



Make a  
difference  
DINGLEY VILLAGE INC



**Annual Report  
2018**

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# Make a Difference Dingley Village Inc

**Address:** 31B Marcus Road  
Dingley Village Victoria 3172

**ABN:** 78684267029

**Inc:** A0014674G

**Phone:** (03) 9551 1799

**Email:** [admin@maddv.com.au](mailto:admin@maddv.com.au)

**Website:** [www.maddv.com.au](http://www.maddv.com.au)

**Office hours:** Monday – Thursday, 9.00am – 3.00pm



# **Mission Statement of** **Make A Difference Dingley Village Inc**

Vision—Poverty free Australia

Mission—Poverty free in our local community

## **Statement of Purpose**

Make A Difference Dingley Village Inc (MADDV) is a not for profit charitable organisation. The main objective of the organisation is to extend to any person in need in the community and in particular City of Kingston and City of Greater Dandenong such counselling advice and practical assistance and material aid as the members of the Organisation can supply.

The specific aims of the organisation are as follows:

To give assistance, advocacy, and consideration to those in need in times of financial crisis.

To provide material aid and emergency relief as the need arises and as the charity is both physically and financially able.

To give members of the local community the opportunity to contribute to their and develop work related skills through volunteering in a supportive environment.

To provide access to relevant information on local resources and support services which may further assist people affected by the results of financial hardship and crisis.

To promote clear communications within the organisation and develop open and direct relationships in the community

To work in partnership with government, community service/welfare organisations, networks and local businesses to address the needs of disadvantaged residents in the local community.



# Make A Difference's Services



- Accommodation
- Community Affairs
- Education
- Employment
- Health
- Legal
- Support Service
- Counselling
- Consumer Affairs
- Emergency Relief
- Environment
- Income
- Recreation
- Transport

We provide information in person or over the phone. We have access to current, comprehensive information data bases, pamphlets, booklets, and manuals to enable access to agencies, services and procedures. This allows us to provide people with improved access to resources and services, and knowledge of their rights and responsibilities.

## **Crisis Support**

An intervention service is provided for people in crisis. This can include 'a listening ear', support, practical assistance, information, and referrals to appropriate specialist support services. Demand for our services grows each year as increasing numbers of people present with complex needs and numerous issues. This led to us providing access to a free Financial Counsellor and a Caseworker to our team this past year.

## **Counselling and Financial Counselling**

A generalist crisis intervention and counselling program is provided, with individual, couple, and family counselling offered. Our Financial and Casework services are provided one day per week and are free but an appointment is required.

## **Emergency Relief**

Emergency relief is provided for people experiencing financial hardship, and includes food, grocery vouchers, Telstra vouchers, nappies, pharmaceutical and utility bill payments. And thanks to our partnership with Sharing the Dignity we can supply sanitary products. Our triage process sees immediate help with a crisis and then with the help of our financial counsellor and caseworker to help families set and reach goals.

.....next page

# Services Continued...

## **Advocacy and Negotiation**

This is provided on behalf of clients with Government departments, service providers, utility companies, landlords, businesses, and neighbours, with regard to issues including debts, services, hardship grant applications Complaints, and procedures.

Emphasis is placed on the client developing these skills for future use.

## **Volunteer Program**

Along with our volunteer Board of Management. We have an active volunteer program in areas of food collection, storage, Food Bank program, office and special projects.

## **Promoting best practice**

Our Client management system, provides valuable insight into the demographics of those accessing our services, the reasons for hardship and support provided. We focus on developing a best practice model for all.



## **Acknowledgements**

It is acknowledged that Make A Difference Dingley Village is on traditional lands of the Yalukit-william clan of the Bunurong tribe, other clans of the Bunurong tribe, and the Wurundjeri-baluk clan of the Woiworung tribe. We offer our respects to the Elders of these traditional lands, and through them all to Aboriginal and Torres Strait Islander people

# Our Ambassadors

Make A Difference is delighted to now have 7 Ambassadors to add to our team.

Dingley Village is fortunate to have many community leaders, and here at Make A Difference, we have Sir Michael, Sir Leigh, Sir David, Sir Greg, Sir Wayne, Sir Geoff and Sir David as part of our team.



**Pictured: Leigh Menzel, David Madill, Michael Benjamin and David Cugley.**

**Absent: Rev Wayne Walters, Greg Laws and Geoff Davies.**

# **COMMITTEE OF MANAGEMENT**

Chairperson  
Public Officer  
Treasurer

David Madill  
Irene McInnes  
Margarete Lehmann

Members

Noleen Barczak  
Marlene Nanscrewan  
Alma Osbourne  
Jacqui Nally  
Maria D'Silva  
Susie Santilli  
Lorraine Waters

## **Staff**

Executive Officer  
Finance Officer  
Administration  
Financial Counsellor  
Project Manager

Marion Harriden OAM  
Leeanne O'Connor  
Judith Klarenbeek  
Kate Smith  
Simone Hardham

## **Foodbank and Admin Volunteers**

Murray Jones  
George Kunz  
Joan Nicol  
Jacqui Nally  
Lorraine Waters  
Alyson Chopping  
John McGuinness  
Irene Crespo  
Nancy Porter

Margaret Irons  
Gary Harriden  
Karen Kinson  
Alma Osbourne  
Irene McInnes  
Marlene Nanscawen  
Norm Nicol  
Susan Palfreman  
Maria D'Silva

# **CHAIRMAN'S REPORT**

**“The greatness of a community is accurately measured by the compassionate action of its members”**

**“Coretta Scott King”**

It was many years ago that the community of Dingley Village indicated it needed to support its friends, neighbours and residents — experiencing difficulty and crisis.

“Make A Difference” continues to provide that support, and thanks to the school children, the local businesses, the families and the community at large for their assistance.

The past year has been difficult!

- the public housing waiting list grows by 500 a month
- cuts to asylum seeker support payments is driving people into destitution
- Newstart payments are so low people are struggling to keep a roof over their head and food on the table
- 3.6 million (15%) Australians have experienced food insecurity in the last 12 months
- some disadvantaged Australians are living on just \$17 a day.

## **DO YOU WANT TO READ ON?**

At Make A Difference we are aware of the data and reports, but determined to “make a difference” to those who find their way to our door.

My sincere thanks to the Board members, the professional staff and the volunteers — who do this task everyday.

We look forward to August 1, “Crazy Sox Day”, — with 900 primary school children taking part to celebrate “Make A Difference Day 2018”. An annual event maybe!

I would also like to take this opportunity to say thank you to —

- our local Bendigo Bank
- our Corporate sponsor Portland House
- the world of philanthropy
- the City of Kingston
- our local community

Our newsletter has been a great success (thank you Marion) and we are considering a video to showcase our work.

Any reader of this report interested in assisting us, please make contact!



David Madill

Chairman



# **EXECUTIVE OFFICER'S MESSAGE**

**“If you believe you can make a difference, believe in yourself, your family and your community and you will win”**

**“Lindsay Fox”**

Yesterday I tired, exhausted and overwhelmed!

The demand on our services was higher than ever, and the issues of concerns raised were serious and demanding.

We discussed issues such as housing, financial crisis, food relief and domestic violence with people.

We arranged appointments with our financial counsellor and other professional caseworkers. We spoke to housing authorities, utility companies, health workers and schools.

We provided food parcels, grocery vouchers, paid utility bills and arranged for children to go to school camp and books to be purchased.

Today, is a better day!

The Food Pantry is bursting!

Thanks to some great donations, our local schools are holding a “Soup Drive” and I will collect hundreds of cans at some time.

I am looking forward to “Make A Difference Day” when our 900 primary school children will take part in our “Crazy Sox Day”.

A growing issue of concern is those who are homeless. Although we make contact with agencies who can provide short term accommodation, we wanted to help in some way.

We have “backpack beds”, new overcoats, gloves, beanies, scarves, socks as well as toiletries that include soap, toothpaste and razors.

I spoke recently on radio and a young journalist cadet asking “Is it worth it?”

Well, you answer that!

*Marion Harriden*

Marion Harriden OAM JP



# Financial Counsellor Report

Well, what a year it has been at Make A Difference Dingley Village in regards to Financial Counselling. I stepped into the role mid January and during that time have been faced with many challenges. Within Dingley Village and surrounds, crisis is definitely prevalent. Crisis comes in many forms, and not just financial. The vast majority of people I have met with are experiencing multiple issues, ranging from domestic violence, homelessness, alcohol and drug use to suicide risk etc. Some families and individuals are in a position where their day-to-day expenses are just too much based on their income. Crisis looks different to everyone.

Assisting those with multiple issues means that referrals to external agencies are increasing. I have sent referrals to Salvation Army, WAYSS, Launch Housing, Domestic Violence services, WIRE and the Red Cross to name a few. I have also received multiple referrals from external organisations in order to meet with and assist clients.

I currently work Tuesday and Wednesday, with each day consisting of three available time slots to meet with clients. Since my commencement I have met with 110 clients, some of which I have had to see me multiple times.

Of these 110 clients, there has been a total of **\$91,865.17** debt waived. This has been such a positive outcome for those in extreme crisis, providing great relief.

Outside of the debt waivers, I have also been able to advocate and negotiate multiple extensions, moratoriums, payments plans and other suitable, manageable arrangements for clients.

Within this time I have also completed 3 NILS applications (after registering to become a NILS provider in March), with more interest being generated as the work spreads, as well as 6 URGs applications.

Unfortunately, it is likely that financial crisis in the local community will continue to grow, and the need for Financial Counselling in the community will continue to increase. At this stage, thankfully, there isn't a significant wait to see me, but at times, it can be up to two weeks. This is not uncommon in the field of Financial Counselling, with few financial counsellors and high demand and need.

It has been a very successful first half of the calendar year, and a great start to the 18-19 financial year, and I look forward to continually assisting those in the local community and am thankful for the opportunity to do so.

Kate Smith

Financial Counsellor





**Annual General Meeting to be held on  
Monday 18<sup>th</sup> September 2017 at 10.30am**

## **Minutes**

Welcome to All, - especially our friend and supporter from Freemasons Foundation (Vic) Graham was pleased to recognise the work of MADDV and presented a certificate and financial contribution.

Present – Marion, Suzette, Sue, Marlene, Jacqui, Alma, Noleen, Lorraine, Irene C, Geoff, Judith, Susie, Graham Flaherty (Freemason Foundation)

Apologies – Simone, Irene M. Joan, Norm, Susan, George, Karen, Margaret, Murray, Maria, Leeanne, Pam, Leigh , David M, David S, Michael, Greg,

Minutes of 2016 AGM were accepted Marlene/Alma

Reports – Staff

5.1 Chairman – Sue Anderson spoke of the work of MADDV and the pressure of maintaining the service. Thanks to our local Bendigo Bank for their on-going support and the City of Kingston who recognise and provide assistance. Our major corporate sponsor Portland House has continued their on-going support. Sue is not seeking re-election to the team and she was thanked for her work.

5.2 Treasurer – Suzette Dawson in this financial year we shall be allocating job numbers for grants received, and profits and losses will be shown for that grant alone.

\* a 2017/18 budget to be devised---extremely difficult exercise due to our dependence on grants.

\* emergency relief costs rising – and currently covered by grants received report received Suzette/Noleen

5.3 Auditor re-appointment for 2018 Bruce Hyden

Moved Suzette/Noleen

5.4 Executive Officer – Marion Harriden spoke of the recent grant from Westpac – and the professional film crew they sent to film our organisation. A Great day!

5.5 Project Manager – Simone’s report was circulated Fundraising has included

- \* Dora of Ray White is sponsoring the Carols event \$1000
- \* Dingley Village Community Bendigo Bank has sponsored the Carols for \$5000
- \* Indoor Movie Night raised \$789.60 profit
- \* Make it Bake it Grow it Market raised \$1616 profit
- \* Ladies Afternoon Fundraiser raised \$1122.81 profit.
- \* Peter Dikranis of Peter’s Tax and Accounting Services has become a regular sponsor \$50 per month
- \* Commonwealth Golf Club donated over \$2000 where I was a guest speaker at their event.

**Upcoming events** 30Days til Christmas Market (November )will provide \$1000 in stall holders fees.

Carols in the Park (December) where we will join with local clubs, schools

Grants – Marion spoke of recent successful grants – all of which come to us to support our emergency relief program.

Election of Board of Governance

nominations are:

Irene McInnes to restand as Secretary

General Committee:

Noleen Barczak, Jacqui Nally, Lorraine Waters, Maria D’Silva, Alma Osborne, Marlene Nanscawen, Susie Santilli.

Executive Officer recruiting a Chairman and Treasurer, Elections to be carried over to our October meeting.

Thank you presentation: Presentation to Chairperson Sue

Website: [www.maddv.com.au](http://www.maddv.com.au)

Facebook: facebook@makeadifferencedingleyvillageinc

Next General Committee meeting October 16<sup>th</sup> 10.30am

# Auditors Report

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAKE A DIFFERENCE DINGLEY VILLAGE INC

We have audited the attached financial report, being a special purpose financial report of Make a Difference Dingley Village Inc which comprises the balance sheet at 30/6/2018 and income and expenditure statement and statement of cash flows.

### **Committee's Responsibility for the Financial Report**

The association's committee is responsible for the financial report and has determined that the financial statements are appropriate to meet the needs of the members and the requirements of the Associations Incorporation Reform Act 2012.

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. These auditing standards require that we comply with relevant ethical requirements to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from misstatement.

We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the association. No opinion is expressed as to whether the accounting policies used, are appropriate to the needs of the members.

Our procedures included examination on a test basis of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly so as to present a view which is consistent with our understanding of the Association's financial position, the results of its operations and its cash flows.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### **Opinion**

In our opinion, the financial report presents a true and fair view of the financial position of Make a Difference Dingley Village Inc under the requirements of the Associations Incorporations Reform Act 2012 as at 30<sup>th</sup> June 2018 and the results of its operations and its cash flows for the year then ended.



BRUCE T. HYDON  
Bruce Hydon Pty Ltd  
6th September 2018  
Practice Certificate No: 11972



**Annual statements give true and fair view of financial position of  
incorporated association**

We, Marlene Nanscawen and Alma Osbourne , being members of the Committee of  
the Make A Difference Dingley Village Inc., certify that—

The statements attached to this certificate give a true and fair view of the financial  
position of the Make A Difference Dingley Village Inc. during and at the end of the  
financial year of the association ending on 30<sup>th</sup> June 2018.

Signed: *M. Nanscawen*

Dated: 15/8/18

Signed: *Alma Osbourne*

Dated: 15/8/18

<b>Make a Difference Dingley Village Inc</b>			
<i>31 Marcus Road Dingley Village Vic. 3172</i>			
<b>Balance Sheet</b>			
<b>Statement for the Year Ended June 2018</b>			
<b>ABN : 78 684 267 029</b>			
		<b>2018</b>	<b>2017</b>
<b>ASSETS</b>			
<b>Current</b>	<b>Assets</b>		
1-1120	Cheque Account	\$181,629.42	\$130,909.78
1-1125	Bendigo Money Extra Cash Manag	\$58,812.41	\$58,765.33
1-1140	Petty Cash	\$300.00	\$300.00
1-1170	BBL Future Fund	\$39,988.85	\$39,355.38
1-1180	accounts receivable	\$2,011.50	\$185.00
		<b>\$282,842.18</b>	<b>\$229,515.49</b>
<b>Non Current</b>	<b>Assets</b>		
1-7120	Office Equipment at Cost	\$4,458.71	\$4,458.71
1-7130	Office Equipmt Accum Depn	-\$3,125.69	-\$2,618.08
1-7140	Furniture & Fixtures at Cost	\$10,851.48	\$10,851.48
1-7150	Furniture & Fixtures Accum Dep	-\$10,090.55	-\$7,569.07
1-7160	Motor Vehicle @ Cost	\$0.00	\$28,255.52
1-7170	Motor Vehicles Accum Dep'n	\$0.00	-\$28,255.52
		<b>\$2,093.95</b>	<b>\$5,123.04</b>
<b>Investments</b>			
1-5100	Bendigo Bank Shares	\$450.00	\$450.00
<b>TOTAL ASSETS</b>		<b>\$285,386.13</b>	<b>\$235,088.53</b>
<b>Current</b>	<b>Liabilities</b>		
2-1150	GST Collected	\$0.00	\$0.98
2-1160	GST Paid	-\$1,799.42	-\$1,638.61
2-1170	Payroll Liabilities		
2-1172	Provision for LSL	\$9,649.47	\$9,320.44
2-1173	Provision for AL	\$2,654.36	\$3,899.38
2-1180	PAYG Withholding Payable	\$2,428.70	\$3,755.21
2-1190	Superannuation Payable	\$2,509.58	\$0.00
	<b>Total Liabilities</b>	<b>\$15,442.69</b>	<b>\$15,337.40</b>
<b>NET ASSETS</b>		<b>\$269,943.44</b>	<b>\$219,751.13</b>
3-0000	<b>Equity</b>		
3-1000	Retained Earnings	\$219,751.13	\$230,015.69
3-2000	Current Year Surplus/Deficit	\$50,192.31	-\$10,264.56
	<b>Total Equity</b>	<b>\$269,943.44</b>	<b>\$219,751.13</b>
<p>To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of Make a Difference Village Inc. for the financial year ended 30th June 2018. Leeanne O'Connor - Finance Officer.</p>			

**Make a Difference Dingley Village Inc**  
 31 Marcus Road  
 Dingley Village Vic. 3172

**Income and Expenditure Statement**

For year Ended June 2018  
 ABN : 78 684 267 029

		2018	2017
<b>Income</b>			
4-1000	Donations	<b>\$80,089.67</b>	<b>\$75,174.79</b>
4-1000	Donations general	10,741.27	
	- Employment & admin	65,000.00	
	- Emergency Relief - food		
	- Emergency Relief - oncost	4,348.40	
4-1040	DHS Grant	<b>\$0.00</b>	<b>\$0.00</b>
4-1080	Community Grant City of Kingston	<b>\$47,566.15</b>	<b>\$36,095.45</b>
	- Employment & admin	40,566.15	
	- Emergency Relief - food	7,000.00	
4-1110	Grant Other	<b>\$0.00</b>	<b>\$10,000.00</b>
	- Emergency Relief - food	-	
4-1230	Interest	<b>\$780.55</b>	<b>\$901.54</b>
4-2020	DGR non public	<b>\$124,650.00</b>	<b>\$82,990.00</b>
	- Emergency Relief - food	99,500.00	
	- Employment & admin	25,000.00	
	- Other	150.00	
4-2030	Public Donations	<b>\$3,344.91</b>	<b>\$3,181.45</b>
4-4040	Events	<b>\$12,141.25</b>	<b>\$0.00</b>
4-5030	Emergency Acc. RENT	<b>\$10,400.00</b>	<b>\$10,080.00</b>
	- Emergency Relief - oncost	10,400.00	
4-5040	Bendigo Bank dividend	<b>\$40.00</b>	<b>\$50.00</b>
4-9998	Other Income	<b>\$0.00</b>	<b>\$4,764.26</b>
	- Emergency Relief - food	-	
	- Other	-	
	<b>Total Income</b>	<b>\$279,012.53</b>	<b>\$223,237.49</b>

To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of Make a Difference Village Inc. for the financial year ended 30th June 2018. Leeanne O'Connor - Finance Officer.

**Make a Difference Dingley Village Inc**

31 Marcus Road

Dingley Village Vic. 3172

**Income and Expenditure Statement**

For year Ended June 2018

ABN : 78 684 267 029

	2018	2017
<b>Expenditure</b>		
<u>Administration Costs</u>		
6-0020 Advertising/Promotions	\$3,305.31	\$2,330.38
6-0026 Fees and Services	\$160.90	\$376.31
6-0040 Furniture & Fittings < 300	\$0.00	\$962.73
6-0050 Auditors Fee	\$2,200.00	\$2,000.00
6-0070 Bank Charges	\$154.87	\$159.39
6-0085 Meeting Expenses	\$214.20	\$362.00
6-0120 Programs	\$0.00	\$0.00
6-0220 Tech upgrades/comp exp	\$1,527.37	\$1,777.44
6-0230 Dues & Subscriptions	\$1,219.00	\$921.62
6-0400 Insurance	\$4,214.91	\$7,132.10
6-0510 Postage & Shipping	\$691.26	\$540.82
6-0520 Photocopying/Printing	\$7,730.64	\$7,224.52
6-0521 Office Supplies	\$1,296.00	\$2,885.01
6-0571 Lease	\$0.00	\$104.00
6-0590 Emerg. Accommodation R/M	\$2,727.28	\$1,520.00
6-0595 Repairs/ Maintenance	\$182.27	\$2,252.66
6-0680 Telephone	\$4,734.45	\$6,804.46
6-0700 Staff Training	\$90.91	\$0.00
6-0720 Utilities	\$3,001.04	\$2,717.70
6-1800 Legal & Accounting	\$578.18	\$0.00
6-0340 Fundraising	\$1,824.09	\$510.53
6-0345 Events	\$5,964.55	\$1,829.09
6-0500 Motor Vehicles Exp. Ins. etc	\$1,250.45	\$646.15
	<b>\$43,067.68</b>	<b>\$43,056.91</b>
<u>Emergency Relief</u>		
6-0130 Emergency Relief On costs	\$5,157.56	\$6,330.15
6-0140 Emergency Relief	\$63,788.10	\$52,266.80
	<b>\$68,945.66</b>	<b>\$58,596.95</b>
<u>Depreciation</u>		
6-0270 Depreciation	<b>\$3,029.09</b>	<b>\$4,246.69</b>
<u>Employment Expenses</u>		
6-0603 LSL	\$329.03	\$1,642.72
6-0607 Superannuation	\$9,682.58	\$10,495.82
6-0611 Wages & Salaries	\$101,646.51	\$112,563.50
6-0610 Volunteers & Staff Expenses	\$2,119.67	\$2,899.46
	<b>\$113,777.79</b>	<b>\$127,601.50</b>
<b>Total Expenses</b>	<b>\$228,820.22</b>	<b>\$233,502.05</b>
<b>Net Surplus / (Deficit)</b>	<b>\$50,192.31</b>	<b>(\$10,264.56)</b>

To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of Make a Difference Village Inc. for the financial year ended 30th June 2018. Leeanne O'Connor - Finance Officer.

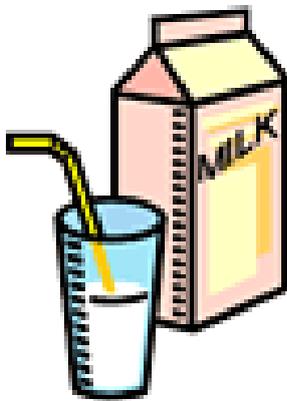
# Community Involvement

During this financial year we have had a large Community Involvement with our Seasonal Food Drives. We would approach local schools, service clubs and churches with our flyers. We also promoted on Facebook our Website and local Dingley Dossier newspaper. We were amazed by the result our community has supported us with donations of Long Life Milk, Cereal, and Soup. We also had call outs for nappies and sanitary items when stocks were low.

The Bendigo Bank Community Bank and Ray White Real Estate hosted a Community Wishing Tree and Carols in the Park with us.

Ray White also arranged a Easter Egg Hunt with gold coin donations going to Food Bank Program

We have found “OUR VILLAGE” rallies to help those less fortunate in our community.



# Books in Home Program

## Springvale Rise Primary School

Number of students: 549

Location: Springvale, South East of Melbourne, Victoria.

About us: Springvale Rise Primary School is a dual campus school that caters for students from Prep to Grade 6. We also have an onsite kindergarten and community hub offering programs to families including playgroup and English language classes.

Around 50 cultures are represented in our school's richly diverse community.

Over 80% of our students speak a language other than English at home and many of our families have arrived in Australia within the last five years.

The Books in Homes Program creates great excitement and enthusiasm among our students and provides a wonderful opportunity for students and families to develop a love of reading together. We are extremely grateful to our sponsor Make a Difference Dingley Village who enable our participation in this wonderful program.



# Food, glorious food!

**“As long as poverty, injustice and gross inequality persist in our world  
— none of us can truly rest”**

**“Nelson Mandela”**

Our Food Pantry project — grows and grows!

We talk with other agencies who agree we are all experiencing an increase in demand, and a decrease in supply.

We source rescued food but must purchase 75% of our supplies to meet the need.

## **“Stories they tell”**

- Shelley is single and has had a nervous breakdown. Her income is \$721 per fortnight and her rental is \$650
- Isaac is sleeping on cardboard boxes and washing his face in a creek. His belongings were stolen and we provided a “backpack bed” and gloves, socks, beanie and toiletries.
- Lachlan is on a Disability Support Pension, and without our support of basic food items — cereal, milk, eggs, rice — he could only manage to eat every second day.

Our staff and volunteers keep increasingly busy to ensure that we turn NO one away!

Families leave with basic staple food items, and many on their own receive a bed, coat, gloves, beanie.

The demand for food supplies is overwhelming, and with no funding from state or federal government we must fund raise to shop at friendly wholesalers.

When the cupboard at home is bare, parents can only focus on one issue—feeding the children.

During Anti Poverty week (October) agencies such as ourselves painted an alarming picture of increasing disadvantage across the state. Across Australia there are 2.5 million people living below the poverty line (of 50% of medium income).

Sincere thanks to our volunteers for assisting us to “make a difference” in people’s lives.

# Volunteering at Make A Difference Dingley Village

Ten Reasons to join a community group

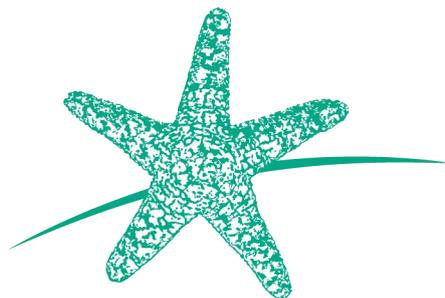
1. Its good for your health
2. You meet new friends
3. You make new contacts
4. You learn new skills
5. Its good for the community
6. You can follow your interests
7. You can build up your CV
8. You can learn how to win your battles
9. You can make a contribution
10. Its good for the country.



Some of our lovely volunteers.

# **“MAKE A DIFFERENCE” OBJECTIVES**

1. To advocate with clients or on their behalf for their rights and protection
2. To work with vulnerable families and increase their accessibility of casework and other services
3. To conduct a community needs assessment within our Local Government Area
4. To continue to take a lead role in the Southern Emergency Relief Network
5. To maintain adequate volunteer levels as we work with families
6. To develop a funding model that identifies our ability for innovation and growth
7. To review our management processes and develop a continuous improvement pathway
8. To identify those experiencing food insecurity and provide staple food items
9. To continue to “make a difference” to those who ask our help



## **WHAT BODY PART DO I NEED TO SELL?**

Sometimes, I have, sometimes, well you know..... if you go without a meal, save yourself ten bucks or something like that, it's the only way... ..it's a serious proposition, because it's the only way you can save money. There are no, there's no pot of gold you can dig up in the backyard. The only way you can save is by cutting something out of your life. Food. Gas. Electricity. Water, or not paying bills. My son needs braces, over two thousand bucks. I'm sort of going, 'What body part do I need to sell?'

Jimmy Connelly, Kate (2010). What Body Part Do I Need to Sell? Poetic Re-Presentations of Experiences of Poverty and Fear from Low-Income Australians Receiving Welfare Benefits. Jobs Australia.

# Seven things Australians can do to end Homelessness

1. Become an advocate—Write your MP—sign a petition
2. Watch your language—speak about people experiencing homelessness with respect
3. Educate yourself and others tell the difference between good and bad solutions to homelessness
4. Donate money to homelessness agencies
5. Donate goods—canned foods, socks, blankets
6. Volunteer—find services in need of a helping hand
7. Treat people without homes as you would a friend or work-mate



# Operating standards

- Leadership and management capacity to provide clarity of direction, ensure accountability, and responsiveness of services
- Promote a culture which values and respects our client base, staff and volunteers
- Staff members and volunteers support positive outcome from families
- Create a welcoming, safe and accessible environment
- Promote the safety, stability and development of children and young people
- Strengthen the capacity of parents and families to provide effective care of children and young people



# Projected Priorities for 2018/19

1. To continue to support families in crisis that need our help in providing food for the family
2. To establish a staffing level that includes — Executive Officer, Financial Counsellor, Domestic Violence Caseworker, Administrative Support, an emergency relief co-ordinator, and a wonderful team of volunteers
3. To maintain our website—[www.maddv.com.au](http://www.maddv.com.au) and our social media contacts via facebook.
4. To continue to take a lead role in the Southern Emergency Relief Network
5. To support asylum seekers and advocate for them as the SRSS cuts to payments forced some to destitution.
6. To establish a corporate sponsorship program
7. To involve our local primary school children in an annual “crazy sox day” to both fund raise and market our organisation
8. To fund raise with community events such as a monthly market
9. To register our organisation with the Department of Health and Community Services — as a registered community services organisation
10. To face the challenges and excitement of a new venue
11. To support, advocate for and assist those who need us to “make a difference”

