

FOODBANK QUEENSLAND

Annual Review 2018



**FIGHTING HUNGER
IN AUSTRALIA**



OUR VISION

A QUEENSLAND WITHOUT HUNGER.

OUR MISSION

**TO PROVIDE THE MOST FOOD,
TO THE MOST QUEENSLANDERS IN NEED
IN THE MOST EFFICIENT & EFFECTIVE WAYS.**

OUR GUIDING VALUES

RESPECT

COMPASSION

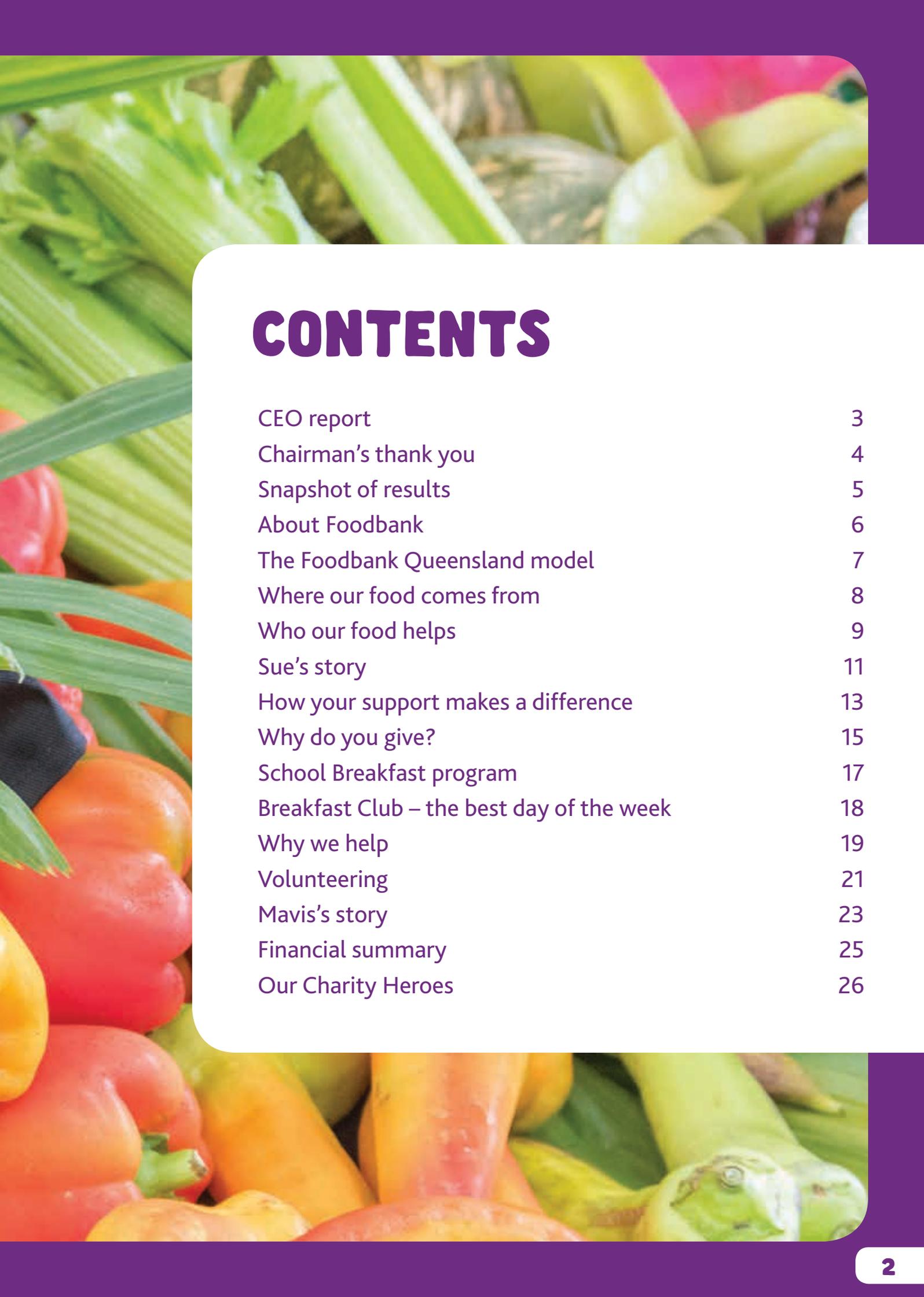
INTEGRITY

COLLABORATION

RESPONSIBILITY



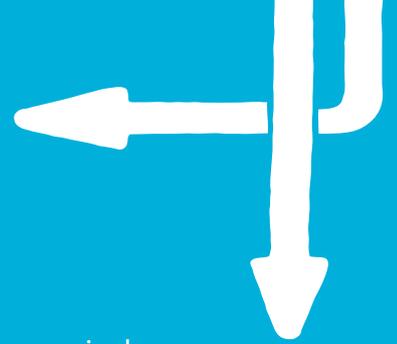
**FIGHTING HUNGER
IN AUSTRALIA**



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CEO REPORT



Food insecurity is the inability to put healthy and nutritious food on the table when required. Unfortunately, this affects up to 18% of the population and sadly represents a growing problem. The face of hunger is diverse affecting men and women, children and the elderly as they battle with the ever-increasing cost of living.

At Foodbank, we tackle this important community challenge head on. Foodbank collects surplus and donated food and provides it to our frontline charity partners across the state. The 2017/18 financial year has seen some significant milestones in the fight to alleviate hunger in Queensland.

During the year, Foodbank Queensland:

- Rescued and distributed the equivalent of more than 22 million meals, a record result.
- Remained the largest Foodbank operation in Australia by volume and accounts for about one-third of Foodbank's national volume of food relief.
- Supplied and provided services to 281 frontline charity partners who distributed the food to Queenslanders in need.
- Entered into a major collaboration agreement with FareShare, for a new kitchen in Brisbane, focusing on transforming rescued food into nutritious ready-to-eat frozen meals.
- Increased the number of schools participating in the School Breakfast Program with over 57,408 meals served each week following the announcement of Queensland Government's provision of \$1 million over four years.

All food and financial donors are the lifeblood of our operation and we cannot thank them enough for their generous support.

Whilst the past 12 months have been incredibly busy and successful, we can't rest on our laurels. We are poised and ready for the year ahead with all its challenges and rewards.



Michael Rose | CEO

CHAIRMAN'S THANK YOU

For all of us on the Foodbank Queensland Board, fighting food insecurity and helping front line charities is something we feel very passionate about.

Food is a fundamental human need. In a lucky country, such as ours, no one should go hungry. Yet people do every day. Foodbank exists to solve this problem by rescuing surplus food to help those in need. As always, it has been another busy, yet rewarding year, not only for the organisation, but also for the Board.

Following the resignation of long-term Director Catherine Mickel, we warmly welcomed three new Directors. All three bring skills and experience deemed critical by the Board.

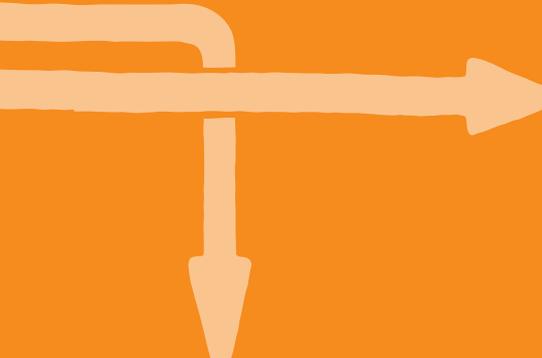
Foodbank Queensland has a small but dedicated staff. Because of this we depend on the support of numerous contributors to help achieve our mission. On behalf of the Board and Management we would like to thank the following:

- Our Food and Grocery Donors
- Our Financial Donors
- Our Volunteers
- Our Corporate Volunteers
- Our Charity Heroes
- Our Staff
- The Frontline Charity Partners we serve
- Queensland Government
- Foodbank Australia

We're excited about the future and we look forward to working with you all as we work towards a Queensland without hunger.




John Debenham | CHAIRMAN



FOODBANK QUEENSLAND BOARD MEMBERS

John Debenham
Greg Phillips
Robert (Bob) Newey
Mike Hill
Catherine Mickel
David Muir
Helen Skippen
Craig Baker
Natasha Olsson-Seeto
Ian Mitchell
Mark Reinke

SNAPSHOT OF RESULTS

FY 2017 / 2018



22,716,925
MEAL EQUIVALENTS
PROVIDED



281
CHARITY PARTNERS
ASSISTED



188,000
QUEENSLANDERS HELPED
PER MONTH



24,072
VOLUNTEER HOURS

ABOUT FOODBANK

Foodbank Queensland is the largest hunger relief organisation in the state, providing food for over 22 million meals last year alone.

Imagine not knowing where your next meal will come from, or stretching out a sparse food cupboard that simply doesn't provide adequate nourishment for your family; this is food insecurity. This is the reality that millions of Australians wake up to every day.

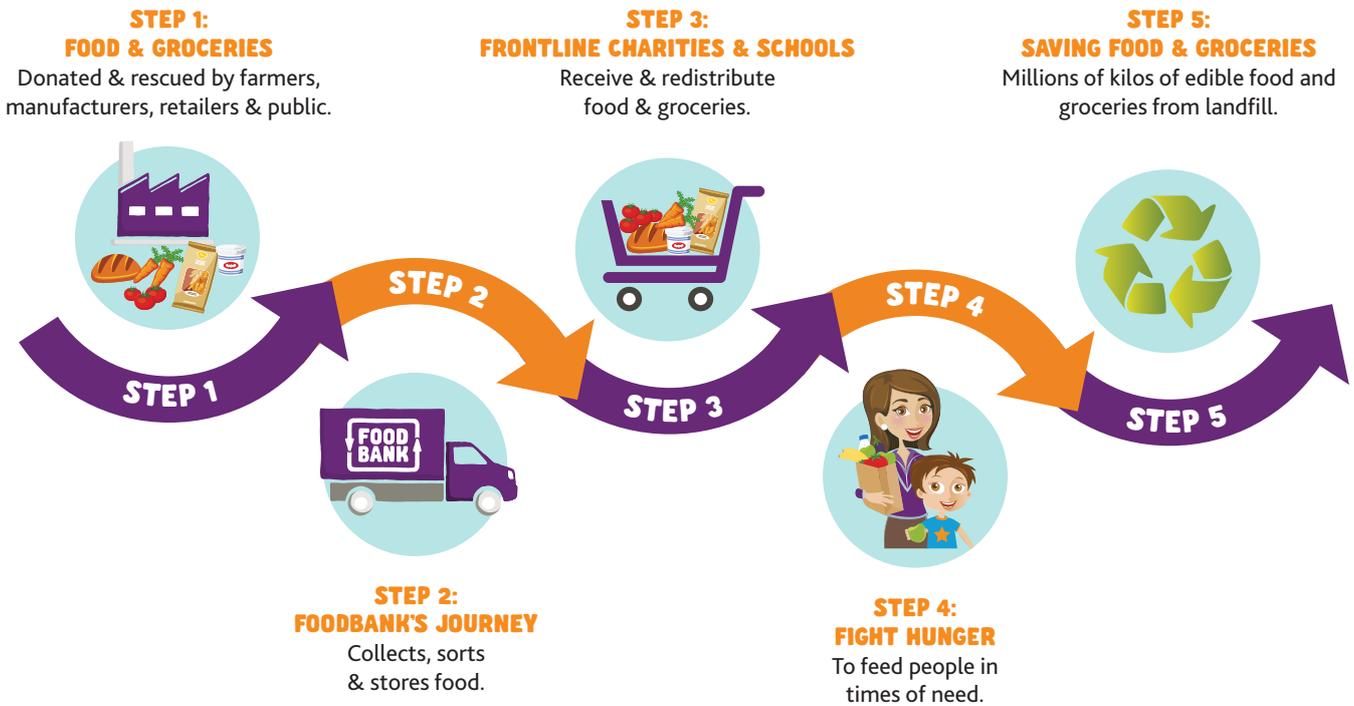
The face of hunger is diverse - male, female, young and old, single and families, students, employed and unemployed, as well as retired people. For many people in Australia food has become a discretionary spend. After paying rent, electricity and transport, many low income families have very little left for food or clothing each month. It often takes one 'emergency bill' for necessities such as health care, a car repair or the loss of a job, which results in a family going hungry.

In 2017/18 our distribution centre supplied food to 281 charity partners. These organisations provide food parcels, community meals and operate community markets and mobile food vans for Queenslanders in need.

Hunger is a hidden crisis in Australia, with 51% of charities reporting an increase in people seeking food relief. Sadly, our frontline charities report an additional 37% more food is required to meet current demands.
(Source: McCrindle, 2018)



THE FOODBANK QUEENSLAND MODEL



TOTAL KILOS DISTRIBUTED: UP 13% ↑



5,113,000 kg	FRUIT & VEGETABLES
3,580,000 kg	PACKAGED FOODS
1,635,000 kg	MILK
1,307,000 kg	GROCERY / MERCHANDISE
579,000 kg	BREAD
406,000 kg	MEAT / PROTEIN
12,620,000 kg	TOTAL

WHERE OUR FOOD COMES FROM

As Queensland's largest food relief organisation, we work with the entire Australian food and grocery industry including farmers and primary producers, importers and exporters, wholesalers, manufacturers and retailers.

Donations include pledged items as well as stock that's out of specification, close to expiry or excess to requirements. Companies also choose to support Foodbank as their commitment to social responsibility or in cause related marketing campaigns.

Foodbank Queensland works with over 52 national and 340 Queensland manufacturers, producers and retailers. A big focus for Foodbank Queensland is on fresh nutritious produce that is rescued or pledged from all over Queensland with the vast majority directly from the farm gate.

Donations of food do not always meet demand. There is a significant gap between the amount of staple foods rescued and what is needed by the charities and community groups to provide filling and nutritious meals. To address this, Foodbank and its partners developed a sustainable supply solution, the **Key Staples Program**.

Here, food companies donate or subsidise the ingredients and or services to produce, process, package and transport essential items. This collaborative supply approach produces items such as rice, breakfast cereals, pasta, pasta sauce, tinned fruit and vegetables and long-life milk. The **Key Staples Program** represented 8% of our total volume for this year.

Corporate, school and **Community Food Drives** also play a large role in the fight against hunger. During FY 17/18 they collectively donated close to 100 tonnes of much needed shelf stable pantry items, ideal for transporting to our regional frontline charity partners throughout Queensland.

WHO THE FOOD HELPS*

- 81% LOW INCOME FAMILIES / INDIVIDUALS**
- 64% UNEMPLOYED**
- 60% SINGLE PARENT FAMILIES**
- 39% HOMELESS / SPECIAL ACCOMMODATION**
- 29% PEOPLE WITH A MENTAL ILLNESS**
- 26% INDIGENOUS**
- 24% AGED**
- 23% PEOPLE WITH A DISABILITY**
- 21% WOMEN**
- 19% SUBSTANCE ABUSE / DEPENDENCE**
- 18% CHILDREN & YOUTH**
- 15% ETHNIC / CULTURAL GROUPS**
- 12% ASYLUM SEEKERS / REFUGEES**

* Percentage represents most common groups assisted by Foodbank charities.
(Source: McCrindle, 2017)



Despite this, our frontline charity partners turned away over 12,000 people per month who they could not help.

(Source: McCrindle, 2018)





SUE'S STORY

Sue never thought that she would need to turn to food relief. She had a full-time job, rented a lovely property and enjoyed socialising out with her friends and family. That all changed when an accident turned her life upside down...

"A serious knee injury left me unable to work for some 14 months. During rehabilitation I volunteered at my local charity, not knowing that very soon I would be needing their help! At first I was embarrassed to ask for assistance but their help allowed me to focus on recovery and get back to work.

"I'm now working part-time, which unfortunately is just not enough to make ends meet. Knowing that I can get food relief means not having to stress each week about choosing whether I can eat or feed my dogs. Instead, I can focus on paying my bills which is a huge relief."



**IT'S NOT JUST PEOPLE ON THE STREET IT'S
PEOPLE IN YOUR STREET**

HOW YOUR SUPPORT MAKES A DIFFERENCE

Foodbank Queensland thanks all donors of food, money and time. But there are a special group of generous individuals, foundations, corporations, community groups and organisations who financially support the work we do.

Their financial contributions are stretched even further at Foodbank Queensland. Our gearing ratio is based on the retail value of food rescued to operating costs. For every

dollar we get, we can rescue food and groceries worth more than 20 times the retail value amount.

There is also a sustainable and sizable benefit to the community at large. Food assistance not only addresses people's immediate nutrition needs, but also contributes to improvements in their health, emotional well-being, sense of self-worth, social relationships and ultimately overall standard of living.

WHAT IS SOCIAL RETURN ON INVESTMENT (SROI)?

The Social Return on Investment, that is, the benefit to the individual food recipient as well as the community at large has now been independently assessed at \$23 for each kilogram of food relief provided. For children, that figures rises to \$110.

A Social Return on Investment study (Net Balance, 2014) found that Foodbank's services extend far beyond satisfying immediate hunger needs in the community. In addition to environmental gains and reduced waste, the provision of food addresses the nutritional and physical health needs of disadvantaged people and contributes to improvements in their emotional well-being, sense of self-worth, social relationships, academic achievement and standard of living.

COMMUNITY IMPACT (SROI)

\$23

PER KG DONATED FOOD

CHILDREN (SROI)

\$110

PER KG DONATED FOOD



WHAT DOES \$20 MEAN TO US?

Foodbank Queensland can stretch donation dollars further with the assistance of freely donated goods from food donors and suppliers.

In fact, each dollar donated helps Foodbank Queensland produce food and groceries worth more than \$20 retail value. A \$20 donation can produce \$400 worth of food and groceries!

EVERY
\$1
DONATED
PRODUCES MORE
THAN \$20 OF
FOOD & GROCERIES
(RETAIL VALUE)

WHY DO YOU GIVE?

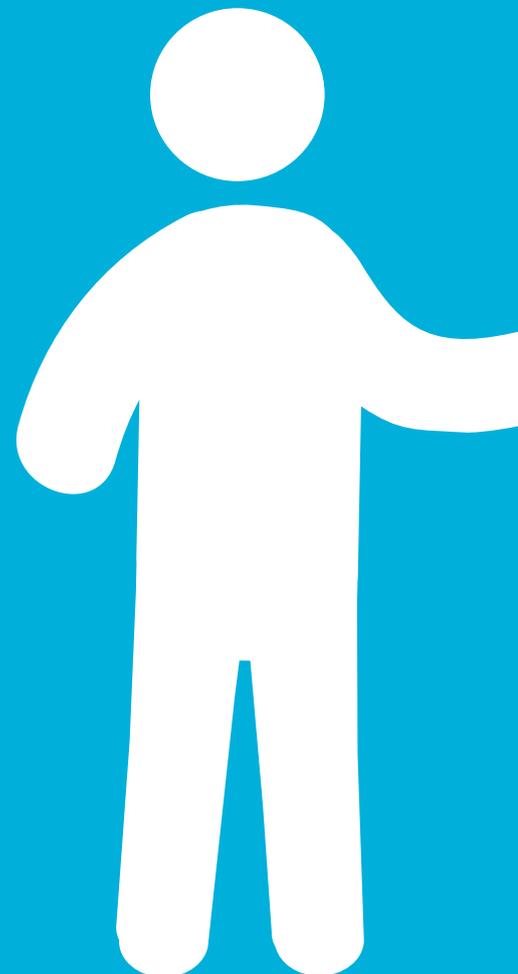
For regular long-time donor Ed Hutton, making the decision to fund food relief in his own backyard was a simple decision. "I saw that a \$10 donation could make 50 meals, and I thought, well that's something I'd like to support."

Ed says most people don't realise that even a small donation, on a regular basis, can make a huge difference. "We generally spend more money than we earn, but it doesn't mean we don't all have a little bit that we could give. I don't like to blow my own trumpet and tell people I'm donating, but when I'm doing well, I like to pay it forward. I like to think that we were all put here to help each other and there's plenty of people who need this sort of help, right here in Queensland."

Ed was right when he said a small donation could equate to many meals. In fact because most of the food is freely donated, each dollar donated helps Foodbank Queensland produce food and groceries worth more than \$20 retail value. For example, a \$100 donation can produce \$2,000 worth of food and groceries. Imagine how many Queenslanders your donation can support!

Ed says after he started donating money, he started to wonder about donating time. He's now joined the Foodbank team as a volunteer and can be found every Friday in the warehouse, doing anything and everything he can to assist the team. "I can see the impact I have here every week. It's like when you throw a tiny pebble into a pond, you can see the ripples. And now I just want to keep helping however I can."

Ed Hutton | DONOR & VOLUNTEER







SCHOOL BREAKFAST PROGRAM

240 Schools

(172 metro, 68 regional)

Brisbane, Gold Coast, Sunshine Coast, Somerset,
Toowoomba, South Burnett, Townsville.



20,966

**Students Fed
Per Week**



57,408

**Meals
Per Week**



135,975

**Kgs of Food
Per Annum**

Breakfast has long been proclaimed as the most important meal of the day. Yet on a typical day around three students in every class will arrive at school hungry or without having eaten breakfast (Source: McCrindle, 2015). Foodbank's Rumbling Tummies Report (Source: McCrindle, 2018) found that 22% of Australian children experienced some level of food insecurity in the last 12 months.

Breakfast Club, as many schools call it, is an excellent way to ensure that those children in need are being supported. The benefits of the program include improved concentration, improved behaviour, better social relationships and superior learning outcomes. The School Breakfast Program would not be possible without the generous pledge of support from Mackay Bananas, Tip Top, Parmalat and the Queensland Government.

BREAKFAST CLUB

“THE BEST DAY OF THE WEEK!”

“The kids at our school love the program. I have overheard kids on Wednesday’s saying “Yay Brekky Club tomorrow!”

“We are a small school so even after just a few weeks a change was starting to show. They seem to be more connected as a school.

“‘Brekky Club’ brings the whole school together as a community. We not only have parents of our students volunteering but some local senior citizens are getting involved too.

“Receiving this food every week and running this program has not only given the kids in the school purpose to get to school earlier, but it has given them a connection with the Chaplain and each other. Their manners are amazing, and they have big smiles on their faces!”

School Chaplain & Breakfast Club Coordinator
Primary School - Glass House Region



WHY WE HELP

Foodbank Queensland provides assistance to 281 front line charity partners including the Wesley Mission Queensland.

"The Wesley Mission Brisbane Relief Hub provides food relief to individuals throughout the week.

"Emergency Relief provides food relief and support to between 500 and 600 people per week. Emergency Relief also gives out pre-packed food hampers to those who are homeless, disadvantaged, marginalised or going through some form of financial stress.

"Recipients receive a daily lunch pack that includes a sandwich, fruit, drinks and other prepared foods. We also run a community BBQ at the hub which serves salads and hamburgers made from rescued food to 130 individuals.

"In the past 12 months Emergency Relief has distributed over 5,000 food hampers and 22,000 lunch packs, providing meals to over 5,000 people."



Both of our programs couldn't provide the assistance to those in need without organisations such as Foodbank. The work that Foodbank does for so many organisations in the community is outstanding.

Thanks Foodbank! 

Moroni Pugh | WESLEY MISSION BRISBANE



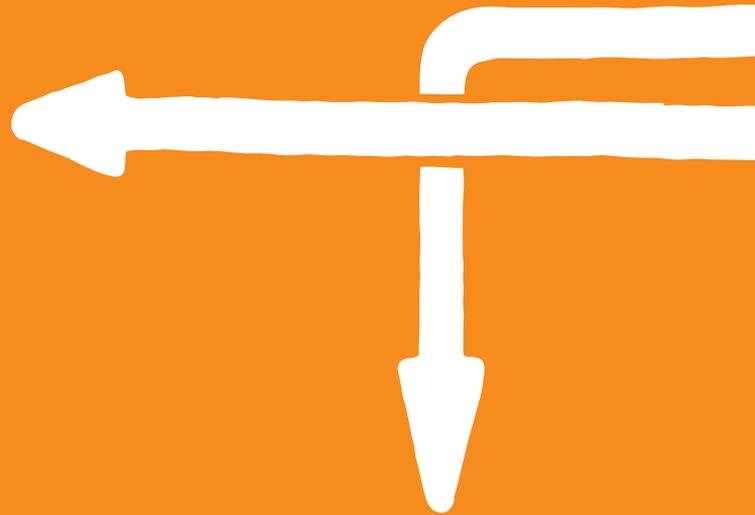


VOLUNTEERING

With only 20 paid staff, Foodbank Queensland simply could not operate without the generous community members who choose to give their time, skills and resources to aid us getting the millions of kilos of food donated to those who most need it. During the year, over 1,600 volunteers worked tirelessly on varying key roles within the office and warehouse.

Our 60 regular volunteers carried out critical tasks each day including administrative tasks, checking that food donations comply with Foodbank's rigorous food safety standards, manning the front desk, packing orders for charities in regional areas and breaking down pallets of donated food to make it easier for frontline charities to access. They were aided by over 1,500 corporate volunteers visiting from many different organisations across Brisbane as part of their corporate social responsibility programs.

Our volunteer Board of Directors also provided Foodbank Queensland with critical direction, guidance and governance during FY18.



VOLUNTEER HIGHLIGHTS IN 2017-2018

- **60 regular volunteers who contributed 17,160 hours of work.**
- **1,536 Corporate Volunteers completed 6,912 hours in the warehouse.**





MAVIS

FOOD
BANK



‘VOLUNTEERING MAKES ME HAPPY’

One of Foodbank’s longest serving volunteers, Mavis Wall says she does it because it makes her happy, keeps her feeling satisfied and useful. She says she plans to volunteer for as long as she is able.

Apart from being one of the most cheerful faces at Foodbank Queensland, one of Mavis’s most well-known talents is her ability to accurately and speedily calculate complicated sums in her head. She says while she uses a computer every day, she prefers to keep her brain going.

Mavis says working in an office she didn’t have an adding machine, as it hadn’t been invented then. “You did all your books by hand” says Mavis, “and if you were a penny out you would know it was there somewhere. I would go home and dream about it!” She says her way of calculating sums is more accurate, as she makes more mistakes using a calculator than doing it manually.



**The key to volunteering
success is to be happy
in what you do.**



Mavis | VOLUNTEER FOODBANK QUEENSLAND

FINANCIAL SUMMARY

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME For the year ended 30 June 2018

FINANCIAL YEAR	\$ 2018	\$ 2017
Revenue from operating activities	3,831,436	3,753,061
Employee benefits expense	(1,359,172)	(1,064,482)
Depreciation and amortisation expense	(133,803)	(137,140)
Lease expenses	(5,571)	(3,972)
Foodbank Australia & Key Staples	(891,332)	(1,036,114)
Freight and transport costs	(711,979)	(729,903)
Electricity	(56,787)	(70,244)
Printing and stationary	(21,681)	(12,921)
Professional fees	(21,148)	(19,805)
Motor vehicle expense	(159,811)	(139,158)
Other expenses	(313,301)	(326,984)
Total comprehensive income for the year	156,851	212,338

STATEMENT OF FINANCIAL POSITION As at 30 June 2018

FINANCIAL YEAR	\$ 2018	\$ 2017
Current assets		
Cash (including cash held pursuant to Retained Earnings Policy)	1,833,246	1,619,259
Cash (Building Fund)	2,585,444	2,581,290
Trade and other receivables	212,989	94,306
Total current assets	4,631,679	4,294,855
Non-current assets		
Property, plant and equipment	617,464	691,005
Total non-current assets	617,464	691,005
Total assets	5,249,143	4,985,860
Current liabilities		
Trade and other payables	328,489	233,431
Non current liabilities		
Trade and other payables	25,760	14,386
Total liabilities	354,249	247,817
Net assets	4,894,894	4,738,043
Equity		
Retained surplus	4,894,894	4,738,043
Total equity	4,894,894	4,738,043

OUR CHARITY HEROES



Petero Civoniceva

Rugby League legend, Petero, started and ended his career with the Brisbane Broncos and has played more than 300 NRL games. Petero also played 33 games for Queensland, 45 tests for Australia and 6 tests for Fiji. Petero now volunteers to support causes close to his heart, including Foodbank Queensland. As our School Breakfast Ambassador, Petero believes in helping Queensland kids have access to a nutritious breakfast and help fight hunger in the classroom.

Kendall Gilding

Kendall presents the afternoon Queensland news for Channel 7. A passionate foodie, Kendall was shocked to hear about so many Queenslanders in need of food relief and has supported Foodbank Queensland by building awareness for the growing issue of food insecurity and the need to engage the community to help us to help others.



Shane Webcke

A former Brisbane Bronco, Shane had an illustrious 11-year career with the NRL side. The prop played 24 times for Queensland and 26 tests for Australia. Since retiring from football in 2006, Shane spends his time as a farmer, family man, businessman, author, news presenter, safety ambassador and Foodbank Charity Hero. Coming from the land Shane knows first hand the trials of regional and rural living and is a natural fit to help us build awareness in the broader community.

Natalie Gruzlewski

Natalie is a familiar face on Australian TV, having hosted popular shows such as, Farmer Wants A Wife and When Love Comes To Town. Living on the Gold Coast, Natalie has been a supporter for Foodbank Queensland since 2015 supporting many campaigns with a commitment to promoting healthy lives for Australian families.





**FIGHTING HUNGER
IN AUSTRALIA**

FOODBANK QUEENSLAND

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