



Make a
difference
DINGLEY VILLAGE INC



**Annual Report
2023**

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Make a Difference Dingley Village Inc

Address: 29 Marcus Road
Dingley Village

ABN: 78 684 267 029

Inc: A0014674G

Phone: (03) 9551 1799

Email: admin@madv.com.au

Website: www.madv.com.au



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 Madill (DVCA)
- Dr David Senini (Interhealth)
- Pastor Richard Loh (Christ Church Dingely)
- Greg Laws (Bendigo Bank Dingley Village)
- Pastor Rodney Hole (Village Church)
- Sultan Kamdemir (Bank of Melbourne)
- David Littlejon (Michael Benjamin & Associates)
- We appreciate support from Councillor Steve Staikos, Peter Bean (CEO City of Kingston)

Ambassadors have a purpose to raise our profile, encourage others to understand and support our organisation, promote our work with all affected by disadvantage.

We would hope they have a commitment to MADDV and the objectives of the organisation



Peter Bean, CEO City of Kingston



Patron, Steve Staikos

COMMITTEE OF MANAGEMENT

Chairperson: Scott Lowther
Public Officer: Jacqui Nally
Treasurer: Margarete Lehmann

Members: Tom Duguid
Marlene Nanscawen
Alma Osbourne
Gary Schultz
Jennie Schultz

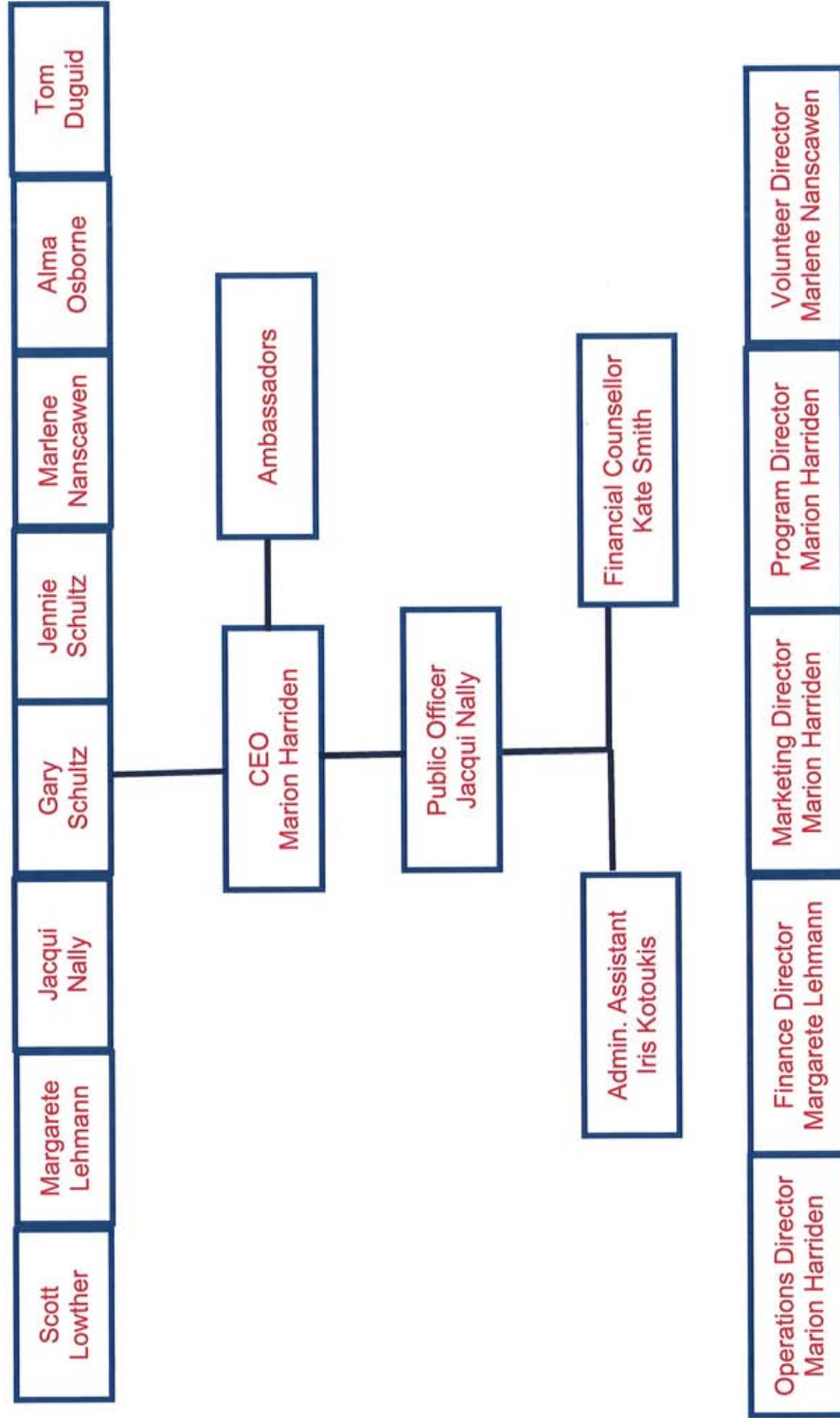
Staff:

Executive Officer Marion Harriden OAM
Finance Officer Margarete Lehmann
Administration Iris Kotoukis
Administration Jacqui Nally
Financial Counsellor Kate Smith

Foodbank and Admin Volunteers

Tom Duguid
Jacqui Nally
Gary Harriden
Jennie Schultz
Gary Schultz
Marlene Nanscawen
Alma Osbourne

Make a Difference Dingley Village Inc- Organisational Chart



Chairman's Report

DEDICATION

My heartfelt thanks and appreciation to our amazing staff and volunteers whom without, we could not function. On behalf of the Board, I sincerely thank them all for their dedication and support.

The last year had us come out from operating under COVID 19 Pandemic conditions, to be faced with relocating our operations to Marcus Road Dingley and our staff, CEO Marion and volunteers have faithfully continued to maintain our weekly distributions throughout.

The beginning of the year saw continued high-level demand for our services and we had to make the tough call to restrict our main services to City of Kingston residents only. The strain on both finances and staff made this call necessary or we would have had to look at shutting our doors.

DONORS

We would not exist or be able to help anyone if it were not for the wonderful generosity of our donors. We are incredibly grateful and thank them all most sincerely.

Unfortunately, we lost one of our long-term philanthropic donors, Portland House in December. We wish to thank them for their generous support over the last 20 odd years.

Lead by Marion our staff have been actively pursuing opportunities to try to fill the gap and would like to thank our new donors for coming on board.

OUR SERVICES

MADDV continues to be firmly focused on our primary charter of distribution of donations received from benefactors to our disadvantaged clients.

MADDV currently offers, grocery vouchers, utility bill support, pharmacy bill support, amounts of essential foods (eg milk) when available and free financial management advice sessions from our qualified financial counsellor.

RESULTS

This year had a number of challenges with the relocation expenses, first three months of the year with large numbers of people through the doors and losing the equivalent of 27% of the previous year's donations in one hit.

This was partially offset with the reduction in Rent (thanks to Cr Steve Staikos), restricting our service area to the City of Kingston and reducing staff days to 4 days per week. The staff did an excellent job of securing new donations and funding for our financial councillor, for this year and next. Over all our expenses came in lower than last year.

A massive thank you to our staff who have adjusted hours to meet demand either up or down to try to minimise costs has been outstanding.

Chairman's Report (ctd)

Overall MADDV finished the year down \$8099, not a bad overall result considering we were down \$80,000 in December.

On a positive note and separate to the distributions of donations, our financial counselling has generated a benefit to our clients of around \$600,000 almost three times the value of our donations. An excellent effort by our financial counsellor, Kate.

MOVING FORWARD

We continue to look at how we can reduce our expenses going forward and how we can secure more long-term funding to help ease the merry-go-around we face each year. This involves continuing to interact with government at the local, state and federal levels. Again we would like to thank Cr Steve Staikos, the Hon Meng Heang Tak MP and the Hon Mark Dreyfus KC, MP for their ongoing assistance.

THANK YOU

I would like to thank all staff members and the current Board for their support and continued dedicated management of MADDV, and for the excellent job they have all done. I would particularly like to thank our CEO Marion, for her tireless and vital contribution to the success of MADDV and Margarete (our Treasurer) for her excellent over-seeing of our finances.

Scott Lowther, Chairperson



Chief Executive Officer' Report

Our Board members, staff and volunteers are well-settled in our premises and thanks to COK for arranging the move.

We see up to 100 families each week (quickly) and assist all whatever way we can.

Some items we must purchase with our own funds, but some are distributed as "value added" – eg milk, frozen meals, blankets, clothing, vegetables from our vegetable patch.

When asked by government the monetary value of goods that each family leaves us with – our estimate is pleasingly high:

Grocery voucher	\$25
Food – vegetables from our vegetable patch	\$10
Pharmacy script	\$7
Blankets	\$5
Frozen meals	\$15
Milk	\$6
Utility bill	\$10
Fuel card	\$10
Sleeping bag	\$25
TOTAL	\$113

I'll let you do the additions- it seems we look after the community quite well!

Today I had lunch with a group of students from grade 6 – many questions!

We solved the first early, I purchased 3 track suits from students about whom they have questions.

Harder question" What could they do for MADDV?

They thought about it and if everyone in the Village bought a silver starfish pin – I could purchase - this much in supplies!

Anyone in the market for a starfish?

Marion Harriden



Marion Harriden OAM JP

Committee of Management



These great people form our committee of Management—
Scott, Margarete, Gary, Jennie, Jacqui, Alma, Marlene, and
Tom

They meet monthly to discuss where we have been, where we
are at, and our plans for the future.

They are on call in a crisis, and available to take on tasks that
enable our work to continue.

Sincere thanks to them all.

Marion and the Team.

Financial Counselling Service

A valuable service provided by our counsellor – her report is later in this document.

This program is critical to empower residents to significantly change their lives through taking control of their financial situation.

According to Financial Counseling Australia, this program helps people to:

- Understand which of their bills are priorities.
- Develop budget and money plans
- Understand the pros and cons of different options to manage financial issues.
- Access grants or concessions.
- Negotiate with creditors.
- Access dispute resolution and services.
- Understand their rights and access legal help.

Our Board is determined we deal with this situation. Financial counselling is a fast-growing concern, and we see people facing credit card debt, mortgage problems and how to prioritize debt.

Last week we met with the Minister Danny Pearson – who was incredibly supportive of our situation.

Yesterday we joined with other services and a petition to the new premier responding the urgency.

This week I am to meet with the new Executive Officer of Financial Counselling Victoria, Mr Zyl Hovenge Wauchope, who agrees that funds to agencies must be shared equally so we can all provide the help needed for those in crisis.

We hope that in future reports we can inform you of a positive change in our situation.



Zyl Hovenge Wauchope CEO FCVic

Financial Counsellor Report

By Kate Smith, Financial Counsellor

Financial Counselling at “Make A Difference Dingley Village” for the past year has been hectic to say the least. With waiting lists often 3-5 weeks long and most appointments being new clients to the service, the hardship that is facing the community is extreme.

Having waived close to \$650,000 for our clients for the 2022-2023 financial year, the difference MADDV Financial Counselling has made has been impressive.

The types of clients that have attended the service has drastically changed over the past 12 months. With significant and ongoing interest rate rises, inflation, and cost of living going through the roof, there has been a massive increase in dual income clients attending the service. Historically those reliant on Centrelink benefits were most, if not all, the clients we assisted. Now this is no longer the case.

Referrals to the service from external agencies have been consistent and we are taking on more and more clients where other services simply lack capacity to assist. Some of these services include, The Salvation Army, The Orange Door, National Debt Helpline, Monash Health to name a few.

Monash Health have referred quite a number of individuals who have been attending their Hope and Harp programs. These programs are specifically for rehabilitation services and engagement for individuals facing severe addiction and also those that have attempted suicide.

Seeing more and more families with unmanageable mortgage repayments has been difficult. Often by the time these families attend the service, they have exhausted their hardship options with the banks, leaving little room to move regarding more time to allow their circumstances to change, often having up to 9 months already without payments. Looking to capitalise arrears balances and extend loan terms has become more and more prevalent in order to assist families to keep their homes.

Throughout the financial year I have been fortunate to attend multiple training sessions as part of my ongoing registration requirements. This has included, a two day intensive family violence training, two day suicide risk assessment and intervention skills training to name a couple.

Attending the annual conference was extremely beneficial. Networking with creditors and stakeholders, as well as other financial counsellors was wonderful. Often when attending the conference, it feels a little like financial counsellors are there to talk to the ‘bad guys’, the banks. This year, the banks completely recognised the hardship facing Australians, and we are looking to really work collaboratively to assist these people. It was refreshing.

Financial Counsellor Report (ctd)

Some other ways that I have been able to assist clients that attend MADDV Financial Counselling service include –

- Providing NILS (No Interest Loans) to eligible clients.
- Submitting PSB (Power Saving Bonus) applications.
- Applying for URGS (Utility Relief Grants).
- Negotiating and advocating for clients for affordable payment options on existing debts.
- Negotiations of part waivers, long term payment arrangements and debt waivers.
- Budgeting.
- Concessional benefits.
- Legal/consumer law breaches.
- Advocacy for compensation.
- Referrals to external agencies.
- Ombudsman complaints.

Overall, MADDV Financial Counselling service continues to be busy and an essential service to our local community.





**Annual General Meeting
Monday 21st November at 10.30am
31b Marcus Road, Dingley Village**

MINUTES

- 1. Welcome** to all by Chairman Scott Lowther.
Special thanks to Mayor Haadi Saab and officers Gillian and Rory from the City of Kingston.
- 2. Present** – Scott Lowther (Chairman) Marion Harriden (Chief Executive Officer), Margarete Lehmann (Treasurer), Iris Kotoukis (Staff) Marlene Nanscawen (Volunteer), Gary Schultz (Volunteer), Tom Duguid (Volunteer), Gillian Turnbull (Community Wellbeing Co-Ordination COK), Carol Widmann (Vice president DVNC), Rory Jackson (Volunteer Department Officer COK) Mayor Haadi Saab.
- 3. Apologies** – Alma Osborne (Volunteer), David Madill (Ambassador), Jennie Schultz (Volunteer), Jacqui Nally (Public Officer), Kate Smith (Financial Counsellor) Robert Guerra (DVNC)
- 4. Minutes** of Annual General Meeting held 30/9/2021
Moved: Tom Duguid,
Seconded: Marlene Nanscawen,
That the minutes be accepted, carried.
- 5. Reports -**
Chairman's Report – Scott Lowther.
“Moving forward” -----
Through the kind and generous support of the Mayor of Kingston Cr Steve Staikos and council officers we have been able to secure accommodation resulting in a significant saving for our operations. Chairman would like to thank staff, board members and volunteers for their tireless and vital contribution to the success of MADDV.

Annual General Meeting continued...

6. Treasurer's Report –

Included in full in our Annual Report.

Total Income	-	\$322,539
Direct Emergency Relief costs -		\$179,118

These have been high over the past year as we have supported a high number of residents from Dandenong.

- ❖ Decision was made after consultation with COK that as of August 22
- ❖ CEO Marion spoke of the overwhelming year we have just experienced with the pandemic and lockdowns she has concerns that the issues presented to us at the moment have become all encompassing --- and ranges from homelessness, domestic violence, those not managing on current high costs of living and many facing unmanageable debt.
- ❖ On a positive note --- she experienced heartfelt thanks to our great team of staff and volunteers.
- ❖ Our new premises are a result of support from the COK and enjoyed by staff and volunteers CEO thanked chairman Scott and the Board for their support.
- ❖ Financial Counselling Service - In our counsellor's absence Marion spoke of the great work provided to those experiencing financial hardship.
Our service had \$462,000 of debt waived for clients.
Financial Counselling in our State is generally funded by the Federal Government and discussions are to be held between our Board – the Attorney General Mark Dreyfuss regards our service.

7. Election of Board of Governance

Mayor Haadi was the temporary chairman and following elections were held.

- | | |
|-----------------|--|
| • Chairman | Scott Lowther |
| • CEO | Marion Harriden |
| • Board Members | Marlene Nanscowan
Alma Osborne
Tom Duguid
Jennie Schultz
Garry Schultz
Jacqui Nally |

Appointment of Auditor

Bruce Hydon be appointed our Auditor for the coming year.

Moved Margarete Lehmann

Seconded Gary Schultz

Annual General Meeting continued...

8. Ambassadors

The CEO was pleased to announce that our ambassadors (supporters) will continue to be:

- David Madill (DVCA)
- Dr. David Senini (Interhealth)
- Pastor Richard Loh (Christ Church Dingley)
- Greg Laws (Bendigo Bank Dingley Village)
- Pastor Rodney Hole (Village Church)
- Sultan Kandemir (Bank of Melbourne)
- David Littlejohn (Michael Benjamin & Associates)

We appreciate that some of our community leaders are prepared to be ambassadors for MADDV and acknowledge the great work we do.

We also thank Cr. Steve Staikos and CEO Peter Bean for their letters of support.

9. General Business.

The official opening of our new premises at 29 Marcus Road was held on 5th September 2022. With Mayor Steve Staikos, staff and volunteers well settled, clients all finding our new premises with no difficulty.

10. Next Board Meeting January

MADDV closing 22nd December 2022

Re-opening 9th January 2023

Christmas morning tea to be held 14th December 2022

Invites to be sent.

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 30th June 2023 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 2023 and the results of its operations and its cash flows for the year then ended.



BRUCE T. HYDON
3rd October 2023
Practice Certificate No: 11972

Financial Reports

Make a Difference Dingley Village Inc

ABN 78 684 267 029

Balance Sheet

June 2023

	This Year	Last Year
Assets		
<u>Current Assets</u>		
Cheque Account	45,524	75,018
Paypal	86	104
Cash Reserve A/c	149,356	106,147
Payroll Cheque Account	0	300
GST paid	1,029	1,341
Petty Cash	100	0
Total Current Assets	196,095	182,910
<u>Other Assets</u>		
Prepaid Insurance	1,990	0
Security Deposit	0	1,517
Bendigo Bank Shares	450	450
	2,440	1,967
<u>Fixed Assets</u>		
Office Equipment at Cost	879	1,416
Furniture & Fittings at Cost	6,966	
Motor Vehicle at Cost	0	4,664
Motor Vehicle - Market Value	10,000	0
Total Fixed Assets	17,845	4,664
Total Assets	216,380	189,541
Liabilities		
<u>Current Liabilities</u>		
Revenue paid in Advance - ENERG	7,250	0
Revenue paid in Advance - FC	20,000	0
GST Collected	81	1,029
Payroll Liabilities	3,206	5,987
Total Current Liabilities	30,537	7,016
Total Liabilities	30,537	7,016
Net Assets	185,843	183,942
Equity		
Prior Years Surplus/Deficit	183,942	183,746
Motor Vehicle Market Value Adjustme	10,000	0
Current Year Surplus/Deficit	-8,099	196
Total Equity	185,843	183,942

Financial Reports

Make a Difference Dingley Village Inc

ABN 78 684 267 029

STATEMENT OF INCOME AND EXPENDITURE

July 2022 To June 2023

	This Year	Last Year
Income		
Grants	224,822	280,362
Donations	21,589	11,818
Events	397	1,855
Total Donations	246,808	294,035
Other Income	810	0
Emergency Acc. RENT	0	8,400
Total Income	247,618	302,435
ER - Direct Costs		
Emergency Relief On-Costs	477	2,100
Emergency Relief - Food	72,850	134,702
Emergency Relief - Utilities	13,244	4,110
Emergency Relief - Pharmacy	4,848	3,901
Emergency Relief - Petrol Cards	2,940	1,960
Emergency Relief - Miscellaneous	4,148	3,003
Financial Counsellor	0	28,680
Emergency Accomodation Expenses	0	662
Total ER - Direct Costs	98,507	179,118
Gross Surplus	149,111	123,317
Expenses		
Advertising/Promotions	64	86
Auditors Fee	1,500	2,500
Bank Charges	163	209
Computer expenses/Tech upgrades	743	748
Depreciation	6,421	6,665
Dues and Subscription	1,701	2,914
Employment Expenses	97,330	66,222
Volunteers & Staff Expenses	1,269	2,419
Events	980	0
Fees and Services	223	700
Furniture & Equipment < 1000	0	273
Insurance	1,289	1,181
Lease Copier	10,762	9,960
Light, Power and Heating	962	0
Meeting Expenses	404	187
Motor Vehicles/ Ins etc	2,437	1,576
Office Supplies	1,224	2,051
Printing, Newsletter etc	2,604	4,896
Postage & Shipping	534	754
Professional Fees/Consulting	1,980	0
Repairs/ Maintenance/Cleaning	3,823	0
Rent	2,000	20,389
Telephone	8,728	8,256
Total Expenses	147,141	143,225
Operating Surplus(Deficit)	1,971	-19,908
Financial Counselling		
Grant received	35,000	0
Less: FC Salaries	-31,283	0
Less: FC Superannuation	-3,285	0

Financial Reports

Less: FC other Disbursements	-640	0
Total Financial Counselling	-207	0
Other Income		
Interest received	458	74
Bendigo Community Bank Dividend	30	30
SME COVID-19 Grant	0	20,000
Total Other Income	488	20,104
Other Expenses		
Re-Location Expenses	10,351	0
Total Other Expenses	10,351	0
Net Surplus/(Deficit)	-8,099	196

Financial Reports

MAKE a DIFFERENCE DINGLEY VILLAGE INC

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
Cash was received from:	\$	\$
Covid-19 State Government Grant	0	20,000
Grants	287,072	280,362
Donations	21,589	11,816
Events	1,207	1,855
Emergency Rent	0	8,400
Dividend	30	30
Interest Received	458	74
	310,356	322,537
Cash was expended on:		
Emergency relief	98,507	150,437
Administration expenses	44,196	56,788
Employment expenses	135,319	103,165
Refund of Grant	0	7,975
Re-Location expenses	10,351	0
	288,373	318,365
Cash was expended on capital items		
Furniture & fittings	8,186	817
Net increase in cash flow for year	13,797	3,355
Cash at beginning of year	181,269	177,914
Cash at end of year	195,066	181,269
Represented by:		
Cheque Account	45,524	75,018
Cash Reserve Account	149,356	106,147
Paypal	86	104
Petty Cash	100	0
	195,066	181,269

Financial Reports

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 Make a Difference Dingley Village Inc., certify that –

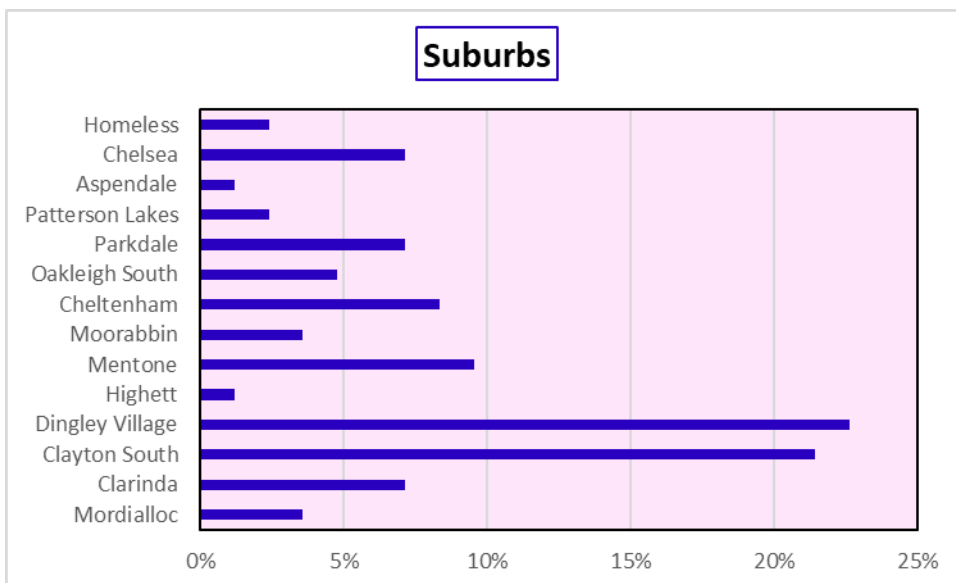
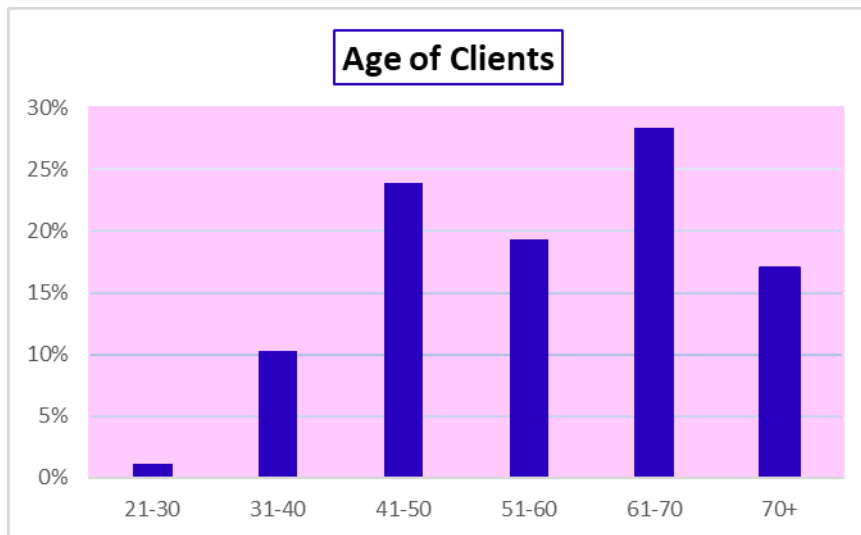
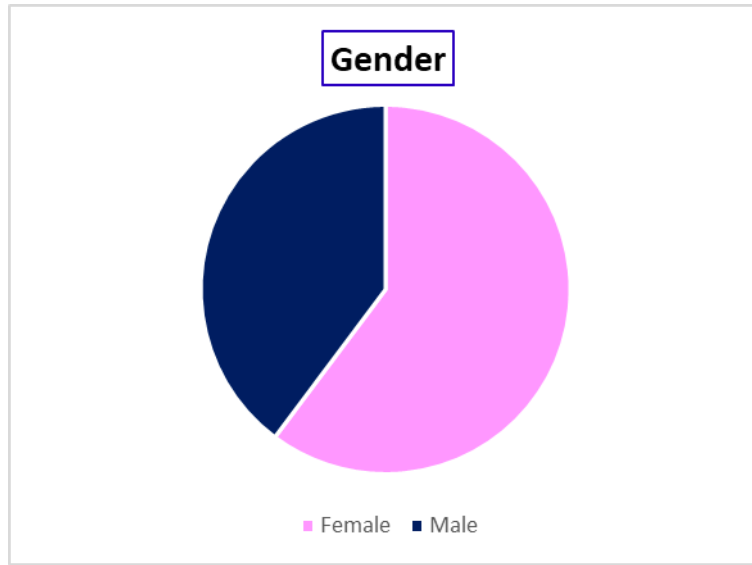
The statements attached to this certificate give a true and fair view of the financial position of the Make a Difference Dingley Village Inc. during and at the end of the financial year of the association ending 30th June 2023

Signed: m. B. Nanscawen
Marlene Nanscawen

Signed: Alma Osborne
Alma Osborne

Dated: 19-10- ... 2023

Snapshot of our clients



Snapshot of our clients (ctd.)

COUNTRY OF ORIGIN	
Country	%
Afghan	1%
Australia	47%
Bangladesh	1%
Cambodia	2%
China	2%
Croatia	1%
Cyprus	1%
El Salvador	1%
England	2%
Greece	5%
Hungary	1%
India	2%
Italy	1%
Jordan	1%
Liberia	1%
Moldova	1%
Mauritius	1%
New Zealand	2%
Pakistan	3%
Pakistan	1%
Philippines	3%
Poland	1%
Rumania	3%
Serbia	2%
Singapore	2%
Sri Lanka	2%
Sri Lanka	1%
Turkey	2%
Ukraine	1%
Uruguay	1%
TOTAL	100%

Kingston Charitable Trust

We sincerely thank the Trust for their assistance as we attempt to make a difference to families in need of our help

The Kingston charitable Fund aims to make the community stronger and more connected by supporting charitable organisations.

The Fund was established in February 2007 as an initiative of Council in partnership with the Lord Mayor's Charitable Foundation.

These funds will assist those experiencing "power pain" - or energy stress.

The grant from the Trust will assist many families.

Energy Debt

Thanks to the generosity of the Kingston Charitable Trust we have been able to offer some assistance to families with their energy debt.

We hear stories of parents having to "eat or heat", turning off gas and electricity sources, and unable to manage meal preparation.

We receive much information from research – telling us that there is a growing cost of living problem. This will only get worse as the cost of essentials like gas and housing continue to rise.

What is really concerning, is this is hitting females particularly hard!



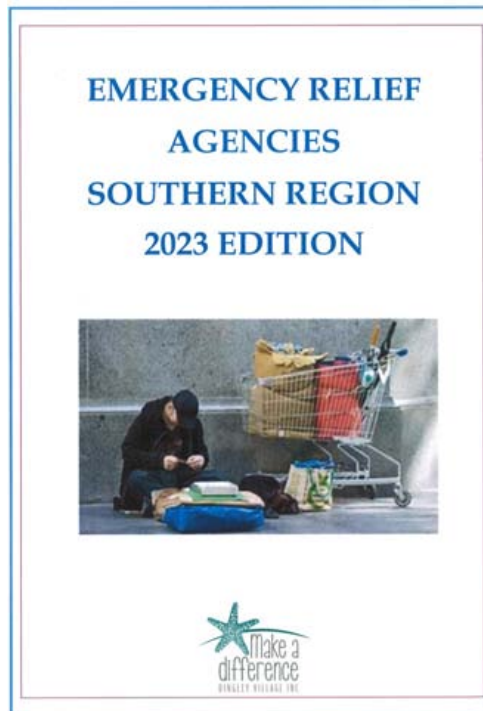
Anti-Poverty Week 2023

The government recognises anti-poverty week each year and our contribution is to print a Directory of agencies that provide emergency relief to those in need.

The directory is useful to all people such as doctors, teachers, nurses, etc attempting to assist vulnerable and disadvantaged families who need assistance.

Mayor Hadi was pleased to launch the Directory and distribute it to relevant councillors and staff.

MADDV will distribute to all service providers



Mayor Hadi Saab

CRAZY SOX DAY

We thank the children of Dingley Village for attending school on this day – many beautiful and funny sox.

Crazy Sox Day is not MADDV raising funds, but a day to let the community know we are here to help families in crisis.

During COVID we assisted many, many, families from the 3 schools in our Village, and were pleased to help.

The children all receive a bookmark and a brochure that hopefully reminds the community of our existence, and the help we can provide.

Reports we receive from governments tell us of the difficulties people are experiencing in 2023 and Crazy Sox Day, supported by Council, is an attempt at reminding people we can be considered the “first step.”



St Marks Primary School

Dingley Primary School



Knitting Ladies

We sincerely thank the ladies (in sunny Queensland) who knit squares for us. The squares are then knitted together to be given out to our clients.



Stars of the Village

The Dingley Village Men's Shed are our favourites at the moment!

They have just built us 6 Vegie Patch beds in our back garden, and we have started planting.

The silver beet has grown beautifully – any of the families we assist can help themselves.

Today I purchased, tomato seedlings, strawberries, cauliflowers, peas, beans, etc – and planting is about to commence.

Our clients can pick when grown. If you want to assist - call us!



Funded with a grant from the office of Mark Dreyfus





FareShare

FareShare is a charity which has been cooking free, nutritious meals for people doing it tough since 2001.

We believe that every Australian deserves a nutritious meal, regardless of their circumstances or location.

FareShare operates Australia's largest non-profit kitchens in Melbourne and Brisbane where chefs and volunteers work hand in hand to cook the best possible meal for every person in need.

Each year FareShare transforms rescued, donated and our homegrown food into millions of delicious, healthy meals that feed dignity and wellbeing for Australians experiencing hardship. A homestyle meal shows that somebody cares and has an immediate impact.

Our healthy meals are given away free to frontline charities such as soup vans, homeless shelters, women's refuges, First Nations organisations and groups providing disaster relief.

The need for meal relief has never been higher with the soaring cost of living, frequent natural disasters and the lingering effects of the pandemic hurting millions of Australians.

As a charity, we rely on the generosity of [philanthropic foundations, businesses and individual donors](#).

When you [support](#) FareShare, you are not just feeding someone in need. You are giving them a ready-to-eat meal which takes the worry out of going hungry and the stress out of cooking. You are making them feel better.

Where FareShare meals go

Our meals are distributed to large and small charities and community groups who help people in need of nutritious food.

These charities include soup vans, homeless shelters, women's refuges, support groups for single parents, disaster relief centres, RSLs and neighbourhood houses. They also include large organisations such as The Salvation Army and St Vincent de Paul, and regional hubs such as those in Bendigo and Shepparton.

FareShare meals are provided to people affected by natural disaster such as bushfires and floods, and to vulnerable groups such as asylum seekers.

Some charities serve our meals directly, such as Vinnies' Soup Vans which shares our hot pastries. Others pack them in food parcels for vulnerable people to take away or operate community pantries where clients can pick them up. Some charities offer microwaves where people can heat up a meal.

Once cooked in our kitchen, our meals are frozen and delivered within a couple of days. We only provide meals via our charity partners and are unable to hand out meals to families and individuals directly.



Many of our meals in Victoria are distributed by SecondBite, while Foodbank is our main distribution partner in Queensland. Meals cooked in our Abbotsford kitchen are also being distributed to New South Wales thanks to collaboration with SecondBite.

We provide all our meals **free of charge**.

Food poverty in Australia

According to the Foodbank Hunger Report 2022, more than 2 million households in Australia have run out of food in the last year, sometimes skipping meals or going whole days without eating. 1.3 million children lived in food insecure households during that time.

Some of the most common reasons people skip meals or are unable to buy food include having limited income to meet the increasing cost of living, bill shock, housing affordability, and the expense of staple food items.

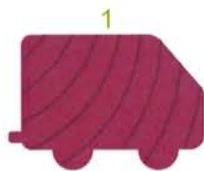
Australia's economic statistics look impressive next to many other countries, but they fail to convey that too many in our society are struggling.

Adults are skipping meals, children are going to school without breakfast or lunch, and many families cannot afford healthy food.

Being able to access nutritious food makes a huge difference to people who would otherwise go without. They are no longer distracted by hunger, can focus on their education or work, benefit from improved physical and mental health, and are more socially engaged.

The fact is, people going hungry come from all walks of life.

FareShare's process



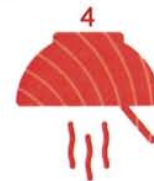
Rescue
We save surplus, quality food from landfill, cutting food waste and fighting pollution.



Cook
We cook with care and creativity to transform food into nutritious, delicious and well-presented meals.



Grow
We grow vegetables in kitchen gardens to add nutrition to our cooked meals.



Feed
We share our cooked meals with frontline charities supporting people struggling to access nutritious food.

Visitors to MADDV

Marion and Scott, warmly welcome Meng HeangTak MP to our office.

We were delighted that the then Minister for Consumer Affairs, Danny Pearson also attended to learn of our Financial Counselling Program



Visitors to MADDV



Kate Wheller from CISVic chats with volunteer Marlene



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 an assessment within our Local Government Area as to services we could provide
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 assistance.
9. To continue to “make a difference” to those who ask our help



Projected Priorities for 2024

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, Administrative Support, an emergency relief co-ordinator, and a wonderful team of volunteers
3. To maintain our website—www.maddv.com.au
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 school children in an annual “Crazy Sox Day” to market our organisation
8. To register our organisation with the Department of Health and Community Services — as a registered community services organisation
9. To support, advocate for and assist those who need us to “make a difference”

