



# *Dandelion*

Support Network Inc.

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# 2014/15

## ANNUAL REPORT







# Contents

Vission, Mission, Values.....	4
About Us.....	5
President’s Report.....	6
Highlights and Achievements.....	8
Grants .....	10
Playing our Part.....	12
Our Reach.....	13
Our Social and Environmental Impact.....	14
Our Growth .....	15
Financial Report.....	16
Our Supporters.....	18
Meet our Team.....	20
How We Have Helped.....	26

*“Never underestimate  
the potential impact of your  
kind thoughts and actions.”*





# Vision

Our vision is that all babies and children have access to nursery items essential for their safety, well-being and development.

# Mission

To be a leading community organisation, partnering with like-minded agencies to make a difference for families in need, whilst reducing our environmental footprint.

# Values

COMPASSION • ACCEPTANCE • SUPPORT • SUSTAINABILITY



# About us

Our network was established by two mothers who noticed an opportunity to enhance the great work of the community services industry in supporting vulnerable families by being able to provide material goods to those families. From this desire to make a difference, combined with a passion for sustainability, Dandelion was born.

The Dandelion Support Network is run by volunteers, who accept, sort, and safety check pre-loved nursery equipment and children's clothes for distribution through local hospitals and support agencies. We receive no recurrent funding for the services we provide.

Once donated, the items are given a new lease on life. All the goods are processed by volunteers who follow strict quality assurance standards so that they can be enjoyed by their new owner. Once the items are ready for their new home they are packed up with love ready for a new family.



# President's Report 2014/15

**Since the inception of Dandelion in late 2011, we have continued to grow each year, helping more families in need in our community. This past year has been no exception with 823 families being helped in 2014/15 - nearly 250 more families than we assisted last year. Our team are constantly having to adapt to keep up with this ongoing demand.**



With our continual growth, this past year has seen us focus on ensuring Dandelion is sustainable long term. We embarked on sourcing funding for a number of key positions in the organisation and thanks to the Big Sister Foundation were successful with funding for a General Manager part-time for 2015, and thanks to funding through The Funding Network and the AMP Foundation we were able to fund a Warehouse Manager part-time for a year. These two positions have been a great support to our volunteers and have helped us further refine our operational efficiencies that are critical to meeting the demands for our support services.

We were again fortunate to be successful in a number of grants this past financial year. The ClubGRANTS program has again been of great assistance to us in allowing us to purchase new cots, prams and car seats to help reduce our long waitlists for these larger items. Thank you to Bankstown Sports Club, Brighton Le Sands RSL Club, Club Central Hurstville, Parramatta Leagues Club and the Tradies for their support through the ClubGRANTS scheme. A big thank you to Streetsmart Australia for their assistance

with our cot and later our car seat crowdfunding campaigns along with the Cafesmart grant we received from them to assist families at risk of homelessness. A thank you also to Rockdale City Council who kindly awarded us a small grant which allowed us to purchase baby monitors which have been welcomed by families with premature babies and babies at risk of SIDS.

As always we are thankful for community support. Without our generous donors who bring items to our Donation Days we would not exist. This past year we were grateful for the work that went into the Inner West donation day both prior to the actual day and on the day itself, as well as the commitment from North Sydney Boys High at the North Sydney donation day.

Thank you also to the numerous corporate, community and church groups who joined us this year for working bees and volunteering days. Special mention to the team at NOVA Employment for their partnership and to the Tradies team who come regularly and volunteer their time helping at donation days and in processing stock. All of these contributions have helped enormously with processing the large amounts



***"As always we are thankful for community support. Without our generous donors who bring items to our Donation Days we would not exist. "***

of stock we receive and in turn means we are able to assist more families.

Since I spend large amounts of time at Dandelion, my children often accompany me. It is lovely to see them experiencing giving first hand and understanding the importance of helping those less fortunate than themselves. I was therefore pleased to have Woollooware High School join us this year for a volunteer day as it was not only lovely to have extra help but also it was great for the students to experience volunteering and see how some families are really doing it tough.

We are fortunate that community support extends beyond our donation days and I would like to say a special thank you to

Taren Point Hotel, the Cronulla Chamber of Commerce and Platinum Preschool Prestons for their ongoing support.

We would also like to thank our generous donors who financially support us with our campaigns and with regular donations.

As with many charities, the coming year holds some large challenges for us – the most significant being finding somewhere to relocate to as our current premises are zoned for redevelopment. Along with this challenge will be maintaining the volunteer capacity to keep up with the generous donations we receive so we can assist the growing number of families in need. We welcome any offers

of assistance with either of these challenges.

Finally, I would like to thank the hard working agencies we support and the tremendous Dandelion volunteers who go above and beyond to ensure the families in need that we assist are receiving beautiful gifts so they can start a new chapter in their lives. I feel blessed to be part of such a wonderful organisation.

**Gabrielle Humphreys  
President**



# Highlights & Achievements



*"Volunteering is made so easy by the great volunteers involved with Dandelion, they are very organised, supportive, make the day fun and you leave with a great sense of achievement for your days help"*

## FUNDRAISING SUCCESS Going, going, gone!

For the second year, Dandelion Support Network held an online auction via Facebook to raise much needed funds. With more than 150 items up for auction and a huge show of support from the community, we were able to raise more than \$8,000 to support our work with families in need.

### Flicks for Funds

This year Dandelion were lucky enough to benefit from three movie nights, one hosted by our friends at The Beauty Bank, one from Platinum Preschool Prestons as well as one run by our own volunteers. Together these movie nights raised more than \$6,000 in funds.

## Balmain Care for Kids Fair May 2015

The May Fair proved to be a great day out for the family with \$1,664 in funds being raised on the day.

### Crowdfunding Campaigns

Together with our crowdfunding partner, Streetsmart Australia, we ran two campaigns during the year to help us purchase items that we can never keep up with demand for. Our generous supporters in the community pulled together and helped us raise \$3,250, which Streetsmart matched with an additional \$1,000 to purchase car seats and \$4,700 to purchase cots.

## Family Fun Day

Once again we are very grateful to Taren Point Hotel for hosting a Family Fun day fundraiser in March. With free face painting, a petting zoo, jumping castle and balloon animals, the day was a huge success raising \$10,000.

## RECOGNITION FOR OUR TEAM

Congratulations to one of our first recipients, Jen. Jen was awarded the Student Volunteer of the Year Award for Southern Sydney, for her work with The Beauty Bank.

Dandelion Support Network received the St George Community Award 2014 acknowledging our work in the community.

## GENEROUS DONATIONS THAT KEEP ON GIVING

Thank you to all those who attended our donation days. With four off-site donation days as well as eleven at our main space, the generosity of the community kept our volunteers very busy.

## MANY HANDS MAKE LIGHT WORK

Throughout the year we have had help from numerous corporate, community and church groups who joined us this year for working bees and volunteering days.

One team which deserves a special mention are the NOVA

Disability Work Trainees, a partnership that makes a huge impact for Dandelion. The NOVA team regularly come and volunteer for Dandelion, processing stock and assisting us with jobs around the office whilst building up their job-ready skills. We look forward to the next group of trainees who will start in the new year.

The team at Tradies also provide a huge help to our regular volunteers with their frequent attendance.

Thanks to everyone for helping us process all the donations we receive. Together we are making a difference in the community.

## BUILDING OUR TEAM

During the year we were successful in receiving funding for two key positions to enhance how we work at Dandelion Support Network.

A huge thanks to Big Sister Foundation for a grant that enabled us to employ a General Manager part-time for 2015.

In April this year we were also fortunate to be invited to take part in a joint live crowdfunding event held by The Funding Network and AMP Foundation. Our pitch resulted in us receiving funding to employ a Warehouse Manager part-time for a year.



# Grants


Dandelion are always grateful for the support we receive through grants. The funds provided enable us to assist many families in the community and we wouldn't have the impact we do without this financial support.

- Sutherland ClubGRANT - Tradies
- Bankstown ClubGRANT - Bankstown Sports Club
- Hurstville ClubGRANT - Club Central Hurstville
- Rockdale ClubGRANT - Brighton-le-Sands RSL
- Parramatta ClubGRANT - Parramatta Leagues Club
- Real Needs
- Streetsmart Cafésmart
- Big Sister Foundation
- The Funding Network / AMP Foundation




**MEETING THE NEED IN THE COMMUNITY**  
Despite the generous donations of pre-loved goods we receive, we always fall short on critical items to meet the needs of vulnerable families. The funds we receive from grants and other sources enable us to purchase these items and reduce the shortfall.

**ClubGRANTS total \$20,030 spent on:**




49

Cots



60

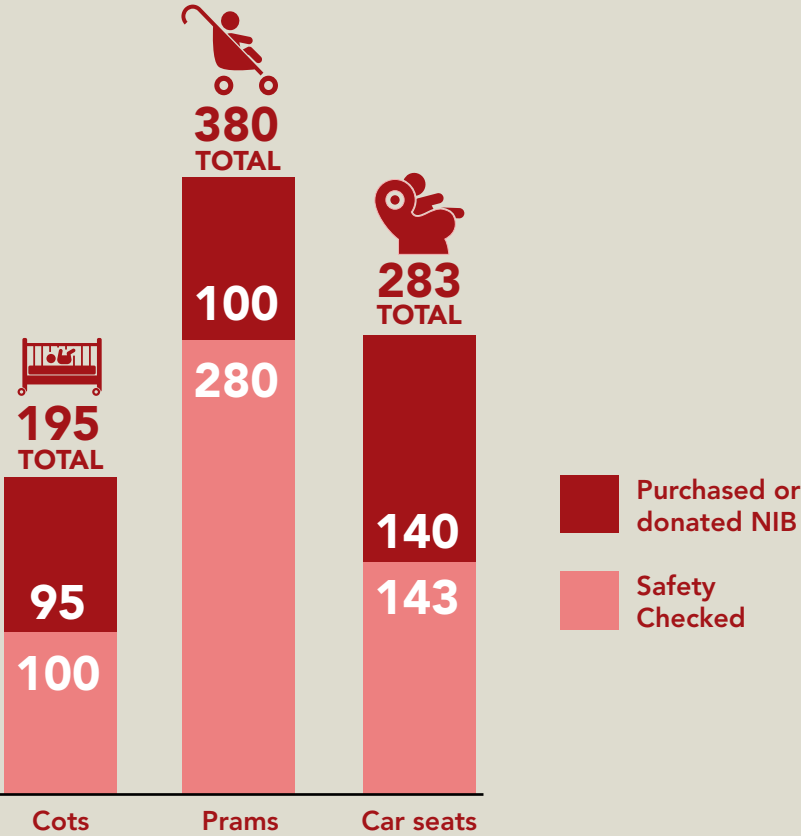
Prams



49

Car seats

The following graph helps demonstrate the gap between pre-loved cots, prams and car seats we were able to process safely and the ongoing demand. Even with the generous funds from grants, sadly there were requests that we were still unable to fill.



# Playing our part

**The work we do at Dandelion Support Network is just one part played in helping families in need. In the past 12 months we have partnered with more than 120 community services organisations and 10 hospitals across greater Sydney to support some of the most vulnerable children and families in our community.**

Our role is to provide material goods that otherwise would be unavailable to the families and children in need of support. We rely on social workers to share with us what families really need and ensure our donations find a suitable home where they truly make an impact.

Our team of volunteers are often motivated by the heartfelt stories about the lives we are touching. With stories ranging from domestic violence and abuse, severe financial disadvantage or refugees trying to make a fresh start against all odds, our

team have the utmost respect for all the teams we partner with and what they are trying to achieve. Together we are making a difference to those in need in communities across Sydney and we are proud of what we have achieved thus far and hopeful for what we can do in the future.

## PARTNER TO VOLUNTEER: CHRISTINE'S STORY

*Christine has been a social worker for four years. Working with children and families facing so many complex issues, Christine knows all too well that there is no magic wand to make their lives perfect.*

*"I work with families struggling with challenges like poverty to domestic violence, to substance addiction to homelessness. So many of these families are doing their best to overcome these difficulties but it is not easy," says Christine.*

*"Since partnering with Dandelion we are able to*

*provide families with the basic material needs. This takes huge pressure off the families which in turn, makes moving forward that little bit easier."*

*"I was so inspired by the change that Dandelion can make for individuals that I couldn't help but get more involved", explains Christine.*

*As well as working as one of many social workers that Dandelion partners with, Christine also volunteers her time at Dandelion helping on site in any way she can and takes care of maternity packs,*

*knowing the great impact these have for new mums.*

*"I feel very blessed to be part of something so wonderful", says Christine.*

*"If you want to make a change but think you can't, contact Dandelion. They will find a way to include you and that is a great thing."*

# Our Reach



*"It's a great atmosphere at Dandelion Support Network! Please be brave and get involved in any way you can! You can meet a great bunch of people and get high from actually doing something for our community."*



# Our Social & Environmental Impact

One of our core values at Dandelion Support Network is sustainability. We make every effort to embody this value throughout all our operations and to be ever mindful of our social and environmental impact.

We have continued to foster our partnerships with other local groups who can make use of items, such as cots that do not pass our standards, and

reuse the materials for various building projects. Our work with Peninsular Toys Recyclers and Thorndale Foundation continues to see our excess of unsuitable donations of toys and clothes being repurposed as well as supporting the work of these two organisations in the community.

We have also maintained our partnership with Guide Dogs Australia to pass on soft toys and mattresses which are used during training. We also recycle mattresses through Landsavers.

Dandelion Support Network also continues to go to great efforts to operate as a paperless office. This work includes custom applications for smart phones for volunteer registration, safety checks and progress as well as stocktake and inventory. We have further simplified many of our operational processes through online means throughout the year, resulting in efficiencies as well as effective use of our resources.

# Our Growth

YEAR	FAMILIES ASSISTED
2011/12	29 
2012/13	336 
2013/14	575 
2014/15	823 



**Landfill or new home?**  
The core of what we do at Dandelion is to rehome preloved items to families in need and save those items from going to landfill. This year, we provided items that add up to approximately  
**30,000kg**  
in weight. That is a huge 30 tonnes of pre-loved baby goods that may otherwise have ended up in landfill.



*"I have to personally thank you for the amazing gifts you organised for our families. For one of my families, the Mum sobbed when she got the gifts. I entered her home with her heart full of despair and when I left her with the gifts she realised how many caring people are out there in our community. She was left with hope."*



# Financial Report

	2015	2014
	\$	\$
<b>Income</b>		
Donation income	46,330.42	31,543.77
Event income	13,947.35	13,281.61
Grant income	79,676.00	27,272.00
Membership fees	28.00	61.00
Interest received	685.60	517.38
Total income	140,667.37	72,675.76
<b>Expenses</b>		
Accountancy	198.00	
Cleaning/rubbish removal	900.00	813.90
Crowd funding expenditure	4,110.70	
Depreciation - plant		567.09
Direct event expenditure	3,466.53	1,666.44
Dues and subscriptions	400.20	
Grant expenses	23,498.99	25,322.80
Grant expenses - Wages	12,590.06	
Insurance	2,469.50	1,873.91
Legal fees		181.28
Packaging	2,473.80	1,708.12
Purchases	10,450.88	11,717.76
Other expenses	180.22	987.96
Printing & stationery	237.32	1,063.60
Rent on land & buildings	13,200.00	13,200.00
Repairs & maintenance	1,444.96	1,412.72
Volunteer amenities	17.00	
Storage expenses	9.10	1,157.95
Superannuation	1,219.45	
Utilities	2,064.18	1,833.81
Total expenses	78,930.89	63,507.34
<b>Profit from ordinary activities before income tax</b>	<b>61,736.48</b>	<b>9,168.42</b>
Income tax revenue relating to ordinary activities		
<b>Net profit attributable to the association</b>	<b>61,736.48</b>	<b>9,168.42</b>
<b>Total changes in equity of the association</b>	<b>61,736.48</b>	<b>9,168.42</b>
Opening retained profits	28,171.18	19,002.76
Net profit attributable to the association	61,736.48	9,168.42
<b>Closing retained profits</b>	<b>89,907.66</b>	<b>28,171.18</b>

	Note	2015	2014
		\$	\$
<b>Current Assets</b>			
<b>Cash Assets</b>			
Cash At Bank		15,751.71	2,283.51
Bank Account Saver		75,558.04	25,872.45
Cash on hand			15.22
		91,309.75	28,171.18
<b>Total Current Assets</b>		<b>91,309.75</b>	<b>28,171.18</b>
<b>Total Assets</b>		<b>91,309.75</b>	<b>28,171.18</b>
<b>Current Liabilities</b>			
<b>Current Tax Liabilities</b>			
Amounts withheld from salary and wages		960.00	
		960.00	
<b>Provisions</b>			
Employee entitlements		442.09	
		442.09	
<b>Total Current Liabilities</b>		<b>1,402.09</b>	
<b>Total Liabilities</b>		<b>1,402.09</b>	
<b>Net Assets</b>		<b>89,907.66</b>	<b>28,171.18</b>
<b>Members' Funds</b>			
Accumulated surplus (deficit)		89,907.66	28,171.18
<b>Total Members' Funds</b>		<b>89,907.66</b>	<b>28,171.18</b>

These financial statements are unaudited.  
\*Full financial are available on request.



# Our Supporters

Dandelion Support Network would like to thank all businesses, individuals and community groups who have supported our work during the year. Support comes in many forms and we are grateful for all contributions, those big and small and those financial and non-financial.

## SPECIAL THANKS TO:

### FINANCIAL

Individual donors  
(tax appeal & other)  
Taren Point Hotel  
Cronulla Chamber of Commerce  
Macquarie Foundation  
Care for Kids Balmain  
Platinum Preschool Prestons  
Beauty Bank movie night  
Rotary Club of Engadine  
Sutherland Inner Wheel  
Cronulla Preschool  
Sutherland Shire Choral Society  
Sienna and Me  
Junction Neighbourhood  
Centre

### SERVICES/GIFTS IN KIND

Dynaweld  
Pramfix  
Sutherland Shire Council  
St George Graphics  
and Printers





# Meet our Team

**Volunteers are the backbone of our organisation. We currently operate as a volunteer run organisation. All our volunteers contribute in their own way, giving their time, skills and unending support for our work so that we can create positive change in the communities we touch.**

Our volunteers contribute in so many ways, from providing administrative support or professional expertise on our committee, to cleaning prams, sorting clothes, delivering goods or safety checking a cot.

All these tasks form an important part of our work and every contribution is greatly valued. We understand that everyone gives what they can and we are truly humbled by the generosity of our team.

## EXECUTIVE COMMITTEE

<b>President</b>	Gabrielle Humphreys
<b>Vice President</b>	Nicole Howard
<b>Treasurer</b>	Graham Lloyd
<b>Secretary</b>	Danielle Ruming

## ORDINARY COMMITTEE MEMBERS

Katrina Bosco  
Kathryn Brennan  
Maureen Clark  
Julia Coleman  
Kirsty Mason  
Sarah Mross  
Stephanie Young



### KATRINA BOSCO

Katrina joined the volunteer team after reading about Dandelion in the local paper. She started by hosting working bees in her own home as well as generously offering much needed storage space. Katrina quickly became involved in fundraising and has initiated some of our great partnerships with supporting businesses.

Katrina has a background in marketing and business, skills shared often with the Dandelion team. She is mother to two young girls and her husband is also an active supporter of Dandelion through his business, Dynaweld.



### KATHRYN BRENNAN

Kathryn began volunteering in early 2012 when Dandelion was just beginning. She started by attending working bees and quickly became Toy Coordinator. Kathryn has been part of the Executive Committee for the past two years and enjoys being able to share her knowledge of the community services sector with the team. She also assists with communications for the network.

Kathryn is a mother of two young boys and a little girl and feels privileged to be helping other parents who are struggling. Professionally, Kathryn is a Communication and Marketing professional in a large not-for-profit community services organisation.



### MAUREEN CLARK

Maureen joined Dandelion Support Network after seeing a notice in the newspaper calling for volunteers. She then became involved with the Management Team and three years later, regards this as her third career, albeit as a volunteer, working with an amazing group of committed people. Maureen now takes responsibility for the clothing packs for children from 1 year to 14 as well as coordinating the Christmas gifts that we provide to children in need, through the agencies we work with.

Maureen spent some 30 years as a Secondary School Teacher, mostly in Special Education and held two Head Teacher, Special Education, positions for a total of 13 years. She took early retirement and started her second career as Assistant Coordinator of Gynea Neighbour Aid. She has also worked as a Management Committee member for several organisations. Her current volunteer positions are: Coordinator, Social Support Group, Gynea Neighbour Aid; "Friend" of Gynea Rotary Club; Dandelion Support Network.





### **JULIA COLEMAN**

Julia has been a part of the Dandelion Support Network team for approximately three years. Her main role is to sort and process the smaller items such as bibs, socks, hats and produce Accessories Packs. She is the 'go to' for repairs and modifications to donations owing to her textile skills. She also participates in the many and varied activities which contribute to the running of Dandelion. Julia is a retired high school teacher having served over 30 years in public education. Most of those years were spent in South West Sydney, where she taught students from lower socio-economic and multicultural families. This experience provided insight into the many needs of disadvantaged families.

As a parent she was always involved in community, being involved with the P&C Association, the Scout movement and other local groups. She is a member of VIEW Australia and a friend of Rotary. Upon retirement Julia sought an avenue through which she could remain active and contribute to community. Dandelion has provided this, plus the opportunity to work with many very dedicated likeminded people.



### **FIONA DONOVAN**

Fiona is a regular volunteer who helps sort preloved clothes, checks and cleans second-hand bottles and sterilizers, making sure there is a pair of tongs in every one. As well as clothes, Fiona also sorts, cleans and fills nappy bags for parents in need. From donations she is able to make sure that essential baby items, safety items, dummies, nursing pads etc are all put in the bags. Fiona is a 60 year old mother of 4 and nanna of 2.

She has always enjoyed helping people and is a community visitor to people in nursing homes, which she has done for ten years. Fiona says that the other volunteers and the great atmosphere at Dandelion make it a happy and rewarding place to come to.



### **NICOLE HOWARD**

Nicole began volunteering with Dandelion in 2013 after seeing everything that Dandelion provided to a family through another local organisation. She was touched by the difference that made to the family in very difficult circumstances and wanted to get involved. Nicole shares the administrative work with Sarah liaising with caseworkers and donors and helps with all the day to day running of the organisation.

Nicole lends a hand wherever she is needed, collating requests for collection and looks after cots and bassinets, safety checks toys or sorts clothes. She also covered the General Manager role during Sarah's maternity leave period.

Nicole is currently studying Primary Teaching.



### **GABRIELLE HUMPHREYS**

Gabrielle joined Dandelion 3 years ago as Grants Officer after hearing Dandelion needed help writing grants. The work was so rewarding that in December 2013 she took on the role of President and since then has been kept very busy with not only grant writing, but also social engagements and the general running of Dandelion.

Gabrielle has a PhD in Molecular genetics, a Diploma in Public Relations and 15 years' experience in the not-for-profit area – all of which have provided invaluable skills for her role as President. Currently she is a stay at home mum who runs a small sewing business and juggles parenting her son and twin girls with her husband David.



### **PHOEBE JUDD**

Phoebe has been volunteering at Dandelion for about 18 months. She first heard about Dandelion after reading an article in the Leader looking for volunteers and thought this was perfect as her two girls were now in high school. Phoebe loved the idea of helping families and children in need. She started off sorting and making packs and now looks after children's clothes from premature babies to size 0.

Phoebe volunteers with Dandelion 3 days a week and is grateful for the wonderful people she has met. She describes Dandelion as her home away from home. Phoebe previously worked as a secretary for three Hand Surgeons in Macquarie Street Sydney.



### **GRAHAM LLOYD**

After leaving school Graham was employed initially by Australian Window Glass and then for 25 years by Caltex Oil. During this time he spent 9 years part time at university qualifying for a degree in Chemical Engineering and a masters degree in Business Administration. After leaving Caltex he ran his own business for 10 years. He was then employed as a strata manager for 9 years and is currently working part time for the NSW Department of Community Services. He has been involved in voluntary organisations all his adult life initially as either treasurer or secretary of various school P&C associations and later as secretary of Pork Hacking Little Athletics.

When introduced to the Dandelion Support Network by his daughter Gabrielle, he realised that this was an organisation making a much needed difference to people in need and one that he could provide some assistance to and at the same time gain great satisfaction from the work involved. His current employment with FaCS has provided an insight to the needs of the families assisted by the Dandelion Support Network.





### KIRSTY MASON

Dandelion Support Network started for Kirsty in April 2012, after reading about it on Facebook. Kirsty loved the idea of sorting clothes and baby items and getting things into order – her inner Virgo was singing (and still does). Kirsty had thought about setting up a Young Women's Breast Cancer support group after going through this herself in April 2009, when her first son was 14 months old. Dandelion however became her new passion and she is glad as it enabled her to step away from the Breast Cancer world a little. She tells her husband, Scott, that Dandelion is her therapy. Sorting and packing can be chaotic, but she loves the sense of achievement from making up packs for families in need. Kirsty first started making up clothing packs in her home, then became the Toy and Linen Manager and now job shares the Warehouse Manager position, coordinating with other volunteers. She loves that through Dandelion, her sons will see the value of volunteer work in their community.



### SARAH MROSS

Sarah has been involved with Dandelion since early 2012. She has undertaken a number of roles, including sorting and safety checking donations as well as agency liaison, fundraising and overseeing the operations of the group. Her son enjoys helping out, and will often identify toys of his own that he'd like to pass on to the "Dandelion kids". Sarah was appointed General Manager and filled this position until taking maternity leave to welcome her baby girl into the world.

Sarah's background is in finance, with a Bachelor of Commerce (Accounting and Finance) and Financial Planning qualifications.

Her financial planning experience helps her to provide valuable input in the operational side of running the organisation.



### DANIELLE RUMING

Danielle first heard of the Dandelion Support Network in early 2012 after reading an article about the organisation in the local newspaper. It was a perfect match. Danielle was looking for volunteer work at the time and Dandelion desperately required help in managing the growing demand for their wonderful services.

After helping out at the very first donation day (held in the rain), Danielle has been volunteering with them ever since. Initially washing and sorting clothes and linen and making up breast pump packs, she is now actively involved in the day to day running, having been a committee member for the past 3 years while tracking and safety checking various items. Danielle job shares the Warehouse Manager role.

Danielle previously worked in customer service in the financial industry. She is a full-time mum and also volunteers at her children's school. She has a wonderful husband who has also generously donated his time to assist with IT needs for the organisation and two beautiful girls. Danielle takes pride in knowing the joy and support Dandelion brings to less fortunate families in need.



### KATHERINE WONG

Katherine looks after car seats and capsules for Dandelion. She owns a Hire for Baby franchise, which hires and installs car restraints, among other baby equipment, so her knowledge of past and present models is invaluable when receiving child restraints that have been donated. Safety is her highest priority, so that is always front of mind when safety checking preloved car seats to make sure they are suitable to be rehomed.

Katherine lives with her husband and son in the St George area, which they love. She first got to know about Dandelion through a friend who liked the Facebook page, and Katherine quickly responded to an urgent call out. To hear that a mother could not be with her 2 month old baby until the baby had somewhere safe to sleep broke her heart, and she donated a bassinet that she wasn't going to be using again. And hence her involvement began



### STEPHANIE YOUNG

Stephanie started volunteering at Dandelion a couple of years ago, after hearing about it through Caringbah Rotary. She loved the idea of being able to help families in difficult circumstances, especially because DSN is aimed at the children. Starting with working bee nights, doing washing and any help that she could offer, Stephanie now provides customer service and admin assistance as part of the team monitoring the email and Facebook messages.

Busy with her three kids, Steph makes it on site when she can and her older two kids love to help as well. Whilst currently on maternity leave, Stephanie was working full time in Administration.

Over 6 years ago, Stephanie went through a situation similar to a few of our recipients. Steph feels lucky enough to have support from family and friends and is very empathetic to those who don't have that support network. Stephanie loves knowing that we are helping recipients shape their future-even with small steps.

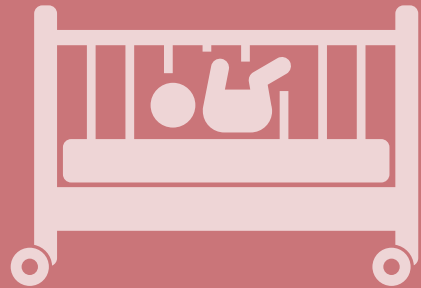
*"Your kindness to us in our time of need is beyond words of gratitude. You are selfless, compassionate people, an anchor in a world gone haywire. We just LOVE the clothes and shoes for our darling little girl. She is precious and deserves the best this world can give her. She is progressing so beautifully now, beyond our expectations given her rocky start."*



# How we have helped

1 July 2014 to 30 June 2015

COTS



195

PRAMS



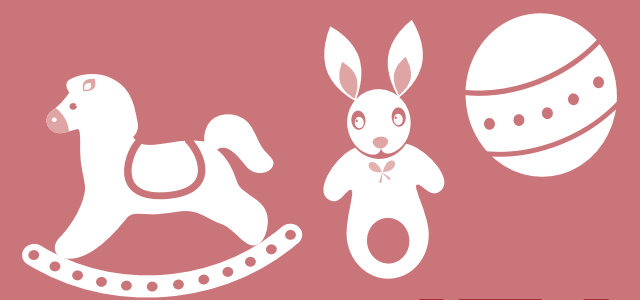
286

CLOTHING PACKS



1375

TOY PACKS



476

DOUBLE PRAMS



94

CAR SEATS



283

BABY BATHS



141

HIGH CHAIRS



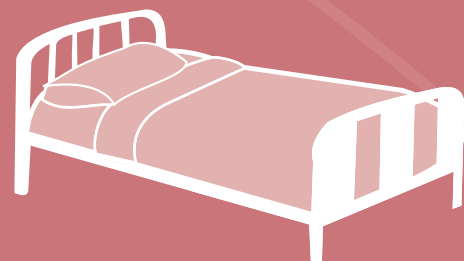
49

BASSINETS



129

LINEN PACKS



426

BOUNCERS



178

FAMILIES HELPED



823



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