

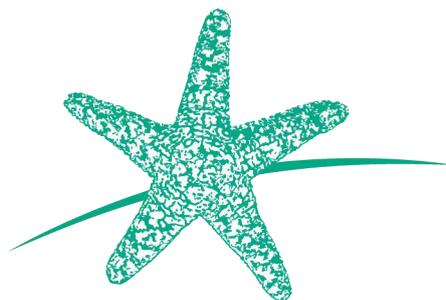
Make a
difference
DINGLEY VILLAGE INC



**Annual Report
2017**

CONTENTS

Contact Details	3
Make A Difference's services	4-5
Our Ambassadors	6
Committee of Management	7
Chairman's report	8
Executive Officer's report	9
2016 AGM Minutes	10-12
Auditor's report	13-14
Annual Statement	15
Finance Report	16-18
Objectives of MADDV	19
Volunteering at MADDV	20
Bendigo Bank Wishing Tree	21
Books in Home Program	22
Operating standards	23
Projected Priorities 2017-18	24



Make a Difference Dingley Village Inc

Address: 31B Marcus Road
Dingley Village Victoria 3172

ABN: 78684267029

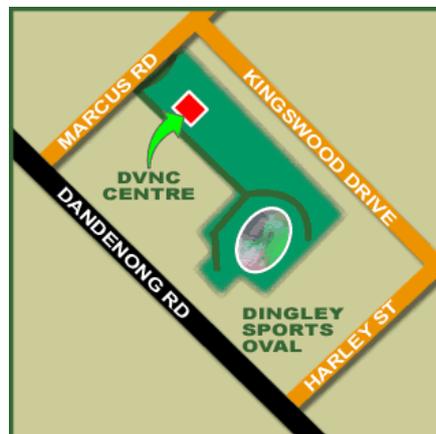
Inc: A0014674G

Phone: (03) 9551 1799

Email: admin@madv.com.au

Website: 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 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.



Rescued food being collected from Secondbite

Our Ambassadors

Make A Difference is delighted to now have 5 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, and now Sir Greg as part of our team.

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
Susie Santilli

Staff

Executive Officer
Finance Officer
Administration
Project Manager

Marion Harriden OAM
Leeanne O'Connor
Judith Klarenbeek
Simone Hardham

Foodbank and Admin Volunteers

Murray Jones
George Kunz
Joan Nicol
Jacqui Nally
Lorraine Waters
Alyson Chopping
Julie Nolan
Diana Pretorius
Pamela Fellows
John McGuinness
Irene Crespo
Nancy Porter

Helen Dally
Margaret Irons
Gary Harriden
Faye De Boer
Karen Kinson
Alma Osbourne
Irene McInnes
Marlene Nanscawen
Norm Nicol
Susan Palfreman
Dianne Boadle
Maria D'Silva

CHAIRMAN'S REPORT

Providing welfare to the residents of Dingley Village and surrounds each year is becoming harder some of our main Suppliers like Vic Relief have changed their rules on availability and others just cannot keep up with the demand required.

A new website and the launch of the phone App. Give Now has been re structured hopefully with more success.

Simone Hardman has joined us and has had some successful fundraisers and is going all out to lift our profile in the area.

Simone has got the schools involved in helping fill the pantry over winter with a cereal and soup drive.

Simone's report will have a lot more information about upcoming plans.

We thank the Dingley Village Community Bendigo Bank for their 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 employed a Case Worker 1 day a week this has been a great addition.

We are most grateful for the ongoing support we receive from Portland House and all the philanthropic trusts Kingston Council and our general community.

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

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

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

Finally after 15 years with food bank and last 4 as chairperson and not being around as much this year due to health and surgery I have decided not to seek re-election .

It is now our time to head up north for winter etc.

My best wishes to the incoming Committee.

Sue Anderson
Chairman



EXECUTIVE OFFICER'S MESSAGE

The last year has been incredibly busy and productive, and I must acknowledge the amazing work of our dedicated and passionate staff and volunteers who are so committed to helping the local community help local people.

We face a increased demand in a evolving social, political and economic landscape. The world stage is changing, and we are yet to understand how changes in other countries will impact in Australian society. Some things remain abundantly clear though — the gap between the rich and the poor is increasing, and more Australians are living in poverty.

The appointment of a financial counsellor and a caseworker has been a positive step for us at MADDV. Families are now receiving on going support in their complex and difficult situations.

A new addition to our team is Simone Hardham, appointed to assist us to step in to the world of corporate sponsorship — but also to share our story with the community. This has been most successful with our Facebook friends and support from the local community. Various events have been planned and will prove a great platform to make our organisation known.

The next year will bring challenges!

We will continue to “make a difference” to families who need our help.

Marion Harriden OAM JP





ANNUAL GENERAL MEETING

Minutes

Annual General Meeting

Held Monday 19th September 2016

Minutes

1. Welcome to all our friends, volunteers, supporters – Chairman Sue
Presentation of flowers to Sue

2. Present -: Sue, Alma, Jacqui, Anne, Leanne, Marlene, Lorraine, Irene, Margaret, Dianne, Karen, Joan, Judith, Marion, Margarete, Suzette, Diane

3. Apologies-: Gary, Noleen, Warren, Phyllis, Helen, Norm

4. Minutes of 2015 annual meeting accepted- Irene/ Marlene

5. Reports

5.1 Chairman Sue – spoke of our busy year and successful fund raising.

We are pleased to be working with volunteer Simone in her fund raising efforts on our behalf in 2016/2017.

5.2 Treasurer Suzette – our healthy balance due to the success in fund raising through the philanthropic sector.

Appointment of auditor for 2017 – Bruce Hydon

Presentation of flowers to retiring Treasurer- Margarete

5.3 Social worker Marion thanked volunteers for their input into Make a Difference

Financial Counsellor Margarete spoke of spiralling credit card debt in this country and concerns regarding Pay Day loans. Lack of affordable housing appears to be the trigger of financial crisis.

5.4 Case worker Phyllis will be with us on a Friday until the end of 2016.

We are attempting to recruit a new caseworker for 2017.

6. Election of board members – Margaret Dolphin

Chairman – Sue Anderson

Treasurer – Suzette Dawson

Secretary- Irene McInnes

Members - Noleen Barczak

Margaret Irons

Jacqui Nally

Alma Osborne

Marlene Nanscewan

Margaret declared all of the above members elected to the Board and returned the meeting to Chairman Sue

7. Fund raising

7.1 Winter sleep out – 16 June 2017. Warren (events co-ordinator) will speak to our October meeting

7.2 Corporate Sponsorship – Marion attended a recent meeting at the Portland House Foundation

7.3 World of Philanthropy – we are seeking a “grant writing” expert

7.4 2017 – Funding an ongoing task

8. Website – check us out!

www.madv.com.au

9.Launch of Emergency Relief Directory – 10th October at 10am. All welcome

10.Social Media – thanks to Noleen

11.General Business – Xmas Lunch – 3rd December at Cheltenham RSL

12. Next general meeting 17th October 10am



The Dingley Village Community Day/open air cinema saw people come together to not only support our organisation but to learn more about mental health and places within our community that can help in times of need.

Auditors Report

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAKE A DIFFERENCE DINGLIY 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 2017 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.

Qualification

Income from donations and grants of \$207,440 are recorded in the accounting records as and when banked. Receipts are prepared, but copies were not held together in a file that enabled us to check them against the accounting records. Our tests established verification of \$170,432 or 82% of donations and grants received.

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

Opinion

In our opinion, subject to the qualification, the financial report presents a true and fair view of the financial position of the said entity as at 30th June 2017 and the results of its operations and its cash flows for the year then ended.

BRUCE L. HYDON
Bruce Hydon Pty Ltd
10th August 2017



MAKE a DIFFERENCE DINGLEY VILLAGE INC

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30TH JUNE 2017

	\$	\$
	2017	2016
CASH FLOWS FROM OPERATING ACTIVITIES		
Donations	68610	200419
Grants	46055	35919
Payments to employees, emergency relief and administration	-223197	-188520
Net cash generated from operating activities	-8492	47818
CASH FLOWS FROM INVESTING ACTIVITIES		
Rent	10080	9720
Interest	902	1104
Dividend	50	50
Capital expenditure and GST	-6199	1395
Net cash generated from investing activities	4833	12270
Decrease/increase in cash held	-3659	60088
Cash on hand at beginning of year	232989	172901
Cash on hand at end of year	229330	232989
Represented by		
Extra cash management	58765	58501
Cheque account	130910	135470
Future fund	39355	38618
Other	300	300
	229330	232989



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 30th June 2017.

Signed: Alma Osbourne

Dated: 10/6/17

Signed: M. Nanscawen

Dated: 14/6/17

Community | Family | Support | Counselling | Mediation | Advocacy



31B Melous Rd,
Dingley Village VIC 3172



03 9551 1795



0429 857 509



admin@madcv.com.au



www.maddy.com.au

Make a Difference Dingley Village Inc

31 Marcus Road
Dingley Village Vic. 3172

Balance Sheet

Statement for the Year Ended June 2017

ABN : 78 684 267 029

		2017	2016
ASSETS			
Current	Assets		
1-1120	Cheque Account	\$130,909.78	\$135,469.78
1-1125	Bendigo Money Extra Cash Manag	\$58,765.33	\$58,601.56
1-1140	Petty Cash	\$300.00	\$300.00
1-1170	BBL Future Fund	\$39,355.38	\$38,617.61
1-1180	accounts receivable	\$185.00	\$2,500.00
		\$229,515.49	\$235,488.95
Non Current Assets			
1-7120	Office Equipment at Cost	\$4,458.71	\$2,060.53
1-7130	Office Equipmt Accum Depn	-\$2,618.08	-\$2,060.53
1-7140	Furniture & Fixtures at Cost	\$10,851.48	\$8,874.75
1-7150	Furniture & Fixtures Accum Dep	-\$7,569.07	-\$6,212.70
1-7160	Motor Vehicle @ Cost	\$28,255.52	\$28,255.52
1-7170	Motor Vehicles Accum Dep'n	-\$28,255.52	-\$25,922.75
		\$5,123.04	\$4,994.82
Investments			
1-5100	Bendigo Bank Shares	\$450.00	\$450.00
TOTAL ASSETS		\$235,088.53	\$240,933.77
Current	Liabilities		
2-1150	GST Collected	\$0.98	\$400.00
2-1160	GST Paid	-\$1,638.61	-\$185.86
2-1170	Payroll Liabilities		
2-1172	Provision for LSL	\$9,320.44	\$7,677.72
2-1173	Provision for AL	\$3,899.38	\$2,828.38
2-1180	PAYG Withholding Payable	\$3,755.21	\$0.00
2-1190	Superannuation Payable	\$0.00	\$197.84
2-9999	suspense	\$0.00	\$0.00
	Total Liabilities	\$15,337.40	\$10,918.08
NET ASSETS		\$219,751.13	\$230,015.69
3-0000	Equity		
3-1000	Retained Earnings	\$230,015.69	\$181,163.78
3-2000	Current Year Surplus/Deficit	-\$10,264.56	\$48,851.91
	Total Equity	\$219,751.13	\$230,015.69

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 2017. 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 2017

ABN : 78 684 267 029

		2017	2016
Income			
4-1000	Donations	\$75,174.79	\$4,850.00
4-1000	Donations general	1,474.79	
	- Employment & admin	65,000.00	
	- Emergency Relief - food	3,700.00	
	- Emergency Relief - oncost	5,000.00	
4-1040	DHS Grant	\$0.00	\$2,000.00
4-1080	Community Grant City of King- ston	\$36,095.45	\$33,918.94
	- Employment & admin	26,095.45	
	- Emergency Relief - food	10,000.00	
4-1110	Grant Other	\$10,000.00	\$0.00
	- Emergency Relief - food	10,000.00	
4-1230	Interest	\$901.54	\$1,104.25
4-2020	DGR non public	\$82,990.00	\$197,240.00
	- Emergency Relief - food	55,490.00	
	- Employment & admin	27,500.00	
	- Other	2,500.00	
4-2030	Public Donations	\$3,181.45	\$429.50
4-5030	Emergency Acc. RENT	\$10,080.00	\$9,720.00
	- Emergency Relief - oncost	10,080.00	
4-5040	Bendigo Bank dividend	\$50.00	\$50.00
4-9998	Other Income	\$4,764.26	\$0.00
	- Emergency Relief - food	4,000.00	
	- Other	764.26	
	Total Income	\$223,237.49	\$249,312.69

Make a Difference Dingley Village Inc

31 Marcus Road
Dingley Village Vic. 3172

Income and Expenditure Statement

For year Ended June 2017

ABN : 78 684 267 029

		2017	2016
Expenditure			
<u>Administration Costs</u>			
6-0020	Advertising/Promotions	\$2,330.38	\$2,585.69
6-0026	Fees and Services	\$376.31	\$0.00
6-0040	Furniture & Fittings < 300	\$962.73	\$0.00
6-0050	Auditors Fee	\$2,000.00	\$1,700.00
6-0070	Bank Charges	\$159.39	\$157.25
6-0085	Meeting Expenses	\$362.00	\$332.59
6-0120	Programs	\$0.00	\$137.19
6-0220	Tech upgrades/comp exp	\$1,777.44	\$269.40
6-0230	Dues & Subscriptions	\$921.62	\$1,725.64
6-0400	Insurance	\$7,132.10	\$4,990.21
6-0510	Postage & Shipping	\$540.82	\$505.69
6-0520	Photocopying/Printing	\$7,224.52	\$6,468.74
6-0521	Office Supplies	\$2,885.01	\$1,384.38
6-0571	Lease	\$104.00	\$104.00
6-0590	Emerg. Accommodation R/M	\$1,520.00	\$0.00
6-0595	Repairs/ Maintenance	\$2,252.66	\$2,510.72
6-0680	Telephone	\$6,804.46	\$8,619.18
6-0700	Staff Training	\$0.00	\$280.00
6-0720	Utilities	\$2,717.70	\$3,241.02
6-1800	Legal & Accounting	\$0.00	\$313.64
6-0340	Fundraising	\$510.53	\$0.00
6-0345	Winter Sleepout	\$1,829.09	\$0.00
6-0500	Motor Vehicles Exp. Ins. etc	\$646.15	\$2,417.45
		\$43,056.91	\$37,742.79
<u>Emergency Relief</u>			
6-0130	Emergency Relief On costs	\$6,330.15	\$6,581.41
6-0140	Emergency Relief	\$52,266.80	\$34,357.76
		\$58,596.95	\$40,939.17
<u>Depreciation</u>			
6-0270	Depreciation	\$4,246.69	\$10,651.86
<u>Employment Expenses</u>			
60603	LSL	\$1,642.72	
6-0607	Superannuation	\$10,495.82	\$9,060.84
6-0611	Wages & Salaries	\$112,563.50	\$98,656.62
6-0610	Volunteers & Staff Expenses	\$2,899.46	\$3,409.50
		\$127,601.50	\$111,126.96
	Total Expenses	\$233,502.05	\$200,460.78
	Net Surplus / (Deficit)	(\$10,264.56)	\$48,851.91

OBJECTIVES OF MAKE A DIFFERENCE DINGLEY VILLAGE

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 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 continue to “make a difference” to those who ask our help



Volunteering at Make A Difference Dingley Village

Make A Difference Dingley Village is lucky to have lots of varied volunteers who help us in our work.

Food Bank volunteers come in to collect, store, and hand out food items their happy smiling faces are a warm welcome to clients.

Office volunteers come in during office hours to help with projects, reports, fundraising, answering phones and updating our data base.

Knitting fairies (as we like to call them) knit items such as squares to be turned into rugs, beanies, scarves, and knitted children/babies jumpers which we then give to clients in need or sell at stalls to purchase food for our foodbank.

Event volunteers help at our fundraising or community days with anything from selling raffle tickets to car parking, we couldn't have such events without people answering our callout for help.



This year we were lucky to be sponsored by Bizwear (www.bizwear.com.au) for logoed tops for our volunteers to wear.

Bendigo Bank Wishing Tree

Santa came to town again in 2016 with the support of the Bendigo Bank Board, staff, clients and the community of Dingley Village the tree was surrounded with gifts for children who would otherwise would not have received a present from Santa. Many thanks to everyone who donated and the Bendigo Bank for their hosting of the Christmas Tree.



Books in Home Program

This program was so successful last year that we decided it was worthwhile to continue to support Springvale Rise Primary School again. 50 children are chosen to receive 3 books per term, they get to take the books home and share with their family. The books not only help with English and literacy skills but with comprehension and discussing the stories aloud in class and home.

Our Chairperson Sue Anderson attended the launch of the Books in Home program at a special assembly and met with the children and teachers.

Key components of the Books in Homes Programme

- To involve whole-school-communities in creating a "value" for reading.
- To support schools to increase student attendance.
- To support remote and low socio-economic schools by giving them equal access to books-of-choice as their more advantaged urban peers.
- To motivate families and students to view reading as a "everyday" activity.
- To create a legacy of books-of-choice in low socio-economic homes.



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 2017/18

1. To market our 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
3. To establish a staffing level that includes—chief 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.

