand-knitted clothing for premature babies, or even easter eggs. It's given freely without any credit required.

Most of the volunteers are constant so you get to know people pretty well. They are your team and we have a jolly good time working at the House together, and then catching up with the wider volunteer network at our Annual Volunteer Breakfast at the Rydges.

To quote the lyrics of the Eagles, 'I get that peaceful, easy feeling when I'm here'. That's what keeps me coming back.

As told by Elizabeth Ineson

Our Supporters



House Heroes

There are many generous businesses who donate goods and services every day to help us in continuing to provide a home away from home for our families. Thank you, you are real #HouseHeroes.



Letter from the Board Chairman



One of the things that most motivates me in my role as Board Chairman is the opportunity to meet the brave families who are supported by our House and Family Rooms. It's these interactions that inspire me to hold unswervingly to our mission of creating, finding and supporting programmes that directly improve the health and well-being of children and their family/whānau.

The team received this feedback via our social media channel. For me, it perfectly describes our mission in action and so beautifully illustrates why we do what we do with such focus and determination.

"It is with tears that I type this post, our world has been turned upside down, we're still praying for great results but no parent should ever have to hear those cancer words. The love we have received from Ronald McDonald House is just everything, there's not staff here, there's family, and it's the warmth we just needed. From little Tyler cuddling in Jan's arms on the couch watching netball on tv, to the warm cosy room so we could all be together, to the volunteers that came in every night for hours lovingly cooking up delicious dinners for the families here – I cried into my first meal as I felt all the love." Liz Smith, House Resident.

It's for families like Liz's and the many families in the future that we now hold five years of operating costs. This means that whatever the environment we will operate is, our commitment to serving families can be unwavering. I would like to acknowledge the dedication and strong leadership of our Chief Executive, Mandy Kennedy. Mandy has played an integral role in ensuring we deliver our vision every day while also seeking ways to develop our capacity to offer support to even more families.

A special thanks to my fellow Board of Trustees who give their time and expertise. In mid-2018, Stuart Leck, a founding Trustee, former Chairman, and Deputy Chair, retired from the board. Stuart's generous contribution to RMHSI spans two decades and includes the opening of the 26-bedroom Christchurch House in 2003, the Ronald McDonald Family Room in the CHOC ward of Christchurch Hospital in 2015 and the RMFR at Southland Hospital in 2013. My personal thanks to Stuart for your contribution.

Without every supporter, partner, donor, volunteer, staff member and trustee, our vision would not be possible so a very special thank you to all for the many and varied ways you contribute to keeping families close.

Nga mihi

Paul Deavoll, Chairman of the Board

Letter from the CEO



Every single day I have the joy of watching the very best of human nature first hand. I see it in the great commitment and compassion displayed in our volunteers who freely give their time and skills to help others. I see it in the humbling generosity of people who donate finances and all manner of goods and in the simple acts of kindness, the cups of teas, the hot meals, the hugs, the listening ear, and the shoulder to cry on during the tough days.

We also daily meet many incredibly courageous families whose strength and fortitude are nothing short of inspirational. I want to acknowledge these families who have shared their stories, advocate for the House publicly, and contribute to the House environment more than they know.

Our House and Family Rooms operate on Aroha and this is the fuel that makes our mission possible. This mission is simple and clear – to provide a warm, supportive, cost-free home for families with a hospitalised child and to give them access to what they need the most – each other.

Volunteers are the backbone and heart of all that we do and we are thankful to the over 800 volunteers who go above and beyond each year. Our 'Tuesday Chicks', Robyn and Gay were acknowledged for giving the gift of time at the Volunteering Canterbury awards and we were delighted to see them win a volunteer recognition award.

If volunteerism is the backbone that enables our programmes, then in-kind support is the legs that make it run day to day. In 2018, over \$700,000 was given in this way to support the families we serve. We value these incredibly generous individuals and businesses and offer our sincere thanks.

Continuing to keep families close: Now well into delivering our two-year strategic fundraising plan, we are pleased to say we continue to enjoy good results from fundraising activities and demonstrate strong stewardship of the funds generously gifted by our valued donors. Our suite of major fundraising events are well supported and we are thankful for every individual and business who bought a table, donated auction items, gave food, beverages, or services to aid us in delivering these fundraising events – this support is outstanding, thank you. We were delighted to bring our Supper Club event to Invercargill for the first time and the generosity and good humour of the Southland community is to be commended.

Expanding our impact – into the future: While we remain firmly committed to delivering our programmes to the very best of our ability, we also know the demand for our services is constant and growing. With this in mind, 2018 was a year for us to strategically explore new opportunities for growth and expansion.

To support this strategy we signed an MOU with the Canterbury District Health Board and the Maia Foundation to open a 3-three bedroom Ronald McDonald Family Room in the new Christchurch Hospital Hagley Building. The new Family Room is expected to open in late 2019.

This vision and drive to expand our impact are only made possible by two incredibly talented groups of people. Firstly, I would like to acknowledge the work of our volunteer Board of Trustees who offer their skills and expertise to govern our organisation with excellence. And secondly, I would like to honour the dedication and talent of each and every one of our team who give 100% day after day to ensure we keep families close both now and well into the future.

Kindest regards,

ennoy

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.

It is my pleasure to advise that once again we are standing in good financial stead. At year end, we had an operating surplus of \$980,491. 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 \$710,000 during 2018 and these gifts directly support families across all our facilities.

In 2018, we saw an increase in both number of families served, up to 1206 families, and in the number of nights which increased by 13%.

Revenue from fundraising activity generated over \$1.5M which can be directly attributed to the loyalty of our dedicated donors and the organisation's strategic planning and implementation. With many worthy charities in need of donor dollars we are confident that those who give to us are satisfied they are appreciated and are making an impact with their gifts. 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 New Zealand's Christchurch team 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,

Alexande

Kipp Alexander, Board of Trustees Treasurer

Statement of Comprehensive Revenue and Expenses

For the year ended 31 December 2018

	2018 \$	2017 \$
Revenue from Non-Exchange Transactions		
Grants	218,368	234,703
Donations, Legacies And Bequests	330,343	266,040
Fundraising	645,851	576,752
Room Sponsorships	213,789	229,471
Donated Assets	7,345	28,742
	1,415,696	1,335,708
Revenue From Exchange Transactions		
Accommodation Services	663, 238	685,818
Lease Income	46,191	43,145
Event Ticket Sales	133,493	110,395
Interest Income	256,980	209,740
Other Income	26,780	26,780
	1,126,682	1,075,878
Total Revenue	2,542,378	2,411,586
Expenses		
Employee Related Costs	769,147	724,669
Administration Costs	93,730	89,745
Operating Costs	150,806	147,298
Other Expenses	172,432	140,458
Loss On Disposal Of Fixed Assets	2,118	3,379
Depreciation	373,654	324,613
Total Expenses	1,561,887	1,430,162
Total Surplus/(Deficit) for the Year	980,491	981,424
Other Comprehensive Revenue and Expenses		
Revaluation of Land and Buildings • Net Deficit	(2,448,094)	
Total Comprehensive Revenue and Expenses for the Year	(1,467,603)	981,424
Statement or Changes in Net Assets		
For the year ended 31 December 2018		

	Revaluation Surplus \$	Retained Surplus \$	Total Equity \$
Opening balance 1 January 2018	6,765,141	11,933,885	18,699,026
Total Comprehensive Revenue and Expenses for the Year	(2,448,094)	980,491	(1,467,603)
Closing balance 31 December 2018	4,317,047	12,914,376	17,231,423
Opening balance 1 January 2017	6,765,141	10,952,461	17,717,602
Total comprehensive income for the year		981,424	981,424
Closing balance 31 December 2017	6,765,141	11,933,885	18,699,026

Statement of Financial Position

As at 31 December 2018

ASSETS	2018 \$	2017 \$
Current Assets		
Cash & Cash Equivalents	206,047	174,300
Receivables from Exchange Transactions	186,150	168,619
Recoverables from Non-Exchange Transactions	24,355	4,979
Total Current Assets	416,552	347,898
Non-Current Assets		
Property, Plant and Equipment	9,288,668	12,052,794
Investments – Term Deposits	7,729,166	6,537,869
Total Non-Current Assets	17,017,834	18,590,663
Total Assets	17,434,386	18,938,561
LIABILITIES		
Current Liabilities	101,727	176,947
Payables from Exchange Transactions	43,972	37,588
Provision for Employee Entitlements	57,264	25,000
Deferred Revenue		
Total Current Liabilities	202,963	239,535
Total Liabilities	202,963	239,535
Net Assets / Equity		
Accumulated Revenue and Expense	12,914,376	11,933,885
Revaluation Surplus	4,317,047	6,765,141
Total Net Assets / Equity	17,231,423	18,699,026
Total Net Assets / Liabilities	17,434,386	18,938,561

Statement of Cash Flows

For the year ended 31 December 2018

CASH FLOWS FROM OPERATING ACTIVITIES	2018 \$	2017 \$
Proceeds from:		
Receipts from Non-Exchange Transactions	1,428,581	1,321,248
Receipts from Exchange Transactions	866,026	851,470
Interest Received	220,859	225,195
	2,515,466	2,397,913
Payments to Suppliers	391,483	378,612
Payments to Employees	761,887	723,205
Net GST Paid	480	(1,603)
	1,153,850	1,100,214
Net Cash Inflow / (Outflow) from Operating Activities	1,361,616	1,297,699
Cash Flows from Investing Activities		
Payments for Purchase of Property, Plant and Equipment	138,505	74,982
Funds added to Investments (Term Deposits)	1,194,297	1,259,550
Realisation of Investment	(2,933)	(3,934)
	1,329,869	1,330,598
Net Cash Inflow / (Outflow) from Investing Activities	(1,329,869)	(1,330,598)

Net Cash Inflow / (Outflow) from Investing Activities	(1,329,869)	(1,330,598)
Net Increase /(Decrease) in Cash and Cash Equivalents	31,747	(32,899)
Cash and cash Equivalents at Beginning of Year	174,300	207,199
Cash and cash Equivalents at End of Year	174,300	207,199
	206,047	174,300

Notes to the Summary of Financial Statements

For the year ended 31 December 2018

- 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*

DKAlexander.

Kipp Alexander Treasurer/Trustee

Our People 2018

BOARD OF TRUSTEES

Paul Deavoll (Chairman) Dave Whalley (Deputy Chair) Kipp Alexander (Treasurer) Bruce Davis Mark Abbot Janetta Skiba Chris Youngman Jock Muir

YOUNG PROFESSIONALS

Rebecca Biggs (until August 2018) Katherine Allen (August 2018 onward Maddy Surie

CHIEF EXECUTIVE

Mandy Kennedy

DIRECTOR OF HOUSE OPERATIONS

Zucchi Leonard

FRONT OF HOUSE

ADMINISTRATION Megan Eden Mary-Ann Roberts Debbie Rusbridge

FUNDRAISING ADVISOR Jemma Balmer

PARTNERSHIP & EVENT MANAGER

MARKETING &

COMMUNICATIONS ADVISOR Phillipa Webb

FUNDRAISING COORDINATOR Devon Hamilton

ACCOUNTS ADMINISTRATOR Bridget Mather

HOUSEKEEPING Kathy Oakes Leanne Carson Irene Ernst

AFTER HOURS SUPERVISOR Jan Nottingham

FAMILY ROOM SUPERVISOR Helen Walker





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