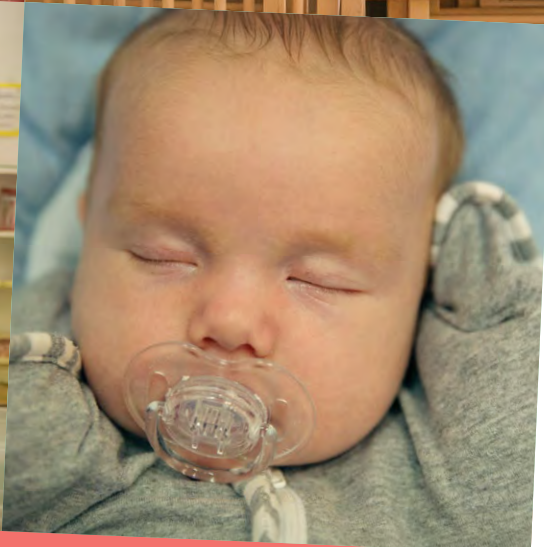
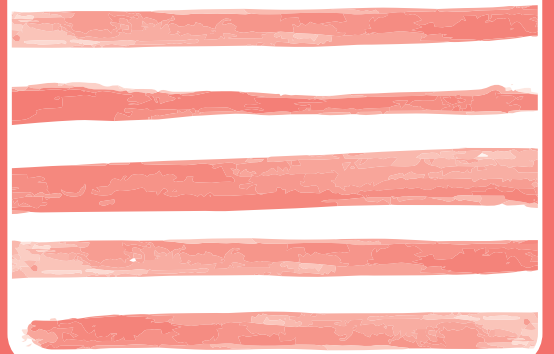




Dandelion
Support Network Inc.



ANNUAL REPORT 2015/16

ABOUT US

- 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**

Our network was established by two mothers who noticed an opportunity. Together they enhanced 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.



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PRESIDENT'S REPORT

When Dandelion Support Network was formed, I don't think anyone could have predicted how quickly word of our services would spread nor how many families we would be helping. This year I am proud to say that we passed the massive milestone of assisting 3,000 families since our inception. This financial year alone we have assisted 1,245 families – a huge increase from last financial year when we assisted 823 families.

This growth has meant we have had to adapt how we operate. We have been very fortunate to recently partner with Mummies Paying It Forward who act as drop off points for donations which they then pass on to us. They also kindly run donation drives for various items we fall short of. This has made a real difference in our ability to support the vulnerable families we help.

Another organisation we are proud to partner with is The Beauty Bank. By providing essential beauty items or life's little luxuries in a beautiful bag, the mothers or fathers know they are important too.

As with all not for profit organisations, we rely on the generosity of the community as well as grants to help us keep doing the essential work we do. This year we were privileged to be chosen as the Charity Partner for the Sutherland Shire Mayoral Debutante Ball. It was a fabulous opportunity to educate the debutantes and their networks about the work we do, whilst being able to raise much needed funds. A big thank you also to our wonderful supporters who provided items for the silent auction which was held on the night.

Once again we had a number of successful grants which has helped us meet the shortfall we have of cots, prams and car seats. Thank you to Bankstown Sports Club, Bexley RSL and Community Club, Brighton Le Sands RSL, City Tattersalls, Cronulla Sutherland Leagues Club, Club Central Hurstville and Parramatta Leagues Club for their support through the ClubGRANTS program for our Safe Sleeping

and Travel Program. We were also successful with a Stockland Grant to help families in the Fairfield area and Streetsmart Australia continued their ongoing support for families who are homeless or experiencing housing issues. This year we were fortunate to have a couple of new projects funded as well – our Maternity Packs for Disadvantaged New Mums was supported by the Rockdale Small Grants Program and our Travel Safe Education Program was funded by the IMB Bank Foundation. Thanks also to Tradies for a generous donation of \$10,000.

On the fundraising front, this year we have had a large number of wonderful groups and individuals hold fundraising events for Dandelion. These have ranged from movie nights to events at shops, from high teas to fun days. The funds raised by these events help us fill the gaps whether it be by allowing us to reduce the waitlists on larger items or by allowing us to purchase items such as batteries, missing parts and mattress protectors.

I would also like to thank The Big Sister Foundation for their ongoing support which has really helped us in our endeavours to become a more sustainable organisation. We have been very fortunate to have the support and mentoring from such a wonderful organisation.

An organisation such as Dandelion relies heavily on our wonderful volunteers. This year our Corporate Volunteering program has been very popular and it has made a large impact on our ability to process the massive volume of incoming donated items.



Of course our achievements wouldn't have been possible without the 113 social welfare agencies who work with us and our donors who donate wonderful items for us to pass on. Last but by no means least, thanks to the tireless dedication of our fantastic volunteers who strive to ensure every family we help receives a beautiful gift that will brighten their day.

This will be my last report as President as next year we will be implementing a new Board to help guide us into the next phase of our growth. It has been a privilege to hold this position for the past 3 years and I look forward to 2017!

A handwritten signature in black ink, reading "G. Humphreys".

Gabrielle Humphreys
President

"This year our Corporate Volunteering program has been very popular and it has made a large impact on our ability to process the massive volume of incoming donated items."



HIGHLIGHTS AND ACHIEVEMENTS

BIG SISTER PARTNERSHIP

MAKES BIG IMPACT

Thank you to The Big Sister Foundation for your support of \$50,000 per year for 3 years to help us become financially sustainable. With this generous support, we have been able to fund a part-time Partnership and Sustainability Officer and a General Manager.

• SPREADING • Christmas Cheer

Our 2015 Christmas appeal saw generous donations of gifts brighten Christmas for 400 children with referrals from 14 social welfare agencies. Thanks to our supporters Como Preschool, Platinum Preschool Prestons, Cronulla Preschool, Integral Asset Management, Sutherland Shire Council, ANSTO, KU ANSTO. The talented Cubby House Turners & Woodies Inc also made gorgeous handmade toys for kids at Christmas.



WELCOME - TO THE - TEAM

This year we welcomed General Manager and Partnership and Sustainability Officer positions to the team thanks to funding by The Big Sister Foundation and The Ian Potter Foundation.

We also were fortunate to have funding for a Warehouse Manager, thanks to the The Funding Network and the AMP Foundation.



happy BIRTHDAY

Local children's boutique Little Red Chick celebrated their 6th Birthday with a party fundraiser for Dandelion. Some very special little children of supporters also raised funds for Dandelion at their Birthday and Christening celebrations

Sold!

Our online Auction raised nearly \$5,000 in funds. Thanks to the 60 businesses who donated more than 100 items.

Many Hands Make Light Work

Thanks to the 23 Corporate Volunteer Groups we had who clocked up 92 hours this year helping out our regular team.

Thanks also to Bethany College students who volunteered with us over 2 days.

Donation Days

Another year of overwhelming generosity from our community of donors. This year we had 5 major donation days onsite, 2 off site days and regular collections during the year.

Support Comes in all Shapes and Sizes!

Special thanks to all of the amazing individuals, community groups and businesses below who held fundraisers on our behalf during the year:

Little Red Chick, Cronulla Chamber of Commerce, Little Gatherer, Platinum Preschool Prestons, The Lioness Club of the Sutherland Shire, Bankstown Sports Club, Milkcart and Caringbah Rotary.

Mummies Paying it Forward for ongoing generosity, with all donations, especially our priority items.

Veoila for donating \$5,000 and providing transport to support our work.

Sleep Safe

Our Sleep Safe Appeal raised \$3,000, enough to provide 20 babies with a safe sleeping environment.

Having a Ball!

Thanks to the Mayor, Carmelo Pesce and the Sutherland Shire Council for choosing us as the charity partner for the Sutherland Shire 40th Mayoral Debutante Charity Ball.

Sutherland Shire Lioness Club ran two events involving theatre and a fashion parade that together raised \$4,000 for us.

Winners are Grinners

Huge congratulations to one of our first recipients, Jen Armstrong, founder of The Beauty Bank who was awarded the 2016 NSW Premier's Woman of the Year. Congratulations Jen, well deserved!

My Happy Place

Our friends at Little Gatherer held an art exhibition with 22 amazing artists from around the world who each created an original piece of art based on the theme 'My Happy Place'. The exhibition was launched at the Sydney One Fine Baby show and raised over \$4,000!

Helping the Homeless

StreetSmart Australia have long been raising money for organisations for people who are homeless or who are experiencing housing issues. We are so grateful for their support of nearly \$3,000 from their Dinesmart and CaféSmart campaigns to help us provide safe sleep and travel for babies and children of people experiencing housing issues. Thanks to everyone who has supported these great initiatives!

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.

Bankstown Sports Club
Bexley RSL and Community Club
The Big Sister Foundation
Brighton le Sands RSL Club
City Tattersalls Club
Club Central Hurstville
Cronulla Sutherland Leagues Club
The Ian Potter Foundation
IMB Bank Community Foundation
Rockdale City Council
Stockland Good2Give Grant
Tradies



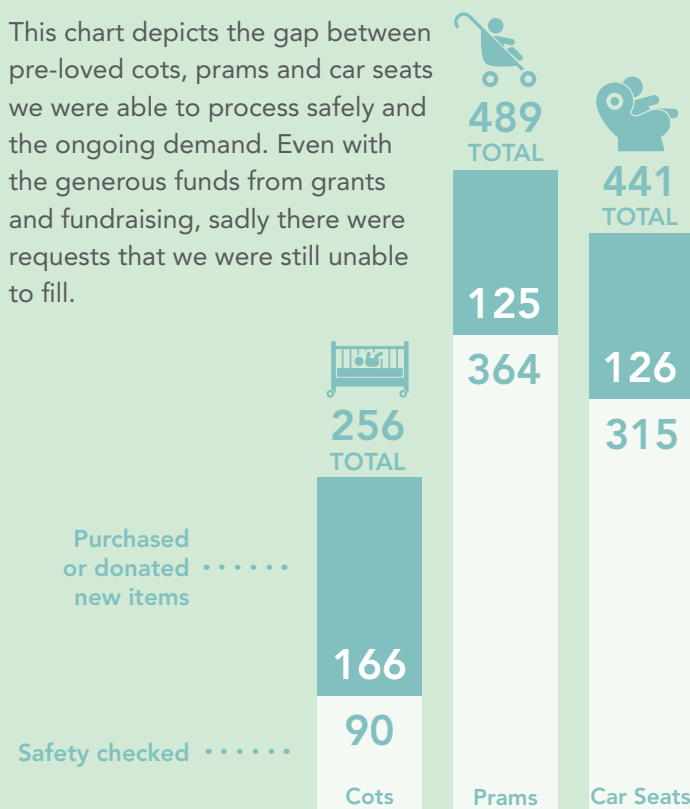
"We were really impressed and amazed at the dedication and hard work your organisation does on behalf of mothers and fathers in need of support.

We organised a donation campaign at work which we called "200 Sox in A Box" and encouraged everyone to donate a pair of toddlers' or childrens' socks with a target of 100 pairs.

The response was amazing and within a very short space of time we had a total of 190 pairs of new socks as well as singlets and undies"

Suncorp Insurance Corporate Volunteering Team

This chart depicts 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 and fundraising, sadly there were requests that we were still unable to fill.



IMB GRANT – Buckle up Bub

Ensuring all children have access to safe travel is a big focus for Dandelion. Thanks to a grant from IMB Bank Community Foundation, we were able to introduce our new Travel Safe Education Program.

The program aims to educate our social welfare partners on correct car restraint installation and use to ensure the pre-loved car seats we provide to their clients are being safely installed.

Our resident car restraint manager and Hire For Baby St George owner, Katherine Wong, will be delivering the educational seminars to community service agencies from across Sydney. The program includes hands-on training with capsules, car seats and boosters and agency staff will receive a comprehensive overview of critical safety information.

The seminars, which have already taken place, have been well received. Many social workers have stated they feel much more confident installing car restraints, a big step forward in safety for their clients.

As part of the IMB Bank Community Foundation grant, vouchers are also being given with every car restraint. The vouchers enable the disadvantaged families we assist to get their car seat installed for free at a Hire For Baby franchise. At the installation, the family is shown how to install the car seat, in case it needs to be removed and reinstalled and they are also educated on how to adjust the car restraint.

We hope this program will provide the best chance for babies and children of families in need to travel in age appropriate and safely installed car restraints. We would like to thank the IMB Bank Community Foundation for the opportunity to run this pilot program.

Now in its 17th year, IMB Bank Community Foundation has supported more than 550 projects to the tune of \$8.1m in the areas in which it operates.



PLAYING OUR PART



The work we do at Dandelion Support Network is just one part played in helping families. In the past 12 months we have partnered with more than 113 community service organisations and 7 hospitals across greater Sydney to support some of the most vulnerable children and families in our community.

We rely on social workers to share with us what families really need and to ensure our donations find a suitable home where they truly make an impact. Our volunteers carefully prepare each item, knowing that without our support, these families would go without. Most of the material goods we provide aren't luxury items. They are items critical to the health and well-being of babies and children.

Our team of volunteers are often motivated by the heartfelt stories that social workers share with us in confidence about the lives we are touching. With families living in housing stress, escaping domestic violence and abuse, living with mental health issues or refugees making a new life, their courage and commitment to their families is inspiring. 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.

"I just wanted to provide you with some feedback regarding the recent donations from Dandelion to one of my families. The family I requested goods for consists of children aged between 1 and 12 years old.

I was lucky enough to witness the joy on the children's faces as I drove up with a car load of toys, books, blankets and clothes donated by the wonderful volunteers at Dandelion. I have never seen children more excited and enthusiastic about helping to carry things inside the home. The most wonderful thing was watching the 10 year old in the family, who has a significant intellectual disability and struggles with reading, gather up all the books and proudly announce to me that he is planning to read them all. The 6 year old, who has difficulties with attention and concentration, quickly proceeded to unpack the puzzle on the floor and his older brother helped him to complete it. Dad sat with one of his daughters as she unpacked a different puzzle and they tried to complete it together. Mum was also a joy to watch as she unpacked the clothes and expressed with such excitement that she had always wanted to buy that jacket, those pants, that colour shirt, for her children but never had the money for it.

I just wanted to express my most heartfelt thanks on behalf of this family in particular, for the generosity of your volunteers and those who donate to Dandelion. I know your service makes a difference to families every day, and the above is just one example of this impact. I only wished I could have recorded the whole experience for your volunteers to witness alongside me!"

OUR SOCIAL AND ENVIRONMENTAL IMPACT



This year we provided items that add up to approximately 40,000kg in weight. That is a **HUGE** 40 TONNES OF PRE-LOVED BABY GOODS that may otherwise have ended up in landfill

One of our core values at Dandelion Support Network is sustainability. We make every effort to embody this value in our leadership, culture and throughout all our operations.

Thanks to Peninsular Toy Recyclers, Landsavers, MS Australia, and Guide Dogs Australia who all assist with repurposing excess or unsuitable donations that slip through.

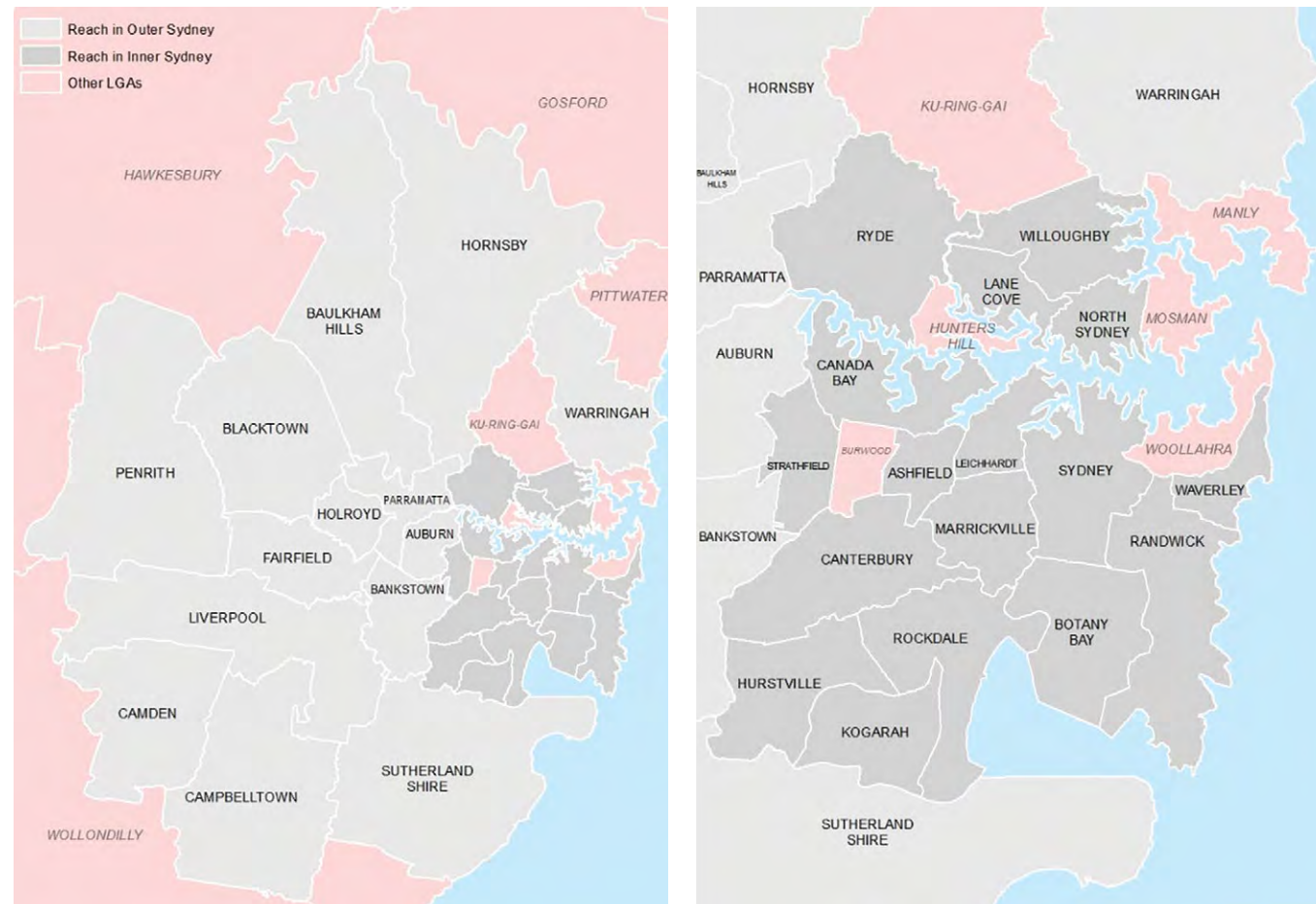
Dandelion Support Network continues to go to great efforts to operate as a paperless office. We make the most of technology for our operational systems and processes, and continue to streamline to realise efficiencies.

Our team members always operate with water wise and energy conscious principles.

This year we provided items that add up to approximately 40,000kg in weight. That is a huge 40 tonnes of pre-loved baby goods that may otherwise have ended up in landfill.

OUR REACH

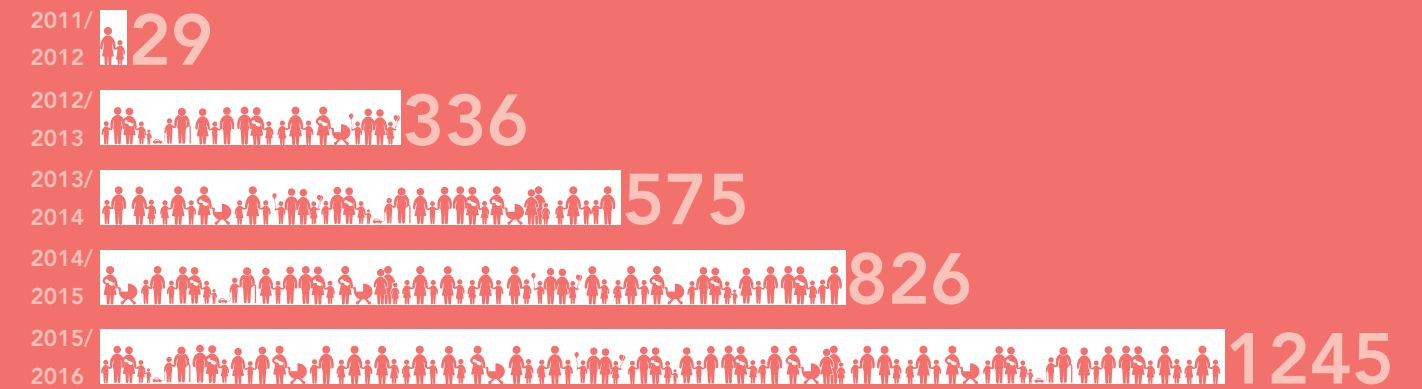
In 2011, Dandelion began working in partnership with just two hospitals, one in the Sutherland Shire and one in Kogarah. In 2016, our partnerships now stretch to help families in need all across greater Sydney.



"Thank you to all your wonderful people at Dandelion doing a most wonderful service to those that need our help. You have helped me teach my 11 year old twins a very important and special life lesson of what it is to help someone else be able to feel good and have a smile on their face. (In this case when they go to school next week just like every other year 5 boy - with school bag, stationery, lunch box and shoes)."

OUR GROWTH

Number of Requests / Families Helped



This year we reached the milestone of **3000** families helped - since we started -



FINANCIAL REPORT

	2016 \$	2015 \$
Income		
Donation income	73,470	46,358
Event income	17,222	13,947
Grant income	127,750	79,676
Interest received	922	686
Total income	219,364	140,667
Expenses		
Accountancy	532	198
Bank fees and charges	158	
Cleaning/rubbish removal	970	900
Fundraising costs	6,483	3,467
Dues and subscriptions	100	400
Insurance	4,519	2,470
Packaging	1,830	2,474
Purchases - goods for recipients	65,664	35,561
Other expenses	180	180
Printing, stationery and postage	632	237
Rent on land & buildings	13,200	13,200
Repairs & maintenance	95	1,445
Volunteer amenities	589	17
Stock repairs	2,942	2,500
Storage expenses	1,028	9
Superannuation	7,200	1,219
Utilities	3,804	2,064
Wages	75,791	12,590
Total expenses	185,717	78,931
Surplus from ordinary activities before income tax	33,647	61,737
Income tax revenue relating to ordinary activities	0	0
Net surplus attributable to the association	33,647	61,737
Total changes in equity of the association	33,647	61,737
Opening retained surplus	89,908	28,171
Net surplus attributable to the association	33,647	61,737
Closing retained surplus	123,555	89,908

	2016 \$	2015 \$
Current Assets		
Cash Assets		
Cash At Bank	16,582	15,752
Bank Account Saver	106,480	75,558
IMB Account	6,000	
Total Current Assets	129,062	91,310
Total Assets	129,062	91,310
Current Liabilities		
Current Tax Liabilities		
Amounts withheld from salary and wages	2,679	960
Provisions		
Superannuation payable	2,828	442
Total Current Liabilities	5,507	1,402
Total Liabilities	5,507	1,402
Net Assets	123,555	89,908
Members' Funds		
Accumulated surplus (deficit)	123,555	89,908
Total Members' Funds	123,555	89,908

These financial statements are unaudited.

*Full financials are available on request.



"I just want to express gratitude on behalf of my client for your extremely generous package of so many wonderful things for an expectant young mum.

Her world has become just that much easier because of the wonderful service that you have."

OUR SUPPORTERS



Financial

AMP Foundation
Desert Duel
Eastwood Musical Society
IMC Pacific Foundation
Inner Wheel
Jannali Congregational Church
Kids Creative Business School
Little Gatherer
Little Red Chick
Milkcart
Platinum Preschool
Rotary Club of Caringbah
Rotary Club of Engadine
Rotary Club of GyMEA
Rotary Club of Sutherland
Rotary Club of Sylvania
Second Chance Opportunity Shop, GyMEA
Sutherland Shire Council
The Lioness Club of the Sutherland Shire
Veolia

Services / Gifts in Kind

A Bit Hippy
Amyson
ANSTO
Australian Sewing Guild, Rhodes Branch
Babylove
Bathurst Flying Geese
Britax
Caroline Bay Quilters
Childcare Nursery Products
Charter Hall
Como Preschool
Connect Playtime
Cubbyhouse Turners and Woodies
Direct Couriers
Donald Robinson Village Knitters
Dr Bronner
Dynaweld
Ecostore
Fantastic Furniture
Inner Wheels Sutherland and Port Hacking Clubs
Integral Asset Management
Incy Interiors
Jellystone Designs
Kate Ritchie
KU ANSTO
Mountain Buggy
Mummies Paying it Forward
NUK Australia
Oishi M
Oricom

Peter Alexander
Pramfix
Phil & Ted's
QV Skincare
San Souci Preschool
SeeChange Op Shop
Sebamed
Share the Dignity
St Ives Quilters
Stevie & Me
Suncorp
Temples and Markets
The Beauty Bank
The Change Angels
The Nappy Collective
The Palace Patchworkers
Tradies
VIEW Clubs
Yarnspinners
Zonta

"We've received a request for a family who have been released from detention after fleeing their war torn country with their toddler.

The Mum is due to have another baby soon and thanks to your fantastic donations, we can provide essential items for the baby and toddler as the family settle into our community with very few belongings and no work rights.

We hope this will ease some of their stress and help to make them feel welcome."

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.



MEET OUR TEAM



Volunteers are the heart and soul of our organisation. Our volunteers contribute generously in so many ways, from providing administrative support or professional expertise on our committee, to sorting clothes or safety checking a cot.

Executive Committee

President – Gabrielle Humphreys

Vice President – Nicole Howard

Treasurer – Graham Lloyd

Secretary – Danielle Ruming

Ordinary Committee Members

Genevieve French

Julia Coleman

Kirsty Mason

Maureen Clark

Phoebe Judd

Sarah Mross

Stephanie Young

"I feel very lucky I get to see the reactions from families who receive donations. The little things that make them feel that someone has given special thought to the donations are priceless. Mums who see a clothes pack with knitted items that have little cleaning instructions, matching outfits, small gifts with the newborn packs.

Although they are eternally thankful for everything, allowing these families to feel special and appreciated does wonders for their self-esteem.

I've also personally seen many families cry with relief that they can now pay their power bill because they have received a pram and cot that was needed and the choice of what to pay for was causing significant stress. I am personally thankful every single day for Dandelion and love that I can play a small part."



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 ever since. Initially washing and sorting clothes and linen as well as making up breast pump packs, then involved in safety checking items including prams and highchairs amongst other items. She has been actively involved in the day to day running, having been a committee member for the past 4 years while actively tracking and safety checking various items.

Danielle works part-time. 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.



Fiona Donovan

Fiona is a regular volunteer who helps sort preloved clothes, will check and clean second-hand bottle 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 mother of 4 and has 3 grandchildren.

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.



Gabrielle Humphreys

Gabrielle joined Dandelion 4 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 currently job-shares the Partnerships and Sustainability Officer role with Sarah and enjoys helping Katherine with cars restraints. Gabrielle has a PhD in Molecular genetics, a Diploma in Public Relations and 19 years' experience in the not-for-profit area – all of which have provided invaluable skills for her role as President. Gabrielle also runs a small sewing business and juggles parenting her son and twin girls with her husband David.



Genevieve French

Genevieve has been volunteering when she can since Dandelion was founded in 2011. She has lent a hand in most areas including making deliveries, toys, linen, clothing, administration and collating requests.

She is a wife and mother of 2 young boys. Genevieve is particularly passionate about assisting families with special needs as one of her boys has ASD.



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 Port 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.



Julia Coleman

Julia has been a part of the Dandelion Support Network team for more than four 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 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.



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.



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. She has since had another son who loves coming to Dandelion to help sort toys (and eat biscuits from the kitchen). She enjoys seeing Dandelion evolve as the need for their services grows. She loves that through Dandelion, her sons will see the value of volunteer work in their community.



Maureen Clark

Maureen joined the 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.

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 GyMEA Neighbour Aid. She has also worked as a Management Committee member for several organisations. Her current volunteer positions are: Coordinator, Social Support Group, GyMEA Neighbour Aid; "Friend" of GyMEA Rotary Club; Dandelion Support Network.



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 day to day running of the organisation.

Nicole is the General Manager but goes above and beyond these duties, lending a hand wherever she is needed, whether it be collating requests for collection, safety checking or sorting clothes.



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 children clothes and making packs and is a clothing Team Leader.

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.

We recently received a special request for a Mum and children with a traumatic background. One of the children also has special needs. The social worker who made the referral knows, from visits with the family, that going to Jamberoo is a dream for the boys, but something this Mum could never afford. We got in touch with Jamberoo Action Park and are SO excited that they are going to send 3 free tickets for the family. How awesome to be able to fill the Christmas wish.

"The multiple bags of goodies given to the children and their mother was extremely generous and I wish that you and your colleagues could have seen the expression on their faces. It was a very special day indeed.

Two weeks on, I am happy to report that the children have taken absolute pride in their new belongings and ensure items are put away in their special place."



Sarah Mross

Sarah has been instrumental in the management and day to day business within Dandelion since early 2012. Sarah has covered a full range of tasks at Dandelion including hand on roles, management and administrative duties as well as strategic sustainability.

Sarah's passion for Dandelion has spread to her family. Her son enjoys helping out, and will often identify toys of his own that he'd like to pass on to the "Dandelion kids". Her one year old daughter also enjoys helping. As well as volunteering, Sarah is currently the Partnership and Sustainability Officer role in a job-share.

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 and strategic side of running the organisation.



Stephanie Young

Stephanie started volunteering with Dandelion a couple of years ago, after hearing about it through Caringbah Rotary. She loved the idea of being able to help families who are in difficult circumstances, especially because Dandelion is aimed at 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.

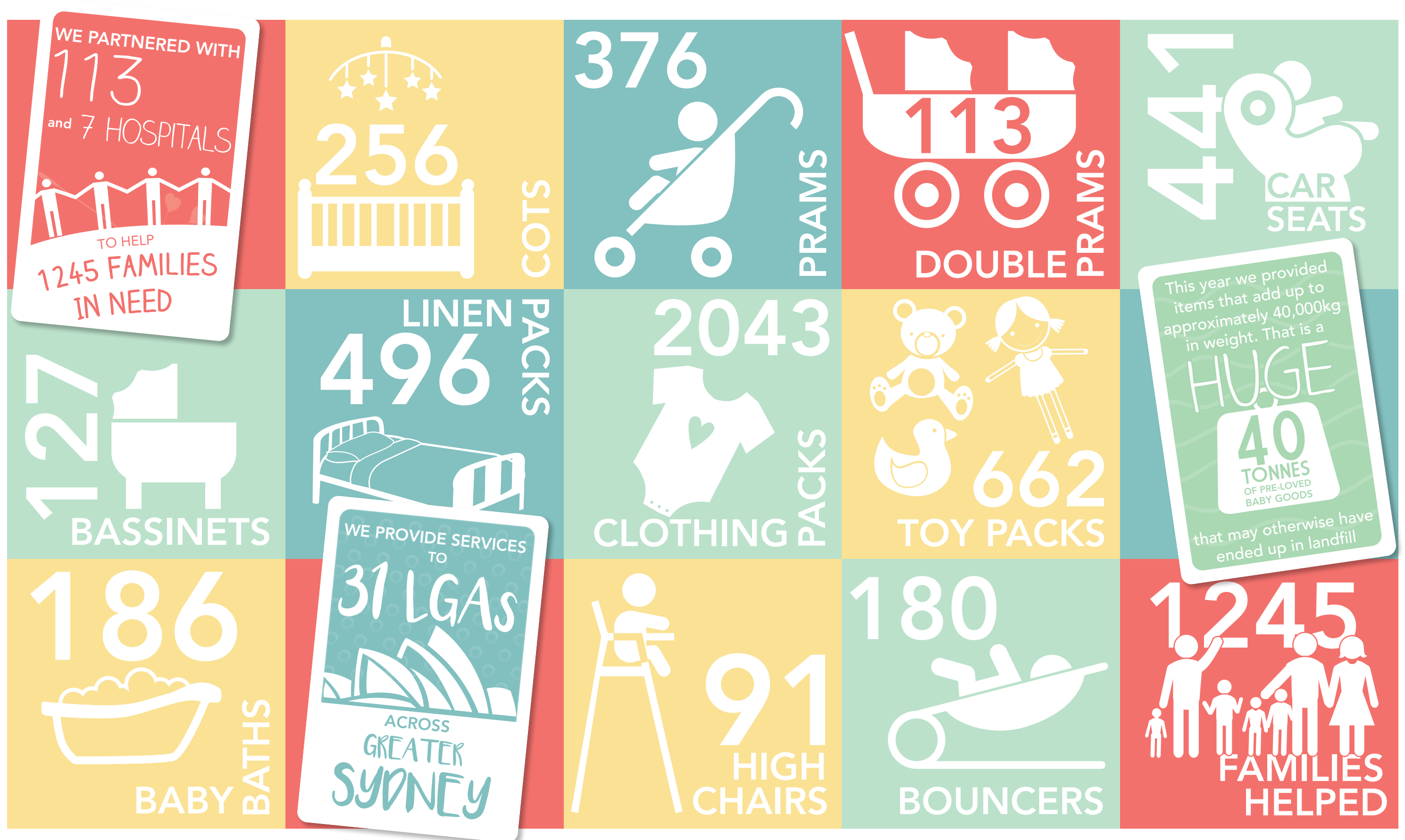
Over 6 years ago, Stephanie went through a situation similar to a few of our recipients. Steph feels lucky enough to have support from family and friends and is very empathetic to those who don't have that support network. Stephanie loves knowing that we are helping recipients shape their future, even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

"Thanks to your awesome donations, today we were able to provide clothes and toys to a Mum fleeing a domestic violence situation this week. Given the situation, she was unable to take many belongings, so we are glad we can help with some practical items during this difficult time. Our thoughts go out to her and the children."

"Thanks so much for all the wonderful products that you have donated to the family I am working with. These items will help the mother and her new baby so much. When I take them to her I know she will be excited looking through them and finding a place for them in the baby's room. I wanted to take this opportunity to say thank you and that for this family you have made a really big difference – as I am sure you do with most."

HOW WE HAVE HELPED

1 JULY 2015 - 30 JUNE 2016





"Thank you to all your wonderful people at Dandelion doing a most wonderful service to those that need our help. You have helped me teach my 11 year old twins a very important and special life lesson of what it is to help someone else be able to feel good and have a smile on their face. (In this case when they go to school next week just like every other year 5 boy - with school bag, stationery, lunch box and shoes). Thank you so much."

