

Make a
difference
DINGLEY VILLAGE INC

**Annual Report
2020**

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Make a Difference Dingley Village Inc

Address: 387-405 Old Dandenong Road
Dingley Village

ABN: 78684267029

Inc: A0014674G

Phone: (03) 9551 1799

Email: admin@madv.com.au

Website: www.madv.com.au



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 on demand.

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.

To give members of the local community the opportunity to contribute to our programs through volunteering.

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

Information

We provide information in person or over the phone. We have access to current, comprehensive information data bases, 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. Issues include financial crisis, domestic violence, gambling, and housing.

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 employing additional staff to our team this past year.

Counselling and Financial Counselling

Our Financial Counselling Services is available by phone or in person.

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 Share the Dignity we can supply sanitary products. Our triage process sees immediate help with a crisis and then long term planning for each family.

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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 office and special projects.

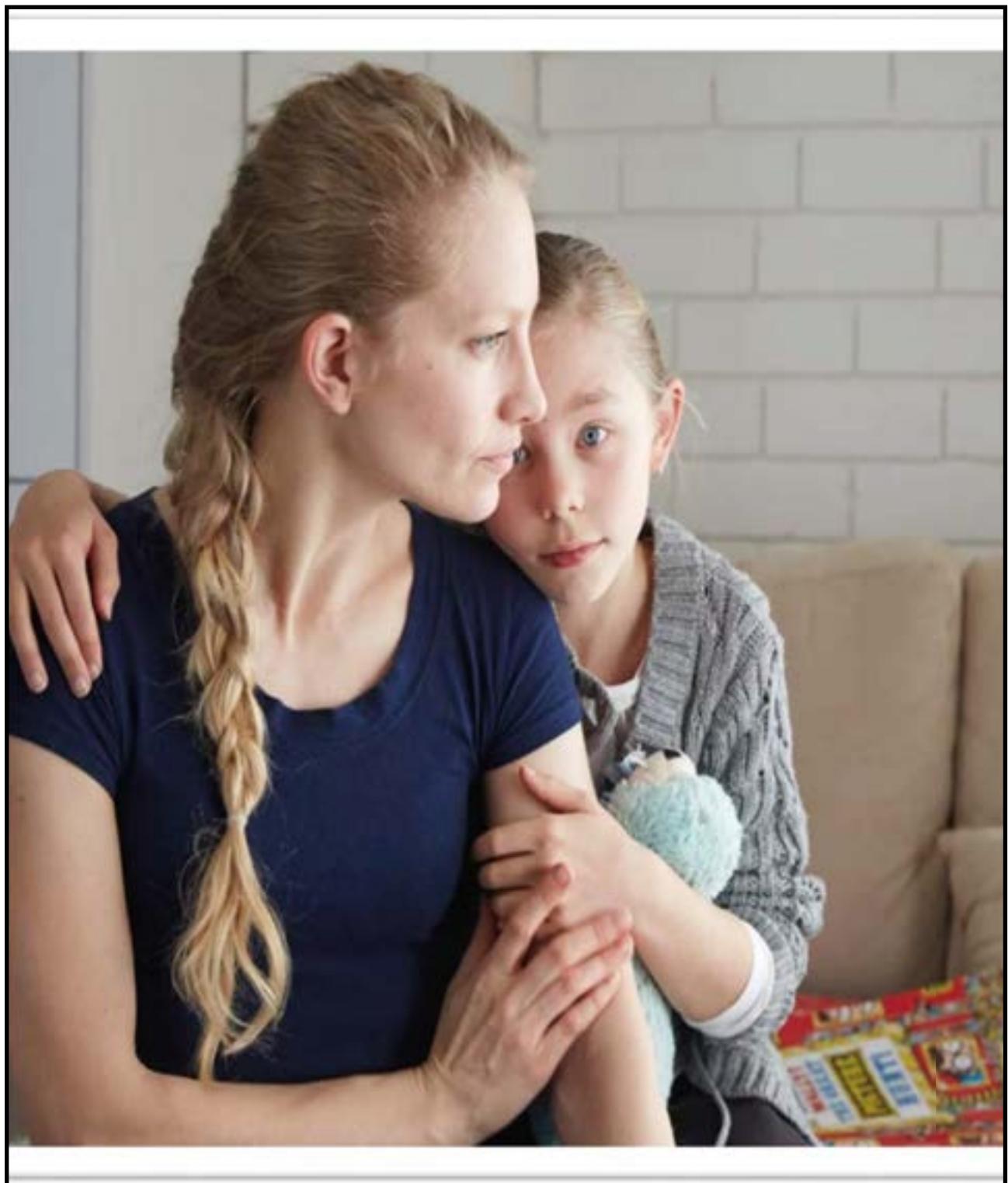
Promoting best practice

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

The Ambassador's role is to both support and acknowledge the work we do. They attend events such as "Crazy Sox day" and our corporate sponsors events..

They lend their names to the funding applications we lodge, and represent community leaders in our village.

We would like to take this opportunity to personally thank: *David Maddill, Greg Laws, Rev Wayne Walters, Michael Benjamin, Leigh Menzel, and David Cugley for their support over the last year .*



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

Absent: Rev Wayne Walters, and Greg Laws .

COMMITTEE OF MANAGEMENT

Chairperson
Public Officer
Treasurer

David Madill
Irene McInnes
Margarete Lehmann

Members

Marlene Nanscrawen
Alma Osbourne
Lorraine Waters

Staff

Executive Officer
Finance Officer
Administration
Administration
Financial Counsellor

Marion Harriden OAM
Margarete Lehmann
Kim Howard
Jacqui Nally
Kate Smith

Foodbank and Admin Volunteers

Murray Jones
George Kunz
Joan Nicol
Jacqui Nally
Lorraine Waters
Alyson Chopping
Tom Duguid
Irene Crespo
Nancy Porter
Leisa Robinson

Julie Fraser
Gary Harriden
Christine Tompkins
Alma Osbourne
Rhonda Bolger
Marlene Nanscawen
Norm Nicol
Susan Palfreman
Marguerite Zeineh
Bree Marger

CHAIRMAN'S REPORT

Chairman's report AGM November 2020

I can best describe the past year of operations of MADDV as probably the most challenging since its formation.

RESTRUCTURE

As a result of the Board reviewing our business model and the delivery of services to our clients, twelve months ago the Board, after seeking legal advice, suspended the operations of MADDV and sought advice from an independent external Business Advisor. The result of this review saw the reopening (Feb 2020) of a smaller, significantly more efficient, organisation, focussed on our primary charter of distribution of donations received from benefactors, to our disadvantaged clients. MADDV has withdrawn from a number of ancillary activities to concentrate on this core aim.

Increased reliance on volunteer help has been an integral part of a successful return to business. I thank SS Accounting, Dingley for their professional advice.

MADDV now provides, weekly, grocery vouchers (\$50 value ea.), utility bill support (up to \$100 per billing period), pharmacy bill support (up to 4 scrips monthly) and free financial management advice sessions from our qualified financial counsellor Kate . We are currently helping an average of 100 individuals and families per week (value approx. \$5000/week).

RESTRICTION... (aka Covid -19!)

Whilst coming to terms with our new structure, we, like everyone else, were confronted with the Corona virus Pandemic. However, unlike most organisations, the demand for our services has almost trebled and the ability to respond to that

It is a credit to our volunteers, staff and CEO that we have continued to maintain our weekly distributions in the face of increased personal health risk and logistical difficulties. As well as our amazing staff and volunteers, our Donors have responded magnificently in this crisis time. Most have offered increased financial support, several of whom made very significant increases.

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Chairman's Report Continued

RELOCATION

Due to ongoing management, OH&S and logistical difficulties (for the most part due to Covid-19), the Board approved relocating our distribution premises to Christ Church Dingley, in October 2020. This has resolved many past administrative issues and we now occupy an almost 'bespoke' facility.

I would especially like to thank the Staff at Kingston Council, the Rev. Wayne Walters and Wardens of Christ Church Dingley for facilitating this move. All have been very supportive and tireless in their efforts, despite the difficulties of the "Covid-19" rules!

RE-ORGANISATION

During the year we said goodbye to 2 long serving Board members Lorraine Waters and Irene McInnis. I would like to thank them for their years of service to MADDV and wish them well for the future.

REJUVENATION

MADDV is now a stronger, more efficient, well-run organisation under the careful guidance of the CEO Marion Harriden and serves the DV community, in specific areas of need, for its less fortunate residents. Once again our Volunteers and Donors have been the backbone of our efforts. On behalf of the Board, I sincerely thank them all for their dedication and faithful support.

I would like to thank all Staff members and the current Board for their continued and dedicated management of MADDV and the excellent job they have all done, often under difficult conditions. I would particularly like to thank Marion for her tireless and vital contribution to the success of a rejuvenated MADDV and Margarete (our Treasurer) for her excellent contribution.

Thank you all.

David Madill



EXECUTIVE OFFICER'S MESSAGE

Nelson Mandela said – We can change the world and make it a better place. It is in your hands to make a difference.

The past months have been overwhelming, as COVID-19 hit our shores, and I have been determined to see my glass as “half full, not half empty”.

The government recently asked me – “who’s feeding the food aid charities” the need for emergency relief in Australia has jumped 46% since January.

Never has planning been so difficult, as we look to the future.

But, I look at the faces of my support team, my staff, my volunteers, and those asking our help. Smiles

We at MADDV are determined that we can’t and won’t let them down.

The sign on my door says——

“Never doubt that a small group of committed citizens could change the world — it is the only thing that ever has.”

Thank you to the team

(they know who they are!}

Marian Kaunder





I tried to count -----

COVID-19 has impacted on the Australian people, those in Victoria, those in Melbourne, and those in our small corner of the world.

At “Make a Difference” we have assisted thousands of people over 30 + years, but never experienced a pandemic before.

We are feeling a little overwhelmed, but incredibly grateful for what we call the MADDV team. 5 staff, 8 committee members, 6 ambassadors, 30 volunteers, and dozens from the local community who drop by with long life milk, soap, scarves, beanies, books and dvd's.

Those we support are appreciative, and arrived this week with flowers and a note of thanks.

Governments tell us we will get through this together.

Thanks to all

Marion Harriden

Executive Officer



Financial Counsellor Report

In the current climate it has been such a challenging time for everyone, some more so than others. Due to the government Jobkeeper and Jobseeker payments there has been a steadiness around individuals, businesses, and others accessing financial counselling services. This is concerning in itself as it is expected that after these payments cease there will be a drastic increase in financial hardship and the need for financial counseling services.

Make A Difference Dingley Village Financial Counselling service has faced challenging times also, moving to remote access working from home, which makes it very difficult for those who are homeless or do not have access to technology to engage with the service.

In regards to the work that I have been doing, there has been ongoing consistency in regards to creditors providing moratoriums for those in hardship, rather than exploring more immediate options of hardship relief such as waivers and part waivers. This, I feel, is also due to the current covid19 climate and the introduction of a number of covid19 hardship policies within companies and organisations.

I have been successful in obtaining a number of wonderful outcomes for clients, resulting in immediate or temporary relief and allowing clients to focus on their personal challenges, rather than their financial hardship.

There has been an increase in family violence throughout the pandemic and this also includes an increase in elder abuse, leading to an increase in external referrals to agencies that specialize in these areas.

Currently, Make A Difference Dingley Village Financial Counselling service has exceeded over \$745,000 in total debt waivers, providing substantial relief to those most vulnerable in our community.

Be gentle
with yourself.
you're doing
the best
you can.

Stay safe. Financial Counsellor.

Kate Smith





Annual General Meeting
Held on Monday 21st October 2019
at 10.00am at 267 Spring Road, Dingley Village

Minutes

Welcome to all

Present – Marlene, Alma, Lorraine, David and Marion

Apologies – Margarete and Irene

Minutes of 2020 Annual General Meeting – Moved Alma and Irene.

a. Financial Report – Margarete Treasurer (absent)

In her absence, David Madill reported on our annual figures

Income – \$ 258,959

Expenditure - \$ 266,238

Discussions re urgency of allocating additional funds – government or corporate sponsorship.

b. Financial Counsellor - Kate Smith

Delighted that Kate's September report speaks of the complexity of issues presented currently to the Financial Counsellor. Currently MADDV financial counselling service has exceeded \$503,000 in total debt waived year to date. *Congratulations Kate*

Next page.....

Annual General Meeting Continued....

c. Executive Officer – Marion Harriden

Thanks to all who support her in her role. Marion believes that emphasis on corporate sponsorship must be a priority in the coming year.

d. Chairman – David Madill

He would particularly like to thank Marion for her tireless and vital contribution to the success of MADDV in all its endeavours.

Moved Marlene and Lorraine

Election of Board of Governors

As a non member of the Board, Marion became temporary Chairman.

Chairman – David Madill

Public Officer – Irene McInnes

Treasurer – Margarete Lehmann

Committee members – Marlene Nanscawen

Alma Osborne

Lorraine Waters

Congratulations to all.

General Business – Nil

Closure of Meeting

Auditors Report

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

I 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 30/6/2020 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

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. These auditing standards require that I 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.

I 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.

My 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 my understanding of the Association's financial position, the results of its operations and its cash flows.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Opinion

In my 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 30th June 2020 and the results of its operations and its cash flows for the year then ended.

BRUCE T. HYDON
30th September 2020
Practice Certificate No: 11972

Make a Difference Dingley Village Inc

Statement of Financial Position

as at 30 June 2020

	2020	2019
	\$	\$
<u>Current Assets</u>		
Cheque Asccount	125,598	107,585
Paypal	0	63
Cash Reserve A/c	106,917	4,960
Extra Cash Term Deposit	0	100,437
BBL Future Fund	0	40,612
Total Current Assets	232,515	253,657
<u>Non-Current Assets</u>		
Office Equipment at Cost	2,398	4,459
Office Equipment Accumu Dep'n	-2,222	-3,683
	176	776
Furniture & Fittings at Cost	0	10,851
Furniture & Fittings Accum Dep'n	0	-10,851
	0	0
Motor Vehicles at Cost	28,745	24,876
Motor Vehicles Accum Dep'n	-8,553	-1,555
	20,192	23,321
Total Non-Current Assets	20,368	24,097
<u>Investments</u>		
Bendigo Community Bank Shares	450	450
Total Assets	253,333	278,204
<u>Current Liabilities</u>		
GST Collected	725	0
GST Paid	-931	-2,367
<u>Payroll Liabilities</u>		
Provision for LSL	0	4,427
Provision for AL	0	4,165
PAYG Withholding	1,450	6,259
Superannuation Payable	0	3,056
Total Current Liabilities	1,244	15,540
Net Assets	252,089	262,664
Accumulated Surplus	262,664	269,943
Deficit for the year	-10,575	-7,279
Total Equity	252,089	262,664

Make a Difference Dingley Village

ABN 78 684 267 029

INC A0014674G

Statement of Income and Expenditure

For the Year ended 30 June 2020

Revenue	\$	\$
<u>Donations</u>		
Community Grant C.O.K.	31,367	41,453
Grant Other	62,010	96,166
DGR non public	154,000	90,500
Public Donations	6,064	3,977
Monthly Sponsorship	1,700	0
Events	1,553	7,821
Emergency Acc. RENT	8,000	10,400
Bendigo Bank dividend	30	45
Interest Received	2,113	1,097
Profit on Sale of Vehicle	0	7,500
Total Income	266,836	258,959

ER - Direct Costs

Emergency Relief On-Costs	166	7,095
Emergency Relief - Food	80,511	79,460
Emergency Relief - Utilities	21,999	0
Emergency Relief - Pharmacy	2,783	0
Emergency Relief - Petrol Cards	1,000	0
Emergency Relief - Miscellaneous	1,379	0
Financial Counselling	27,718	0
Emergency Accommodation Expenses	1,317	0
Total ER - Direct Costs	136,871	86,556

Administration Expenses

Advertising/Promotions	1,215	851
Auditors Fee	2,400	2,000
Bank Charges	171	161
Computer expenses/Tech upgrades	554	394
Depreciation	7,597	2,873
Dues & Subscriptions	2,040	1,572
Events	1,260	2,468
Fees and Services	290	1,859
Furniture & Equipment < 1000	636	574
Insurance	1,734	0
Lease Copier	9,033	104

Make a Difference Dingley Village

Income Expenditure Continued —

Legal & Accounting	283	540
Market Expenses	2,522	0
Meeting Expenses	316	252
Motor Vehicles/Trailer Exp. Regn Ins etc	3,686	1,473
Office Supplies	3,547	1,629
Printing, Newsletter etc	1,239	10,966
Postage & Shipping	1,020	220
Repairs/ Maintenance	0	270
Room Hire	1,800	200
Staff Training	652	0
Telephone	2,766	5,680
Utilities	1,548	2,775
Total Admin Costs	46,309	36,860
 Employment Expenses		
Long Service Leave	1,206	1,997
Superannuation	10,506	11,279
Workers' Compensation	3,831	1,504
Volunteers & Staff Expenses	1,997	3,033
Salaries - Admin	86,691	125,010
Total Employment Expenses	104,231	142,823
 Total Expenses	287,412	266,238
 Other Income		
Cash Boost 1	10,000	0
 Surplus (Deficit) for the year	-10,575	-7,279



STATEMENT OF CASH FLOW FOR YEAR ENDED 30TH JUNE 2020

	2020	2019
	\$	\$
Cash was received from:		
Grants	93,377	137,619
Donations	161,764	94,477
Events	1,553	7,821
Emergency Rent	8,000	10,400
Dividend	30	45
Interest Received	2,549	660
Cash flow boost Australian Taxation Office	10,000	0
	277,273	251,022
Cash was expended on:		
Emergency relief	135,417	87,124
Administration expenses	38,712	33,987
Employment expenses	120,688	139,349
	294,547	260,460
Cash expended on capital items		
Trailer	3,868	0
Car purchase & sale	0	17,376
	3,868	17,736
Net decrease in cash flow for year	-21,142	-27,174
Cash at beginning of year	253,657	280,831
Cash at end of year	232,515	253,657
Represented by:		
Cheque Account	125,598	107,585
Cash Reserve Account	106,917	4,960
Paypal	0	63
Extra Cash Term Deposit	0	100,437
BBL Future Fund	0	40,612
	232,515	253,657



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

We, Marlene Nanscawen and Alma Osborne, being members of the Committee of
the Make a Difference 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 30th June 2020

Signed M.B.Nanscawen
Marlene Nanscawen

Dated 15 - 10 - 2020

Signed Alma Osborne
Alma Osborne
Dated 15 - 10 - 2020

Poverty Lines in the December 2019 Quarter

Do we know what the poverty lines means?

The poverty lines are based on a benchmark income established by the Henderson poverty inquiry.

The benchmark income was the disposable income required to support the basic needs of a family of 2 adults and 2 dependent children.

The Melbourne Institute of Applied Economics and Social Research have updated the poverty line for Australia to the December quarter 2019.

Inclusive of housing costs, the poverty line is \$1019.75 per week for a family comprising 2 adults, one of whom is working, and 2 dependent children.

All of the families reaching out to us at “Make a Difference” are living below the poverty line.



People behind the statistics



Sarah

Sarah* lives in Victoria. She was unemployed for more than a year. "Being without paid work was very, very hard. I've definitely struggled. Very isolating - I lost touch with friends because I couldn't afford to do anything other than pay my rent. It was a very difficult time." (Not their real name. Photo by Edgar Hernández on Unsplash. Representational only.)

Paul

Paul is a 47-year old single male who was made redundant 18 months ago, after 27 years in the public service, the only job he ever knew. Paul bought a house after separating from his partner two years ago. He now lives alone and has fortnightly weekend visits from his school age children. Paul receives income from the Newstart Allowance, as well as from a casual job he has delivering junk mail for \$100 per fortnight. He has been diagnosed with depression, has high cholesterol, and complications from a stomach operation. His budget leaves him with a \$60 deficit per fortnight, meaning he has no money for car repairs and other unexpected costs. Without an increase in his income, Paul will continue to be in severe financial hardship. (Source: Good Shepherd Australia New Zealand. Photo by Trevor Brown on Unsplash. Image representational only)



Amina

Amina is a 44-year-old single mother from a migrant background and has been actively seeking fulltime employment for two years. She has four children, between 7 - 20 years old. Her eldest child is currently studying. Amina receives \$1,500 per fortnight – \$500 of which is from working part-time as a cleaner, \$500 from her Newstart Allowance and \$500 from income support payments she is eligible to receive

as a single parent. Amina has always been up to date with her mortgage repayments however this has come at the cost of paying off her utilities arrears and being able to afford to eat three meals a day. She has had to use a cash converters loan to pay her most recent rates bill. (Source: Good Shepherd Australia New Zealand. Photo by Artur Aldyrkhanov on Unsplash. Image representational only)

Violence – what an ugly word!

Dillon: Aged 10

I used to live in a house. It was scary because my step dad kept on hurting me, lashing out on me, blaming me for everything. He used to hit me with the potato-masher, meat tenderizer, a pot on the head. It was hurting and everything. I wished I could have stopped things. I tried to stop him hurting my sisters but he told me to go away/shut up or he'd hurt me again.

This person was also hurting my sister. One day the police came to our house and took this person away and we have never seen him again.

We stayed in our house for 2 months and we moved. I wanted to move cause the whole town found out what happened and the neighbours and kids at school teased us, telling me it was my fault.

We went to a new house for 5 months, it was an emergency house. The new school was ok because no-one bullied me cause they didn't know.

We moved to a new house and settled in. Now I feel safer that I have someone who cares about me cause my Dad has given me stuff to keep him out of my mind. Now I don't have nightmares anymore because I feel safe because he is in jail. Now I am going to another new school and I'm in another new house

Our 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



Our Volunteers

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.

“Networks”

It is important for us to work in partnership with those in the community sector.

We work with ———

- Victorian Council Social Services
- Community Information—Support Services (CISvic)
- Middle South Welfare Network (COK)
- Southern Emergency Relief Network
- Financial Councilling Australia
- Centre for Excellence



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





Projected Priorities for 2021

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 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 register our organisation with the Department of Health and Community Services — as a registered community services organisation
9. To face the challenges and excitement of a new venue
10. To support, advocate for and assist those who need us to “make a

A Starfish Story...

A man was walking along a deserted beach early one morning. As he walked along the shoreline, he noticed dozens of starfish washing up on the sand, and he was saddened by the knowledge that as the tide receded they would die.

As he walked he could see a young boy in the distance, as he drew nearer he noticed that the boy kept bending down, picking up a starfish and throwing it far out into the deeper water. Time and again he bent, gently picked up a starfish, and threw it back into the ocean.

The man asked the boy what he was doing, the boy, looking confused, replied, I am throwing these washed up starfish back into the ocean so they do not die through lack of oxygen.

“But”, said the man, “Don’t you see how futile this is? You can’t possibly save them all, there are thousands on this beach, and this must be happening on hundreds of beaches along the coast. You can’t possibly make a difference.”

The boy smiled, bent down and picked up another starfish, and as he threw it back into the sea, he replied

“I made a difference to that one!”

MADDV 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

