



## **Annual Report 2016**



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# Make a Difference Dingley Village Inc

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

**ABN:** 78684267029

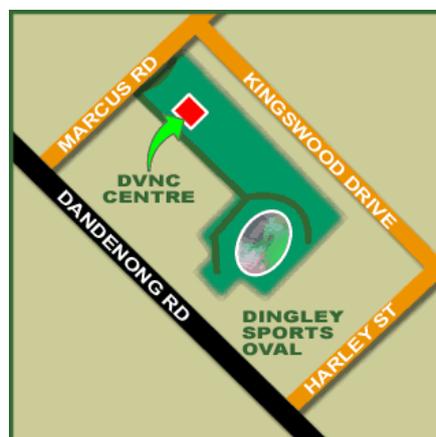
**Inc:** A0014674G

**Phone:** (03) 9551 1799

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

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

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



*The Make a Difference office is located within the  
Dingley Village Neighbourhood Centre building.*

**Melways reference Map 88 F6**

# 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 Pantry program, office admin and special projects.

**With out the help and support of the following our food pantry wouldn't be able to help as many clients in crisis that we now do.**



# Our Ambassadors

Make A Difference is delighted to have 4 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 David, Sir Leigh and Sir David, as part of our team.

The late Joan Kirner was an ambassador for Victoria, with a role to build a strong community.

Our Ambassadors assist us in making our community both strong and supported.

Back Row: David Madill, Michael Benjamin

Front Row: David Starvaggi, Leigh Menzel



# **COMMITTEE OF MANAGEMENT**

Chairperson  
Public Officer  
Treasurer

Sue Anderson  
Irene McInnes  
Suzette Dawson

Members

Noleen Barczak  
Marlene Nanscrewan  
Alma Osbourne  
Margaret Irons  
Jacqui Nally  
Maria D'Silva

## **Staff**

Social Worker  
Finance Officer  
Administration  
Finance Officer  
Social Worker

Marion Harriden OAM  
Leeanne O'Connor  
Judith Klarenbeek  
Margarete Lehmann  
Phylliss Virgona

## **Volunteers**

Murray Jones  
George Kunz  
Joan Nicol  
Marlene Nanscrewan  
Jacqui Nally  
Thelma Paull  
Ray Smith  
Anne Pellas  
Kay Crane  
Alf Klarenbeek  
Debra Belza  
Mark Belza  
Don Waters  
Lorraine Waters  
Alyson Chopping  
Julie Nolan  
John Curtin

Helen Dally  
Margaret Irons  
Gary Harriden  
Faye De Boer  
Karen Kinson  
Alma Osbourne  
Irene McInnes  
Marlene Nanscawen  
Norm Nicol  
Susan Palfreman  
Dianne Boadle  
Ben Klarenbeek  
Maria D'Silva  
Pamela Fellows  
Adrian Heal  
Sarah McAllister  
John McGuinness

# CHAIRMAN'S REPORT

The 33<sup>rd</sup> year of providing welfare to the Dingley Village and surrounds and every year is getting harder as so many surrounding agencies have closed or drastically cut services due to lost government funding ending with more clients being referred to Make A Difference.

This year has seen the Appointment of Make A Difference Ambassadors.

David Starvaggi , Michael Benjamin, David Maddill, Leigh Menzel

As local business leaders we thank you for agreeing to promote us where ever possible.

A new website and the launch of the phone App Giver we are trying to have 5000 people sign on to give \$3 a month (less than a cup of coffee) .

We thank the Dingley Village Bendigo Bank for the ongoing support including their grant for us to be able to retain our Financial Councillor, an area that is becoming a much needed service.

We also have employed a Case Worker 1 day a week who has been a great addition.

We are most grateful for the ongoing support we receive from Portland House, Kingston Council, all the philanthropic trusts who have helped us this year and our general community.

Thanks to our dedicated team of volunteers who donate many hours of their time.

Social worker Marion, Judith and Leeanne in the office and Members of our Committee of Management.

Pam Gates and Staff of the Neighbourhood Centre are a great support which is a big help when sharing the same building.

Sue Anderson  
Chairman



# FROM THE SOCIAL WORKER'S DESK



Our clients, our volunteers, our staff are not quite singing in the rain ....

But are committed to ensure that the sun shines through!

The hundreds who visit us each month can be linked to all our avenues of service .... from housing and accommodation to

education to emergency relief.

Our strongest focus is children and research tells us the impact of poverty has upon them. Two words a parent never wants to hear from their child .... "I'm hungry"... one in five Australian kids go hungry.

During our past busy year we have giving families hope to see the sun shining through.

We have provided food on a regular basis, provided assistance with utility bills, help from our Financial Counsellor with financial management, and support from our caseworker on serious issues such as gambling, drug and alcohol concerns, homelessness and domestic violence.

Our volunteers are an incredible source of support to both our staff, and the families we see. Some light hearted jesting takes place!

How do we see the future?

"let the stormy clouds chase everyone from the place

Come on with me, I've a smile on my face

I'll walk down the lane

With a happy refrain

And singin just singin in the rain"

**Marion Harriden Social Worker**

# Staff



Marian Harriden  
Social Worker



Judith Klarenbeek  
Administrative Assistant  
Leeanne O'Connor  
Finance Officer



Margarete Lehmann  
Financial Counsellor



Phylliss Virgona  
Social Worker

# Financial Counsellor Annual Report

Our financial counselling service is now in its second year providing free counselling one day per week for low-income families and small business people with personal debts. We thank the Bendigo Community Bank for their ongoing support to the program.

Approximately 46 service days available during 2015/2016 year achieved the following results:

A total of 32 new clients, many presenting with multiple issues and more than one attendance as the following table shows:

Presenting Issue	Number of new Clients with issue
General Debt	10
Business Debt	1
Changed Personal (loss job, death etc.)	5
Utility Debt	16
Contract Dispute	2
Insurance Dispute	1
Family Violence	4
Bankruptcy	1
Business Failure	1
Housing	4
Taxation	2
Illness	6
Budgeting	12
Separation Issues	1
Inadequate Income	8
Other (Fines, Fin Literacy, Super, Work cover etc.)	4

Centrelink benefit payments were received by 65% of clients and 3% were self-employed. Of the 32% wage earners only 6% were lucky enough to be in permanent full-time employment and the remaining 26% were permanent part-time, seasonal or casual employees.

The living situation of clients impacts on the ability to pay for basic necessities such as housing, food and utilities. Single people households including couples without children made up 62%. Families with children made up 6% and sole parents were 32% of new clients.

Annual Income level reflects this with 12% of clients receiving less than \$20,000 total household income. Another 79% received \$20,000 - \$40,000 per annum and 9% received \$40,000 - \$60,000.

Financial stress is also a precursor to other family stressors such as domestic violence.

Age group of clients: No of clients

25-34 years	3
35-44 years	7
45-54 years	13
55-64 years	6
65 years and over	3
<b>Total</b>	<b>32</b>

Country of birth:

Australia – English speaking background	13
Australia – Non-English speaking background	2
Other Country – English speaking background	5
Other Country – Non English speaking background	12
<b>Total</b>	<b>32</b>

Our Agency is well presented and has a high profile in the local Community. The centre also maintains close relationships with other agencies and social services to provide the best options for our clients on an ongoing basis.

Many of the people seeking assistance at our agency are attempting to manage the combination of inadequate income and the rising costs of living. High rental expenses are partly to blame for the increasing number of homelessness amongst our clients. Many live in temporary accommodation like boarding houses and caravans. Many single parents experiencing poverty unable to pay utility bills and some even went without a meal. A new emerging group of people in trouble – the working poor - . Many low income households experiencing cash flow problems, resulting in increased credit card debts, borrowing money from friends and families and often at a last resort take money from payday lenders. They are in a spiral of paying excessive amounts of interest without reducing the loan.

Income and expenses for many are in a fragile balance, that any unforeseen event such as reduced working hours, job loss, illness etc. will cause a dramatic change in their circumstances often resulting in rental arrears, threat of eviction or having to endure numerous phone calls from debt collecting agencies.

On a positive note we can report that we were able to successfully assist our clients to achieve a better outcome, advocating, arranging moratoriums on payment and interest, averting eviction, waiver of loans or referring to an emergency relief provider for material assistance. We are grateful for the support network we can tap into – such as the Ombudsman services, Consumer Action Law Centre, Social Rights and many more – to achieve a better outcome for our vulnerable people.

The success of the financial counselling program is demonstrated by the number of cases satisfactorily resolved. Clients are able to make informed decisions on resolving their financial difficulties based on the range of options provided.

*Margarete Lehmann*  
*Financial Counsellor*



# Case Workers Annual Report

It gives me great pleasure to present my first case management Make a Difference Inc. report since beginning with the organisation on the 12<sup>th</sup> February 2016. Thank you to Marion, Judith and Leeanne for the warm welcome into the team whereby I feel right at home as together we have strived to build the case management profile in our local community via various means.

## **New Beginnings:**

Initially a case management brochure was designed and then promoted to our local community including the kindergarten, primary schools, libraries and GP medical centre. Key service providers were also informed of our new program via the sharing of information using various modes including emails and at network meetings such as the Middle South Welfare Network group which did successfully result in developing some positive referral pathways. Word of mouth has also resulted in some client “walk ins”. The client group initially was slow to build however has been constant in contacts over the last few weeks.

Developing ongoing relationships with relevant stakeholders and target groups will be a key objective in the following 12 months as I look to building the case management program profile. I believe this will be imperative to support an ongoing effective coordinated service and strengthen our network profile.

## **Statistics:**

Since the inception of the program I have seen 11 clients over 20 weeks resulting in 38 sessions. Primary issues include relationship breakdowns, domestic violence, and neighbourhood conflict, victim of crime, housing issues, financial and personal hardship. Ongoing referrals to our financial counselling as well as ongoing going referrals to external supports for social emotional health/ wellbeing programs have helped clients connect with the right resources and skills to move positively forward in their lives.



# Case Workers Annual Report—cont

## **A successful outcome - case study:**

A recent case study in which we achieved a successful outcome for the individual involved the mapping a pathway through the right support options and working closely with other relevant service providers.

this example involved a 42 year old female client who was referred to Make a Difference Inc. from the local Centrelink office.

This person had migrated to Australia for marriage and was isolated from her family and had never been allowed to establish friendships in Australia. It was by chance she attended her local medical centre whereby the medical physician identified that this person was a victim of domestic violence and in need of help.

Born overseas she had been in an abusive relationship for 16 years and was fearful of leaving the relationship due to the concern of ongoing violence. The medical practitioner organised for this lady to attend Centrelink for financial support so she would have some financial means to leave the relationship.

Centrelink then requested that "Make a Difference" support her with options and resources.

As case manager I helped her develop a support plan that assisted with her initially managing her emotional and mental wellbeing. Education was also provided on methods to assist with stress and illness management along with strategies that promoted self-advocacy. By working closely with Centrelink, the local GP and housing support groups I was able to relocate our client into safe housing, thus enabling her to have some personal control and direction in her life.

## **Future Planning**

Our philosophy is that we are all important and if we can make a difference to just one person's life then that is worth making. Through the case management model I seek to help clients identify their needs and issues via a comprehensive assessment which is underpinned by a client centred action plan, remaining forward thinking, and support hope along with self-advocacy.

Case management is that small positive change that can improve individuals' lives to overcome everyday challenges.

Phylliss Virgona Social Worker / Case Manager

***Change can only occur individually but collectively our vision creates hope and chance***



# ANNUAL GENERAL MEETING

Held on 2nd September 2015

## Minutes

1. Welcome to our friends, volunteers, supporters & Board members

–Chairperson – Sue.

2. Present – Anne Pellas, Marlene, Alma, Margarete, Irene, Sue. Lorraine Waters, Noleen, Joan, Norm, Maria, Leeanne, Judith, Marion, Vina, Gary, Trudy, George &

Murray.

3. Apologies – Helen, Jacqui.

4. Minutes of 2014 AGM accepted – Noleen/Marlene.

5. Reports – Annual report distributed to all. It is always a useful document when completing funding submissions.

5.1 Chairman \_ Sue reported on the now 12 month decision to change our name. It has proved a positive decision, and the logo and Starfish story appears to resonate with everyone.

5.2 Treasurer – Margarete. It is reported that we ended 30/6/15 with a surplus with donations, grants from the City of Kingston, and success with philanthropic support. She moved that auditor Bruce Hydon be re-appointed for the financial year 2015/16. Margarete/Noleen .

5.3 Social workers report – Marion. Our triage system is a positive way of working with families. This system prioritises needs and determines the immediate priority and then sequences the other needs.

5.4 Financial counselling service – Margarete.

Issues presented to the service are multiple, complex and often irresolvable due to lack of funding. Our service delivery model maintains an evidence based approval that includes financial assessment through budget plans, case planning, monitoring and reviewing cases. Our model is designed to embrace the strengths in the individual/family through a goal oriented approval.

### 5.5 Case Worker – Vina

We have recently been funded to offer a counselling service that  
Focuses on the Culturally & Linguistically diverse Community.  
Repeat victims of family violence.  
Supports and informs those escaping an abusive relationship.

### 6. Election of Board Members –

We thank Trudy for chairing the election.  
The following were nominated and elected.

Chairperson – Sue

Secretary - Irene

Treasurer - Margarete

Members - Noleen

Margaret

Jacqui

Alma

Marlene

Maria

6a. Presentations were made to five wonderful Volunteers who have given many years of service to Make A Difference Dingley Village.

Irene for 25 years

Gary for 13 years

Ray for 11 years

Helen for 22 years

Margarete for 10 years

7. Corporate sponsorship – Marion spoke of this new avenue that we wish to pursue & will be assisted by Pathways Australia – an organisation that supports community service organisation's with income generation.

8. Fund raising -

Twilight market 4<sup>th</sup> December 2015.

Sleeping out for the homeless June 2016.

9. Website – [www.madv.com.au](http://www.madv.com.au)

We do need an IT expert to assist us with monthly updates of the site.

10. General business.

Next General meeting 21<sup>st</sup> October 2015.



The Mayor of Kingston Tamsin Bearsly came to visit.

# Auditors Report

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

We have audited the attached financial report, being a special purpose financial report of above entity which comprises the balance sheet as at 30 June 2016 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.

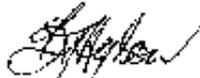
We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the association. No opinion is expressed as to whether the accounting policies used, are appropriate to the needs of the members.

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 the said entity as at 30 June 2016 and the results of its operations and its cash flows for the year then ended.



BRUCE T. HYDON  
Bruce Hydon Pty Ltd  
31 / 8 / 2016

**Make a Difference Dingley Village**

*31B Marcus Road.*

*Dingley Village, Vic. 3172*

**Income & Expenditure Statement  
For Year Ended June 2016**

ABN: 78684267029

	2016	2015
<b>Income</b>		
Interest	1104.25	1602.45
Donation	4850.00	72024.75
DHS Grant	2000.00	0.00
Community Grant C.O.K.	33918.94	30422.48
Emergency Account - Grant	0.00	3196.82
Grant other		
DGR non Public	197240.00	65488.00
Public Donations	429.50	0.00
Emergency Acc. RENT	9720.00	9360.00
Bendigo Bank Dividend	50.00	45.00
Other Income	0.00	700.00
<b>Total Income</b>	<b>249,312.69</b>	<b>182839.50</b>
<b>Expenditure</b>		
Emergency Relief	40939.17	42,492.91
Employment Expenses	111126.96	89,313.34
Administration Costs	37742.79	38,774.51
Depreciation	10651.86	9,622.95
<b>Total Expenses</b>	<b><u>200,460.78</u></b>	<b><u>180,203.71</u></b>
Surplus/Deficit for the year	<b>48,852</b>	<b>2,636.00</b>

**Make a Difference Dingley Village**  
**31B Marcus Road.**  
**Dingley Village, Vic. 3172**  
**Income & Expenditure Statement For Year Ended June 2016**  
**ABN: 78884287029**

	2016	2015
<b><u>BALANCE SHEET</u></b>		
<b><u>Current Assets</u></b>		
Cheque Account	135469.78	76439.78
BBL Future Fund	38617.61	37872.46
Bendigo Money Extra Cash Mang	58601.56	58284.24
Petty Cash	300.00	300.00
Emergency Relief Bank Acc.	0.00	4.42
Accounts Receivable	2500.00	0.00
	<b>235,488.95</b>	<b>172,900.88</b>
<b><u>Non Current Assets</u></b>		
Furniture & Fixtures at Cost	8874.75	11733.34
Furniture & Fixtures Accum Dep	-6212.70	-5193.78
	<b>2662.05</b>	<b>6539.58</b>
Office Equipment at Cost	2060.53	2552.39
Office Equipment Accum Dep	-2060.53	-2128.89
	<b>0.00</b>	<b>423.50</b>
Motor Vehicle @ cost	28255.52	28280.00
Motor Vehicle Accum Dep	-25922.75	-19596.40
	<b>2332.77</b>	<b>8683.60</b>
<b><u>Investments</u></b>		
Bendigo Bank Shares	<b>450.00</b>	<b>450.00</b>
<b>TOTAL ASSETS</b>	<b>240,933.77</b>	<b>188,997.56</b>
<b><u>Current Liabilities</u></b>		
Provision for LSL	7677.72	5793.72
Provision for AI	2828.38	1567.38
GST Collected	400.00	
GST Paid	-185.86	-1362.92
Super Payable	197.84	
PAYG Withheld	<b>0.00</b>	<b>1835.60</b>
<b>Total Liabilities</b>	<b>10918.08</b>	<b>7833.78</b>
<b>NET ASSETS</b>	<b>230,015.69</b>	<b>181,163.78</b>
<b><u>Equity</u></b>		
Balance at beginning of year	181,163.78	178,527.99
Surplus/deficit for year	<b>48,851.90</b>	<b>2,635.79</b>
<b>Total Equity</b>	<b>230,015.68</b>	<b>181,163.78</b>
To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of Make a Difference Dingley Village inc. for the financial year ended 30th June 2016. Leanne O'Connor - Finance Officer		

## MAKE A DIFFERENCE DINGLEY VILLAGE INC

### STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 30 JUNE 2016

	\$ 2016	\$ 2015
<b>CASHFLOWS FROM OPERATING ACTIVITIES</b>		
Donations	200,419	137,513
Grants	35,919	33,619
Sale of stove	-	700
Payments to employment, emergency relief and administration	-188,520	-168,427
Net cash generated from operating activities	47,818	3,405
<b>CASHFLOWS FROM INVESTING ACTIVITIES</b>		
Rent	9,720	9,360
Interest	1,104	1,602
Dividend Received	50	45
Capital Expenditure and GST	1,396	-4,931
Net cash used in investing activities	12,270	6,076
Net increase in cash held	60,088	9,481
Cash on hand at beginning of year	172,901	163,420
Cash on hand at end of year	232,989	172,901
<b>Represented by</b>		
E xtra Cash Management	58,601	58,284
Cheque Account	135,470	76,440
Future Fund	38,618	37,873
Other	300	300
Emergency Relief account	-	4
	232,989	172,901

# Food Collection



The boys from OZ Harvest delivering to our office.



John and Gary at Second Bite

# Food Bank Hunger Report 2016

## Key Findings

### **Food insecurity in Australia is hitting a crisis point**

- 1 in 6 Australians report having experienced food insecurity at least once in the last 12 months
- Over half of these people say they have experienced food insecurity between 1—3 times but for over quarter of them it is a regular occurrence.
- Over 644,000 people now receive food relief each month, 33% of whom are children.

### **Charities cannot cope and are turning people away empty handed.**

- Around half of the people who report experiencing food insecurity have sought food assistance from a charity or community group.
- 2015 saw an 8% increase in the number of people seeking food relief.
- Over 43,000 people seeking food relief each month are unable to be assisted by charities and community groups, 32% of whom are children.

### **It is not who you think**

- The face of hunger is diverse - male, female, both young and old, single and in families, students, employed and unemployed as well as retired people.
- Generation Y is almost twice as likely to experience food insecurity than the average (31% vs 18%).

### **It's not taking much to tip some people into food insecurity**

- The most common reasons why people experience food insecurity are not enough money in the first place, unexpected expenses and large bills or just paying for the roof over their heads.
- The most likely things people do in order to have enough money for food for themselves and their families are to borrow money from family and friends, not pay bills or rack up debts on a credit card.

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## 2016 Hunger report cont....

### **The impact of food relief is immediate and far reaching**

- People receiving food assistance say they feel relieved, happy, positive, hopeful and less stressed.
- They report both immediate benefits of feeling less hungry as well as longer term benefits such as improved physical health, being able to plan for the future and feeling able to look for work/get a job.
- Around half say the benefits last about a week while 22% say they help them through a crisis period of a few weeks or months and 6% say they help them to make longer term, lasting improvement to their lives.

### **The impact of food relief is immediate and far reaching.**

The main strategies people take when they are faced with not having enough food are to skip a meal themselves (56%), cut down on the size of their meals to make the food go further or last longer (50%) and to go without meat or fresh fruit and vegetables (36%). Women are more likely than men to cut down on the size of meals (54% vs 45%) and to go without meat or fresh fruit and vegetables (42% vs 28%) but men are more likely to go for the entire day without eating (32% vs 22%).

### **Most common forms of food relief provided by agencies.**

Food parcels collected by the recipient	71%
Self service shop	38%
Food parcels delivered to recipient	35%
Food vouchers	36%
Prepared meals consumed on site	30%
Community development-related food programs	21%
Prepared meals taken away	14%
Schools based food program	12%
Meals in residential facilities	7%
Mobile food shares/pop-up food banks	5%
Prepared meals provided via food vans	4%
Other	4%

# Objectives

Each and every objective must be quantifiable if they are to be measurable. This way, success can be monitored, recorded and verified where necessary.

- 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
- 3- To conduct a community needs assessment within our LGA
- 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 and funding model that identifies our ability for innovation and growth
- 7- To develop a model in response to the Australian Charities and Not for Profit Commission proposal re “governance standards”
- 8- To review our management processes and develop a continuous improvement pathway
- 9- To continue to “make a difference” to those who ask our help



Chairman Sue receiving grant cheques from RACV and Freemason Foundation

# Knitting Fairies

Some of our volunteers live in a retirement village, and our knitting fairies come from Queensland and Dingley Village.

The Queensland fairies knit squares for rugs and beautiful babies and children's clothes.

The Dingley Village fairies turn the squares into knee rugs and knit beanies and scarves.

We thank these wonderful volunteers who support our work.



Jenny Emerson with some of the Jumpers she knits.

Dianne Boadle, Frances Bungey and Rene Gaffy with the rugs they have been making from squares knitted by our knitting fairies.



# Bendigo Bank Wishing Tree

It was several years ago, that a little girl, aged 5, named Maddy, explained to our staff that Santa was not bringing gifts to her family, and perhaps we knew another Santa who might think of her.

The idea of a wishing tree in the Bendigo Bank and with support from their wonderful staff we collect hundreds of toys for children, each year, who would otherwise miss Christmas celebrations.

Tags on the tree simply say boy or girl and an age.

We sincerely thank the Dingley Village residents for their support of Maddy and many, many other children.



# Books in Home Program

We were pleased to receive a grant from the Myer Foundation (Education) to help support Springvale Rise Primary School initiate the Books In Homes Program. This allows children who would otherwise never get to have their own book to have and read at home. Each term the children receive an allocation of 3 books that they have chosen. Staff have shared with us stories of children reading to their baby brothers and sisters, and the joy on their faces of owning a book that they can read, comprehend and discuss the stories which then helps with their English and literacy skills. At the launch of the program, author Gabrielle Wang attended and read her latest book *The Wishbird* much to the delight of the children.

Gabrielle Wang reading her latest book *The Wishbird* at the launch of the Books in Home Program



# 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



# ***Human rights standards and principles***

All of our objectives and operating procedures are underpinned by a human rights based approach.

In our organisation, a human rights based approach means that we:

- understand who our internal and external stakeholders are in terms of rights and responsibilities
- Are committed to maximising the capacity of our stakeholders to fulfil their duties and access their rights
- Develop our leadership and management to provide clarity of direction, ensure accountability and support quality and responsive services for children, youth and families
- Promote a culture which values and respects our client base, carers, staff and volunteers
- All staff members and volunteers support positive outcomes for children, youth and their families
- Create a welcoming, safe and accessible environment
- Promote the safety, stability and development of children and youth
- Strengthen the capability of parents, families and carers to provide effective care
- Create an integrated service response, which supports the safety, stability and development of children and youth

# **Bold Action for a Fairer Future**

The community services and welfare sector has a national voice, the Australian Council of Social Service, for the needs of people affected by poverty and inequality. We share the vision for a fair, inclusive and sustainable Australia, where all individuals and communities can participate in, and benefit from social economic life.

The nation faces some hard facts and some big choices.

ACOSS has developed four concrete steps for Government, and we support these concepts, particularly in the areas of:

affordable housing, quality education, disability services, mental and dental health services and community controlled services for Aboriginal and Torres Strait Island people.

Fault lines in our economic and social foundations include a growing number of people living in poverty and homelessness and a rise in unemployment.

# Projected Priorities for 2016/17

1. To market our new name...to the community at large, and those who need or will refer to Make A Difference Dingley Village Inc
2. To maintain our newly developed website [www.maddv.com.au](http://www.maddv.com.au)
3. To establish a staffing level that includes—child executive officer, case worker, financial counsellor, administrative support, an emergency relief co-ordinator and our (wonderful) team of volunteers.
4. To continue to take a lead role in the Southern Emergency Relief Network.
5. To establish a sponsorship program that includes the corporate world and the local community.
6. To register our organisation with Department Health and Human Services.

