



FY2024 - 2025 Annual Review

FOODBANK NSW & ACT



A Message from the CEO

As we look back on the 2024–25 Financial Year, I am reminded of the extraordinary resilience, generosity and compassion which define the Foodbank NSW & ACT community. This year brought its share of challenges, but it also revealed incredible courage, reinforcing exactly why our mission matters and why your support means so much.

Across our state and territory, families continued to feel the pressure of the growing cost of living crisis, with more people than ever seeking food relief for the first time. Yet in the face of this growing need, our supporters, partners, donors and volunteers stood steadfast. Because of you, we were able to respond not only to hunger, but also to moments of crisis which demanded rapid, large-scale mobilisation.

In October 2024, when a severe storm left households across the Broken Hill region without power for days, your support enabled us to act immediately. We delivered food hampers to ensure families had enough to eat while they waited for essential services to be restored. Moments like this remind us that food relief is about far more than meals, it's about dignity, stability and hope.

Then, in May 2025, communities across Northern NSW were once again devastated by catastrophic flooding. Towns were cut off, homes were damaged, and thousands of people found themselves without access to basic supplies. Thanks to your unwavering commitment, we mobilised quickly at scale, delivering emergency hampers, pallets of water and bulk essentials. Our trucks reached Lismore, Grafton, Ballina and the surrounding communities at a time when access to clean water and food was critical.

These responses were only possible because of the strength of our partnerships and the dedication of our volunteers. To our corporate, school and Community Partners, thank you for standing with us in both calm and crisis. To our volunteers, your compassion and hard work continues to be the backbone of our operations. And to our donors – the lifeblood of Foodbank NSW & ACT – your generosity and support ensure no one faces hardship alone.

Together, we have supported families through some of their toughest moments. We have proven that when communities unite, we can meet any challenge with dignity and determination.

The need for food relief remains high, but so does our resolve. With your continued support, we will keep showing up, keep scaling our impact, and keep working towards a future where no one goes hungry.

Thank you for being an essential part of the Foodbank NSW & ACT family. I am deeply grateful for all we have achieved together, and I look forward to the difference we will continue to make.

John Robertson
CEO, Foodbank NSW & ACT

Foodbank NSW & ACT is the state and territory's largest and most trusted food relief organisation, providing much-needed food assistance to individuals and families through our network of Community Partners across NSW and the ACT.



A handwritten signature in blue ink, appearing to read 'John Robertson', located below the portrait.

Your Support in Numbers

We exist to source food and make it accessible to those who need it, through three crucial steps – **sourcing, supplying and transporting** food to people in every corner of our state and territory. Working with **farmers, wholesalers, manufacturers and retailers** to provide fresh produce, pantry staples and personal care items. Our impact is only possible thanks to the generosity of our community: **frontline charities, schools, supporters, and our food and financial partners.**



Supporting **716 Community Partners and 786 schools** across metro and regional NSW & ACT



58,695 hampers distributed to households doing it tough



50% of food delivered outside metro areas, reaching the furthest corners of NSW and the ACT



33,656 orders packed and distributed from our warehouse



Over 2 million meals served through the School Breakfast 4 Health Program



2,830,791 kilograms of fresh fruit and vegetables shared



148,252 kilograms of fresh fruit, vegetables, bread and produce shared at **23 Pop-ups**



1,149,077 kilograms of chilled and frozen food distributed



20,843,000 meals provided last year through our Community Partner and Schools network



6,087 volunteers gave **54,515** hours of their time



10,928,374 kilograms of household and personal care items distributed



72 Foodbank NSW & ACT team members powering the mission

Driving Purpose

Thanks to this incredible support of our generous donors, we were able to **purchase 4.2 million kilograms of food** and groceries to help families doing it tough. The remaining **8.3 million kilograms was kindly donated**, helping us reach even more people in need.



12,622,435
kilograms in



8,377,555
kilograms donated



12,359,000
kilograms out



4,244,880
kilograms purchased



20,843,000
meals distributed

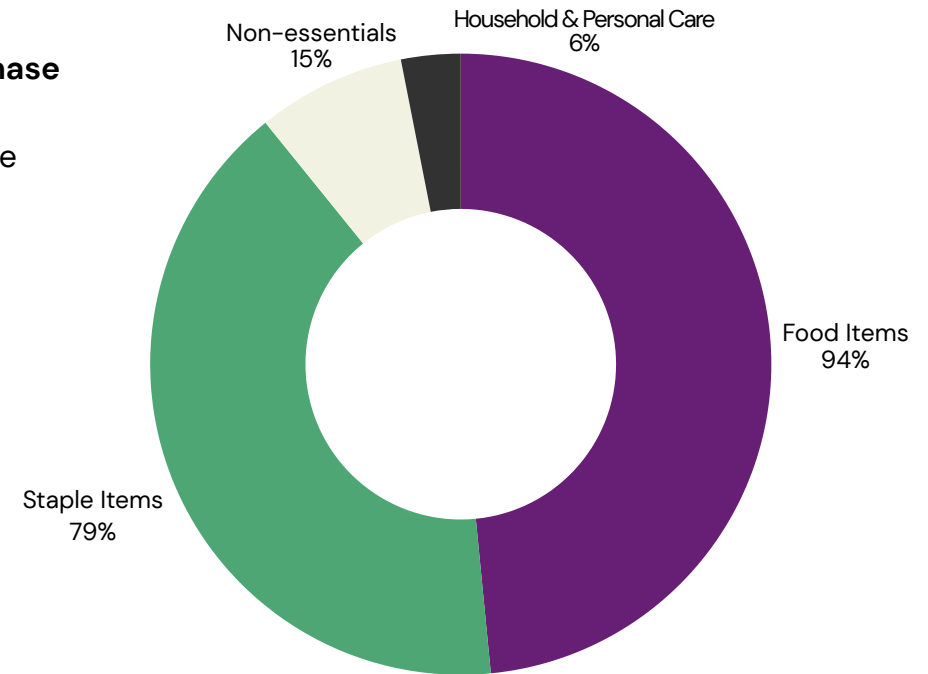
“Behind every number is a person or family who is struggling to keep up, and we’re seeing more of them than ever before. The pressure is building, and for many, this is the first time they’ve had to ask for help.”

– Linda, Hawkesbury’s Helping Hands

Last year, we distributed nearly **651,108 kilograms** of non-food items including personal care items, pet foods, baby care and more to make sure families doing it tough have what they need.

“I know what it’s like to go rummaging through your car, desperately trying to find money to buy some milk for your children.”

– Kirsty Baker, Tuckerbox, Holy Cross Anglican Church



Community Impact

With the support of our donors and partners, we can provide essential food relief to those experiencing hunger, every single day.

Disaster relief

In October 2024, the Broken Hill region was hit by a severe storm that left households without power for days on end. Funded by Department of Communities and Justice, we delivered more than 1,000 food hampers to ensure families had enough to eat.

In May 2025, communities across northern NSW were once again hit by catastrophic flooding, devastating towns, submerging roads and damaging homes. We mobilised at scale to ensure families had access to clean water and essential food supplies, delivering 6,500 emergency hampers, 15 pallets of water and 23 pallets of bulk essentials including pasta, rice, tinned goods and sauces – with truckloads reaching Lismore, Grafton and Ballina.

Christmas hampers

Our 2024 Christmas hampers brought relief and joy to over 40,000 households across NSW and the ACT, making a lasting impact, bringing families and friends together. A huge thank you to our amazing suppliers and donors for ensuring every hamper is filled with the quality products our community deserves.

"I have gone through all my savings. Bills and my children always come first, then I'm left with little to nothing; this hamper really helped me out more than words can express. I can't thank everyone enough for the relief this has brought me."

- Christmas hamper recipient

When the floods tore through regional Lismore, Kerry was left with nothing. Weeks turned into months; they lived off canned food, rice and donations delivered by Foodbank NSW & ACT.

"Some days I just didn't eat, we didn't have much to eat anyway. The hampers saved us, without them, I don't know how we would've gotten through."

- Kerry, food recipient



Community Partners

Thanks to our supporters, we distribute **222,682kg of food per week**, made up of around **647 orders** for our Community Partners across NSW & ACT.

Community Partner spotlight | Survivors R Us Incorporated (SRU)

Maria, the founder of SRU, didn't just start a charity; she embarked on a mission born from her own experiences. She recognised the critical need for support not just for food and shelter but also clothing, counselling and a safe haven.

Maria and her team understand the importance of mental and emotional support, especially for those who suffer in silence. There has been a significant shift within the community, where more people are relying on support services as a critical lifeline.

"We are seeing a clear and growing number of people accessing our services for the first time, including full-time workers, single parents, older adults on fixed incomes, and young families who have never previously needed assistance."

– Maria, Survivors R Us

"I learned about Global Care from a family member; it has now become our weekly lifeline. We usually get bread, bakery items, fruit and veg, school snacks, baby food, even cat food. It's a wide variety and honestly, a big help."

– Community Partner food recipient



Food rescue and relief ACT

Every year, we source, supply and transport almost 12.5 million kilograms of food to our network of more than 700 Community Partner organisations and Schools, ranging from small grassroots community groups to larger charities.

"We greatly value our partnership with Foodbank NSW & ACT. In addition to our regular deliveries, the food that Benson rescues and delivers each week ensures our pantry remains well stocked and enables us to provide even greater support to people in our community who are doing it tough. This service makes a genuine impact, putting quality food on the table for local families, and helping us meet ever growing demand with dignity and care."

– Michael Lynch, Community Partner
CEO, UnitingCare Kippax



School Breakfast 4 Health Program

We supported **786 schools** through our School Breakfast 4 Health Program (SB4H), providing more than **two million serves of breakfast last year** with items such as cereals, milk, oats, muesli bars, bread, spreads, canned and fresh fruit.

It's confronting to know that one in five children in every Australian classroom are going to school hungry. Breakfast is the most important meal of the day, helping children focus, learn and thrive – yet not all families can provide a healthy start at home. Our SB4H program bridges that gap by supplying quality food products to registered schools, free of charge, so every child has access to a nutritious breakfast before the school day begins.

"The breakfast club at my son's school is a beacon of support, providing more than just breakfast – it's a place where every child starts their day with a smile and a sense of belonging."

– Parent from The Entrance Public School

Matong Public School

"Our SB4H program continues to be a much-loved part of our school activities, running three mornings each week. We are incredibly grateful for the support that makes this program possible, as it provides such a positive start to the day for our students. Students have been learning valuable life skills such as spreading their own toast, reducing waste, and cleaning up after themselves – opportunities many have not previously had. The fruit provided has also been greatly appreciated, as some students do not always have something to bring from home. Many also rely on this fruit as an extra snack when their lunch or recess is limited."

For many of our children, early bus runs can mean breakfast is missed at home. The opportunity to arrive at school and share a healthy meal with friends makes a real difference. It's more than just breakfast – it's a chance to connect, chat, and feel a sense of belonging. Many students have shared that it feels like a family having breakfast together

We see first-hand how this simple routine helps students settle into their day, ready to learn and participate with energy and focus. It truly sets them up for success."

– Stevie, School Administrative Manager



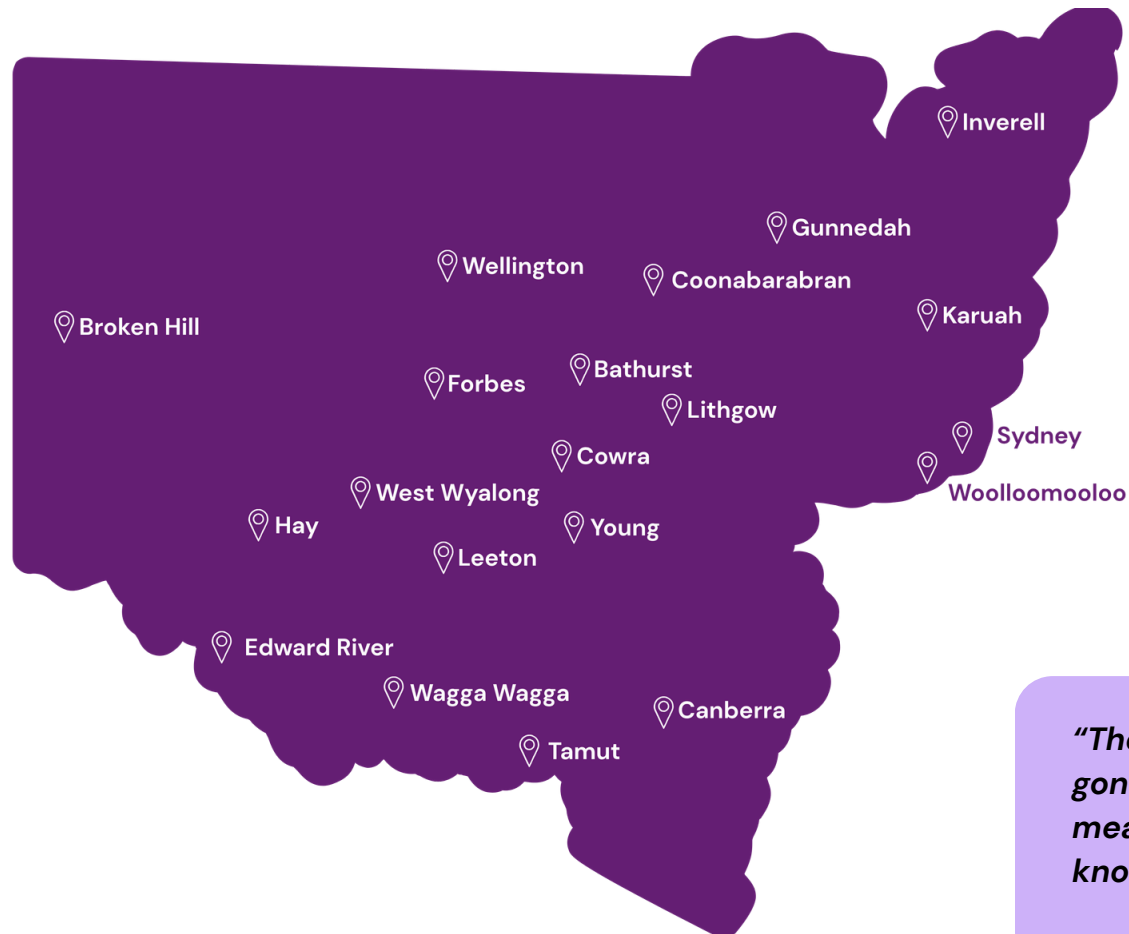
Feeding Hope

Fresh Produce Pop-ups

There are fewer food relief services outside major population centres. Our Fresh Produce Pop-ups work to bridge this gap for rural communities by working with our local Community Partners to bring fresh, healthy and nutritious fruit and vegetables, free of charge, to local families and individuals seeking essential food relief.

More than 140,000 kilograms of fresh fruit, vegetables, bread and produce were distributed through our Pop-up program, providing a welcoming space for 7,000+ families to access enough fresh food for a whole week, increasing access to nutritious food in underserved regions, supporting rural equity and improving food availability.

Last year, we travelled to and co-hosted 23 regional Pop-ups with our local Community Partners.



"The cost-of-living rises have impacted me a lot. Everything has gone up: food, fuel, rent. It's just been really hard. I've skipped meals to make sure the kids could eat, but I want people to know it doesn't have to get to that."

- Pop-up food recipient

Our People

Across the organisation, our leadership team, staff and volunteers work side-by-side, from supply chain to fundraising, partnerships and philanthropy, marketing, support services and community engagement teams.

The people at Foodbank NSW & ACT are the engine of the organisation – collaborative, compassionate and committed to delivering millions of meals each year to families living with food insecurity.

Volunteers

Our volunteers are the lifeblood of our organisation, bringing a wealth of life experience and a shared commitment to our mission. Each day, our amazing volunteers pack food and grocery orders to distribute to our Community Partners.

We are so grateful to have thousands of volunteers supporting our cause. We couldn't achieve the impact we do without the countless hours they donate. They handle everything from sorting and labelling items to stocking shelves, packing groceries and even lending a hand in the office.

- **6,087** volunteers gave **54,515 hours** of their time
- **404** individual volunteers, contributed **27,962 hours**
- **5,683** corporate volunteers, contributed **31,382 hours**
- Total volunteers **6,087**, contributed **59,344 hours**

"I always enjoy giving back to my community, and I love knowing there's a family behind every order I pack. It's a privilege to volunteer."

– Marina, Foodbank volunteer



Our corporate volunteers play a vital role in our mission to end hunger. This year **5,683 corporate volunteers** contributed 31,382 hours; every week they **picked and packed up to 60,000kgs** of products to be distributed to people in need.

"We had an absolute blast and sorted nearly 21,000kgs of product for such a great cause. We had a mixed team of operational and office-based staff participate on the day and we loved it! Covered in dust, smelling like potatoes and a little sweaty but we had an amazing day."

– Corporate volunteers
Australian Facilities Group



Strength in Community

Our donors put their trust in us to deliver on our promise to support those facing hunger. **They contributed an extraordinary \$13,849,069**, to ensure we can deliver vital food relief where it's needed most. **NSW & ACT Government grants contributed \$3,895,609**, helping strengthen our capacity to deliver essential food relief.

Regular Giving

Ongoing monthly donations, providing steady and reliable support. These consistent contributions help us plan ahead, respond quickly to need and sustain long-term programs, knowing we can count on regular income.

Individual Giving

Donations made personally by individuals, including one-off gifts, contributions or responses to specific appeals. These personal acts of generosity provide flexible, reliable support.

Gift In Will

Choosing to leave a donation as part of their Will, is a way for supporters to make a lasting impact beyond their lifetime. These gifts can take many forms, and they help us continue our work well into the future.

Community events

0.7%



Corporate donations

16.6%



Individual donations

38.1%



Government grants

22.0%



Regular donations

22.6%



"Speaking for myself and others I know, we really appreciate it. They have no idea how much it helps to get this kind of support. Thank you. There are no other words than thank you."

– Food recipient

Sustainability and Capacity

Despite targeted cost-of-living assistance measures, interest rates reducing, and early signs of an economic turnaround, food insecurity has not improved, and one in three households in NSW and the ACT experienced food insecurity in the past 12 months.

Families and individuals in our communities continue to face the distressing question of whether they can afford to eat. We are grappling with record lows in food donations and the demand for our services continues to grow. We now purchase more food than ever to keep up with the demand, but we can't do this without the support of our communities and partners.

We now purchase more food than ever to keep up with the demand, and we can only do this with the support of our communities and partners.

Thanks to them, we are ensuring that our operations are sustainable and build capacity for us to continue to provide vital food relief, right into the future

"Fresh fruit and vegetables are vital, not just for physical health but also for mental wellbeing. When fresh produce becomes inaccessible, it's easier for struggling families to turn to cheaper, less nutritious foods. But thanks to donations, we're able to provide healthy options for families and children who need them most."

– Ricky, Produce Manager at Foodbank NSW & ACT



Our 10,000 m² site — *the size of 38 tennis courts* – kept food safe, ready to go where it was needed most.

Between 60–70% of our food is *generously donated*, the rest is purchased thanks to the support of our communities.

In the last four years, we've seen a *35% waste reduction*, despite increasing our services to those in need.

We're fighting food waste by *redirecting and repurposing* over 7,000,000 kilos of food and groceries to feed hungry families.

Of all of the kilos of food received to Foodbank NSW & ACT, *less than 2% ends up in waste*.

Partnering for Impact

By building long-term, strategic corporate partnerships aligned with our values, we enable businesses to make a meaningful social impact, supporting communities to access nutritious food with dignity when they need it most.

Getting more food to those in need as efficiently as possible

Corporate partnerships are key to our ability to deliver food relief at scale and respond to rising demand. We are incredibly grateful to our partners who loyally provide financial, in-kind and volunteering support. It is only with their support that we can meet the needs of community seeking essential food relief.

Delivering impact through donated food and grocery items

We are grateful to the many organisations and individuals whose donated food and grocery items enabled large-scale impact. Donated food remains central to our operations, providing our Community Partners with reliable access to essential supplies.

Thanks to the generosity of farmers, growers, manufacturers, distributors, retailers and supporters, millions of kilograms of nutritious food and essential grocery items were distributed to Community Partners to support people experiencing food insecurity.

We partnered with Newcastle Permanent Charitable Foundation (NPCF) to increase our presence and bolster food relief across the Central West.

The partnership enabled the delivery of over 73,000 kilograms of fresh produce and provided thousands of individuals and families with access to vital food relief. This saw a 26% increase in food distribution, a 25% increase in registered Community Partners and a 21% rise in schools participating in our School Breakfast 4 Health program. NCPF's flexibility and collaborative approach were critical to the partnership's success, helping establish a sustainable, locally embedded model for ongoing food relief and community engagement.

Local NSW & ACT donors

We are privileged to be supported by hundreds of local NSW and ACT donors who collectively provide millions of kilograms of donated items each year. While the below reflects only a small portion of the many organisations who contribute, we extend our sincere thanks to some local partners for their support. For a list of all current partners, please visit our website.



Partnering for Impact

ABC Gives – \$593,518

The annual ABC Gives campaign saw Foodbank NSW & ACT join other Foodbank states and territories to raise funds for those facing food insecurity. Through the philanthropic spirit of ABC and their listeners, over \$2.3 million was raised nationally with \$593,518 raised for NSW and the ACT – providing over 1.1 million meals for our communities.

From broadcasts directly from our warehouse floor to compelling interviews with our Community Partners, hundreds of thousands of ABC listeners were able to hear first-hand the real impact food insecurity has on communities. We extend our deepest gratitude to ABC Gives for involving us in this amazing show of community spirit and support.

Giving Machine – \$31,927

We were proud to again be one of the charity partners to benefit from the Light the World Giving Machines, receiving generous contributions from members of the public who donated in the spirit of Christmas giving.

Return and Earn – \$229,190

Recyclers generously donated their refunds; the simple act of recycling your drink containers through Return and Earn in NSW has a profound impact on communities across the state.

“We’re proud of the support the NSW community has shown for Foodbank NSW & ACT over the last six months. It has certainly been one of the most successful major donation partnerships we have seen since Return and Earn began in 2017.”

– James Dorney
CEO TOMRA Cleanaway



Partnering for Impact

Philanthropy and partnerships

We extend our thanks to the Trusts and Foundations who have supported our work. Their partnership plays a vital role in ensuring vulnerable individuals, families and communities can access the food they need. Through loyal support over multiple years, this enduring commitment allows us to plan ahead, scale our reach and respond swiftly when communities need us most.

Through the power of philanthropy, you are helping transform short-term food relief into lasting impact by funding the projects and partnerships which deliver sustainable food security.

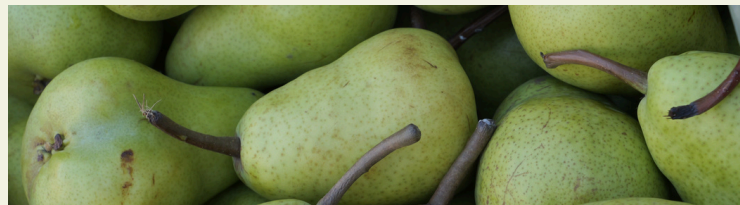
Through philanthropists' generosity, we can invest in additional programs for school children, as well as weekend and school holiday hamper programs for families – ensuring every month, over one million kilos of food goes to families who need it.

Financials

More than just the numbers, stories like Miranda's highlight our impact, ***“Foodbank NSW & ACT's support is the lifeline of our charity, nourishing both body and soul in our community's time of need.”*** – The Entrance Food Hub Inc

To see the full audited Foodbank NSW & ACT Financial Report FY25, please visit foodbank.org.au/research-reports/

Philanthropic gifts have been gratefully received from individuals, family foundations, Private Ancillary Funds, and Trusts and Foundations. And while many of our donors wish to stay anonymous, we would like to share our deepest gratitude for their generosity.



Contents

We acknowledge the Traditional Owners of the land on which we work, the Darug people, and recognise their continued custodianship and connection to the land, waters and community. We pay respects to them and their Elders past and present as our knowledge holders.

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Statement of Commitment to First Nations Peoples

In March 2025, we engaged the support of Aboriginal change agency, Cox Inall Ridgeway to begin our 'Reconciliation Discovery Project', exploring how we can strengthen our First Nations commitments as an organisation. This process saw us explore current commitments and actions, as well as opportunities to strengthen these commitments in impactful and community led ways.

The engagement outcome will see us develop our inaugural Reconciliation Action Plan (RAP), reflecting our commitment to making a positive impact with First Nations peoples, communities and the broader society.

"I'm proud of our commitment to progressing the Reconciliation Action Plan, through listening, learning, and strengthening our understanding as an organisation. Our RAP Working Group, together with insights from our communities are now shaping our inaugural Reconciliation Action Plan, setting a clear and meaningful path forward for how we partner with and support First Nations people and communities across NSW and the ACT."

Jennifer Birks,
Chief Marketing, Fundraising and Development Officer, Foodbank NSW & ACT

Our priority looking ahead

Our strategic goal is to **secure a reliable food supply**, achieve long-term **financial sustainability**, and cultivate an engaged workforce committed to serving our community. Guided by our vision that **everyone should have access to the food and grocery items they need**, we remain dedicated to our mission of **providing essential food and household goods in times of need**.

Thank you

Because of you, this impact is possible. The generosity of our donors, corporate partners, and community supporters ensures individuals and families across NSW and the ACT continue to receive essential food relief and vital assistance when times are tough.

Your commitment truly changes lives, keeps communities strong and ensures help is always within reach.

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