

Annual Report **2020**



Overview

Our Vision

A society where food is not wasted and no one goes hungry

Our Mission

Rescue food that would otherwise be wasted

Cook and distribute nutritious meals to people in need

Inspire and empower action on food rescue and hunger

Our Values

Inspiring Community-minded

Accountable Resourceful Energetic

Our People

Board members

David Harris *President*

Sandra Dudakov OAM Vice-President

> Philip Brass Treasurer

Paul Conroy Secretary

Kate Stewart Matt Bailey

Patron

Charles Goode AC

Staff

Marcus Godinho CEO

Paul Conroy
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Director Communications
and Community

Toni Hetherington Director Corporate Partnerships and Media Kellie Watson
Director Strategic Projects

Brian Scammell Finance and Corporate Services Manager

Crickette DerJeu
Production Manager
(Melbourne)

James Fien Production Manager (Brisbane)

Patrick Lanyon Logistics Manager Sharni Jansen Kitchen Garden Manager

Rosemary Kelly Manager Volunteer Programs

Alice Osmond

Development and Fundraising

Coordinator

Founding supporters

Pratt Foundation Stand Up

Cover photo: Crickette DerJeu Mural artwork: David 'MEGGS' Hooke



Report from the President and CEO





David Harris - President

Marcus Godinho - CEO

In a year like no other, FareShare has risen to the biggest challenge we have faced in our 20-year history, knowing our cooked, nutritious meals have never been needed more.

To operate effectively in food rescue and food relief you need to be responsive, flexible and resourceful. At the start of this year, SPC offered FareShare 56 tonnes of crushed tomatoes in 44-gallon drums that was available in Shepparton. We immediately assessed that we could cook with it before it expired, secured pro bono transport to bring it to Melbourne and found free offsite storage for the 70 pallets.

Two months later the global pandemic tested FareShare's resourcefulness on another level. At a time when our meals were going to be needed more than ever, rotating dozens of different volunteers through our Melbourne and Brisbane kitchens every day was no longer safe or responsible.

It is a testament to our staff and partners that we found a way forward. At the end of March, we suspended all kitchen volunteering and – without losing a day's production – deployed 76 full time staff from Woolworths' ALH Group of venues in our Melbourne and Brisbane kitchens.

The Victorian Government also greatly strengthened our cooking capacity with funding to employ an additional 97 catering, restaurant and other hospitality workers, who had lost work, in our Melbourne and Derrimut kitchens and warehouses.

This new temporary workforce reduced the number of people in our kitchens over a week by 90 per cent, significantly reducing our COVID risks.

Our new head chefs, sous chefs, exec chefs and kitchen hands were immediately challenged by changes in donations of surplus food caused by disruptions to food systems. They also faced the incredible opportunity to cook with \$100,000 of meat and vegetables a week generously donated by Woolworths, in addition to the food we rescued from their supermarkets and other facilities.

Within two weeks we had doubled the number of meals we were cooking – some weeks distributing more than 120,000 ready-to-eat meals.

The pandemic caused a significant increase in demand for our meals with many people seeking emergency food relief for the first time. There was an immediate need for meals to support people on temporary work visas and international students. Some community organisations were forced to close while others emerged to fill the gaps.

Once again, we needed to be agile in accepting urgent requests from new community groups while suspending meal support to those unable to continue operations. We also experienced a significant increase in requests for Halal meals, prompting us to review kitchen processes and offer a range of Halal-friendly meals.

FareShare had to adapt to find new ways to get our meals out to those most in need. By working with our partners at Foodbank and SecondBite, as well as directly with scores of community groups, we were able to provide around 300,000 meals to struggling international students and 50,000 meals to Indigenous communities in lockdown in Queensland.

During Melbourne's lockdowns, our kitchen garden volunteers continued to tend our valuable vegetables which now



occupy 2.2 acres of land on three sites. This activity was crucial in supplementing our kitchen with vegetables grown to order for our chefs.

FareShare's support for frontline agencies does not stop at cooking meals. FareShare and News Corp's Feed Appeal continued to raise funds to provide grants to grassroots food relief programs across Australia. Newman's Own Foundation and Woolworths continued to provide vital support with the latter encouraging its shoppers to dig deep and donate. Since 2009, our Feed Appeal has raised \$7.5 million and awarded grants to more than 300 local charities.

The pandemic also significantly impacted our fundraising - corporate volunteering, dinners and our inaugural golf day were all cancelled. We are so grateful that our supporters continued to give generously enabling us to keep our vans on the road, ovens cooking and cool rooms chilling. Thank you one and all.

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Looking forward

FareShare's plans were to steadily increase the number of meals we cook each week over the next few years. The escalating need for food relief, corresponding support from Woolworths and the Victorian Government and our own efforts have resulted in us surpassing the stretch goals we had set for 2022.

Our Brisbane facility was built with the capacity to cook five million meals a year. We are progressively adding shifts and scaling the number of meals our Queensland staff and volunteers cook. While our meals initially supported local agencies in South-east Queensland, as we increase production, we are now supplying more meals into regional and Indigenous communities in Queensland and northern New South Wales.

In Melbourne, our immediate priority is to work with Foodbank. SecondBite and frontline charities to better understand what type of meals will best support the vulnerable people we serve, and how to package and distribute them effectively.

The findings of this research, along with the lessons we have learnt from being forced to adapt to the pandemic, will help us to rethink how we maximise the use of our Melbourne facilities to improve vulnerable people's diets, and in turn their physical and mental health.

David Harris

President

Marcus Godinho

CFO



COOK

Cook Melbourne kitchen

Meals cooked:

1,807,026

Record meal day – 22 April, 2020:

15,339

Our volunteer-powered kitchen model refined over nearly 20 years was turned on its head by the events of 2020. It proved a period of tremendous change, requiring agility and flexibility to meet a surge in demand for nutritious meals.

On 22 July 2019, FareShare appointed Crickette DerJeu as our Melbourne kitchen manager. She could scarcely have imagined that within a few months, her team of 800 kitchen volunteers would be suspended and a smaller team of chefs and hospitality workers would be powering the kitchens seven days a week.

Here is how an incredible year unfolded when despite huge challenges, FareShare cooked more meals than ever before.



Crickette DerJeu Production Manager, Melbourne

I came in expecting to make a few subtle changes to our kitchen protocols, safety procedures and to streamline production.

First the bushfires hit, followed by COVID. That was the start of switching into crisis mode.



We have had to roll with the punches. The changes have been phenomenal - the shifts, the hours, the staff, the planning, the logistics.

In the first three weeks of the pandemic we were working on adrenaline. We had to think on our feet. Our volunteers were more than willing to keep coming in but for safety reasons, we had to suspend them to reduce the number of people in the kitchen and minimise the risk of infection

They showed incredible commitment, particularly in January and February when we had extra volunteers coming in during the bushfires.

All the FareShare kitchen and Abbotsford warehouse staff were amazing in their dedication and commitment to keep our kitchens running and adapt to the changes.



With support from the ALH Group, Woolworths and the Victorian Government, FareShare switched overnight to a paid workforce of hospitality workers stood down from their normal positions.

It was all hands on deck when the first new staff arrived on 30 March. I could not have asked for a better team. They worked long hours and were very committed to helping people in the community who were struggling. They were grateful to be busy and to have a purpose.



With Woolworths donating huge quantities of meat and vegetables for three months during the crisis, we doubled our cooked meals when they were needed most. We have never handled so much food in such a short period.

Meanwhile, vegetables were being chopped at our food preparation kitchen in Derrimut allowing us to keep staff numbers at Abbotsford to a minimum for social distancing purposes.

With a full crew of hospitality staff and tonnes of donated fresh food, we expanded the FareShare menu. We cooked family roasts with vegetables, generous family dishes such as lasagne, cottage pies, Moroccan lamb pies, pasties, empanadas and chicken pies. We also started a new line in cakes and desserts

The desserts were big morale boosters – something extra for people in crisis to follow a nutritious meal. Our bread and butter puddings, crumbles, cheesecakes and banana bread were comfort foods people loved. The feedback was fantastic.

When the Victorian Government locked down nine public housing towers in Flemington and North Melbourne, we showed just how agile our kitchen could be. Within hours we were on site with refrigerated containers and a range of meals. By the third day of the lockdown, we were offering 'Halal-friendly' meals under the supervision of our new chefs with Halal experience.

Being able to get the number of meals out when needed was so satisfying for everyone. Being able to react quickly to crises, showed FareShare at its best.

In the midst of the mayhem, we installed a second blast chiller and a mincer allowing us to accept and process different cuts of meat.

Once again, we were proud to cater for Father Bob's Christmas party for 400 vulnerable guests at St Kilda Town Hall. Our kitchen also cooked dishes for Bayside Church's Christmas lunch.

Cook Brisbane kitchen

Meals cooked:

1,608,811

Record meal day – 8 May, 2020:

16,688

Opened in October in 2018, our new Brisbane kitchen celebrated its one millionth meal 12 months later.

Designed for growth, the flexible design of the premises enabled meal production to scale up rapidly in response to the COVID pandemic. At the peak of the crisis in Queensland, our chefs cooked 238,627 meals in a single month in Brisbane.

Our loyal volunteers worked hard to keep the kitchen running but in April we suspended volunteering and welcomed 23 full-time ALH Group hospitality staff into our kitchen. Having significantly less people in the kitchen minimised the risk of spreading COVID and stopping our operations. It also provided meaningful work for chefs who had been stood down.

To meet a surge in demand for our meals, we brought on our second freezer creating an extra 35 pallets of capacity. We also acquired two 150 litre cookers, to add to our existing 300 litre cookers.

We increased our permanent kitchen staffing from three to five and recruited a warehouse supervisor to handle a two-fold increase in incoming food and outgoing meals.

Our ongoing partnership with Foodbank ensured a steady supply of high-quality protein and vegetables, along with some surprise ingredients.

Our resourceful chefs had no problem incorporating a pallet of roasted macadamia nuts into our meals or converting two pallets of desiccated coconut into coconut milk for our curries.

In addition to meeting demand from new cohorts of people seeking urgent food relief, notably international students, we expanded our support to local charities. Dig In, our first Queensland charity partner, began serving FareShare meals to rough sleepers and other vulnerable people at a second Brisbane location. We also began a meal support service for people doing it tough in the city through Rotary and Brothers in Need

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Cook



James FienProduction Manager,
Brisbane

The landscape was certainly different over the past 12 months! We hit our millionth meal since opening in October 2019 and passed our two million milestone in the first six months of 2020.

We learned that change brings new challenges and how to rise, flourish and connect with the community in times of uncertainty.

COVID threw up a mixed bag of surprises. Social distancing meant suspending volunteers but we were able to bring in a team of ALH Group chefs. Ten weeks later as the chefs returned to their venues, our volunteers returned en masse.

They are busier than ever with the addition of eight new shifts, including morning packing and extra nights.

As always, I have been impressed by our volunteers, donors and supporters. Without their time, energy and commitment, we could never achieve FareShare's vision.

We are forever grateful. Thank you.





FareShare extends its sincere thanks to the following food donors who kept the kitchens stocked with ingredients for our nutritious meals.

7 Chefs Pty Ltd 92 Degree Espresso

Aldi - Distribution Warehouse

Antonello Produce Apannia Foods

Ashok Bombay Supermarket

Be Broth

Bendigo Foodshare

Bidfood Boscastle Brand X

Calendar Cheese

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Charlie's Cookies Cheetham Salt Chobani

Chris and Gerald Drum

Coles

Conga Foods Cooee Cuisine

Corona Manufacturing

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Costco - Moorabbin

CT Freight Davies Bakery Dineamic Eat Up Australia Edlyn Foods

Eighteen Thousand Islands Pty Ltd

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The Fruit Box Group The Harvest Box The Learning Sanctuary

TIC Group Unami Unami Ward McKenzie Woolworths Zealy Bay Bakers

Our kitchens reimagined

Powering the FareShare kitchens with chefs stood down through lockdowns

There was disappointment among some of our 1,250 kitchen volunteers when we suspended shifts in late March. But for dozens of hospitality workers stood down in the crisis, it opened the door to meaningful work, financial security and improved wellbeing.

With tremendous support from Woolworths, ALH Group and the Victorian Government. FareShare switched to a smaller, skilled workforce overnight and reduced the number of people through our kitchens each week by 90 per cent.

Our new team included chefs and hospitality staff from fine dining, hotels, cafes and other eateries. Many were visa holders who lost their jobs in our vibrant hospitality industry and had no access to financial assistance. Here are a few of their stories

"I'm so grateful to be here doing what I have a passion for while everyone else is sitting at home."

Dale Payne, FareShare chef, Melbourne



Chef Dale brings passion and cooking skills to FareShare

Following the mandatory closure of hotels around the country, 76 chefs from Woolworths were deployed to work alongside FareShare chefs in Melbourne and Brisbane.

Before the COVID crisis, Dale Payne was working as a head chef in a Melbourne hotel designing menus, using local produce, developing kitchen staff, and mentoring apprentices.

"I'm so grateful to be here doing what I have a passion for while everyone else is sitting at home," said Dale.

"The real reward is we are feeding people who are in need. We are cooking 7,000 chef-cooked meals a day – it's huge."

While Dale and most of the other ALH. chefs rostered to FareShare had senior roles in hotels, they quickly adapted to the FareShare kitchen undertaking food preparation tasks.

"We all have to start somewhere," said Dale. "Food preparing is important. It's great to be working with other head chefs in the ALH Group – we are building a team and bouncing ideas around."



FareShare 'Good Food' chef on personal crusade

Chef Tugce Bayrakdar Turgut aims to use her experience at FareShare to establish a kitchen for women and children who have been victims of domestic violence in her native Turkey.

In May, FareShare ambassador and food writer Dani Valent launched an appeal in The Age to fund a 'Good Food chef'. The aim was to sponsor a job at FareShare for one of the thousands of vulnerable visa workers who lost work through COVID.

Tugce, who is studying in Melbourne and was working as a chef in a South Yarra bistro before the pandemic, was the successful applicant.

"In a period of such a social crisis, not having been in the kitchen for three months had an adverse impact both economically and more importantly psychologically," said Tugce.

She believes FareShare has brought her a step closer to fulfilling the long-held dream shared with her partner to tackle family violence.

"In our opinion, the biggest problem of the geography we live in is violence against women and children. We see this problem as the source of all other problems."

Cook

Tugce is hoping to establish a charity kitchen staffed by women and children who are victims of domestic violence

"Our aim is both to contribute to the rehabilitation of a part of this victim group and to offer food with chef touches to the individuals who need food support from the community.

"The experience I have gained here now gives me the power to make this dream come true. FareShare is an excellent source of information for the management of a large team and kitchen.

"It feels so good for my soul to be producing again and working with good people who want to work for the greater good. After this period is over, I definitely want to be voluntary as a part of this big family."



Visa workers take up "the most important work in the world"

Visa workers from all over the world gained work and the chance to give back in FareShare's Melbourne kitchen this year.

Columbian couple William Barreto and Lorena Ramos say FareShare has "changed their lives".

Lorena first came to Australia for the Adventure Race World Championships representing her country in the multidisciplinary, endurance event.

"I just came for the race but fell in love with the country," says Lorena from Bogota. She told partner William Barreto to start learning English and the former physical education teachers began a new adventure

Both found work at Peruvian restaurant Pastuso in Melbourne's ACDC Lane and were grateful for Pastuto executive chef Alejandro Saravia's introduction to FareShare.

"We feel really welcome here – the mission is rewarding our hearts," said Lorena. "It's the most important work in the world. The energy in the kitchen is as good as the food. You can feel the love here."

William, who has experience working with Indigenous people in Columbia's iails and hospitals, said he has learnt a lot at FareShare.

"There are people from different countries with different histories to teach me different things," he says. "It improves you and it improves lives. We are really happy. We have a job, we are learning and making a beautiful history."



From the world's best restaurant to FareShare

Italian chef Daniele Vischetti has been on an incredible culinary journey including stints at Noma, Michelinstarred restaurants in Milan, Melbourne's Vue de monde and most recently the FareShare kitchen.

He described his first shifts cooking free, nutritious meals for vulnerable Victorians as "absolutely amazing".

"It gave me a chance to do something different with my skills to help people in need," said Daniele.

He started cooking at 16, taking up his first job at 17 in an alpine chalet. After a series of roles, including one in a Michelinstarred restaurant, he took a giant leap.

Daniele sent his resume to Copenhagen's Noma. "They accepted me! I was so super excited. At the time Noma was the best restaurant in the world. For me it was a dream."

During a four-month internship, Daniele worked in the preparation kitchen. It was an exciting time foraging in the forest for ingredients including seeds, herbs and roots.

He arrived in Melbourne in 2019. Daniele dreamed again and approached Vue de Monde. His luck continued and he was offered a job. "I was super, super happy," said Daniele, who spent four months at the celebrated restaurant before the pandemic shut down table dining.

When offered the chance to work at FareShare through the Victorian Government's Working For Victoria Fund, Daniele had no hesitation.

"I needed help and I am getting help by helping people." he said. "I've already learned from FareShare. I've learned to appreciate and use as much food as possible. Food waste is such a big thing in the modern world."



RESCUE

Rescue

Food rescued:

1,004,574 kg

(Melbourne)

Food redistributed:

723,580 kg

(Additional food rescued and passed on to charities, in addition to 17,615 fresh food boxes donated by The Fruit Box Group)

Additional food donated by Woolworths:

Victoria: Vegetables - 55,900kg, Meat - 15,600kg Queensland: Vegetables - 61,100kg, Meat - 35,100kg

If life in the kitchens was busy, activity on the road and in our warehouses also reached a new level.

Our Derrimut warehouse, commissioned in Melbourne's outer West in 2017, became both a distribution centre and full-time food preparation kitchen in 2020.

The sheer volume of food required to support the COVID relief effort required constant innovation and adjustment. Our logistics had to respond rapidly, along with our food rescue partners and food relief charities.

New organisations sprang up to support new cohorts of people, notably visa holders and international students,

in need of emergency food relief. Many smaller charities were forced to shut down or suspend activities while FareShare provided direct meal deliveries to others.

In Queensland, with logistical support from Foodbank, we borrowed food transport vehicles to take meals out to Indigenous communities in regional areas for the first time.

Hundreds of thousands of meals cooked in our Melbourne and Brisbane kitchens were also distributed inter-state with support from SecondBite and Scott's Refrigerated Logistics.



Rescue





Patrick Lanyon Logistics Manager (Melbourne)

So much has happened it is hard to remember much before the bushfires or COVIDI

Our Derrimut warehouse made all the difference this year. In the past, we have only held three or four pallets of meals on site but we turned on the second freezer and started delivering a significant portion of FareShare meals directly. We also created a distribution hub for charities to collect direct from us.

With Victorian Government support, we recruited extra people to manage the steep increase in labour hours. At the peak of the COVID crisis, we were sending 12 pallets of ingredients to the Abbotsford kitchen for cooking every day and receiving nine pallets back in cooked meals. Both the kitchen and warehouse were operating seven days a week.

"As a driver, pick-up and delivery activities have given me a greater appreciation of the extent of food insecurity and especially so during the current impacts due to COVID-19."

Volunteer driver

Every Monday from April to June, a Woolworths semi-trailer arrived with up to 10 pallets of fresh food. We were running the whole day. One day I stopped counting vehicles coming and going to pick up and deliver food when the number passed 25. It was insanely busy.

The Derrimut preparation kitchen went into over-drive. Established in 2019 and operating with small teams of people serving community orders, the Department of Justice and Community Safety suspended shifts when COVID restrictions came in.

Fortunately, we were able to bring in skilled kitchen staff with the support of Woolworths. This busy crew chopped mountains of vegetables to be added straight into our casseroles.

Nav Gill, an experienced operations manager, stepped into my role when I went on paternity leave. We also recruited extra drivers to manage the additional workload created by the kitchen doubling production.





Grow

Growing area

2.2 acres

Kitchen gardens:

Baguley family farm, Moorabbin Airport garden, Abbotsford garden

Vegetables harvested:

56,970 kg

Top crops:

Zucchini, celery, cauliflower, capsicum, eggplant



Sharni Jansen Kitchen Garden Program Manager

The ability to grow our own vegetables in Melbourne provided an extra level of insurance as we entered a time of great change and uncertainty.

At the start of the COVID crisis, our main plot on the Baguley family farm in Melbourne's Southeast was extended by 68 beds bringing our total growing area to more than two acres.

This year, our three gardens grew an expanded variety of crops designed to serve the kitchen's needs for nutritious vegetables and herbs. These included

kale, fennel, corn, silverbeet, beetroot, green beans and sugar snaps, together with coriander, parsley, and basil for pesto.

The conveniently-located Abbotsford garden focused on crops with a short shelf-life, such as silverbeet and parsley.

Our Moorabbin Airport garden continued to be an important source of fresh vegetables growing thousands of kilos of eggplant, capsicum, carrot, broccoli, celery and cauliflower. The generous support of Moorabbin Airport Corporation remains integral to the ongoing success of the garden.

Our hardy team of 150 garden volunteers worked through Victoria's lockdowns only pausing when Melbourne's stage 4 restrictions commenced in August, 2020. Working conditions were constantly adapted to maintain COVID safety at all times.

Many volunteers noted that the opportunity to keep helping the community in a healthy, outdoor environment brought important wellbeing benefits.

In addition to vegetable crops, we also harvested over 1,500 kgs of figs and raspberries from the Baguley farm, which our chefs converted into jams and chutneys.

We used a sustainability grant from Yarra City Council to create a flower garden in our Abbotsford garden and attract pollinators. A grant from Good2Give is being used to improve the amenity buildings on the Baguley farm.



"I get to work in the garden and learn how to plant and grow beautiful vegetables that you know are going to be used in delicious meals for hungry people while working alongside a fantastic group of volunteers."

Garden volunteer

"I'm currently volunteering as a garden hand at Baguley farm. I have greatly enjoyed learning about gardening, and everything involved with growing plants."

Garden volunteer



Grow

Growing for good with Les Baguley

Back in 1999 Les Baguley was working a 100-hour week for Australia's biggest flower growers. Today he shares his family farm in Melbourne's Southeast with FareShare.

Born into a business started by his parents, horticultural legends Frank and Isabel, Les was just 47 when he suffered a catastrophic stroke.

"I was totally paralysed down the right side. I couldn't even talk," says Les. "In hindsight, the stroke was the best thing that happened to me. When you have a life-changing incident you have time to decide what you're going to do with your life."

Following weeks in hospital and months of intensive therapy, Les returned to the farm but his priorities had changed.

"I'd wanted to be the biggest and the best. But it didn't matter anymore. I just wanted to give back to the community."

These days Les shares not only decades of horticultural experience, but his family land. He prepares our beds with a plough and rotary hoe, supplies all the water, electricity and pumps. His contribution to our kitchen garden program is immeasurable.

Last year he paid our garden program manager, Sharni Jansen, the ultimate compliment. "I told her she had grown the best broccoli I had ever seen." Having spent years at Melbourne's markets, that was some compliment!



Garden supporters

Baguley Flower & Plant Growers John and Betty Laidlaw Legacy Gandel Philanthropy Goodman Foundation Moorabbin Airport Corporation Boomaroo Nurseries Majestic Selections Citywide VicTrack City of Yarra University of Melbourne (Burnley Campus)

Open Gardens Victoria Good2Give RACV



"My hard work in the garden becomes a nutritious meal for those in need."

Garden volunteer



Feed

Main distribution partners:

Foodbank Queensland. SecondBite. Foodbank Victoria and St Vincent de Paul

Reach:

New South Wales. Victoria, Queensland, South Australia and **Tasmania**

What makes FareShare unique is cooking surplus food into nutritious meals on a large scale. Distributing food relief to local charities is something we do but it makes sense for us to focus on cooking and work with other organisations – such as Foodbank, SecondBite and OzHarvest – to distribute our meals to charities on the frontline.

Our Brisbane kitchen's key partner is Foodbank Queensland. Foodbank Queensland supplies the vast majority of the ingredients for the meals we cook and also distributes most of the meals we make. It is a partnership built around our respective strengths and it is a collaboration that continues to work well.

We will always distribute some of the meals we cook to ensure we have a direct line for feedback from groups that are handing out or serving up our meals. This also enables us to expand potential gaps in the geographic coverage for our meals and we are increasingly supporting communities in regional and rural Queensland. The year ahead will see FareShare's cooked meals being freighted to hubs as far afield as Cairns from where they will go to agencies operating on the Cape York Peninsula.

Nutritious food in remote areas is expensive and rescued food often has a very short life. By cooking surplus food into meals and



freezing them, we can 'stop the clock' on perishable food and improve the well-being of vulnerable people in remote locations.

One of FareShare's priorities is to work with Indigenous communities to improve people's diets and health. Our Brisbane team is collaborating with a range of Indigenous groups to provide appealing, healthy meals to remote communities. For example, for some Indigenous groups, our meals can support their communities when they are cut off by wet seasons.

In Melbourne, FareShare continues to deliver meals to many agencies, but by teaming up with SecondBite and Foodbank to distribute meals we use the sector's logistics resources more efficiently and make it easier for local charities. We also free up our vans to get meals to charities that would otherwise miss out

Volunteers are involved with all moving parts of FareShare and distributing our meals is no different. More than 30 percent of the meals we distribute in Victoria go to charities outside of Melbourne. Volunteers pair up and deliver meals to hubs including Ballarat, Bendigo and 18 different agencies in Gippsland.

Corporate support has also played a major role in distributing our meals further afield. Scott's Refrigerated Logistics and Linfox have provided tonnes of valuable pro bono freight - getting ingredients to our kitchens and our meals interstate. Over the year, SecondBite distributed FareShare meals in New South Wales, South Australia and Tasmania.

Making a difference with cooked meals

Sustaining communities impacted by bushfire

This year's devastating bushfires may seem like a distant memory but the long road to recovery continues for many.

When fires came within 10 minutes of the Victorian town of Bairnsdale. FareShare meals were on hand to support those affected.

"In the initial fire response, community demand for meals was high," said Leanne Jennings, CEO of Bairnsdale Neighourhood House. Once the relief effort got underway, FareShare meals also fed volunteers helping the community rebuild.

Leanne said our ready-to-eat meals provide welcome relief for those doing it tough. "They love the beef and chicken casseroles. Pastries go down pretty well. The veggie rolls are bloody beautiful!"

BlazeAid, a volunteer-run charity, was quick to establish camps around Victoria's fire-ravaged communities to help farmers replace burnt fencing. For the third year in a row, FareShare supported BlazeAid camps making a special run out to some of the worst hit regions of East Gippsland.

In the tiny towns of Ensay and Cann River, the fires took a heavy toll on farmers already grappling with prolonged drought.

Farmer Meryl Reed, a former nurse, stayed to defend her house when fires swept through. Fortunately, the buildings and cattle survived but there was extensive damage to fencing.

"It's amazing that people care and come out to help. It's overwhelming," she said.

At Ensay, volunteer BlazeAid coordinator Loretta Sullivan said local people were reluctant to ask for help. "Farmers always think there is someone else worse off. They don't complain, they just get on with it.

"FareShare's made a huge contribution," she said. "It's fantastic. We'll take some meals out to the farming families too."

Southeast Queensland also suffered a horror bushfire season. Our Brisbane kitchen was proud to support devastated farming communities in Canungra and Stanthorpe with thousands of meals.







Feed



"My favourite meals are the quiches. The quiche is superb. All the food is absolutely delicious"

Nourishing veterans with FareShare meals

He may have turned 99 but that doesn't stop WW2 veteran Alec from nipping out on his scooter to pick up FareShare meals from his local veterans' association every week.

"It's a fantastic service and the meals are so tasty," said the ex-Royal Air Force serviceman. "My favourite meals are the quiches. The quiche is superb. All the food is absolutely delicious."

When we met Alec at the Veterans Association Op Shop in Boronia last year, he picked up two casserole dishes and two bags of FareShare guiches. "These will last me the rest of the week." he said.

"I'll take them home and defrost them in my faithful micro groove. The food is fabulous. It's a wonderful service that comes from the heart."

Alec, who lives alone, is one of many ex-service people supported by the Australian Peacekeeper and Peacemaker Veterans' Association, Victoria.

Welfare Officer and Coordinator Don Carmichael keeps a stock of FareShare meals in the freezers at the back of the op shop.

"We originally opened for veterans but now we let the whole community come in here," says Don "We've got people who come from all walks of life and from all ages – we've even had 15 or 16-yearold kids off the street living rough to people in their 70s, 80s & 90s.

"Everyone has a story to tell out there and it's fantastic we can help them with FareShare meals"

Watch the video here https://vimeo.com/365678884





FareShare helps fight Indigenous disadvantage in Queensland

FareShare's Brisbane kitchen has partnered with Heart Futures, an Indigenous charity and social enterprise based on the Gold Coast, to provide Aboriginal Australians and Torres Strait Islanders with free, nutritious meals.

"Joining forces with FareShare has exponentially increased our ability to get food to our people who suffer from the worst health problems in our country," said Heart Futures CEO Levi Tamou.

"Thanks to FareShare's support, Heart Futures will be able to increase its impact not only to metro areas in Brisbane, Gold Coast and Ipswich but also remote Indigenous communities."

To help cement the partnership, Levi and the Heart Futures Team volunteered in the FareShare kitchen for their first experience of high-volume cooking while FareShare joined Heart Futures in serving Indigenous-inspired dishes at a public gathering for NAIDOC Week.

FareShare's Queensland director Kellie Watson said FareShare looks forward to working with Heart Futures to make a meaningful difference for Indigenous communities suffering poverty, disadvantage and poor access to nutrition.

What people say about FareShare meals

"It's such nice food - I get my veggies, some beautiful roast. Lots of places just have white bread and a sausage which is OK now and then, but I need to keep healthy. It was lamb last week and I haven't had lamb in ages! It was so special. So, much thanks to the chef and those volunteers. They make such a difference - it really gives me something to look forward to."

Mike, thanking our Brisbane kitchen from a payphone after eating our meals at Dig In.

"I've put on 10 kilos. Every time I go to the doctor he weighs me. I was down to 63kg and I'm 6ft. I'm now 73 kilos and the doctor is really happy. Before I wasn't cooking for myself or eating vegetables. I was living on tinned food." Ray, Collingwood, Melbourne

"The number of people on the street has grown exponentially. Food is the magnet. People come in and then we can connect them with support services. They love the FareShare pastas. They really like the mild curries. They are big meat eaters!"

Salvation Army 614 chef Adam Thomson speaking before COVID.

"People love the soup. We used to make soup ourselves but FareShare saves us about three hours prep each night. It's fantastic for us to have 100 per cent good quality. FareShare meals are healthy and provide the nutrition the people we serve cannot provide for themselves." Lina Pahor, President, Vinnies Footscray Soup Van



COVID relief



Emergency meal relief for public housing towers

FareShare set up three refrigerated containers packed with thousands of nutritious cooked meals within hours of the hard lockdown at the North Melbourne and Flemington public housing towers.

After a COVID outbreak on the estate, around 3.000 tenants were unable to leave their homes without even the opportunity to shop for food.

A range of FareShare meals were soon on site and within two days, our chefs had implemented new processes to ensure all meals provided to residents were Halal-friendly.

"We all felt for people caught up in this terrible situation," said Melbourne kitchen manager Crickette DerJeu. "We hope our comforting, chef-cooked meals eased some of the stress and uncertainty."

The supply of FareShare meals came at the request of Victoria's Department of Health and Human Services



FareShare feeds 300.000 struggling international students

The plight of International students stranded by the pandemic made headline news with many losing their jobs and unable to afford food, access financial help or return home.

Queues for food relief stretched around blocks as people unfamiliar with food insecurity suddenly became the new face of hunger in Australia.

FareShare nourished students with more than 300 000 meals thanks to the enormous efforts of our chefs, meat and vegetable donations from Woolworths and collaboration with food rescue partners.

The free meals were a lifesaver for some. Angela Valansi helped establish the Kindness Community Group distributing meals from a Fitzroy church to students from South America and other parts of the world

"Most of those students are eating only what we provide every week," she said. "They have no job and no financial help from their families as the pandemic crisis affected their families as well."

FareShare also supplied Empower with 3,000 nutritious meals a week to hand out at five Victorian food relief centres.

Nicole Werner, Relationship Manager at Empower, said the charity experienced a massive spike in people seeking emergency food relief and that around 80 per cent of them were international students. "Do they buy food or pay the rent?" she asked. "They can't get home."

With support from SecondBite, tens of thousands of FareShare meals were also distributed to overseas students from Melbourne, Monash and CQ universities.

Our Brisbane kitchen also made a substantial contribution to nourishing international students providing up to 20,000 free meals a week for those caught up in the crisis in Brisbane, Sunshine Coast, Toowoomba and Gold Coast, in close collaboration with Brisbane Marketing.

> "We hope our comforting, chef-cooked meals eased some of the stress and uncertainty."

Crickette DerJeu. Melbourne kitchen manager





Nutrition boost for Indigenous communities

Indigenous communities often find it hard to access affordable, nutritious food and when COVID caused many to close their borders, the challenges worsened.

FareShare's Brisbane kitchen made numerous "no contact" meal deliveries to Aboriginal communities in South East Queensland dropping off around 50,000 meals during the pandemic.

The first delivery was to Goondir Health Services in Dalby which prompted interest from other communities about our "awesome" meals.

Cherbourg, an Aboriginal community three hours from Brisbane and home to a population of 1.400, followed. With around five people living in each house, this small community was highly vulnerable to the spread of the virus and closed its borders to outside visitors.

FareShare's Madison Buik and SecondBite's Jason Mollenhauer were granted special access to deliver FareShare meals which the Mayor and local council members distributed to 375 homes.

Chatur Zala, CEO of Cherbourg Aboriginal Shire Council which loaned FareShare a van to assist with deliveries. said "We are so thankful for the wonderful work FareShare does and we would be so grateful for any extra meals over the next coming months."

The meal relief program was extended to include support to other Aboriginal communities including Burringilly, We Care ATSI, Minjerribah, Murri Watch, Joyce Wilding Hostel and Toomelah in New South Wales.

"It's been a very humbling experience knowing we can help these communities by providing a nutritious meal during this difficult time," said Madison Buik. "I am so grateful for the warm welcome we've received and look forward to growing FareShare's relationship with Indigenous communities."

The Indigenous meal relief program faced significant logistical challenges and was facilitated by fantastic collaboration. SecondBite played a key role in instigating the initiative with Woolworths and Foodbank providing the nutritious ingredients to cook with and Eat Up loaning us a freezer van for the long delivery runs.



Some words from **COVID** support recipients

"Thank you so much. You have saved my life." Student collecting free meals from the Marjorie McGregor Relief program in Richmond

"We are very blessed to have the opportunity to work together with you. Thank you for providing beautiful meals to our clients."

Vivian Lam, CrossCulture Assist providing support to international students and others in crisis through COVID

"Thank you for providing free meals to us for our students. I am receiving messages and feedback from students who appreciate how much this program is saving them as many of them are still struggling with financial hardship."

Yuriko Sakai, Student Services Manager, Brisbane

"We anticipate the demand on our service to increase from 140 currently to 1,000 families per week in the coming months."

Hope City Mission – leading support hub for Melbourne's Eastern suburbs

"Some days I don't have money to buy food. The FareShare meals are so good and easy to prepare. It's so important for me." Luis, international student from Columbia, who lost his job

Building capacity

Grants awarded in 2020

52

Funds raised to date

\$7.5m

The Feed Appeal

Food insecurity across Australia affects many pockets of our population with vulnerable people lacking secure access to enough safe. nutritious food for normal growth and health.

There are many reasons for this including limited finances, isolation or illness. A lack of charities willing to help is not the problem.

Hundreds of food relief organisations across Australia strive to feed all those in need in their communities. Sadly, inadequate infrastructure and resources to grow and improve their operations often limit the number of people they can assist.

In 2009, FareShare and News Corp Australia identified these issues and established the Feed Melbourne Appeal. The aim of the Appeal was simple – provide grants to improve the capacity and capability of frontline charities to feed more people in need.

This was achieved then – and now – by donating 100 per cent of funds back to food relief charities so they can purchase items including freezers, fridges, cool rooms, refrigerated vehicles, storage and ovens.



This added infrastructure ensures local charities have the capacity to accept FareShare meals and donations of food from charities such as Foodbank, SecondBite, OzHarvest and local businesses to support people who have fallen on hard times.

FareShare and News Corps' investment helped the appeal grow from a Melbourneonly initiative to the national Feed Appeal with grants extended to all states and territories in 2019

This year, the Appeal raised \$1.5 million and will award 52 grants across Australia to fund projects including a mobile kitchen to reach remote Indigenous communities in WA, refrigerated vehicles to help transport food to bushfire-affected communities in Victoria, cool rooms to increase the number of meals that can be served, and fridges to double the capacity of food hamper programs.

To date, the Feed Appeal has raised \$7.5 million through community and corporate donations and collections at Woolworths checkouts.

FareShare remains committed to the Feed Appeal and to making a long-term contribution to the collective food relief effort across Australia.



Our Community

Active regular volunteers

1,003

Melbourne

529

Brisbane

Corporate volunteers

4,940

Melbourne 3,570 Brisbane 1,370

Businesses and organisations donating time

195

Melbourne 135 Brisbane 60 Number of schools volunteering

106

Number of students volunteering

2,332



Our Community



Rosemary Kelly Manager Volunteer **Programs**

I have been so fortunate to have been working at FareShare for over 10 years.

Working with volunteers creates an energetic and positive environment. It is fun, rewarding and sometimes surprising. FareShare is where magic happens and wishes come true!

2020 was always going to be a challenging year for Australia and for FareShare. First came bushfires and then, almost unbelievably, COVID overtook our world and changed our lives as we knew them.

Volunteers are the heart of FareShare and have been so for almost 20 years. But the risks posed by the pandemic forced us to make dramatic changes to keep our kitchens operating. On 30 March, we suspended all of our kitchen volunteers. Fortunately, our regular garden, warehouse and driving volunteers were able to continue and made an incredible contribution right through the year.

At the same time, we paused our popular corporate volunteering program. We kept in touch with those who had booked shifts and hope that it will not be too long before we can re-start our program.

Despite this being necessary to ensure everyone's safety, suspending kitchen volunteering was a sad decision.

We know that many of our regular volunteers miss their community contribution. In fact, 97 per cent of those responding to our annual volunteer survey said they would likely return and more than 99 per cent said they would recommend FareShare as a place to volunteer.

Of those able to work through the lockdowns, more than two thirds said they experienced mental health and wellbeing benefits.

Volunteers are the heart of FareShare and we look forward to the day when it is safe for them to return.

While unable to make our normal longservice awards in person during National Volunteer Week, we acknowledge the following volunteers for their significant contribution to FareShare.



Chris Kunaratnam Kay Gregory Kevin Sevior Peter Chang Roger Clarke

Alf McMillan

10 years

Carolyn Jeffery David Jones David Ritchie Kerryn Donchi Leisa Zamparutti Libby Tronson Marg Coghlan Michael Barden Robyn Wilson Somi Sukhaseume Sue Lowe Yumi Markoff



Our Community

Schools

Booked out throughout the year, COVID restrictions prohibiting school excursions brought our Melbourne Schools in the Kitchen program to an abrupt halt. The absence of school groups has provided a unique opportunity to review and strengthen the program.

New educational resources are now being designed to engage, inspire and mobilise students beyond their FareShare excursion.

We hope to welcome back students in term one of 2021.

"The fact that I have made somebody's life a little bit easier is a good feeling."

Student, Gladstone Park Secondary College

What our volunteers say:

"I like the way FareShare treats and cares for its volunteers. The school and corporate sessions are an excellent part of the activities and spread the word. I boast about FareShare to new people I meet and friends because it does such a fabulous job."

"It is an opportunity to not only help others but to engage weekly with a community of likeminded people who are equally committed, kind and supportive."

"I feel this is one of the most worthwhile volunteering experiences I have ever done. A wonderful group of volunteers and a great permanent staff."

"I feel more complete as a person. I feel good because the little bit I do makes a difference. I really enjoy the company at FareShare."

"It's a poignant reminder of all the comforts I used to take for granted such as having nutritious meals, numerous food options and availability. It's also a great reminder of our social responsibilities to those vulnerable members in our society who need support."

"Now I am retired I have the time to spend doing something that I believe does assist less fortunate people. The organisation is very well run which is also the reason so many people volunteer."

"It helps to give me a sense of belonging and a sense of purpose... both of which I know are valuable for my mental health."

"Some of us came from families who struggled financially. Now that our lives have improved it feels good to do something for others."

"The sense of giving to others and generating friendships. The banter during chopping and the sense of well-being at the end of a shift. I am proud to wear the FareShare T-Shirt."

"Using food, that previously would have gone to waste, to feed people in need, makes me feel valued. "

"A meaningful cause with a dual benefit, and a loving community that it's a pleasure be a part of. I miss them!"

"Fareshare is one of the most important things in my life."

"Giving a little of my time costs me nothing but when lots of us do the same the result is amazing."

"I am more aware of how easily people can slip through the cracks and are more compassionate to others."

"I have been absolutely blown away time and time again at the number of meals prepared in the FareShare kitchens."







Madison Buik Community **Development** Coordinator (Brisbane)

Being able to witness the resilience and determination of our Brisbane volunteers throughout the devastations of 2020 has been incredibly moving. They are completely dedicated to the FareShare mission.

First, we saw the horrific bushfires, and our volunteers responded by rallying together and organising groups of their friends to come in and help out. The kitchen was buzzing with volunteers chopping veggies faster than ever before! Then came COVID and we were faced with an alarming number of people needing meal relief. Our volunteers worked extra shifts, they came in early and stayed behind late. They were determined to help our chefs in any way they could. They put themselves on the front line to feed their fellow Queenslanders.

On 30 March, we made the tough decision to suspend our kitchen volunteers to protect our chefs and volunteers and continue cooking meals as safely as possible. We opened new packing shifts for small groups to box our meals for distribution to Indigenous communities and international students. The early morning start did not faze them - everyone was happy to pitch in and help. With the easing of restrictions in Queensland, we welcomed our kitchen volunteers back on 8 June. Since then, we have embraced 150 new volunteers. introduced two new evening shifts, and inducted volunteer drivers to take our meals out to regional and rural communities.

The past year has certainly challenged our volunteers and they have shown they are determined to do whatever it takes to help those in need.

2019/20 Income and expenses



39% \$3,200,963 Capital funding

31% \$2,507,402

Donations, memberships and other

12% \$1,022,547

Philanthropic organisations

10%

\$794,628

Business support (including fee for service shifts)

\$449,706

Government support

\$243,744

(grant for laid off hospitality staff)

<1% \$526 Interest



63% \$2,981,024 Kitchens and gardens

> 17% \$825,562 Logistics

9% \$433,965 Fundraising and communications

> 6% \$280,269 Administration

\$244,436 Feed Appeal

Balance sheet

As at 30 June 2020

	2018/2019	2019/2020
Current assets		
Cash and cash equivalents^*	243,275	3,201,296
Debtors	2,045	122,045
Total current assets	245,320	3,323,341
Non-current assets		
Property, plant, equipment and vans^	15,160,587	15,021,816
Total assets	15,405,907	18,345,157
Current liabilities		
Payables	179,659	792,177
Borrowings	454,869	-
Provisions	202,500	274,344
Other liabilities*	13,200	1,756,256
Total current liabilities	850,228	2,822,777
Non-current liabilities		
Provisions	33,856	47,260
Total liabilities	884,084	2,870,037
Net assets. equity, retained earnings	14,521,823	15,475,120

Income statement

For the year ended 30 June 2020

	2018/2019	2019/2020
Revenue		
Philanthropic organisations	739,927	1,022,547
Donations, memberships and other^	2,650,198	2,507,402
Business support (including fee for service shifts)	431,176	794,628
Government support	93,200	449,706
Working for Victoria (grant for laid off hospitality staff)	-	243,744
Interest	3,251	526
Capital funding#	1,376,000	3,200,963
Total Revenue	5,293,752	8,219,516
Expenses		
Kitchens and gardens^	2,128,445	2,981,024
Logistics	704,612	825,562
Fundraising and communications	323,624	433,965
Fead Appeal+	243,076	244,436
Administration	175,339	280,269
Operating Expenses	3,575,096	4,765,256
Capital funds allocated to FareShare Foundation#	-	2,500,963
Total expenses	3,575,096	7,266,219
Surplus	1,718,656	953,297
Surplus less retained capital funding	342,656	253,297

FareShare Australia Inc ABN 89 304 710 474

FareShare's accounts are audited by Pitcher Partners. A complete set of accounts is available upon request.

^{^ 2018-19} comparative figures include adjustments taken up in the 2019-20 Financial Statements.

^{*} Approximately \$1.7M of the end of year cash balance relates to proceeds received in a Working for Victoria grant in 2019-20 for activities to be undertaken in 2020-21 and is therefore included in Other Liabilities as at 30 June.

⁺ The Feed Appeal raises funds which are distributed as grants to local charities that provide food relief.

[#] A \$2.5 million grant was received from the Victorian Government to offset a loan for the purchase of 9 South Audley Street, Abbotsford.

Thank you

In a year like no other, FareShare is immensely grateful for the wonderful community of donors and supporters who backed us all the way. Without their generosity, we could never have risen to the challenges of 2020 and doubled the number of cooked meals when needed most. We particularly acknowledge Woolworths, ALH Group and the Victorian Government for donating the skilled hospitality staff who kept our kitchens operating through the COVID lockdowns.

Albert & Barbara Tucker Foundation

Alexander Funds AMP Foundation Annette Chaitman

Antipodean Family Foundation

ANZ Private

Arcare Family Foundation Brian & Sandy Dudakov OAM

Brian M Davis Charitable Foundation Bruce McMullin Foundation

Calvert-Jones Foundation Capricorn Foundation

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Clayton Utz Foundation David and Lilly Harris Dawn Wade Foundation

Deborah Reich

Dodge Family Foundation Dowling Family Foundation

Duncan Andrews

ENGIE

Erdi Foundation

Fair World Foundation

Frank Montagnese Foundation

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Garry White Foundation

Geelong Community Foundation

Goodman Foundation Pty Ltd

Gringlas Family Charitable Foundation

Heart & Soil

Heather & Ken Simpson

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Hope Saba Foundation

Jack and Ethel Goldin Foundation

Jim & Andrea McKay

John & Betty Laidlaw Legacy

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Sidney Myer Fund

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The Bird Family Charitable Trust

The Ian Potter Foundation

The John Villiers Trust

The Marian and E H Flack Trust

Tony and Annie Bongiorno

Tony Osmond and Fiona Griffiths

Tracy & Frank Cooper

Upstream Foundation

Victorian Government

Westpac Foundation

Y. Mee

Z Zurich Foundation

Zig Inge Foundation

Note: FareShare acknowledges all donations of \$5,000 and over received in the latest Financial Year.

FareShare also thanks and acknowledges the following pro bono supporters for the generous donation of professional services and other invaluable assistance.

AHG Refrigerated Logistics

Arnold Bloch Leibler Astron Sustainability

Busch Vacuum Pumps and Systems

C&M Coolrooms

Christopher Evans

Citywide City of Yarra Clayton Utz Clemtech

Davidson Branding

Davies Collison Cave

DoorDash Dr Floors

En Pointe Events

Hedgehog Group Indorama Ventures

Les Baguley

LMOB Electrical Contractors

Network Overdrive

Noisy Beast

Norfolk Food Services Oxford Cold Storage Peacock Bros Pty Ltd Pitcher Partners

PwC

Queensland Treasury

Corporation Sackville Wilks

Treasury Wine Estates Viscount Pooling Systems

Vue de Monde

Woolworths Maintenance

Some words from our donors

"I cannot think of a more worthy cause than supporting FareShare which recycles food that would otherwise go to waste into nutritious cooked meals to be distributed by charities to feed those less fortunate members of our community. FareShare is a well-managed organisation with minimum overheads and many volunteers contributing their time. It has the support of Woolworths, the State Government and it is highly collaborative with other organisations and charities. One knows one's donation is relieving hardship in the here and now."

Charles Goode AC (FareShare Patron), Charles and Cornelia Goode **Foundation**

"The Sidney Myer Fund is proud and happy to support FareShare, in particular the establishment of the FareShare national kitchen in Brisbane. It's easy to count the amount of food rescued by FareShare, the number of meals produced. the number of food relief agencies and families which receive them. The numbers are staggering. What's more important is the impact in people's lives, the difference made when struggling families are able to enjoy a nutritious and delicious meal together. This is the impact which drives FareShare and which inspires the Sidney Myer Fund to support it."

Leonard Vary, CEO, Sidney Myer Fund

"The partnership between **ENGIE and FareShare continues** to go from strength to strength, not only in delivering vital services to the communities where we live and work but in adapting, growing and innovating. We're nearing some big milestones with FareShare this year; while it's an opportune time to pause and take stock, we're also very excited about what's to come and building new dimensions to our partnership."

Ryan Auger, Corporate Affairs, ENGIE



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in FareShare



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