



SOUTH ISLAND

Annual Report 2016

Keeping families close





Support when you need it the most

“When your world comes to a complete halt and your life as you know it has been ripped out from under your feet, the House is the safe place you find yourself accidentally calling home...Even after five months not a day goes by where I am not amazed by the generosity and kindness that bursts from its doors.”

– Cheryl Willis, mother of 4-year-old Darcie who began treatment for cancer in 2016

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 healing process 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 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 stress for families.

With the stressors 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 together and our facilities keep them that way.

Together is the best place to be

“We are so grateful, I don’t know what we would have done without the House, because being able to stay together was the most important thing.”

After 294 nights at our Christchurch House, the Shaw family from Wellington became our longest staying house guests, defying the odds and proving that together is the best place to be – no matter what.

Felicity and Carl Shaw arrived at our Christchurch House in November 2015, shell-shocked with news that their 7-year-old son Vinny had been diagnosed with cancer. Life was already challenging for the Shaw family, as Vinny had been diagnosed with autism at an early age and the couple also had a 6-month-old son, Harley.

After complaining of pain in his head and tummy, it was not long before the family was urgently flown to see specialists at Christchurch Hospital. Vinny was diagnosed with stage four rhabdomyosarcoma, a soft tissue cancer which was in Vinny’s head and had spread to his lungs and bone marrow. “We were told he had a 20 to 30 per cent survival rate – we were broken,” says Carl.

This set the Shaws on the path of a 54 week treatment regime of intensive chemotherapy and radiation. Despite the complicated road ahead of them, Felicity says being able to stay together at Ronald McDonald House South Island was the key to helping her family overcome the obstacles they faced.

Carl says the 26-room House, located just moments away from Christchurch Hospital, provided support when they needed it the most. Not having the burden of mounting hotel expenses was a huge relief, especially being off work for such a long time, he says.

But it was the other families, volunteers, and staff who created a community of support for the Shaws during some very tough days.

“It’s been really nice to have other families around to share their journeys and see many of them go home and get better – they’re the only ones who really know what we’ve been through and what it’s like to be away from home,” says Felicity.

Carl and Felicity say being able to stay at the House let them focus 100 per cent of their energies on Vinny’s treatment and caring for their family. Now back in Wellington, brave battler Vinny is responding well to treatment, and has decided he wants to be a surgeon when he grows up.



» 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 2016.

Our most common diagnoses are

39% Neonatal

15% Oncology

11% Ear, Nose & Throat

9% Gastrointestinal

8% Antenatal

4% Orthopaedic

4% Ophthalmology

4% Accident

3% Cardiac

3% Neurological



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. Caring for new life

In 2016, 39% of families who stayed with us had children receiving neonatal care in Christchurch and Invercargill Hospitals. Pictured here are the gorgeous Miller triplets with their big sister Tessa. The Miller family were able to stay at the Ronald McDonald Family Room, Southland Hospital while the triplets were in neonatal unit.

2. Room Makeover

A major highlight for 2016 was the first phase of upgrading the 26 rooms in the Christchurch House. This has included donated brand new Sealy mattresses, bedroom furniture and bedside lights to brighten up the rooms. Pictured here are the New Zealand Defence Force soldiers who helped move the new mattresses into place.

3. Family Dinner Programme

In 2016, the Family Dinner Programme ensured our families were provided with home cooked meals almost every night. A total of 286 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 a record number 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 up 18,673 hours of their time in 2016.



» Community Support «

Sensational Supper Clubs

Both Christchurch and Queenstown Supper Clubs were a standout success in 2016 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 2017 has in store.



Annual 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 volunteers, schools, community groups and businesses that not only helped to raise funds for our families, but awareness of our mission to help 'keep families close'.



Wheat and Wheels Rally

Vintage tractors, fire trucks and ambulances took over Ashburton in April as part of the fantastic Wheat and Wheels Rally at Peter Buttericks' farm in Wakanui. A massive thank you to John Stewart and the team from the Mid Canterbury Vintage Machinery Club for organising the Rally with a portion of the proceeds coming to Ronald McDonald House South Island. This bi-annual event features a large display of tractors and trucks, including vintage and classic tractors, traction and stationary engines, daily parades, food and craft stalls. A family-fun day out!



Rocking with the Stars

Ready, set, rock! In October, 10 Southland celebrities were paired with an experienced rock 'n' roll partner with three months to learn to dance. Their hard work definitely paid off, with the crowd cheering for their favourite local celebrities as they showed off their fancy footwork, complicated tricks and stunning costumes. A huge thank you to the celebrities, dancers, sponsors, and the Invercargill Rock 'n' Roll Club for supporting the Ronald McDonald Family Room, Southland Hospital with a share of proceeds from this event.



» Our Key Supporters «

RONALD MCDONALD HOUSE SOUTH ISLAND ROOM SPONSORS

Miles Toyota 

 sbsbank

 Blackwells
Relax. Enjoy the Ride.

 Westham
Industries Ltd

 FAHEY
FENCE HIRE

CHARACTER
BUILDERS

 eatme
SUPPLEMENTS

 besgrow.

 Active
refrigeration

 GOLD BAND
TAXIS

 casa
CONSTRUCTION

 Westland Milk Products
Hokitika - New Zealand

 STONEWOOD
HOMES

 DUNEDIN
AMBASSADORS

 Trust
power.

 SMART SPARKS
ELECTRICAL

 Colliers
INTERNATIONAL

 CORCORAN
FRENCH
lawyers

 INTERIOR
PLASTERING
SERVICES
LTD

THE JONES
FOUNDATION

DIANA SMITH,
BEATRIX, MATHILDA
& FREDDIE

LONGFORD
TRUST

KATE WILTON

MARSH FAMILY
TRUST

RONALD BOYCE &
SALLY CONNOLLY

BILL & HELEN
BISHOP

RONALD MCDONALD FAMILY ROOM, SOUTHLAND HOSPITAL ROOM SPONSORS

 DUNEDIN
AMBASSADORS

 Trust
power.



Combined Lions Clubs
Southland

 Colliers
INTERNATIONAL

 sbsbank

FAMILY ROOM ONGOING SUPPORTERS

 Fonterra

 dairyworks

 Coupland's
BAKERIES

 ECOLAB

 ALSCO

 Plaza
superValue
just what you need



TRUSTS AND GRANTS

 Pub
Charity
Limited

 Lottery Grants Board
POINTS FOR YOUR COMMUNITY

 the Southern
trust

Pub Charity Limited gave \$54,624.12

Lotteries New Zealand gave \$40,000

The Southern Trust gave \$27,000

 Community Trust
of Southland
Te Pou Aotaki Pounamu o Murihiku

 Rata
Foundation

 REDWOOD
TRUST

Community Trust of Southland gave \$19,900

Rata Foundation gave \$18,000

Redwood Trust gave \$7,500

 THE LION
FOUNDATION

 TRUST
AORAKI

 ILT
FOUNDATION

Lion Foundation gave \$5,000

Trusts Aoraki Limited gave \$2,826

ILT Foundation gave \$2,500

» Letter from the Board Chairman «



It has been a privilege to have chaired the Trust Board in the past year. Our facilities and programmes continue to respond fantastically to the needs of families in what we recognise, are some of the most trying times they will ever face. As a Trust that reaches wide into our community and in hearing of the challenges of the families we serve, I'm proud of what we can collectively achieve for them.

Thank you to all who have supported this trust in the past year. The strength of the community and family that is RMHSI continues to grow and again this year, I've been impressed by the innovative ways that people have found to support this wonderful cause. Our relationships have grown strongly in Southland this year where the Family Room has clearly grown to be an integral part of the health care community with many stories shared on the benefits seen from having the facility available.

The House in Christchurch has seen strong occupancy and the Family Room in Christchurch Hospital continues to be received very positively.

Our fundraising initiatives have been well supported again this year and so too have programmes such as the dinner programme at the House where we have seen unprecedented support.

Thank you to a very dedicated staff who, on many occasions I note, go well beyond the call of duty to ensure that families are well cared for. To all volunteers who form an integral part of the family on our sites and at events, thank you for continuing to show us the support you do as we could not achieve what we do without your support.

To our business and community sponsors who in so many ways help us create great family experiences, we are grateful, recognise that you have choices, and say thanks for everything you do for the families.

The trust is fortunate to have a very capable and diverse Board who willingly give up time to ensure the wellbeing of the Trust. Thank you all for the time and energy you have put in over the past year. Given the professional way in which responsibilities have been undertaken, it has been a delight to have chaired.

Unfortunate as it may seem, the demand for our services continues to grow with our team serving well in excess of 1,000 families through 2016. The Board will need to plan carefully for the years ahead and keep aspirations high for delivering outstanding service.

To the families we serve and have served, I hope the journey you are on is the very best it can be and that in some small way we have eased your pain.

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 «



Through 2016 our focus was simple, to serve our families with excellence. They are the reason for which we exist and are at the forefront of every discussion, every action and interaction, and every event and endeavour that our team undertakes.

Our team continuously strives to create a successful and harmonious environment to enable the best service and support for families so they can focus on what matters most – their child.

With more than 1,000 families staying across our Christchurch House and Invercargill Family Room this year, our Front of House team worked tirelessly to ensure each and every family were wrapped in love and support so they had the strength to face their child's medical journey.

Walking alongside this team is an army of volunteers who gave over 18,000 hours of their time in 2016 to ensure our families received the best care. It is incredible to see the individuals, community groups and businesses who so freely gift their time to our organisation. These unsung heroes are the heart of Ronald McDonald House South Island and we simply could not do what we do without their support.

Our fundraising team has kept our families at the forefront of their work to both raise awareness of our mission in the communities we serve and to create a number of successful fundraising events and initiatives.

We have experienced some great successes throughout 2016. Of note, was the launch of our fully operational Ronald McDonald Family Room, located in the Children's Haematology Oncology Centre of Christchurch Hospital. This is a fantastic space for families to take moments of respite while their children receive treatment. The Family Dinner Programme was another standout this year, with 286 nights catered for our families by generous members of the community. Lastly we must thank our incredibly generous regular supporters and Room Sponsors, who continue to ensure all three of our facilities are open 24/7 to families who need us the most.

As I reflect on my time at Ronald McDonald House South Island, I am proud to have led such a passionate and dedicated team focused on looking after families within our communities as they experience some of their most challenging times.

It has been a privilege to lead such a fantastic organisation, and I am confident the team will continue caring for our families to ensure the next generation gets the best start in life.

Matthew Mark, CEO

» Letter from the Treasurer «



Ronald McDonald House South Island takes seriously its responsibility to operate with accountability and transparency, ensuring that the generosity of our public donors is recognised by the efficient undertaking of our services. We can say with pride that this year we are again standing in good financial stead.

At year end, we had an operating surplus of \$946,603 which ensures we can continue to deliver on our services, regardless of economic situation or events beyond our control. This provides us a safeguard so that no family will ever be without our services, and allows us to look to the future with certainty.

The financial statements for the year ended 31 December 2016 have been prepared under the new Financial Reporting Framework for Charities issued by the External Reporting Board.

Ronald McDonald House South Island has elected to adopt the Tier 2 financial reporting standard which reflects our standing in the charitable sector.

Our fundraising team work tirelessly to establish corporate and community support.

Ongoing room sponsorships of our facilities at both the Christchurch House and the Family Room in Invercargill provides invaluable income that ensures the continued provision of our services for the hundreds of families we serve.

Community support income generated by schools and tertiary providers, community service organisations, sporting associations and individuals has increased by over 35%. To be recognised by our community in this way illustrates how the value of our services is far-reaching and heartfelt.

Fundraising revenue remains stable in a busy market with many charities competing for donor support. We are confident that those who give to us are satisfied that they are appreciated and making an impact with their gifts.

Overall, the organisation is in excellent financial shape thanks to prudent operation, which means we keep families close and strong now and into the future. My thanks go to our staff and Board for their commitment to the success of Ronald McDonald House South Island. Thanks must also go to Nexia (formerly Marriotts) for once again preparing our audited accounts so we can show you, our loyal friends, how your support makes a difference to families when they need it most.

A handwritten signature in black ink on a light blue rectangular background. The signature reads "DK Alexander" in a cursive script.

Kipp Alexander, Treasurer

Summary of Financial Position

As at 31 December 2016

FINANCIAL POSITION	2016	2015
Total Current Assets	371,485	448,038
Total Non-Current Assets	17,469,669	16,469,895
Total Assets	17,841,154	16,917,933
Total Current Liabilities	123,552	146,934
Accumulated Funds	17,717,602	16,770,999
Total Funds Employed	17,841,154	16,917,933
STATEMENT OF CHANGES IN NET ASSETS	2016	2015
Accumulated Funds at start of year	16,770,999	15,879,355
Net Surplus for the year	946,603	891,644
Accumulated Funds at 31 Dec 2016	17,717,602	16,770,999

Statement of Comprehensive Revenue and Expenses

Year ended 31 December 2016

FINANCIAL PERFORMANCE	2016
Revenue from Non-Exchange transactions	
Grants	245,909
Donations, Legacies and Bequests	254,619
Fundraising	485,088
Room sponsorships	200,352
Donated assets	95,180
Total Income	1,281,148
Revenue from Exchange transactions	
Accommodation services	729,053
Lease Income	41,000
Event Ticket sales	99,320
Interest Income	171,355
Other Income	26,780
Total Income	1,067,508
Total Revenue	2,348,656
Expenses	
Employee related costs	718,089
Administration costs	73,767
Operating costs	171,825
Other expenses	108,213
Loss on disposal of fixed assets	9,182
Depreciation	320,977
Total Expenses	1,402,053
Total Surplus	946,603

Notes to the Summary of Financial Statements

For the year ended 31 December 2016

1. RMH South Island Trust is a charitable trust registered under the Charities Act 2005. The full 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 11 April 2017.
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 11 April 2017. 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: 11 April 2017



Paul Deavoll

Chair



Kipp Alexander

Treasurer/Trustee

» Our People 2016 «

BOARD OF TRUSTEES

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

YOUNG PROFESSIONALS

Julie Hands
Rebecca Biggs

CEO

Matthew Mark

HOUSE MANAGER

Zucchi Leonard

FRONT OF HOUSE AND ADMINISTRATION

Lynley Gibson
Debbie Rusbridge
Mary-Ann Roberts

FUNDRAISING AND COMMUNICATIONS MANAGER

Ricki Jones

PARTNERSHIP AND EVENT MANAGER

Robyn Medicott

MARKETING AND COMMUNICATIONS ADVISOR

Phillipa Webb

FUNDRAISING ADVISOR

Jemma Balmer

ACCOUNTS ADMINISTRATOR

Bridget Mather

HOUSEKEEPING

Kathy Oakes
Irene Ernst

AFTER HOURS SUPERVISOR

Jan Nottingham

FAMILY ROOM SUPERVISOR

Helen Walker



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
Kew Road | Invercargill 9840
☎ 03 214 8910 ✉ familyroom@rmhsi.org.nz