



Make a  
difference  
DINGLEY VILLAGE INC



**Annual Report  
2019**

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# Make a Difference Dingley Village Inc

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

**ABN:** 78684267029

**Inc:** A0014674G

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**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



# Mission Statement

Vision—Poverty free Australia

Mission—A poverty free 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 in the cities of Kingston and 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.

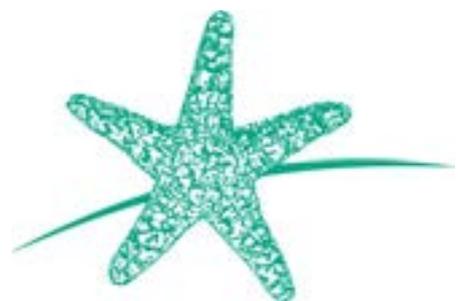
To provide material aid and emergency relief as the need arises .

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, 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 employing additional staff to our team this past year.

## Counselling and Financial Counselling

Our Financial Counselling services is two days a week.

## 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.

.....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 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

The Ambassador's role is to bolt support and acknowledge the work we do. They attend our 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 the our village.

We would like to take this opportunity to personally thank;

*David Madill, Greg Laws, Rev Wayne Walters, Michael Benjamin,*

*Leigh Menzel, David Cugley and Kellie Hayes for their support over the last year.*



David Madill, Marion Harriden (Executive Officer), Greg Laws and Rev Wayne Walters.

# Committee of Management

Chairperson

David Madill

Public Officer

Irene McInnes

Treasurer

Margarete Lehmann

Members

Marlene Nanscrewan

Alma Osbourne

Lorraine Waters

Staff

Executive Officer

Marion Harriden OAM

Finance Officer

Leeanne O'Connor

Administration Officer

Charmaine Roncon

Financial Counsellor

Kate Smith

Project Manager

Kelly Van Miegham

Admin Assistants

Jacqui Nally

Kim Howard

Foodbank and Admin Volunteers

Murray Jones

Julie Fraser

George Kunz

Gary Harriden

Joan Nicol

Christine Tompkins

Jacqui Nally

Alma Osbourne

Lorraine Waters

Rhonda Bolger

Alyson Chopping

Marlene Nanscawen

Tom Duguid

Norm Nicol

Irene Crespo

Susan Palfreman

Nancy Porter

Marguerite Zeineh

Leisa Robinson

Bree Marger

# Chairman's Report

*“Alone, we can do little;  
together we can do so much”*

*Helen Keller*

I was appointed by the Committee as interim Chairman until this Annual General Meeting and offer myself for re-election for the coming year.

MADDV is a stable, well-run organisation under the careful guidance of the CEO Marion Harriden and serves the DV community in many areas of need for its less fortunate residents.

Together we have achieved progress in:-

- a. negotiations with Council, related to consideration of the future space and administrative needs of MADDV going forward. This is particularly important considering the staged refurbishment of the buildings on the Council owned neighbourhood centre in Marcus road.
- b. Engaging our school communities with another very successful “ Crazy Sox” day.
- c. increasing our food bank support to the DV community as demand grows
- d. Partnering with the ‘Strange Servant’ restaurant, to provide 50 boxed meals weekly to those in need.
- e. Continue our better working relationship and understanding with the DVNC as co tenant.
- f. extending our support to the disadvantaged in our community through the increased work by Kate, our financial counsellor and an emergency energy grant from Kingston Council.
- g. Participated in a regular “Makers Market” at the primary school, which has been very successful.

I would like to thank all the members of the current Committee for their continued and faithful support of MADDV and the excellent job they have all done. I would particularly like to thank Marion for her tireless and vital contribution to the success of MADDV in all its endeavours. Thank you all.

David Madill

Chairman



# Executive Officer's Message

*"one person can make a difference and everyone should try"*

*John F Kennedy*

Make a Difference is "people".

It's the volunteers, the Board members, our staff, our sponsors, our friends, our Village children and the families who come to us for help

The people are also our "Village" people who live locally and want to help, our church members, our sporting club stars and our supportive service club members.

The list goes on!

We include families of staff and volunteers who see the need --- like my granddaughter who want to send then pocket money for ice cream for children who miss out, an my husband who spends house monitoring our complex and complicated Food Pantry.



Marion Harriden with Mayor Georgina Oxley

# Financial Counselling Service

I have been fortunate to attend some wonderful ongoing personal development training over the past couple of months. Not only has this been interesting and crucial to my role as a Financial Counsellor, it has been exceptionally helpful in assisting those most vulnerable in our community. This training included –

- Peer support and resource access
- Occupational Violence and Aggression Training
- CISVic's Energy Training Program

Some of the financial and non-financial issues that have been present over the past month, aside from the increase in domestic violence, have been more complex issues. These include bankruptcy, homelessness, alcohol and drug issues, gambling, and mental health issues.

People have presented to MADDV with multiple issues, not just one, which have been challenging, but very rewarding when relief is provided to the individual. These includes individuals with up to 15 separate debts with different creditors.

There has been an increased need for me to escalate my requests to AFCA on multiple occasions whilst advocating for clients, which has resulted in successful outcomes. Although, it is concerning that that I have needed to escalate these concerns in the first place.

I have been able to assist these clients through a number of means. These include-

- \* - Full debt waivers.
- \* - Referrals to external services.
- \* - Manageable payment plans.
- \* - Partial debt waivers.
- \* - Emergency relief.
- \* -Emotional support.
- \* Advocacy.
- \* Moratoriums, or 'freezes' on debts, have been steadily on the rise, allowing those in crisis to pause their payments, interest charges and fees on accounts/loans for a period of up to 6 months. This provides great relief to those whom have lost their jobs, allowing them to focus on gaining employment, rather than defaulting on their debt.

Referrals from external organisations have also been on the rise with waiting lists at other organisations providing financial counselling services exceeding 8 weeks.

Currently, Make A Difference Dingley Village Financial Counselling service has exceeded over \$503,500.00 in total debt waivers year to date.





*Annual General Meeting held on  
Monday October 1, 2018 at 10.00am*

*Minutes*

1. **Welcome to all** – Chairman David
2. **Present-** David, Marlene, Susie, Lorraine, Alma, Irene, Marion, Jacqui.
3. **Apologies** – Margarete – Treasurer, Kate – Financial Counsellor, Simone – Events organiser
4. **Minutes of 2017 AGM** - Chairman David accepted minutes as read, moved Jacqui. Seconded Lorraine.

**5. Reports -**

5.1 *Chairman – David Madill*

*I was appointed by the Committee as interim Chairman until this Annual General Meeting and have offered myself for election for the coming year. Due to unforeseen illness I have not been able to contribute to Make A Difference to the extent I would have wished. Fortunately, Make A Difference is a stable well-run organisation under the careful guidance of the EO Marion Harriden.*

*Together we have achieved progress in negotiations with Council, related to a new lease agreement and consideration of the future space and administrative needs of Make A Difference going forward. This is particularly important considering the staged refurbishment of the buildings on the Council owned Neighbourhood Centre in Marcus Rd. We have also been able to establish a better working relationship and understanding with the DVNC as co tenant and satisfactorily resolve some on going differences.*

*I would like to thank all the members of the current Committee for their continued and faithful support of Make A Difference and the excellent job they have all done. I would particularly like to thank Marion for her tireless and vital contribution to the success of Make A Difference in all its endeavours.*

*Thank you all David Madill*

5.2 Treasurer – Margarete

*Information as provided in our annual report is adequate to meet accounting requirements. There needs to be a summary with detailed explanations re income and expenditure at monthly meetings. It was agreed that David/ Margarete/Marion to meet next month to prepare a template. Treasurers report 2018 acceptance moved Jacqui/ Marlene*

5.3 Auditor Appointment – It was moved Alma/ seconded Jacqui that Bruce Hydon be appointed for the coming financial year.

5.4 Financial Counsellor – Kate

*The appointment of a financial counsellor to Make A Difference Dingley Village has proved positive. We are accepting many referral from other agencies. EO stressed the importance of funding the position. EO has applied to State and Federal governments for funding. Chairman David to speak with Federal member Mark Dreyfus re this issue.*

5.5 Events Organiser – Simone

*Many thanks to Simone for arranging fund raising opportunities for Make A Difference. The “Discount Book” a great success. First market to be October 15.*

5.6 Executive Officer – Marion

*The “Crazy Sox Day” at local schools was a great success and will be repeated in 2019. Food pantry grows and from October 10<sup>th</sup> we will be open 9-12 Wednesday. Corporate Sponsorship must be a priority for 2019. Sincere thanks to our 7 ambassadors. Board agreed that a priority must also be the “making of a video” to market MADDV.*

## **6. Election of Board of Governance**

Chairman David declared all positions vacant and thanked the returning members. EO to arrange a Certificate of Appreciation to Noleen, Jacqui and Maria.

For the Board members in the coming year there was only one nomination for each position.

Chairman – David Madill

Secretary – Irene McInnes

Treasurer – Margarete Lehmann

There were 4 nominations for Board Members

Alma, Susie, Marlene, Lorraine.

It was moved/seconded that the above be appointed.

Marlene/Susie

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

Facebook - <https://www.facebook.com/Make-a-Difference-Dingley-Village-Inc-940255066046987/>

## **7. General Business**

Dates of importance -

13<sup>th</sup> October – Shopping spree (Woolworths)

14<sup>th</sup> Oct – Makers Market (thanks to Marlene/ Alma)

15<sup>th</sup> Oct – Instead of a monthly meeting there is a launch of the SERN Directory in the Cottage for us all to attend.

17<sup>th</sup> Oct – CISVic Conference Marion/Marlene

19<sup>th</sup> Nov Board meeting

December – Xmas at MGA

Christmas Centre closure Dec 19 – Jan 14

**Close of meeting**

# Auditors Report

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MAKE A DIFERENCE 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 30/6/2019 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 30<sup>th</sup> June 2019 and the results of its operations and its cash flows for the year then ended.



BRUCE T. HYDON  
4th September 2019  
Practice Certificate No: 11972

**Make a Difference Dingley Village Inc**

31 Marcus Road  
Dingley Village Vic. 3172

**Balance Sheet  
June 2019**

	This Year 2019	Last Year 2018
<b>Current Assets</b>		
Cheque Account	\$107,585.20	\$181,629.42
Paypal	\$62.72	
LSL/AL Account	\$4,959.87	\$58,912.41
Extra Cash Term Deposit	\$100,437.00	\$0.00
Petty Cash	\$0.00	\$300.00
BBL Future Fund	\$40,612.29	\$39,988.85
accounts receivable		\$2,011.50
<b>Total Current Assets</b>	<b>\$253,657.08</b>	<b>\$282,842.18</b>
<b>Non Current Assets</b>		
Office Equipment at Cost	\$4,458.71	\$4,458.71
Office Equipmt Accum Depn	(\$3,683.24)	(\$3,125.69)
	\$775.47	\$1,333.02
Furniture & Fixtures at Cost	\$10,851.48	\$10,851.48
Furniture & Fixtures Accum Dep	(\$10,851.48)	(\$10,090.55)
	\$0.00	\$760.93
Motor Vehicle @ Cost	\$24,876.38	\$0.00
Motor Vehicles Accum Dep'n	(\$1,554.78)	\$0.00
	\$23,321.60	\$0.00
<b>Investments</b>		
Bendigo Bank Shares	\$450.00	\$450.00
<b>TOTAL ASSETS</b>	<b>\$278,204.15</b>	<b>\$285,386.13</b>
<b>Current Liabilities</b>		
GST Paid	(\$2,367.38)	(\$1,799.42)
Provision for LSL	\$4,427.36	\$9,649.47
Provision for AL	\$4,165.01	\$2,654.36
PAYG Withholding Payable	\$6,258.81	\$2,428.70
Superannuation Payable	\$3,056.24	\$2,509.58
suspense	\$0.00	\$0.00
<b>Total Liabilities</b>	<b>\$15,540.04</b>	<b>\$15,442.69</b>
<b>Net Assets</b>	<b>\$262,664.11</b>	<b>\$269,943.44</b>
Retained Earnings	\$269,943.44	\$219,751.13
Current Year Surplus/Deficit	(\$7,279.33)	\$50,192.31
<b>Total Equity</b>	<b>\$262,664.11</b>	<b>\$269,943.44</b>

To the best of my knowledge and belief, this financial statement is an accurate account of the financial affairs of :

The Make a Difference Dingley Village Inc, for the financial year ended 30th June 2019

Leeanne O'Connor - Finance Officer

**Make a Difference Dingley Village Inc**  
 31 Marcus Road  
 Dingley Village Vic. 3172  
**Profit and Loss**  
**June 2019**

	This Year 2019	Last Year 2018
<b>Income</b>		
Donations	\$96,165.91	\$80,089.67
Community Grant C.O.K.	\$41,453.13	\$47,566.15
Interest	\$1,096.92	\$780.55
DGR non public	\$90,500.00	\$124,650.00
Public Donations	\$3,977.49	\$3,344.91
Events	\$7,820.68	\$12,141.25
Emergency Acc. RENT	\$10,400.00	\$10,400.00
Bendigo Bank dividend	\$45.00	\$40.00
Profit on Sale of Vehicle	\$7,500.00	
<b>Total Income</b>	<b>\$258,959.13</b>	<b>\$279,012.53</b>
<b>Gross Profit</b>	<b>\$258,959.13</b>	<b>\$279,012.53</b>
<b>Expenses</b>		
Advertising/Promotions	\$851.07	\$3,305.31
Fees and Services	\$1,858.63	\$160.90
Furniture & Fittings < 300	\$574.33	\$0.00
Auditors Fee	\$2,000.00	\$2,200.00
Bank Charges	\$160.54	\$154.87
Meeting Expenses	\$251.67	\$214.20
Emergency Relief On costs	\$7,095.21	\$5,157.56
Emergency Relief	\$79,460.38	\$63,788.10
Tech upgrades/comp exp	\$393.55	\$1,527.37
Dues & Subscriptions	\$1,571.89	\$1,219.00
Depreciation	\$2,873.26	\$3,029.09
Fundraising	\$0.00	\$1,824.09
Events	\$2,467.55	\$5,964.55
Insurance	\$0.00	\$4,214.91
Motor Vehicles Exp. Ins. etc	\$1,473.18	\$1,250.45
Postage & Shipping	\$219.86	\$691.26
Photocopying/Printing	\$10,965.54	\$7,730.64
Office Supplies	\$1,629.49	\$1,296.00
Room Hire	\$200.00	
Lease	\$104.00	\$0.00
Emerg. Accommodation R/M	\$0.00	\$2,727.28
Repairs/ Maintenance	\$270.00	\$182.27
Telephone	\$5,680.34	\$4,734.45
Staff Training	\$0.00	\$90.91
Utilities	\$2,775.31	\$3,001.04
Legal & Accounting	\$540.00	\$578.18
<b>Total Admin costs</b>	<b>\$123,415.80</b>	<b>\$115,042.43</b>
<b>Employment Expenses</b>		
LSL	\$1,996.58	\$329.03
Superannuation	\$11,278.97	\$9,682.58
Workers' Compensation	\$1,503.69	\$0.00
Volunteers & Staff Expenses	\$3,033.12	\$2,119.67
Wages & Salaries	\$125,010.30	\$101,646.51
<b>Total Employment Expenses</b>	<b>\$142,822.66</b>	<b>\$113,777.79</b>
<b>Total Expenses</b>	<b>\$266,238.46</b>	<b>\$228,820.22</b>
<b>Operating Profit</b>	<b>(\$7,279.33)</b>	<b>\$50,192.31</b>
<b>Net Profit/(Loss)</b>	<b>(\$7,279.33)</b>	<b>\$50,192.31</b>

# MAKE A DIFFERENCE DINGLEY VILLAGE INC

## STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
<b>CASHFLOWS FROM OPERATING ACTIVITIES</b>		
Donations	201,043	218,485
Grants	41,453	47,566
Events	7,821	12,141
Payments to employment, emergency relief and administration	-261,256	-227,512
Net cash generated from operating activities	-10,939	50,680
 <b>CASHFLOWS FROM INVESTING ACTIVITIES</b>		
Interest	660	781
Dividend Received	45	40
Capital Expenditure Motor Vehicle	-17,376	-
Net cash used in investing activities	-16,671	821
Net increase in cash held	-27,610	51,501
Cash on hand at beginning of year	280,831	229,330
Cash on hand at end of year	253,221	280,831
 <b>Represented by</b>		
E xtra Cash Management	4,960	58,912
Cheque Account	107,585	181,630
Future Fund	40,613	39,989
Other	-	300
Extra Cash Term Deposit	100,000	-
Paypal Account	63	-
	253,221	280,831



**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 2019

Signed *M. Nanscawen*  
Marlene Nanscawen

Dated 16 Oct 19

Signed *Alma Osborne*  
Alma Osborne

Dated 16 Oct 19

## In Our Corner



We are fortunate to have these great people as corporate sponsors at Make a Difference Dingley Village.

The Philanthropic support that we receive is vital in ensuring we are able to continue to provide exceptional service as MADDV receives no support from State or Federal Government.

# 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



# Community Involvement

*“In our small corner of the world”*

We are supported by many ---school children, families, clubs, churches and service organisation.

- ◆ Crazy Sox Day—the students at our schools
- ◆ Season Staples—Summer— cereal  
Autumn— milk  
Winter— soup  
Spring— pasta
- ◆ Christmas Hampers
- ◆ Projects—Supporting the homeless
- ◆ Fundraising—Makers Market
- ◆ Special event—Fashion Parade
- ◆ Breakfasts
- ◆ Meals at “Strange Servant” - compliments to Sam and his staff
- ◆ Anonymous donations arrive regularly to support our clients.



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# Crazy Sox Day

School children of Dingley Village to the rescue!



Our local children raise their hands ---- on the first day of August every year --- for “Crazy Sox Day”.

In return --- they would make a gold coin donation to MADDV. What a great time was had by all! Marion spoke to the various SRC’s prior to the day, to talk about families in trouble and how MADDV assists them. She awarded each of the SRC children with a “Starfish” pin.



# Our local Community

“Always with a hand raised!”

*Summer, Autumn, Winter and Spring*

The local community supports us each season with a food drive for milk, soup, cereal and eggs.

The community follow us on Facebook, through the Dingley Dossier and our newsletter.

They are quick to respond to our Christmas appeal, legal issues and “health concerns we face:

Do we need a new building?

How empty is our pantry?

Can they give us children’s gifts at Christmas?

Do we need blankets in Winter?

What can they provide for homeless people?

Can they drive an older resident to an appointment?

We are appreciative of local support!



# 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.



# Volunteers



“Volunteers do not necessarily have the time, they just have the heart”

“It’s easy to make a dollar, it’s a lot tougher to make a difference.”

Authorities tell us to put a \$ figure on the volunteers who work with us. At MADDV, that equates to \$16,900 each year.

We see our volunteers are priceless. Our volunteers range from the very young to the no so young — and all the in between.

We thank them most sincerely.

## Food glorious, food!



Families are struggling to put food on the table —- and we are determined to ensure our pantry is full —- rice, pasta, milk, eggs and cereal.

It is shocking that people are having to chose empty stomachs or paying bills, having warm clothing or buying medications.

Having a food pantry as part of our service is both time consuming and expensive for MADDV.

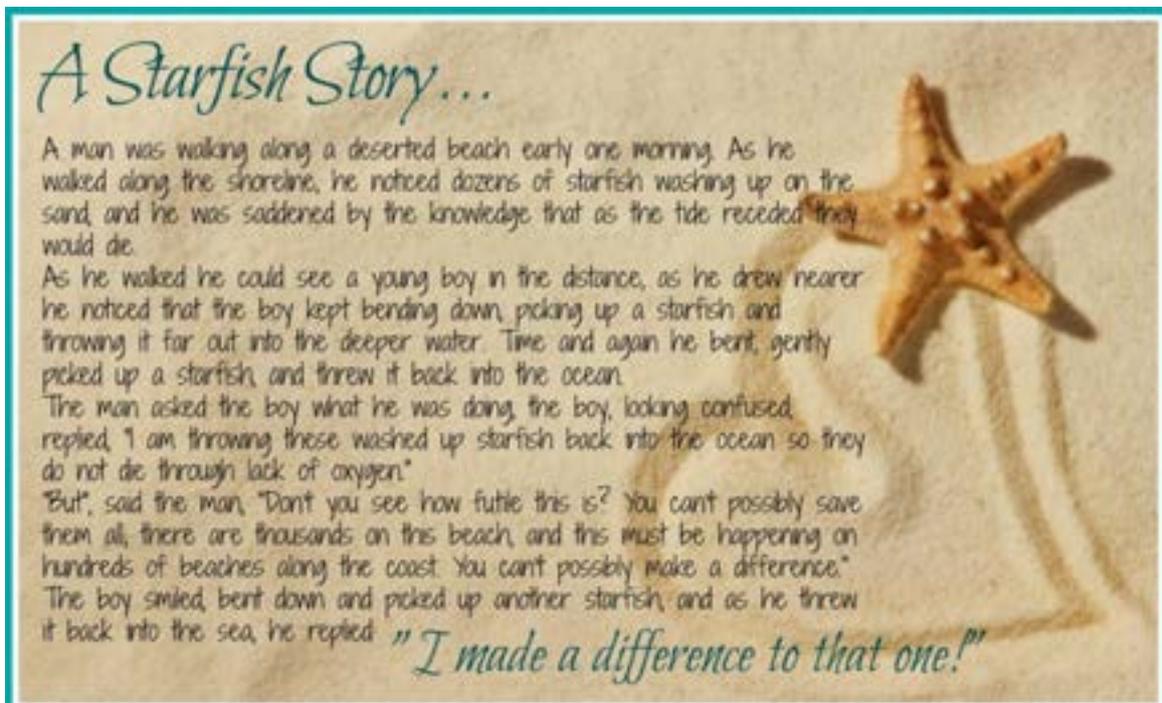
Voluntary Pantry Manager Gary struggles to keep supplies high and available to those who ask our help. As someone with his own family, he is concerned for the 739,000 children living in poverty in Australia.

# “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 Counselling Australia
- ◇ Dingley Village Neighbourhood Centre
- ◇ Centre for Excellence.



## 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



# Projected Priorities for 2020/2021

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](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”