



Social impact of Foodbank Australia's services

A Social Return on Investment (SROI) forecast

June 2014

Report

Report preparation

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Executive Summary

This report presents the results of a Social Return on Investment (SROI) forecast analysis undertaken on Foodbank's services. It quantifies the social, environmental and economic value created and builds on the results of a Scoping Study carried out in 2012, which was co-funded by Foodbank and the AFGC.

Foodbank is Australia's largest hunger relief charity, acting as a conduit between the food manufacturing, catering and grocery sector and the welfare sector through the donation of fresh and packaged food and distributes products from over 700 organisations to over 2,500 charity and community groups and 832 schools around Australia. In 2012/13, Foodbank distributed more than 24 million kilograms of food and grocery items through its supply chain¹. The food is used to provide meals or food hampers, which was the equivalent of 34 million meals.

The SROI methodology was used to assess the social, environmental and economic impact of Foodbank's services. SROI is an internationally recognised approach for understanding and measuring the impacts of a program or organisation from the perspective of stakeholders. A monetary figure is then used as a proxy to represent the value of outcomes experienced by stakeholders.

From an annual investment of \$178,345,236 (considering cash and in-kind contributions from both Foodbank and its partners), it is forecasted that over \$571 million in social, environmental and economic value is created through Foodbank's services. For every dollar that is invested in Foodbank, it is forecast that:

***As a single ratio, \$3.2 in social value is created, and
As a range: between \$2.7 and \$4.0 of social value is created.***

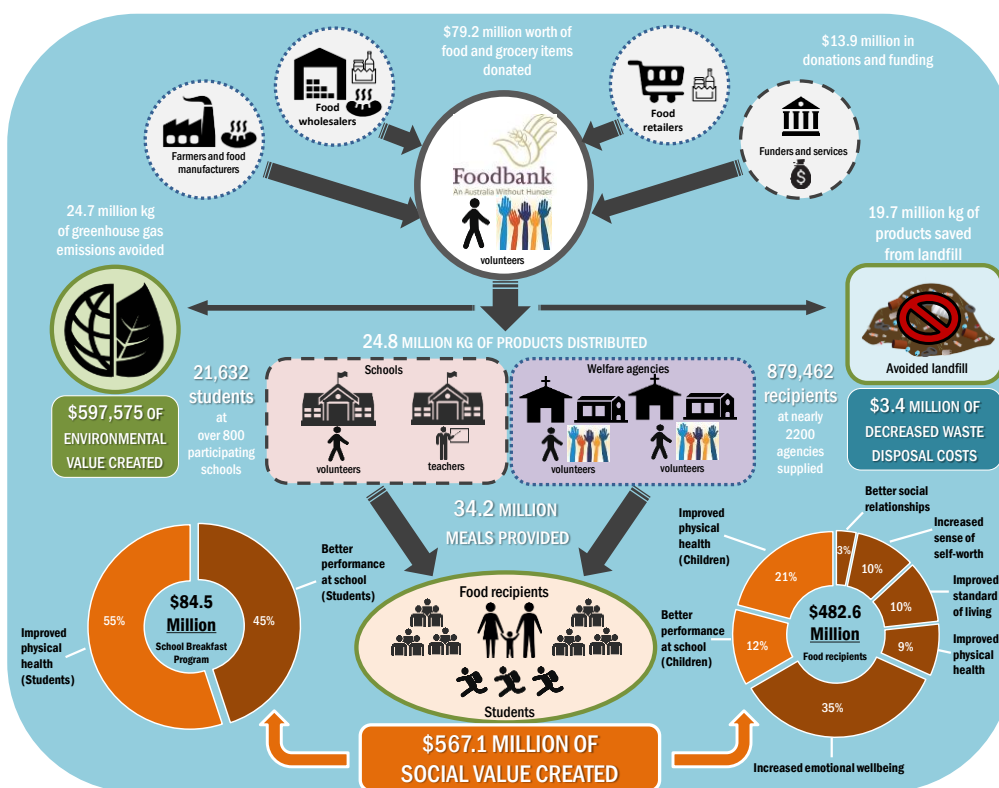


Figure A Value in the Foodbank supply chain

¹ Foodbank Australia (2013) 'How we work', <http://www.Foodbank.org.au/about-us/how-we-work/>

The key findings and highlights of the report are summarised below.

A total of 30 food recipients and welfare agency representatives were engaged through one-on-one interviews for this analysis. This was in addition to the 32 individuals (including food recipients, representatives of welfare organisations, and supporters of Foodbank) interviewed in Phase 1 of this project.

As a result, a range of outcomes were identified for food recipients (broken down into six sub-groups), students (School Breakfast Program), food donors and the environment. Detailed surveys were then completed by over 100 food recipients and school teachers to evidence the social outcomes derived from Foodbank’s services.

Table A Stakeholders and Outcomes

Stakeholders			Outcomes experienced	
	Sub-groups			
1	Food welfare recipients	a	Elderly	<ul style="list-style-type: none"> Improved Social relationships Improved physical health Improved emotional wellbeing Increased sense Improved standard of living of self-worth
		b	Immigrants	
		c	Single	
		d	Married/partnered without children	
		e	Married/partnered with children	
		f	Children of couples / single parents	
2	Students (School Breakfast Program)		<ul style="list-style-type: none"> Improved performance at school Improved physical health 	
3	Food donors (major and local suppliers)		<ul style="list-style-type: none"> Reduced waste disposal costs 	
4	Environment		<ul style="list-style-type: none"> Reduced environmental impact 	

The figures and table below shows the distribution of value across the stakeholder groups and outcomes

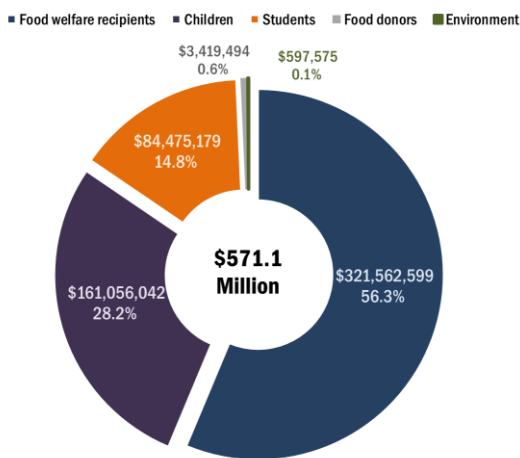


Figure B Value created per stakeholder

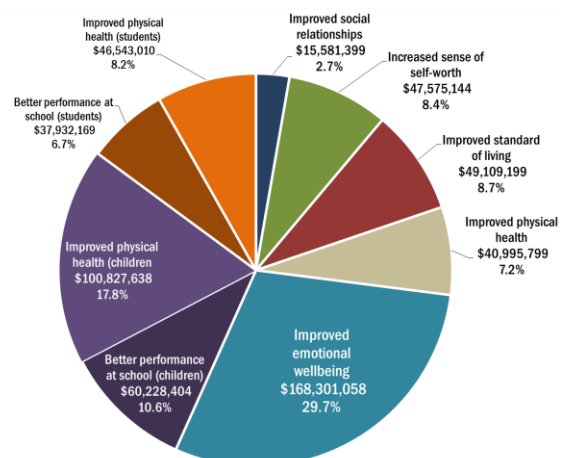


Figure C Social value created per outcome

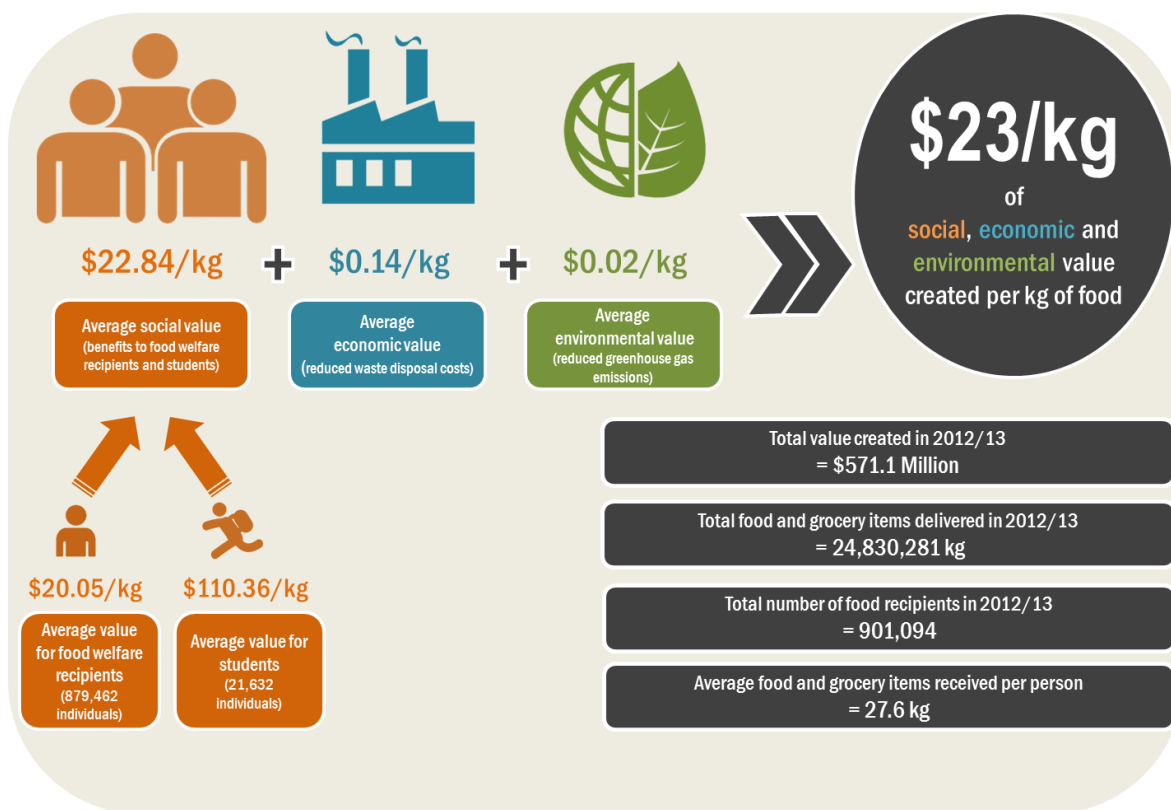


Figure C Value created per kilogram of food distributed

Overall, this SROI forecast has resulted in a positive social return ratio for the services provided by Foodbank and the findings discussed in this report underscore the predicted social, environmental and economic value created by Foodbank. The provision of food welfare services by Foodbank appear able to address not just the nutritional needs and physical health of food recipients and students, but also contribute to improvements in their emotional wellbeing, sense of self-worth, social relationships and standard of living as well as benefitting the environment through reduced greenhouse gas emissions and providing real economic savings for food donors.

It should be noted that there are other potential benefits for volunteers, employees at donor organisations and government services which have not been captured here and are also part of the social value created by Foodbank's services.

Based on the authors' observation of processes and feedback received from food recipients, the following were identified as key factors contributing to the success of Foodbank's operations:

- ✓ Provision of a choice of meals and/or grocery items.
- ✓ The quality of meals and/or grocery items available.
- ✓ Distribution of service across a wide number of welfare agencies serving specific communities
- ✓ Regular provision of the service (consistently provided weekly or more often).
- ✓ Availability of a common social space while accessing food to meet people facing similar tribulations and to meet other members of the community.
- ✓ Presence of volunteers at welfare centres who are or were users of the service themselves contributing to a comfortable, non-judgemental atmosphere.
- ✓ Legitimacy of welfare agencies providing the food welfare service.
- ✓ Efficient and welcoming agency staff play a large role in coordinating and running the open food pick up services

In addition, the following recommendations have been provided to improve aspects of the Foodbank model where appropriate:

- 1) **Expand the reach of the school breakfast program:** Being the most efficient area of social value creation within the Foodbank operation and with a significant gap in service provision in this area, it is recommended that more schools be included in the school breakfast program network.
- 2) **Increase the profile of Foodbank:** Feedback was gathered from donors regarding Foodbank not having enough publicity on being a conduit between them and welfare organisations. Additionally some food recipients who were interviewed did not realise the role that Foodbank played in making the food and grocery items available to them. Greater publicity of the service and the benefits of its operations will go a long way in helping to secure more donations and funds.
- 3) **Encourage the welfare agencies to track the progress of number of people who access other support services, as well as food welfare:** Food insecurity is only one of many issues facing many of the food recipients. This report shows that very often access to food is a catalyst that helps start the realisation of many other positive changes within food recipients who use additional services available at welfare organisations. By tracking and meeting the other needs of certain clients, welfare organisations can help set them off on a journey of self-sufficiency and focus on the more chronic users of the food welfare services.
- 4) **Improving data collection and expand collection of outcomes-focussed data:** This SROI forecast has provided Foodbank with an understanding of the predicted social value it is creating for its stakeholders and has established a framework and methodology for ongoing data collection to capture outcomes and perform an evaluative SROI analysis in the future. Foodbank should build upon this analysis by collecting longitudinal data from a larger and preferably statistically significant sample of Foodbank clients to better determine change in outcomes over time
- 5) **Improve environmental assessment:** The simplified environmental benefits assessment was limited by the availability of existing life cycle analysis studies. The assessment used in this report required donated foods to be broadly grouped together in order to match the available life cycle studies. Improvements to the assessment of environmental benefits to be more specific to Foodbank could be made by obtaining more specific data on Foodbank's supply chain from donations through to meal recipients. Foodbank could also consider looking into quantifying other benefits in environmental aspects such as saving water and primary resources through the recovery of food that would otherwise be wasted.

Introduction

Foodbank Australia

Foodbank Australia (Foodbank) is the largest hunger relief organisation in Australia, with operations in all States and the Northern Territory. Foodbank was started in 1992 with the aim of redistributing unsaleable food and grocery products to welfare organisations on the frontline of assisting those in need. These are products that are unsaleable due to incorrect labelling, damaged packaging or being close to date code, or simply excess to requirements.

Foodbank acts as a conduit between the food production and retail sectors and the welfare sector by distributing products from over 700 organisations to over 2,500 charity and community groups and 832 schools around Australia. In 2012/13, Foodbank distributed more than 24 million kilograms of food and grocery items through its supply chain². The food is used to provide meals or food hampers and was the equivalent of 34 million meals.

The key partners in the Foodbank supply chain are:

- Food donors (farmers, manufacturers, wholesalers and retailers):
 - who provide food donations to the Foodbank network
- State Foodbanks:
 - who warehouse and distribute donated meals within their state
- Welfare agencies nationwide:
 - who obtain donated food from state Foodbank warehouses to prepare and/or distribute as welfare assistance within the communities they operate in.
- Schools in Victoria, South Australia, Queensland, Western Australia, Tasmania and the NT:
 - who obtain donated food from state Foodbank warehouses to distribute through breakfast programs to children from lower income families
- Volunteers (both corporate and community based):
 - there is considerable volunteer involvement at various stages of the Foodbank supply chain with corporate volunteers lending their time to help out at an operational level at state level Foodbank warehouses
 - community members (many of whom are/were also food welfare recipients) volunteer during food distribution days at welfare agencies
- Food welfare recipients:
 - recipients consist of a range of sub-groups including the elderly, immigrants and children.
 - they also range in frequency of use with some using the service as a means of subsistence and others only accessing the service in times of crisis
- Governments:
 - who provide monetary assistance to Foodbank.

² Foodbank Australia (2013) 'How we work', <http://www.Foodbank.org.au/about-us/how-we-work/>

The Foodbank supply chain is visually represented in Figure 1 below.

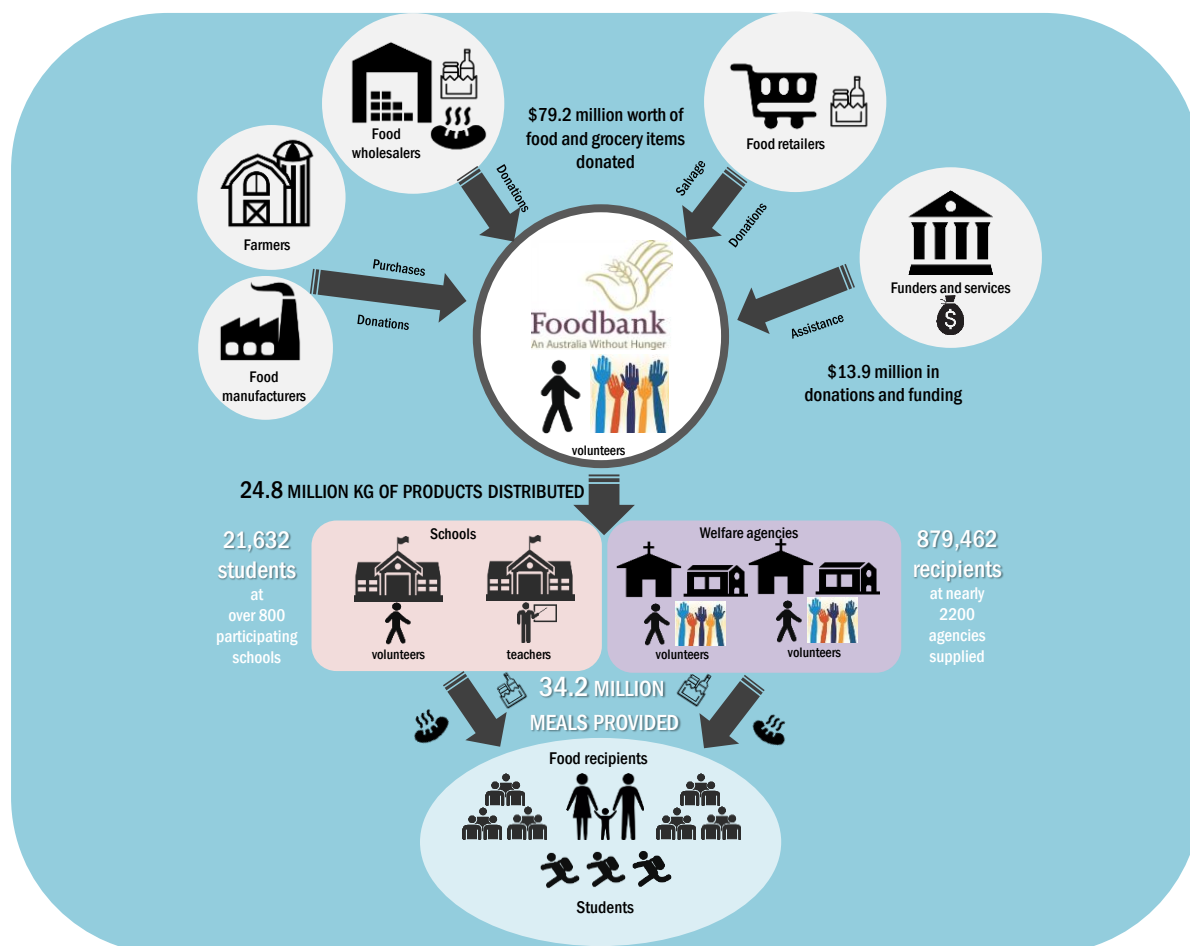


Figure 1 Foodbank supply chain

Foodbank is aware that the ‘social benefit’ of its activities extends beyond satisfying immediate hunger needs. The organisation has anecdotal evidence to suggest that the provision of food to Australia’s socially disadvantaged leads to significant beneficial outcomes for those in need, as well as for the wider community and government. Welfare agencies and school breakfast programmes have reported that the provision of food hampers and meals improves the health and wellbeing of recipients and, in some cases, enables them to begin a journey out of disadvantage³.

It is important to also make a distinction between two types of food welfare recipients based on frequency of service use. Based on the latest ‘End Hunger in Australia’ report⁴, undertaken by Foodbank annually, 80% of its recipients access the service either at least once a week or once a month. These recipients are seen to be using food welfare as a means of subsistence during the period they are in need, heavily depending on the supply of food in order to undertake other basic

³ Davidson, P., Dorsch, P. & Gissane, H. (2012), ‘Poverty in Australia: ACOSS Paper 194,’ Australian Council of Social Service, Sydney.

⁴ Foodbank Australia (2013), *End Hunger in Australia*, <http://www.Foodbank.org.au/hunger-in-australia/the-endhunger-report/>

functions of their daily routine. The report also provides data indicating that while 91% of people seek food relief due to insufficient income, 32% access it when in 'crisis'. Though the causes of these crises are not specified, the impacts of access to food welfare for these recipients are likely to be different to the subsistence users. The provision of food to this group of recipients will probably have the effect of preventing them from falling into a negative spiral compounding their state of crisis and thus potentially helps them avoid becoming subsistence users in the future.

Who is at risk?

People are accessing Foodbank's service out of real need with many food recipients not knowing where their next meal will come from. One of the key findings from the 'Poverty in Australia' report by the Australian Council of Social Service (ACOSS) is that in 2010, after taking account of housing costs, an estimated 2,265,000 people or 12.8% of all Australians, including 575,000 children (17.3% of all children), lived in households below the most austere poverty line used in international research. This represents all households with disposal incomes of less than 50% of the median Australian household income. This proportion of people in poverty has remained reasonably stable over the past decade. The risk of poverty is slightly higher among women (13.5%) compared to men (12.1%) and highest among the elderly (64+ years) and both single parents and single individuals without children.

The 2012 'State of Family' report by Anglicare Australia⁵ delved further into the impact of poverty in Australia by noting that a reported 96% of emergency relief clients at Anglicare agencies were food insecure⁶. Adults in households experiencing recurrent or chronic food insecurity experienced anxiety about running out of food (83%) and for three out of four adults (76%) this was a lived experience as they had run out of food in the last three months and could not afford to buy more. As a result, nearly three quarters of adults were cutting the size of their meals, 62% skipping meals some weeks, while 61% of adults regularly reported going hungry and one in three adults (37%) did not eat for a whole day.

The broader value of Foodbank's service

While the procurement and distribution of food to enable welfare agencies and school breakfast programmes to meet the needs of their food welfare users is the primary focus of the Foodbank supply chain, there are other areas in this chain of processes where significant social, environmental and economic value can be created. The broader value created is diagrammatically represented in the figure 2 and summarised in table 1.

⁵ King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), When there's not enough to eat: A national study of food insecurity among Emergency Relief clients, Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.

⁶ Food insecurity refers to the 'limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in socially acceptable ways.

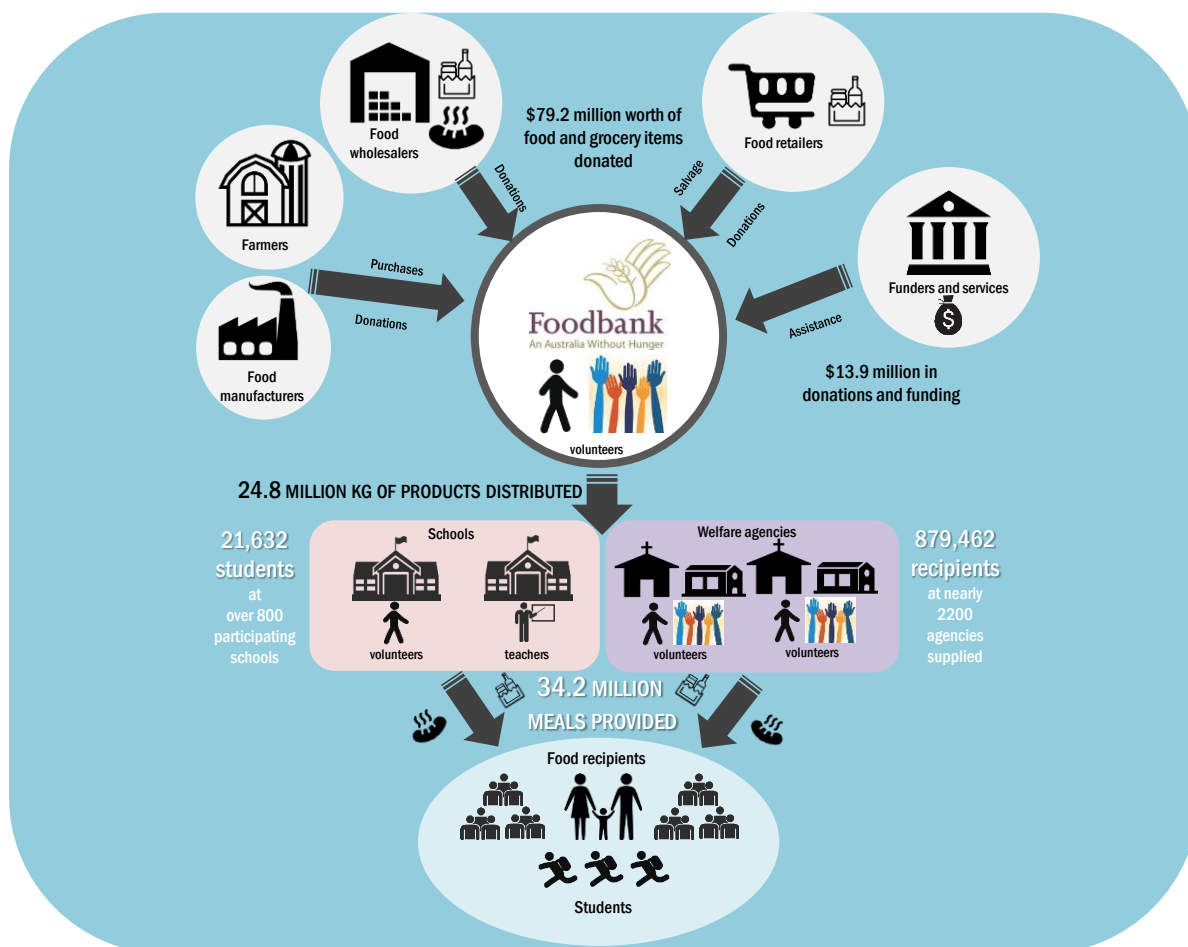


Figure 2 Value of Foodbank's supply chain

Table 1 Broader value created in the Foodbank supply chain

Supply chain stakeholder	Value created
Food donors (including farmers, manufacturers, wholesalers and retailers)	<p>Economic value: By donating excess / unsalable stock to Foodbank, food donors cut down their costs of disposing of their wasted stock to landfill thus avoiding transportation and landfill levy costs.</p> <p>Social value: Employees of food donors have positive feelings towards their employer as they are donating for a good cause.</p>
Community and corporate volunteers	<p>Social value: As described earlier and as can be seen in the Foodbank supply chain diagram, there are volunteers involved in the delivery of almost every step along the supply chain. They are likely to feel a sense of accomplishment, sense of self-worth and satisfaction from contributing to the welfare of those less fortunate in their communities.</p>

Supply chain stakeholder	Value created
The Environment	<p>Environmental value: By diverting donated food and meals to welfare recipients, there is a significant amount of energy and resources saved in producing an additional amount of food for the recipient group. This is manifested in avoided carbon emissions thus reducing the negative impact on the surrounding environment.</p>
School students	<p><i>Foodbank runs School Breakfast Programs in five States and the NT, whereby quality food products are supplied to participating schools.</i></p> <p>Social value: Some of the students at participating schools often leave home without breakfast and this impacts on their concentration levels in class, their ability to absorb information and sometimes lead to more aggressive behaviour in class as well as at home. Access to a regular, nutritious breakfast is likely to provide these children with higher levels of energy and enhance their immune system leading to better performance in class and improved physical health. Many of the students may also have better life chances through their performance at school and physical health improvements but also because the program helps strengthen their social skills and making them more responsible citizens.</p>
School teachers and principals	<p><i>Foodbank runs School Breakfast Programs in five States and the NT, whereby quality food products are supplied to participating schools.</i></p> <p>Social value: While teachers and principals working at schools involved in the breakfast programs are primarily enablers of the changes experienced by students, it is likely that they will also experience positive social outcomes. With more attentive and less disruptive pupils in their classes they can potentially carry out their day-to-day roles with more ease and achieve a higher rate of success.</p>
Government	<p>Economic value: Foodbank is provided with funding assistance from the Federal Government. As a national organisation working collaboratively with food producers, manufacturers and donors to provide a more consistent and cost-effective supply of food to welfare agencies, Foodbank helps relieve the economic burden on Government to fund these agencies and income support for food recipients.</p>

Social Return on Investment

The SROI methodology was used to assess the multitude of impacts resulting from Foodbank's services.

SROI is an internationally recognised approach for understanding and measuring the impacts of a program or organisation. It looks at what changes for key stakeholders, from their perspective

Using the SROI approach, it is possible to forecast the 'impact' of activities, rather than simply measuring the delivery of activities (such as "number of food parcels" or "number of visitors"). It also enables organisations to get a better understanding of the processes that affect their stakeholders, by identifying the links between activities and impacts.

Once impacts have been identified, a monetary value is used to represent the outcomes experienced by stakeholders. The value of the outcomes can be compared to the investment required to generate the outcomes, providing an indication of cost effectiveness. SROI thus puts social and environmental impact into a language which is widely understood by investors and decision makers.

Please refer to Appendix B: SROI explained for further information about the SROI methodology and an explanation of key terms.

Project methodology

The SROI project with Foodbank was conducted in two phases; Phase 1 was a scoping study completed in July 2012, while Phase 2 is the SROI analysis (focus of this Report) and was conducted between December 2012 and September 2013.

The objective of the scoping study was to explore the feasibility of carrying out an SROI analysis of Foodbank's activities and to begin to construct the theory of change to show how value is created.

The scoping study consisted primarily of stakeholder engagement, consistent with stage 2 of the full SROI methodology (see Appendix B). Face-to-face and telephone interviews were conducted with donors and welfare agencies. In addition, three site visits were conducted at welfare agencies providing meals or food hampers with Foodbank donations. During these site visits, recipients of food hampers and meals were interviewed.

Interviewees for each stakeholder group were purposefully selected to achieve a diverse sample. For example, sampling of welfare organisation was stratified by size of organisation, geographical location, and type of service provided (hamper/meals). Working through the State-level Foodbank offices ensured that interviewees were evenly spread across the States and the Northern Territory.

The results of the scoping study (Phase 1) have fed into this SROI forecast and an overview of the methodology employed is provided in Figure 3 below. Further detail on the outcomes of Phase 1 are available in the scoping study report⁷.

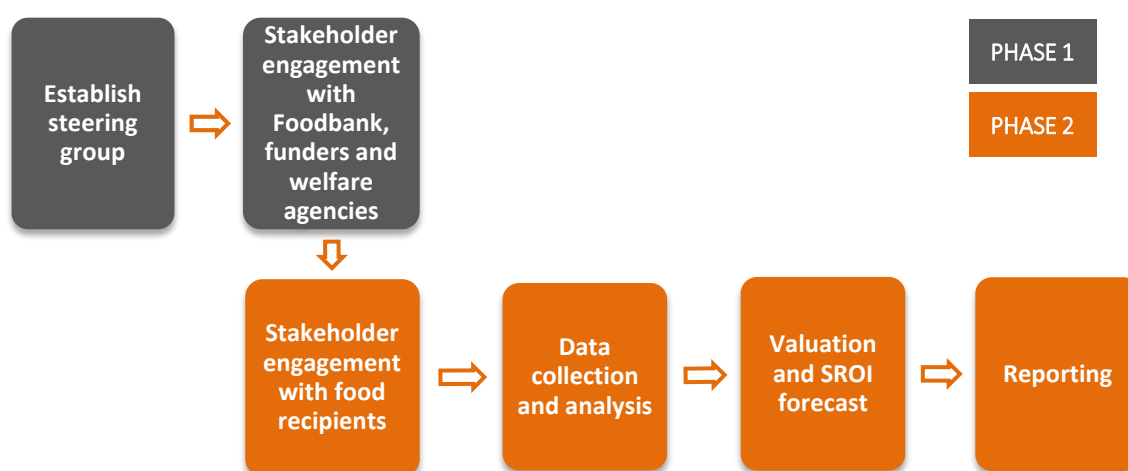


Figure 3 Overview of methodology

⁷ Neitzert, E. (2012), SROI Scoping Study – Foodbank, July 2012, Net Balance.

Scope of forecast

This SROI has been modelled to forecast the social value⁸ created by Foodbank's services in a typical year of operations. It is based on an analysis of qualitative input and quantitative data from stakeholders that have accessed Foodbank's services in the 2012/13 financial year.

This forecastive analysis includes all of Foodbank's operations across Australia. In 2012/13, this comprised all the state and territory Foodbanks and 2198 active welfare agencies (who source 58% of their food from Foodbank).

There were also 832 schools participating in the School Breakfast Program in 2012/13.

Whereas an SROI evaluation is conducted retrospectively on actual outcomes that have already taken place, an SROI forecast seeks to predict how much social value will be created if the activities delivered meet their intended objectives. In the absence of longitudinal outcomes data, it was determined that a forecast or predictive SROI is more appropriate for analysing Foodbank's social impact. This provides Foodbank with a strong understanding of the social value it is creating for its stakeholders, while ensuring that there is an establishing framework in place for ongoing data collection to capture outcomes and perform an evaluative SROI analysis in the future.

Identifying stakeholders and material outcomes

The stakeholders of Foodbank were identified in consultation with the advisory group⁹ set up for this project in Phase 1. Only those stakeholder groups for whom outcomes were deemed material, following discussions with the advisory group and interviews with a selection of stakeholders, have been included in the SROI calculation.

In SROI, outcomes for stakeholders are deemed 'material' if sufficient social value, in the context of the total social value created by Foodbank, has been created to merit inclusion in the analysis. The aim is to focus the theory of change on those changes which are most significant and which merit being included in the lengthy data collection and modelling process. As noted, there are multiple stakeholders that contribute to, and are impacted by, the Foodbank supply chain. Identifying stakeholders with material outcomes should therefore not be seen as a judgement on the 'importance' of a stakeholder. There are several stakeholders (and associated outcomes) that have not been included in this analysis, without whom Foodbank's services could not be delivered. This is due to the fact that they were not deemed to be the primary beneficiaries (food recipients) or experiencing material outcomes.

⁸ An SROI analysis calculates the value to society, the economy and the environment and we refer to this collectively as 'social value' throughout the report

⁹ The steering group included representation from Foodbank: John Webster & Sarah Pennell/AFGC: Angela McClowry & Tanya Barden/ACOSS: Tessa Boyd-Caine/Anglicare: Michelle Waterford

Through interviews with Foodbank, welfare organisations and project funders the following key stakeholder groups of Foodbank’s services were identified:

1. Food welfare recipients
2. Students (School Breakfast Program)
3. Food donors (major and local suppliers)
4. The environment

Table 2 outlines the stakeholders and associated outcomes that were analysed as part of the scope of this SROI forecast.

Table 2 Areas of valued quantified for stakeholders

Stakeholder	Area of value quantified and valued
Food welfare recipients	Social value created
Students (School Breakfast Program)	Social value created
Food donors	Economic costs avoided
Environment	Environmental impact of avoided greenhouse gas emissions

Figure 4 below additionally shows the areas along the Foodbank supply chain that have been fully or partially quantified and valued, and those which fall outside the scope of this SROI forecast.

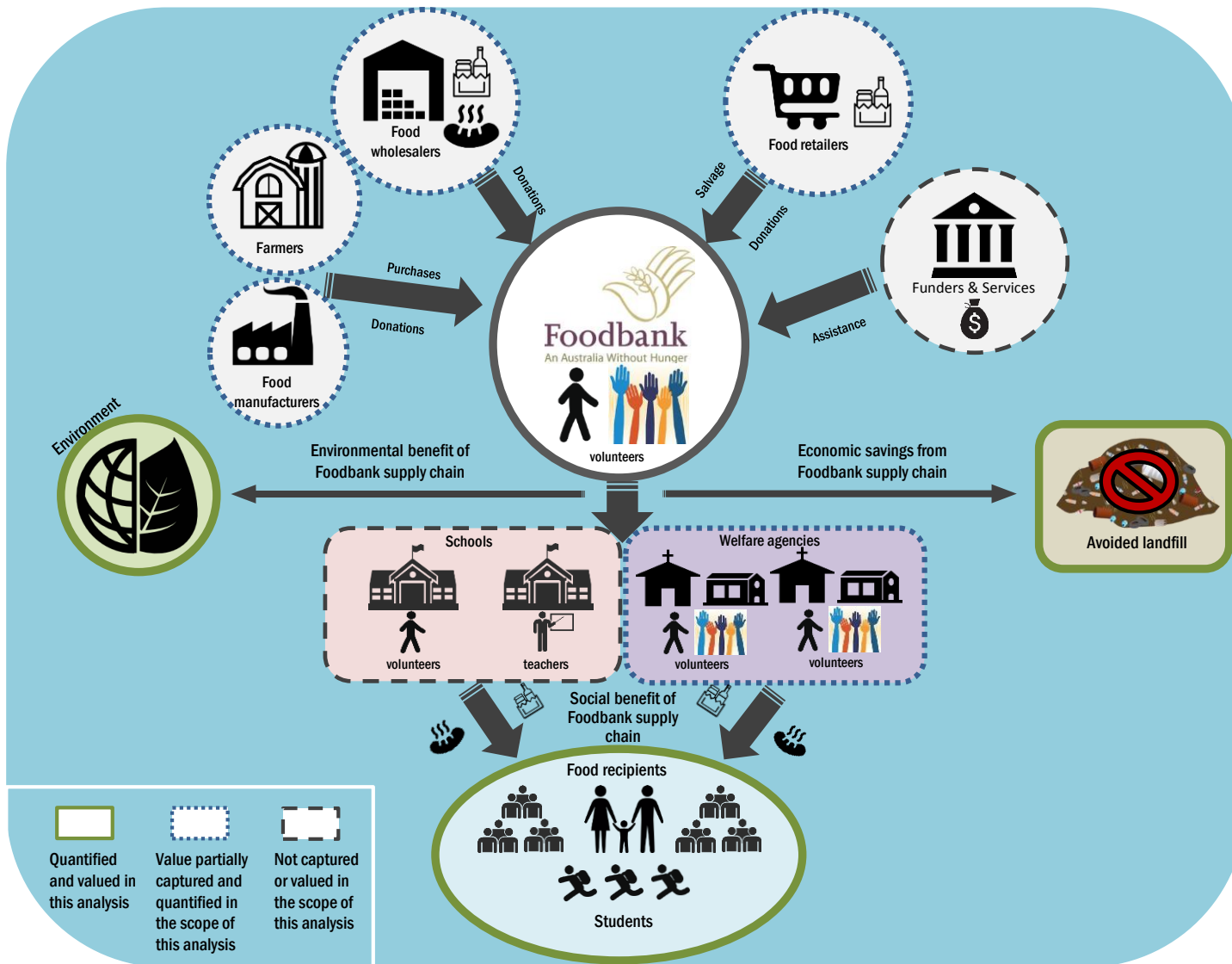


Figure 4 Foodbank supply chain valued within this analysis

Engaging stakeholders

Where Phase 1 focused on the perspective of welfare agencies and food donors, the focus of Phase 2 was on the food recipients being served. As part of the stakeholder engagement, face-to-face and phone interviews with clients of welfare organisations and schools were arranged, averaging 3-4 individuals per organisation/school. The aim of the interviews was not only to gain valuable first-hand insights into the experiences of individuals using the service but also to further refine and add to the initial list of outcomes identified above.

Table 3 below provides a breakdown of the name of the welfare organisation/school that participated in the stakeholder engagement, the state that they are located in, the number of individuals from each organisation that were interviewed, and the background of the interviewees.

Table 3 Number of individuals interviewed in each welfare organisation/school

State	Organisation	Demographic Served	Number of Interviewees
QLD	Calvary Care	Urban, provides food parcels meals (Youth /homeless / single parents)	5
QLD	Suncoast Christian Care	Urban area (serve all people, especially 55+)	2
NSW	Exodus Foundation	Urban, provides cooked meals (disadvantaged and poor families)	7
NSW	Ozzie Care	Rural School Breakfast Program Single unemployed parents	6
VIC	St Albans Heights Primary School	Rural School Breakfast Program	4
VIC	Seaford Primary School	Rural School Breakfast Program	1
VIC	Healesville Interchurch Community Care	Urban, provides food parcels meals (Youth /homeless / single parents)	3
VIC	Baw Baw Combined Churches Food Relief	Rural, provides food parcels (low-income families)	2
			30

A total of 24 randomly selected food recipients from the welfare organisations and 6 school staff members were interviewed. The welfare organisations were provided with a background of the project and the stakeholder groups that were material for the SROI analysis in order to arrange interviews with individuals as they saw fit. Each interviewee was provided with a permission slip (Appendix G: Permission Slip for Interviews) that they signed prior to the interview. The duration of each interview was approximately 30 minutes, and the questions were semi-structured, but an interview transcript was developed to guide the interviews (Appendix H: Interview Transcript).

The majority of interviews were conducted in person, with a small number conducted over the phone due to access issues.

Through stakeholder engagement, it was identified that while the food welfare recipients broadly experienced outcomes across similar themes, their experience of these changes varied greatly depending on demographic background. In order to account for this in the SROI valuation process, this stakeholder group (food recipients) was further split into sub-stakeholder groups listed below:

1. **Elderly**
2. **Immigrants**
3. **Single Males/females**
4. **Married/partnered without children**
5. **Married/partnered with children, and**
6. **Children of couples / single parents**

Data collection and analysis

Evidencing the change

SROI relies on primary data collected directly from stakeholders to indicate the occurrence of an outcome for each individual. In order to evidence the incidence and magnitude of outcomes identified through the stakeholder engagement phase, an exploratory survey was devised. The survey utilised the intelligence gained from the earlier stages of the project and included information on the key social outcomes and, food recipients were asked various questions on different aspects of each outcome, and asked to rate the impact that Foodbank's service had on them (in relation to the outcomes). Statements relating to each outcome were grouped and sorted into a 10 point scale of incremental outcome achievement. These scales were used to measure the **magnitude of change, or 'distance travelled'**, by the individual in each outcome. Distance travelled refers to the progress that the individual has made. It is a comparison of the position of the individual before and since accessing the service and acknowledges that every individual is unique and experiences changes due to the influence of Foodbank at different levels.

The outcomes scales employed in the survey are provided in Appendix E: Participant survey scales.

The survey questions were refined through engagement with the advisory group and the outcome scales were subject to edits and reviews from all the involved organisations before being finalised and used.

The survey was sent to a selection of welfare organisations/schools that reflected the diversity of the Foodbank network and they were requested to administer them to individuals on a random selection basis. The target response rate was 15-20 individuals from each welfare organisation/school, and to obtain a balanced representation of the demographics most commonly served. The target number for completed surveys was therefore 210 and 280.

Table 4 provides a list of organisations that were able to provide completed surveys.

Table 4 List of participating organisations, by State

Organisation	State	Organisation	State
The Exodus Foundation	NSW	Healesville Interchurch Community Care Inc.	VIC
Ozzie Care	NSW	Baw Baw Combined Churches Food Relief	VIC
Suncoast Christian Care	QLD	Collingwood Cottage	VIC
Calvary Care	QLD	Asylum seeker Resource Centre	VIC
Salvation Army Whyalla	SA	St Albans Heights Primary School	VIC
Anglicare Family Centre Elizabeth	SA	Seaford Primary School	VIC
Clarendon Vale Primary School	TAS	Busselton Uniting Church	WA

The welfare organisation/school provided the survey to each client, and queried whether they needed assistance in completing the survey or if they were capable of completing it on their own. All participants were asked to read the sections entitled ‘Consent Form for Participants’ and ‘Confidentiality Statement’ and sign where required if they were comfortable with those sections. The participants were informed that any information they provide in the survey would be confidential and would not affect their relationship with the organisation. Participants that could complete the survey on their own were given 1-2 days to complete and hand it back to the key contact at the welfare organisation/school. Where they required assistance in completing the survey, a volunteer would help to read out the questions and help participants write down their answers. The survey was developed in such a way that it would take no more than 30 minutes to complete.

As we were unable to gather outcome data from food recipients on their first visit to Foodbank, individuals were asked to retrospectively answer questions related to their positions on the outcome scales before they visited a food welfare organisation/school in order to establish the starting point from which they had experienced any change after having accessing Foodbank services for a period of time.

Determining impact

Data was also collected on other essential aspects of SROI (in the SROI methodology, these are collectively used to calibrate outcomes to determine “impact”):

- **Deadweight:** To what extent the stakeholders thought they would have experienced the outcome if they had not accessed the service
- **Attribution:** What proportion of the outcome occurrence they would attribute to the service

- **Displacement:** This aspect assesses to what extent an outcome displaces other outcomes. For the Foodbank services, displacement was not deemed to have occurred to the outcomes that were valued.
- **Benefit Period:** How long the individuals felt that the outcome would last for them *after* they stopped accessing the service. There was no longitudinal data available so a conservative approach was taken of no benefit period as the outcomes were all tied to the provision and access to food.
- **Drop Off:** The rate at which the effect of the outcomes decrease over time. Drop-off is usually calculated by deducting a fixed percentage from the remaining level of outcome at the end of each year. As there was no benefit period for outcomes beyond the period of service use, drop-off is not applicable.

Survey responses

A total of 165 survey responses were received and the number of completed surveys by stakeholder group is presented in Table 5. This represents a smaller sample size than would be ideal but given the exploratory nature of the survey and the target client groups, it is considered reasonable and that any non-response bias would be accommodated by the subsequent sensitivity analysis.

Table 5 Number of survey responses, by sub-stakeholder group

Sub-stakeholder group	Number of survey responses
Elderly	3
Immigrants	35
Single males/females	17
Married couples/partners (without children)	8
Married couples/partners (with children)	34
Single parents	12
Children (of married couples/partners and single parents)	46 ¹⁰
Students (School Breakfast Program)	N/A ¹¹
Total surveyed by Net Balance	155

¹⁰ Children were not directly surveyed; instead questions on the changes in outcomes experienced by them were put to their parents and were inferred from their responses.

¹¹ Students were not surveyed as part of this study; instead the results are based on previous research conducted by Davies (2012) which surveyed 330 teachers and principals on the changes experienced by students participating in the Western Australia School Breakfast Program.

Now that an appropriate outcomes measurement framework has been developed and with further refinements to what is a pragmatic and feasible survey methodology, it is envisaged that the size of the sample in future surveys will rise over time to produce a more robust base from which to calculate an SROI.

Modelling the number of individuals accessing Foodbank's services

Net Balance estimated the number of people serviced by Foodbank under demographic categories suitable for calculating the SROI. This estimate was made using the following assumptions and transformations:

Food welfare recipients¹²

- The total number of people serviced by Foodbank was estimated using the following food relief data:
 - + Average number of people provided with food in average month per welfare agency= 182 (each person counted only once in a month even if they made multiple visits)
 - + Average number of adults = 118 (65%)
 - + Average number of children = 64 (35%) (118 adults/64 children)
 - + Total number of welfare agencies receiving food through Foodbank = 2198
- The total number of unique users accessing food relief in a year was modelled on the basis of frequency of use:
 - + Frequency of people seen provided with food relief:

Frequency of use	Proportion of users
<i>All the time (at least once a week)</i>	44%
<i>Fairly regularly (at least once a month)</i>	29%
<i>Time to time (at least once a quarter)</i>	18%
<i>Hardly ever (less than once every 6 months)</i>	9%

- + The percentage of people provided with food relief at different intervals (e.g. weekly, monthly, quarterly) was used as a proxy for the total number of people provided with food in a typical month. This equated to 362 people per agency as shown in the table below:

¹² Source data is from two documents provided by the Foodbank CEO: Consolidated Foodbank Business Characteristics 12-13 (spreadsheet) and End Hunger in Australia 2013 (report)

Frequency of use	Adjusted no. of users each month	Justification
<i>All the time (at least once a week)</i>	80.1	<i>44% being counted once in monthly figure</i>
<i>Fairly regularly (at least once a month)</i>	52.8	<i>29% being counted once in monthly figure</i>
<i>Time to time (at least once a quarter)</i>	131.0	<i>18% being counted 1/4 in monthly figure</i>
<i>Hardly ever (less than once every 6 months)</i>	98.3	<i>9% being counted 1/6 in monthly figure</i>
Total	362.2	

- + This figure (362) was then multiplied by the total number of welfare agencies participating in Foodbank's service (2198). **This resulted in a total of 879,462 food welfare recipients.**
- There was no direct data available which broke down the recipients by demographic category so the following proportion of agencies commonly serving various user groups was used as a proxy:

Foodbank user groups	% of welfare agencies commonly serving groups
Low income families	73%
Single parent families	64%
Unemployed	60%
Homeless / special accommodation	33%
People with a mental illness	26%
Indigenous	24%
Aged	23%
Children / Youth	23%
People with a disability	23%
Women	22%
Substance abuse / dependence	19%
Ethnic / cultural groups	14%
Asylum seekers / refugees	9%
Other	2%

- + The (normalised) distribution of responses (by Foodbank user group) was then applied to the estimated number of people serviced to provide a notional breakdown of the number of people serviced by Net Balance’s food recipient category¹³.
- + Foodbank user groups were then mapped to the required SROI demographic categories, to determine the breakdown of people serviced against categories.

The final breakdown of food recipient group numbers is provided in the table below:

Food recipient category (Net Balance)	Number	%
Children (of married couples or partners or single parents)	309,261	35.2%
Elderly	108,541	12.3%
Immigrants	79,863	9.1%
Married/Partners (with children)	76,016	8.6%
Married/Partners (without children)	76,016	8.6%
Single Males/Females	81,642	9.3%
Single Parent	148,122	16.8%
TOTAL	879,462	100%

This pool of users includes both those who use Foodbank’s services to subsist and those who use it for emergency relief. We have not distinguished between these two types of users for the purposes of this report but our forecasted value captures the benefits derived by all users who access food relief throughout the year. Going forward, it would be worthwhile to collect data from a larger sample and distinguish between these two types of users to obtain granularity over the benefits that accrue to each type.

Students¹⁴

- The total number of students receiving Foodbank’s services through the School Breakfast Program was based on the following data from Foodbank:
 - + Average number of students accessing the service per school = 26
 - + Average number of days per week students received breakfast = 4
 - + Total number of participating schools = 832
- The average number of students was multiplied by the total number of participating schools. **This resulted in a total of 21,632 students.**

¹³ The normalisation process in this step eliminates double counting of categorical responses, which is required for input to the SROI model.

¹⁴ Source data is from two documents provided by the Foodbank CEO: Consolidated Foodbank Business Characteristics 12-13 (spreadsheet) and Foodbank – School Breakfast Program – Business case (presentation)

Valuing outcomes

The forecasted social value created through Foodbank is calculated by combining the results of the outcome survey and assigning financial proxies to represent the values created through each outcome.

The forecasted value created through each outcome is captured in the movement on the outcome scales, and self-reported responses to deadweight, attribution and benefit period dictate what proportion of each proxy are assigned to individual food recipients while valuing the change. The complete value of a proxy is only attributed to an outcome when an individual experienced a 100% change along the outcome scales (i.e. a 10-point distance travelled measure, from a 0 to 10). Where there is only a marginal change in an outcome reported by a client, the appropriate proportion of the proxy is used to value the outcome (i.e. a 2 point distance travelled measure equates to 20% of an outcome valuation).

We have attempted to understand deadweight by asking individuals directly and while people are often well-placed to give views on what they felt would have happen otherwise, it is difficult to ask people to reliably assess the counterfactual. As such, it is possible that the self-reported deadweight values provided and discussed in this section are understatements or overstatements for certain groups (these scenarios are later tested in the sensitivity analysis section of this report).

With lack of longitudinal data, we have used evidence gained during stakeholder engagement to conservatively estimate the benefit period of outcomes. All of these values are presented by stakeholder in the following pages and further information on financial proxies (rationale, source, value) is provided in Appendix D: Data and assumptions.

All of these values were combined with a financial proxy to model and forecast the social value created per outcome for each sub-stakeholder group. An overview of the calculations involved is presented below and further detail is provided in the scoping study:

$$\text{SROI} = \frac{\text{Total value of outcomes}}{\text{Total Investment in services}}$$

$$\text{Value of an outcome} = \text{Outcome incidence} \times \text{financial proxy value}$$

$$\text{Outcome incidence} = [\text{magnitude of outcome} \times \text{number of stakeholders experiencing outcome}] - \text{deadweight}) \times \text{attribution}$$

The SROI ratio presented in the 'Findings' section is derived from the investment required to deliver Foodbank's services for a typical calendar year and the forecasted value of the outcomes experienced by the material stakeholders involved.

Study limitations

Due to resource and access constraints, there were a number of sources of information and data sets that we were unable to obtain that would have been necessary to quantify and value outcomes for some of broader areas of value creation along the Foodbank supply chain. This lack of access also restricted our ability to validate and value extended benefit periods for some of the outcomes experienced by stakeholders. Table outlines the main data constraints we faced and the resulting impact on the SROI process.

Table 5 Data constraints

Limitation	Impact on SROI process
<p>Inability to engage with former users of the service during the qualitative and quantitative research phase of the SROI process</p>	<p>As we were unable to speak with former food recipients who may have only accessed food welfare in times of crisis we were unable to formulate a separate theory of change for this distinct stakeholder group. We thus only have one generalised theory of change for both subsistence and crisis state food recipients.</p> <p>Additionally, not having access to former recipients during the survey phase meant we did not have access to any longitudinal data that could give us an idea of how long the effects of food availability lasted for.</p>
<p>Inability to isolate survey results of “crisis” food recipients from others</p>	<p>We were unable to differentiate between returned surveys of crisis and subsistence food recipients and thus were not able to draw on any survey data to estimate how the magnitude of change for the identified outcomes may have differed for this group</p>
<p>Poor survey response rate from school breakfast program participants</p>	<p>We only received five surveys back from school breakfast program participants with teachers providing responses on behalf of children. This was not considered a sufficient amount of data to draw on to make conclusions about the value created in this area so it was combined with data collected through prior evaluations of the School Breakfast Program in Western Australia and literature on food insecurity.</p> <p>Detailed data was not available for the other states participating in the School Breakfast Program (VIC, SA and TAS) but it was considered sufficient to rely on the WA data as it represented 48% of all participating schools.</p>
<p>No survey conducted on food donors</p>	<p>A decision was made to not survey food donors so that available resources could be focused on capturing social outcomes for food recipients. One of the main reasons for this was because it was highly likely that the social outcomes articulated by food donor staff during stakeholder engagement would be subject to a high deadweight percentage in the SROI model. This would result in a very low valuation in relation to the other outcomes in</p>

Limitation	Impact on SROI process
	<p>the model. The economic benefits arising from avoided landfill costs are however captured in the model.</p>
<p>Lack of outcomes data for volunteers (corporate and community)</p>	<p>In the case of community volunteers, many of them are also food recipients at the welfare organisations they contribute their time to. The social value resulting from this is thus captured in the “increased self-worth” outcome in the SROI model.</p> <p>Corporate volunteers at the Foodbank warehouse locations were not surveyed due to budget constraints. We anticipate that that a high degree of deadweight would apply.</p>
<p>Limited data on demographic breakdown of food welfare recipients</p>	<p>As there was no direct data available which broke down the food welfare recipients by demographic category that aligned with the sub-stakeholder groups, the proportion of agencies serving various Foodbank user groups was used as a proxy. This involved mapping the distribution of various user groups to the SROI sub-stakeholder categories to determine a notional breakdown of food welfare recipients.</p> <p>The mapping process was informed by consultation with the welfare agencies to understand which user groups would best match the SROI sub-stakeholder categories but also relied on the assumptions of the authors based on their observations during stakeholder engagement. As the SROI categories aggregated some Foodbank user groups, it is likely that the number of some sub-stakeholders have been overestimated while others have been underestimated. Given the social value created varies considerably across sub-stakeholder groups, this has an impact on the final SROI figure. To understand the impact, the relative proportions of food welfare recipients are tested in the sensitivity analysis section.</p>

The theory of change

SROI is based on the theory of change. This is a description of how inputs are used to deliver activities which, in turn, result in outcomes (changes) for each stakeholder. The theory of change tells the story of how stakeholders are involved with Foodbank and their perception and belief of how their lives or organisations have changed as a result.

Interviews and workshops were conducted with the broad group of stakeholders in Phase 1 to formally establish the theory of change. Based on the subsequent interviews conducted with food recipients, the initial list of outcomes identified in Phase 1 was updated with a total of 11 outcomes as shown in Table 6.

Table 6 Description of all quantified outcomes

Outcome	Description
<i>Food welfare recipients</i>	
Improved social relationships	<p>The physical space utilized by welfare organisations to distribute food often double up as a meeting space where clients can forge long lasting friendships. Many clients are socially isolated and have very little interaction outside of the contact with staff and other service users. Some clients travel for several hours for the interaction.</p> <p>Stakeholders repeatedly said that meeting other people who are in similar circumstances reassures clients that they are not alone and give them an avenue to share their troubles and coping strategies. As several clients said, it also means they do not feel judged. It is for some one of the few places where they feel comfortable being themselves.</p> <p>For refugees and recently arrived immigrants, the neighbourhoods they move into can be unwelcoming places at times. Meeting at welfare organisations often gives them an opportunity they can make new friends who may be able to help them adjust to their new living conditions.</p> <p>Around some of the services, a sense of community develops that sees existing and former clients volunteer during distribution days so they can give back.</p>
Improved physical health	<p>This outcome is probably the most expected from a food aid program and directly attributable to it. The provision of nutritious food on a regular basis leads to an improvement in physical health. For some, this was expressed in terms of feeling that they have the energy to do things rather than always feeling tired. For others, it was about getting sick less often as their immune system and general health has been strengthened. In some extreme cases, the provision of the meals and hampers was described as critical to avoiding hospitalization for malnutrition and starvation.</p>

Outcome	Description
	<p>Some of the welfare organisations placed a particular emphasis on ensuring that recipients select a nutritious balance of foods. It was noted several times that the hamper or meal helps clients to avoid ‘quick fix’ fast food.</p> <p>The welfare organisations often support food recipients to ensure they are able to cook the food that is provided in their hamper. One organisation, which was serving a significant proportion of homeless clients, mapped the barbecue pits in their local area so that their clients would know where to go to cook their food. Another provided simple recipes to show how some of the fresh vegetables could be prepared.</p>
<p>Improved emotional wellbeing</p>	<p>Food, financial, health and sometimes housing insecurity are common issues facing food welfare users. Not having control over the future of these essential aspects was identified as a major source of stress and anxiety to interviewees in their daily lives. Having a source of support and resources at the welfare organisation that enables them to address and overcome at least some of these concerns goes a long way to improving their daily stress levels. It also allows them to regain control of their emotions to be able to better tackle the many other challenges they face. The increased confidence to do so, together with the food they receive from the welfare organisations, for some clients is the ‘fuel’ for their recovery journey.</p>
<p>Increased sense of self-worth</p>	<p>When many clients first seek assistance, they are at a low point in their lives. Some are ashamed of having to seek help. Welfare organisations reported that over time they often see their clients become more confident. This is often a product of the way the food services are delivered. Many organisations offer a very personalized service. By providing positive interactions, they gradually restore self-respect. In many cases, the provision of food acts as an entry point to other support services. Caseworkers and support workers, for example, are often present in the soup kitchen to speak with clients. This way they are able to identify potential issues around debt, benefits, housing or employment that they may be able to help resolve. Over time, clients may shift to having a positive outlook on the future.</p> <p>For many people, confidence is also gained from being able to afford products and services that were previously out of reach. This might be as simple as a cup of coffee in a café. Increased self-worth also comes from knowing that they are now able to care for their families, both in terms of meeting basic needs and also now having the ability to plan for the future because their financial position is more stable. The provision of food hampers can mean that other bills can be paid on time. In some cases, it</p>

Outcome	Description
	frees up money for essential medical expenses.
Improved standard of living	<p>Improved standard of living in part results from the changes already described. The improvement in health, increased social connectedness and confidence to tackle some of life’s challenges enables clients to lead more fulfilling lives. Beyond these changes, clients often experience a reduction in anxiety as they do not have to worry about where their next meal is coming from or whether they will have to make a choice between paying for food or settling a bill.</p> <p>An important aspect to this outcome was also a sense for some clients that they could start to participate in society again. With food and bills taken care of they might, for example, have money left over to put petrol in the car for a family outing or visit to relatives. These small changes can make a big difference to individuals and families that have been solely focused on meeting basic needs.</p> <p>Like the physical health outcome, this outcome is also directly attributable to the amount/value of food procured at the welfare agency as it is the money saved on purchased food that contributes to them being able to afford other goods</p>
Improved performance at school (children)	For some struggling families with children, the provision of food can lead to better attendance and ultimately performance at school. Families in poverty are often forced to make choices between essential costs, such as putting food on the table and purchasing school uniforms or paying school fees. Some parents felt too embarrassed to send their child to school without food in the lunchbox or uniform items. By saving on groceries, the food hampers can enable struggling families to meet the costs associated with sending their child to school.
Improved physical health (children)	Improvements in the physical health of the children of Foodbank service users are due to very similar reasons as described for this outcome for the users themselves. The increased stocks of milk and dairy products that Foodbank has been able to make available as part of its collaborative supply arrangements was repeatedly cited as key to ensuring the healthy development of children. Very often parents will bring home food for their children, in addition, the availability of free food frees up more of their income to purchase more appropriate food for their children at home.
<i>Students (School Breakfast Program)</i>	
Improved performance at school	In the absence of programmes providing children from underprivileged backgrounds, they are likely to attend school unable to concentrate and

Outcome	Description
	learn due to a lack of basic nutrition. The repercussions of this are potentially far reaching, impacting their performance at school. There are some indications that children that have not had their basic nutritional needs met are a disruptive influence in the classroom and can adversely affect the learning of other children.
Improved physical health	Students attending the school breakfast programs often leave home without eating. Improvements in the physical health of the children accessing the school breakfast are due to very similar reasons as described for this outcome for children of Foodbank users. Positive changes in physical health are due to regularity of nutritious meals provided almost every day of the school week and the quality of food in terms of nutrition.
Environment	
Improved environmental benefits	<p>Foodbank is also generating environmental benefits by using food that may otherwise be disposed of to landfill. Preventing such food waste is beneficial in two main ways:</p> <ol style="list-style-type: none"> 1. Preventing the food from being disposed to landfill means that the environmental impacts of landfill are avoided, and 2. Making use of the food for meals means that new food does not need to be produced to provide the same meal. Thus the impacts of replacement food production (including farming, processing and transport) are avoided.
Food donors	
Reduced waste disposal costs	<p>Donors are able to divert food from landfill and save on waste collection and disposal costs.</p> <p>Major suppliers described their relationship with Foodbank as a ‘good thing to do’ and, where donation of excess stock means that waste is avoided, as a ‘win-win-win’. It is worth noting that major suppliers repeatedly stated that Foodbank ‘makes it easy’. The fact that Foodbank operates nationally was seen as a significant advantage. Some interviewees stated that they would donate excess stock even if Foodbank did not exist, but that the process would be more haphazard and cumbersome.</p> <p>Smaller local suppliers also described their relationships with Foodbank as a ‘good thing to do’. The main benefit to local suppliers being that it enables them to reduce waste, while at the same time contributing to the community</p>

Table 7 presents the short and medium term changes (those changes that are necessary steps in achieving final outcomes) and final outcomes for one sub-stakeholder (Married/partnered couples without children) with supporting quotations obtained during the stakeholder engagement. The theories of changes for all sub-stakeholders are presented in Appendix C: Theory of change for all food recipient groups.

Table 7 Theory of change for one sub-stakeholder of Foodbank

Activities	Intermediate Outcomes	Final Outcomes
<i>Partnered couples (without children)</i>		
Provision of a hot meal for free or at a discount	Immediate hunger needs are met Improvement in long term survival (improved immune system)	Improved physical health
Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line)	Lower stress levels Greater level of affordability to budget for food and extra-curricular activities	Improved standard of living
Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line)	New opportunities to meet members of the community Safe meeting space to interact to with others	Improved social relationships
	Willingness to share leftover food Learnt importance of volunteering	Increased sense of self-worth
	Less stress levels Better level of control of emotions	Improved emotional wellbeing

The following two pages provide a selection of quotes and case studies based on the stakeholder engagement to enable the readers to understand how the theory of change was developed for stakeholder groups.

"The relationship between us (day to day living) has greatly improved thanks to the reduced stress of budgeting and affordable daily meals"

Partnered couple

"The children are able to walk into school with a greater degree of confidence as they are able to have a nice breakfast, and also have a full lunch box. Thanks to the improved nutrition, their performance in class is better and their social interactions with other children has also strengthened"

Parent

"As an educational facility, kids have a full tummy and ready to concentrate and do what is asked of them from 9am. As a human answer, people are brought together (kids and families), and provide a resource that may not be there in every case"

SBP Teacher

Seeing the children, the smiles and rushing of the children to have breakfast at the centre, and at every meal time, the communication is priceless. It's funny, gorgeous, brings tears to her eyes. Having all the food forms healthy discussions among the kids. It teaches them also to eat food at the table

SBP Teacher

"The parents have a greater sense of stability and pride as they are able to provide food every day for their kids"

Married Couple

"Breakfast club is an important and pivotal part of this community in terms of providing food for kids. This should be provided because without it, kids don't manage as well in a whole lot of ways. Books are really important as well. Food changes culture and practice here in the community"

School Principal

"Probably would find another way [to donate] but Foodbank makes it easy because of their nationwide network. Would be nowhere near as efficient. Probably would find some that would go to waste. Beauty is that it is an across the country service"

Large food donor

"The ability to afford regular meals have greatly helped in building up their immune system, and allowed them to participate in more physical activities"

Elderly

It is important to be part of something

Juicy Isles

Major supermarkets usually want products with at least 30 days of expiry. If it is even one day short, they don't accept it. This is when we give the food to Foodbank instead of disposing of it

Regional food donor

We want to put back into the community where we can. This is the best way to do this and get to the most needy.

Regional food donor

"I feel that I have a greater chance to survive due to the regularity of food intake and the nutritious content of it as well."

Single Male

"From a personal life point of view, I have a bit more money to have a better social life going to movies, dinners etc. Building new relationships have certainly increased since accessing the new service, as this is due to the additional saving I have"

"With popcorn from Ozzie Care, I was watching DVDs with kids, and had a moment. I realised that the availability of food at that moment saved my life, my family relationship and brought happiness to my kids. I felt I can make it by staying positive"

Single male parent

Jack (Single male)

Jack, a Foodbank volunteer in NSW, spent a number of years suffering from alcoholism and life on the streets. With access to Foodbank's service and access to the welfare agency's environment, he felt he had been given a new lease on life. Initially a food recipient, he now volunteers two-three days a week at the local agency. Below is a summary of his story:

I would have resorted to old habits, including drinking, and stealing to survive, had it not been for Foodbank and the welfare agency. Foodbank and the welfare agency (and its people) have changed me as a person as it has given me a reason to wake up and look up rather than look down. Emotionally and socially, I was a wreck before Foodbank. Now, I say hello and shake people's hands not only at the agency but also on the road to passer-by's. I love to see my positivity radiate in other people's lives, and it certainly feels great to give back to something that has given me so much.

I not only have a greater chance to survive due to the regularity of food intake and nutritious content, but also the camaraderie among the people who come into the agency and don't judge me for who I am. The impact of Foodbank and the welfare agencies on their communities is tremendous; Australia needs more of them.

Simon (Single parent)

Simon, 55, cried as he told his story. Having worked all his life, he was diagnosed with terminal cancer (giving him a few years to live) a few years back, had to get one of his legs removed to control the cancer growth, was laid off from work, and the mother of his children left him in the process. A father of 2 children, the aforementioned events could have killed him. After being referred to a welfare agency that works with Foodbank, he visited the agency for food to feed himself and his children.

Today, he is indebted to Foodbank's service and the welfare agency not only for the continued survival of him and his children, but also for their happiness levels. After years of trauma John was so moved by the care he received from the welfare agency that he said his hope in people had been restored and 'I was made to feel I belonged on this planet.' For John, Foodbank was a life saver. He says he had no idea what he would have done for his children's and his wellbeing without the organisation. He was impressed with the support he received that he now volunteers as much as possible at the agency.

Evidencing the change – social value created for stakeholders

The outcomes experienced by each sub-stakeholder group are discussed in the following pages with a table outlining all the key results per stakeholder group. The table lists the total number surveyed and the modelled total number accessing Foodbank’s services. It then lists the average outcome magnitude (i.e. distance travelled) and values for deadweight and attribution per outcome. The financial proxy is then applied to these figures to forecast the social value created per outcome and for the stakeholder group.

Elderly

Table 8 Summary of outcomes for elderly

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value(\$)	Social Value created (\$)
Improved Social Relationships	3	108,541	11%	67%	93%	\$120	\$451,264
Increased Sense of Self-Worth			3%	87%	90%	\$739	\$320,803
Improved Standard of living			6%	77%	58%	\$410	\$351,662
Improved Physical Health			4%	60%	58%	\$1,908	\$2,135,921
Improved Emotional Wellbeing			8%	63%	90%	\$2,458	\$7,336,475
Total Social Value created (\$)							\$10,596,125

Noting the small number of responses, as shown in Figure 2 , the two outcomes with the greatest magnitude of change are ‘improved social relationships and ‘improved emotional wellbeing.’ These two outcomes also experienced low deadweight and high attribution. Based on the above data, its clear that the elderly stakeholder group are dependent on Foodbank’s service for having an active social life and also having a less stressful life.

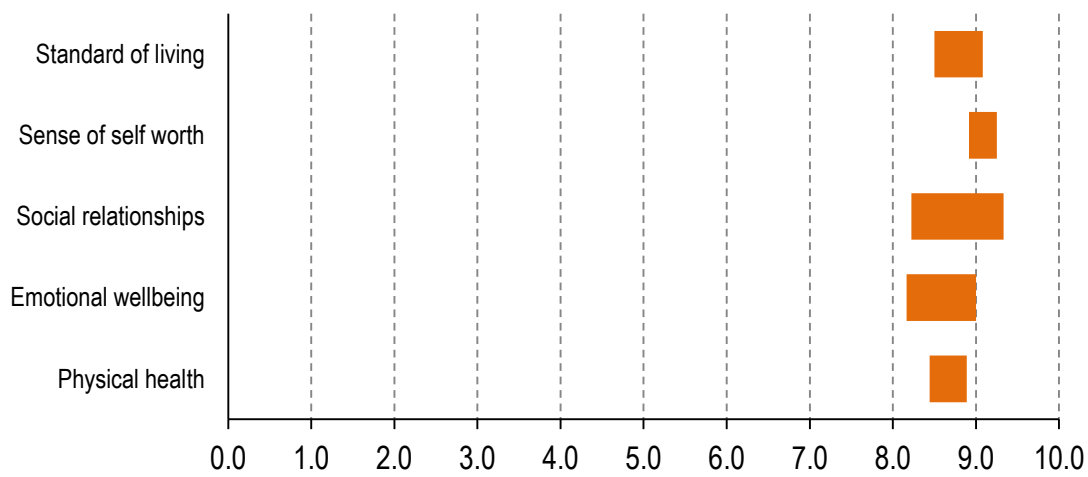


Figure 5 Elderly – Average magnitude of change (movement on outcome scale)

Many of the elderly food recipients are experiencing poor physical and emotional wellbeing, with some suffering from chronic medical conditions and loss of friends and loved ones. Due to the increased affordability and budgeting for the elderly through savings on accessing food at the welfare agency, the elderly would have more money to spend on looking after their health and address any major ailments. This in turn helps reduce negative emotions like sadness, loneliness, and anxiety. From the stakeholder interviews, it was evident that being involved with staff and other food recipients at the agencies also gave the elderly a feeling of being accepted by society, which positively impacted their emotional wellbeing. Knowing that social support was readily available and knowing that they weren’t being judged by people at the agencies improved their overall outlook on life, and less likely to be depressed or anxious.

Immigrants

Table 9 Summary of outcomes for immigrants

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved Social Relationships	35	79,863	70%	30%	70%	\$185	\$5,071,143
Increased Sense of Self-Worth			40%	30%	70%	\$1,000	\$15,653,211
Improved Standard of living			80%	30%	58%	\$694	\$18,013,299
Improved Physical Health			50%	20%	58%	\$867	\$16,073,106
Improved Emotional Wellbeing			70%	20%	60%	\$2,458	\$65,955,161
Total Social Value created (\$)							\$120,765,920

As seen in Figure 3, the three outcomes with the greatest magnitude of change for the immigrants are 'improved standard of living', 'improved emotional wellbeing' and 'improved social relationships.' 'Improved standard of living', in particular, stands out as it had the greatest magnitude of change. As with other stakeholders, the attribution to 'improved standard of living' was directly a result of receiving food that they otherwise would struggle to purchase. This helped them purchase other essential items and focus on doing other tasks and being emotionally overwhelmed, which may explain the high degree of change in 'emotional wellbeing'.

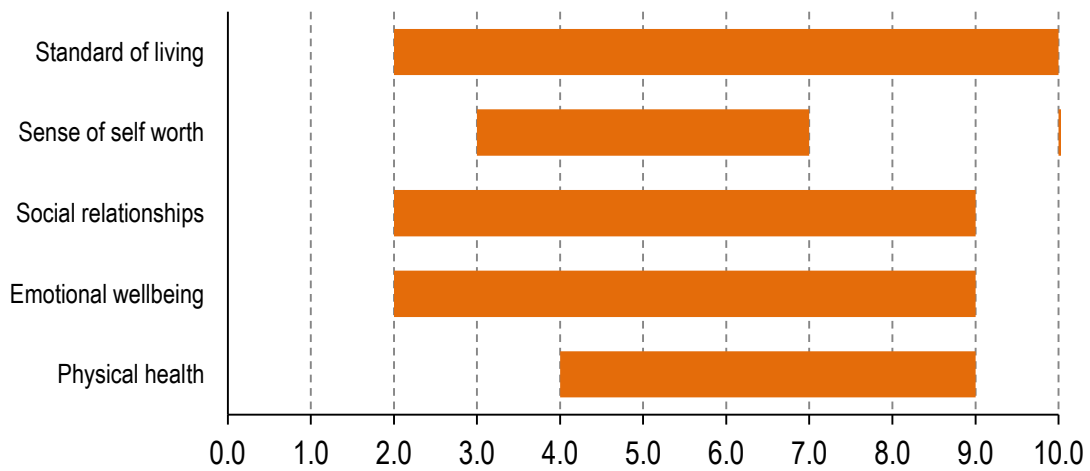


Figure 6 Immigrants – Average magnitude of change

It is apparent from the data above that immigrants found that the food provided at the welfare agencies was also a vehicle for change in their social relationships. The welfare agency was a meeting point for a number of people, and the immigrants stakeholder group found the physical environment conducive to forge and maintain relationships with people, without the fear of being judged.

Single males/females

Table 10 Summary of outcomes for single males/females

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved Social Relationships	17	81,642	35%	31%	66%	\$250	\$3,241,976
Increased Sense of Self-Worth			28%	32%	75%	\$739	\$8,528,444
Improved Standard of living			33%	35%	58%	\$978	\$10,051,512
Improved Physical Health			21%	39%	58%	\$867	\$5,301,120
Improved Emotional Wellbeing			23%	42%	66%	\$2,458	\$17,797,866
Total Social Value created (\$)							\$44,920,919

For single males and females, the two outcomes with the greatest magnitude of change appear to be ‘improved social relationships and ‘improved standard of living.’ These two outcomes, along with ‘increased sense of self worth’ had the lowest levels of deadweight which meant that this sub-stakeholder group felt they would be unlikely to achieve these outcomes if they had not accessed Foodbank’s service. They also indicated that the ‘Increased sense of self worth’ was mostly attributable to their interaction with Foodbank. The single males and females engaged during this project were generally living at home with their parents and seeking employment. It is probable that their sense of self-esteem may be relatively low as they feel they are not realising their potential. However, accessing Foodbank services and making a contribution to society by talking to and assisting people at the welfare agency provides them with a greater sense of accomplishment.

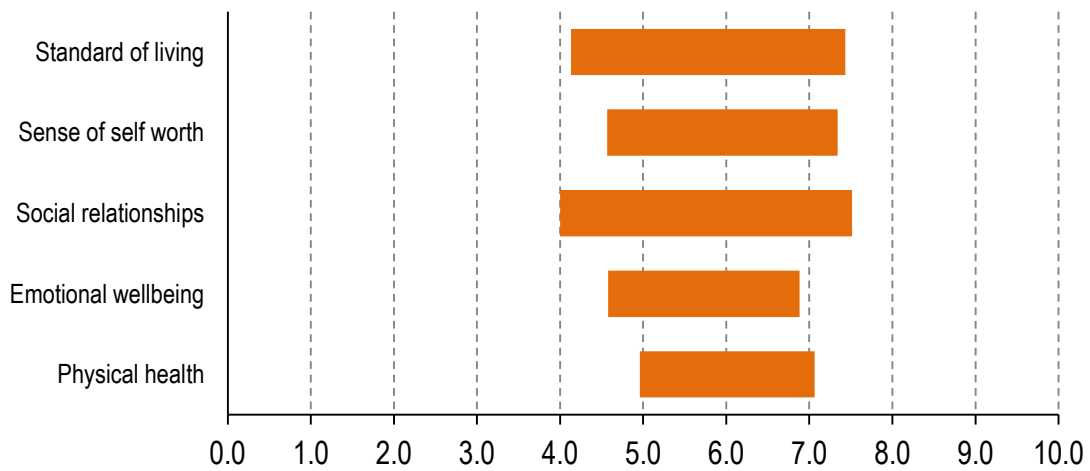


Figure 7 Single Males/Females – Average magnitude of change

Forming friendships was also highlighted as an important outcome for single males/females. According to the interviewees, being single made it slightly more difficult to meet new people or form strong friendships, i.e. the loneliness factor was higher for the single people. They felt that the atmosphere at the agencies facilitated their interactions with other food recipients and it appears that the friendships formed at the welfare agencies had a positive impact on not only their level of social relationships but also their standard of living and emotional wellbeing.

Married Couples/Partners (without children)

Table 11 Summary of outcomes for married couples/partners (without children)

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved Social Relationships	8	76,016	22%	43%	55%	\$204	\$1,095,219
Increased Sense of Self-Worth			19%	38%	63%	\$739	\$4,113,893
Improved Standard of living			19%	43%	58%	\$912	\$4,277,288
Improved Physical Health			21%	38%	58%	\$867	\$5,046,493
Improved Emotional Wellbeing			19%	30%	75%	\$2,458	\$18,391,992
Total Social Value created (\$)							\$32,924,885

Noting the small number of responses, the average change experienced by married and partnered couples without children was fairly consistent (a 'distance travelled' of approximately two points on the scale) across all the outcomes. Improved physical health, in particular, had a large outcome magnitude and relatively low deadweight, suggesting that this group felt this outcome was less likely to have occurred without Foodbank. The couples felt that access to the affordable food enhanced their immune system and decreased the risk of developing illnesses and diseases. Conversely, while there was also a high degree of change in their social relationships, the values for deadweight and attribution imply that much of this change could have occurred even if they had not accessed Foodbank's services.

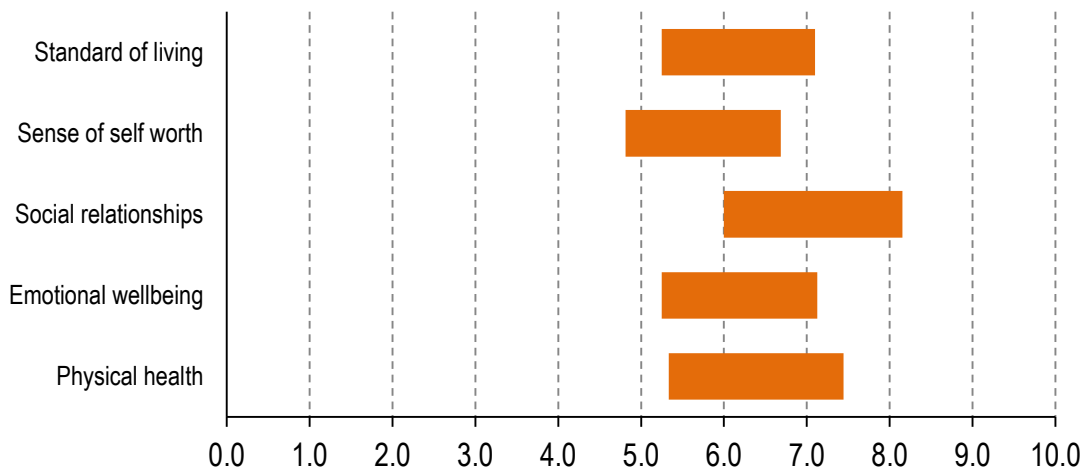


Figure 8 Married Couples/Partners (without children) – Average magnitude of change

In terms of determining the impact of Foodbank on these outcomes, ‘improved emotional wellbeing’ had the lowest level of deadweight and the highest level of attribution. This suggests that married couples/partners (without children) felt that their improved state of mind results mostly from accessing Foodbank’s service. It was evident from the interviews and research that food security is a significant determinant in couples having improved emotional wellbeing, and less likelihood of filing for divorce or falling into depression¹⁵. Married couples/partners associated increased amounts of food to a healthier lifestyle at home. Greater levels of happiness as well as increased financial resources due to better budgeting allowed them to improve their relationship by going to movies, dinners at restaurants, shopping, from time to time.

¹⁵ King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), *When there’s not enough to eat: A national study of food insecurity among Emergency Relief clients*, Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.

Married Couples/Partners (with children)

Table 12 Summary of outcomes for married couples/partners

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved Social Relationships	34	76,016	29%	48%	79%	\$204	\$1,855,681
Increased Sense of Self-Worth			20%	46%	80%	\$892	\$5,982,168
Improved Standard of living			29%	50%	58%	\$787	\$4,944,137
Improved Physical Health			21%	46%	58%	\$867	\$4,278,192
Improved Emotional Wellbeing			25%	46%	82%	\$2,458	\$20,257,029
Total Social Value created (\$)							\$37,317,206

For this sub-stakeholder group, the three outcomes with the greatest magnitude of change for were 'improved standard of living', 'improved social relationships' and 'improved emotional wellbeing'. The 'improvement in social relationships' is likely driven by being able to spend more quality time with each other and with others as they are better able to meet their family's needs. This is possibly also driving the relatively smaller increases in sense of self-worth and emotional wellbeing as parents feel better about themselves and less worried about their families struggling to get by.

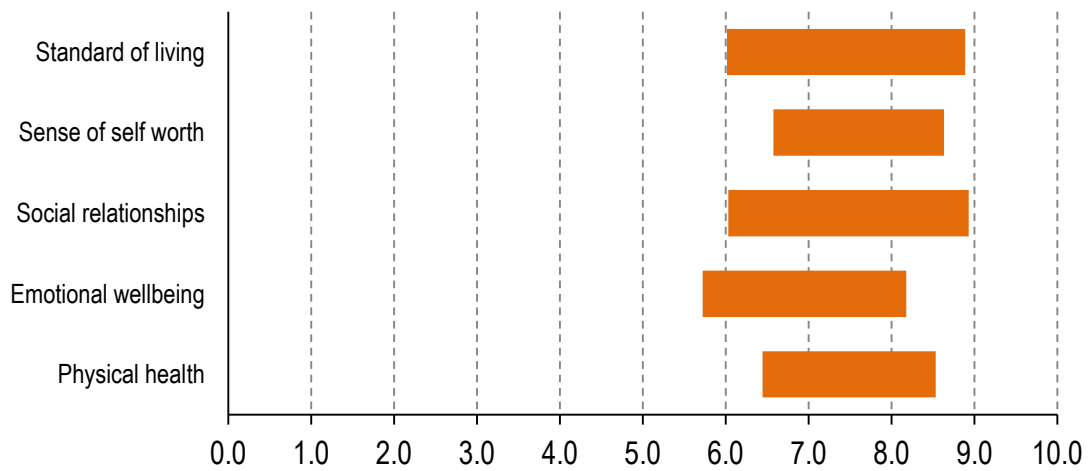


Figure 9 Married Couples/Partners (with children) – Average magnitude of change

The deadweight and attribution values for most outcomes are fairly similar (approximately 50% and 80%, respectively), which suggests that couples with children acknowledge that they would have experienced some of this change without Foodbank but that accessing Foodbank’s services has contributed more than other factors to the magnitude of change experienced by them.

Single Parents

Table 13 Summary of outcomes for single parents

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved Social Relationships	21	148,122	26%	38%	64%	\$250	\$3,866,116
Increased Sense of Self-Worth			23%	38%	68%	\$892	\$12,976,625
Improved Standard of living			24%	43%	58%	\$978	\$11,471,301
Improved Physical Health			20%	45%	58%	\$867	\$8,160,967
Improved Emotional Wellbeing			23%	40%	78%	\$2,458	\$38,562,535
Total Social Value created (\$)							\$75,037,543

The two outcomes with the highest magnitude of change among single parents were ‘improved social relationships’ and ‘improved standard of living’.

The magnitude of change for ‘improved standard of living’ is most likely a consequence of the greater affordability of food which in turn helps with the budgeting capacity of single parents, leaving room to buy treats for the children, be a part of more social events, and ultimately improve their standard of living. Similarly, with the welfare organisation acting as a place to form friendships, as well as having more time for social events, is likely leading to reducing social isolation for this sub-stakeholder group and the change experienced in ‘improved social relationships’. There was also improvement in ‘sense of self-worth’ and ‘emotional wellbeing’, which appears to be driven by single parents being better able to provide for their children’s food needs.

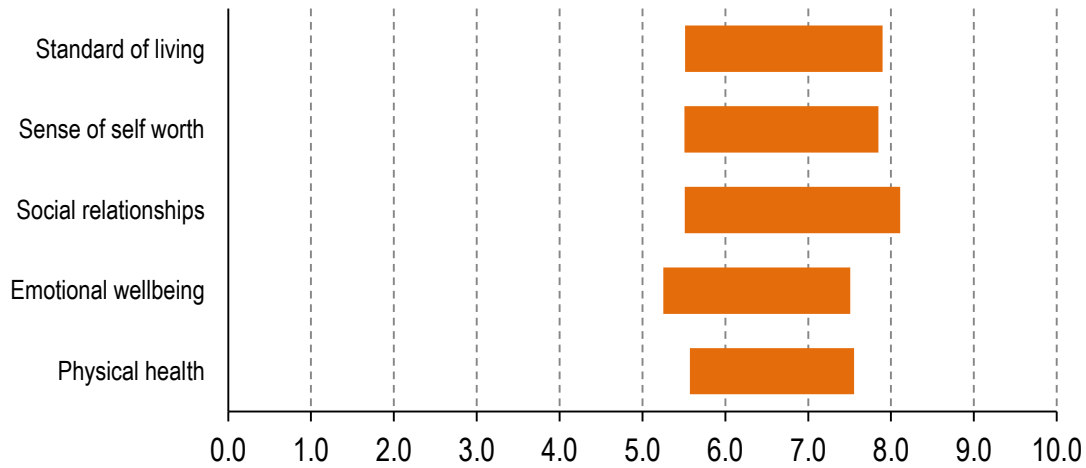


Figure 10 Single Parents – Average magnitude of change

‘Improved emotional wellbeing’ received the highest level of attribution from single parents. The majority of single parents surveyed were single mothers with 4 or more children. Prior to accessing the food service, single mothers who were struggling to feed their children experienced greater levels of stress and depression from feeling inadequate to their children’s needs. This depressive state negatively impacted their interactions with their children, creating additional strain on the relationship. Once they started getting food from the welfare agencies, the single parents could see increased levels of happiness and improved performance in schools from their children. This in turn helped reduce the overall stress and anxiety levels of the parents.

Children of married couples/partners/single parents

Table 14 Summary of outcomes for children

Outcome	Total number surveyed	Total number accessing Foodbank services	Average outcome magnitude	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved performance at school	46*	309,261	20%	55%	77%	\$2,800	\$60,228,404
Improved physical health			23 %	55%	77%	\$4,164	\$100,827,638
Total Social Value created (\$)							\$161,056,042

*The change for children was inferred from the survey responses of parents

Research has shown that food insecurity is linked with both physical health and behavioural issues among children^{16,17}. From the stakeholder interviews conducted, parents believed that a lack of adequate food meant that their school aged children were not getting sufficient nutrition and suffered from higher levels of depression, anxiety, and lack of concentration levels in class. Parents, who accessed food from the welfare agencies and provided some of that as breakfast as well as packed lunches for their children, could see the marked improvement in performance in their children’s academic scores. Less likelihood of repeating a grade, improved interpersonal skills and greater levels of self-control in class, were some examples of how children benefited from the food service. Children’s health and growth is also more likely to be adversely impacted by irregular or poor quality meals and the provision of consistent quality food ensured better physical health.

¹⁶ Davidson, P., Dorsch, P. & Gissane, H. (2012), ‘Poverty in Australia: ACOSS Paper 194,’ Australian Council of Social Service, Sydney.

¹⁷ King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), *When there’s not enough to eat: A national study of food insecurity among Emergency Relief clients*, Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.

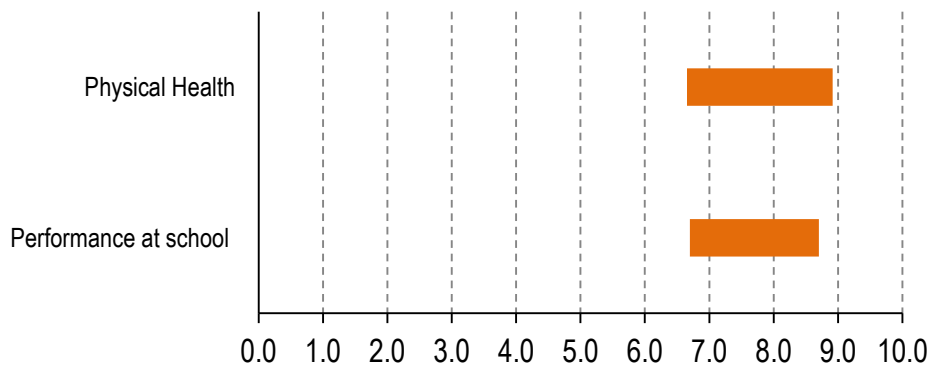


Figure 11 Children – Average magnitude of change

Students (School Breakfast Program)

Unlike other food recipients, the majority of data used to forecast the social value created for students in the School Breakfast Program was not collected directly through this project. Instead the results are based on previous research conducted by Davies (2012) which surveyed 330 teachers and principals on the changes experienced by students participating in the Western Australia School Breakfast Program and published literature on food insecurity among low-income families. As such, it was not possible to determine a 'distance travelled' or magnitude of change for students and the proportion stating that they experienced the outcome was used to evidence change. The results should be viewed accordingly.

Table 15 Summary of outcomes for students

Outcome	Total number surveyed	Total number accessing Foodbank services	Proportion experiencing change	Deadweight	Attribution	Financial proxy value (\$)	Social Value created (\$)
Improved performance at school	N/A*	21,632	85%	22%	94%	\$2,800	\$37,132,169
Improved physical health			86%	22%	77%	\$4,164	\$46,543,010
Total Social Value created (\$)							\$84,475,179

*Sufficient survey responses were not received from students and so previous research was used to forecast social value.

Deadweight for the students accessing the school breakfast programmes were assigned based on statistics on the severity and frequency of child food insecurity.¹⁸ Given that 78% of low-income households with children experienced child-food insecurity, it was posited that 22% of the outcomes would have occurred anyway and is thus used to assess deadweight for both outcomes for this stakeholder group. With lack of information on attribution related data, the percentages were taken from the few responses that we did receive in surveys from school breakfast programme schools. Attribution levels are thus drawn from a very limited data source.

¹⁸ King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), *When there's not enough to eat: A national study of food insecurity among Emergency Relief clients*, Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.

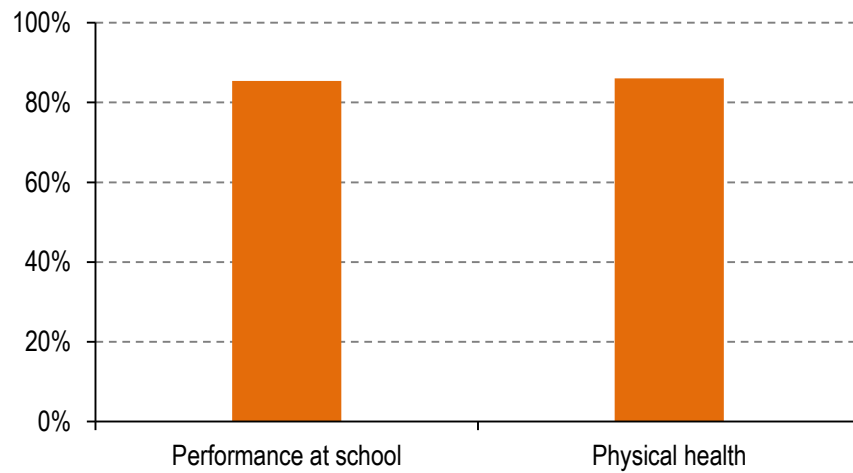


Figure 12 Students – Proportion experiencing change

A very large proportion of teachers responding to the WA school breakfast programme participant surveys stated that children were significantly experiencing positive changes in school performance and in their physical health (85% and 86% respectively). Though these aren't distance travelled measures, qualitative feedback and from teachers combined with the fact that most students consistently access breakfast at least 4 days of the week for the year have led us to use the relatively high magnitudes of change as communicated in the WA evaluations.

Food donors

Foodbank receives donated food and grocery items from over 700 donor organisations. For many of these organisations, a material outcome of their relationship with Foodbank’s national network is reduced waste disposal costs. These costs include the avoided landfill gate fees and levies, as well as the costs of collecting and transporting waste as Foodbank and its partners often collect the donated goods from donors.

As noted, Foodbank also has collaborative supply agreements whereby the manufacture of food is arranged specifically for Foodbank. In 2012/13, this equated to approximately 12.2% of the total food and grocery items donated. There are no economic savings from disposal for donors for these items as they would not have been produced (and therefore disposed) in the absence of Foodbank.

Table 16 Food and grocery items donated by jurisdiction

	NSW	VIC	QLD	SA	WA	TAS	NT	Total
Donated food (tonnes) ¹⁹	4428.9	5295.6	10164.6	1116.6	3186.5	473.7	154.5	24820.5

There are currently varying waste collection and disposal costs in each State and Territory so in order to calculate the savings for food donors from decreased waste disposal costs, average municipal solid waste collection costs and landfill disposal costs per tonne of food were calculated. These are shown in the table below:

Table 17 Waste collection and disposal costs by jurisdiction

	NSW	VIC	QLD	SA	WA	TAS	NT
Average MSW collection costs (\$ per tonne) ²⁰	\$100	\$101	\$94	\$98	\$98	\$84	\$66
Landfill disposal costs (\$ per tonne) ²¹	\$317	\$171	\$120	\$149	\$173	\$116	\$72

¹⁹ Consolidated Foodbank Business Characteristics 12-13 (2013)

²⁰ Waste Management and Environment Media (2012) *Inside Waste Industry Report 2011-12*, <http://www.ben-global.com/Waste/insidewastereport.asp>

²¹ Average of landfill disposal fees from the following selection of landfills in each State (including levies, where applicable):
<http://www.whitehorse.vic.gov.au/IgnitionSuite/uploads/docs/Cost%20of%20Landfill%20Factsheet.pdf>
http://www.sita.com.au/media/publications/120627_Waste_Charges_Brochure_July_Web.pdf
<http://www.stirling.wa.gov.au/resident/services/rubbish-and-recycling/pages/recycling-centre-balcatta-tip.aspx>
<http://www.emrc.org.au/2012-2013-fees-and-charges.html>
<http://www.devonport.tas.gov.au/transfer-station>
<http://www.circularhead.tas.gov.au/page.aspx?u=502>
<http://www.charlessturt.sa.gov.au/OtherWaste>

These unit costs were applied to the total weight of items donated in each state to develop a weighted average **cost of collection (\$97.4/tonne)** and **landfill disposal (\$179.7/tonne)** and used to calculate the total savings for donors as indicated in Table 16.

Table 18 Economic savings for food donors

	Weighted average (\$/tonne)	Total items donated (tonnes)	% not specifically manufactured for Foodbank	Total avoided from landfill (tonnes)	Total savings (\$)
Landfill disposal	\$179.7	24,820.5	87.8%	21,794.9	\$3,783,910
MSW collection	\$97.4				\$2,111,769
Total					\$5,895,679

By donating these items through Foodbank, the donors avoid waste disposal costs of \$5.90 million. While Foodbank’s nationwide network was considered an important factor in ensuring ease of distribution, food donors did note that they would be able to donate excess or unsaleable stock even if Foodbank did not exist. Many of the major donors, such as Coles, also participate in other food distribution initiatives. As such, there is a degree of deadweight that needs to be considered as not all of the donated goods would have been disposed to landfill without Foodbank. The welfare agencies reported that 58% of their food is sourced from Foodbank²², which means that 42% of food is sourced from elsewhere and this represents an alternate channel for the donors to distribute excess stock. As such, this was chosen as a conservative deadweight value.

The final outcome of ‘Decreased waste disposal costs’ is shown in Table 17 below and once deadweight is considered, the final economic value generated for food donors is \$3.42 million.

Table 19 Summary of outcomes for food donors

Outcome	Total number surveyed	Economic savings for all donors	Average outcome magnitude	Deadweight	Attribution	Economic Value (\$)
Decreased waste disposal costs	N/A	\$5,895,679	N/A	42%	100%	\$3,419,494
Total Economic Value created (\$)						\$3,419,494

²² Foodbank Australia (2013)

The Environment

The majority of food that Foodbank redistributes to agencies would have gone to landfill and the decomposition of this waste would have produced greenhouse gas (GHG) emissions. As a result of diverting food from landfill, Foodbank's service avoids these emissions. The value and the methodology employed to determine this environmental benefit have been described in this section.

The net environmental benefit of Foodbank services of 24,744 tonnes of CO₂e is equivalent to \$597,575 at the current 2013-14 carbon price of \$24.15 per tonne

Assumptions

The environmental benefit of the Foodbank service is equal to any reduction in environmental impacts achieved by sourcing food from Foodbank, compared to disposing of food and sourcing it elsewhere.

It was assumed that Foodbank provides a donated meal that would otherwise have been obtained elsewhere, such as buying food from a supermarket. This will not strictly be true, since recipients of Foodbank meals may in some cases have gone without a meal had the service not existed. However it is used as an assumption for this study.

Had the Foodbank service not been available, the outcome of obtaining a meal would likely have been:

- Existing food would be sent to landfill rather than donated
- New food would need to be produced to provide a meal (including farming, processing and transport)

Instead, with the recovery of donated food by Foodbank, the impacts required to provide a meal involve:

- Transportation of donated food from the point of donation (for example, supermarket or wholesaler) to Foodbank distribution partners locations.

Therefore the net environmental benefit of the Foodbank service is equal to the benefit of not having to re-produce additional food, minus the impact of minor additional transportation and distribution by Foodbank to recipient organisations.

Exclusions

Once donated food is received by Foodbank, there is some sorting and repacking prior to redistribution to community organisations. There is also cooling and freezing associated with temporary storage of food by Foodbank. These impacts were not included within the assessment due to the simplistic nature of the environmental estimation, and the lack of detailed data.

However, existing life cycle data on a number of food types shows that the growth of food ingredients at the farming stage contributes the greatest proportion of greenhouse gas emissions in the supply chain. This means that even if further storage and refrigeration has not been taken into account in the assessment, it is likely to be of far lower impact than the benefit of avoiding further farm production.

The environmental impacts of food production and disposal were estimated using databases of available life cycle assessment research of different foods. Sources included the LCA Food DK and Ecoinvent databases, two internationally-distributed datasets used by life cycle practitioners.

The available information comprised only a limited collection of vegetables, meats, seafood and dairy products. These available foods were used to approximate the likely environmental impact of the broad categories of food that Foodbank receives.

Results

Table 20 Simple table

Total food donations (kg)	Potential impact of landfill and re-supply of food to supermarket (kgCO ₂ e)	Impact of Foodbank redistribution (kgCO ₂ e)	Net Benefit of Foodbank (kgCO ₂ e)
20,248,648	25,270,906	526,582	24,744,324

This means that on average for every kg of food donated to Foodbank, an estimated 1.22 kgCO₂e of greenhouse gas emissions is prevented, compared to if that food had been disposed of to landfill and re-produced to provide an alternative meal.

This result is similar to an estimate made of the FareShare food recovery program, another donation service operating primarily in Melbourne, which reported benefits of approximately 1.5 kgCO₂e per kg of food recovered²³.

The food types that are generally of greatest environmental benefit to recover are meat and seafood products. These foods require significant material and energy inputs to produce, and accordingly result in the greatest loss of resources if not consumed. Recovering meat and seafood via food donation avoids the waste of these resources and the decomposition of the food in landfill.

Financial estimate

The most relevant financial proxy for greenhouse gas emissions is the price on carbon legislated by the Australian Federal Government. Only a certain group of Australian organisations are directly liable for paying a price on carbon, and so it does not necessarily reflect an actual financial benefit to other non-liable organisations. However the carbon price is a useful proxy for representing

²³ O'Farrell, K. (2008), Sustainability Gains Through the Recovery of Unsold or Off-specification food, Hyder Consulting.

greenhouse gas emissions in some financial context. In some ways it represents a net benefit to society from the avoidance of emissions.

A detailed results table is presented in Appendix I: Detailed environmental assessment data.

It should also be recognised that food recovery is likely to achieve other benefits in environmental aspects such as saving water and primary resources, through the recovery of food that would otherwise be wasted.

Summary of findings

The qualitative findings from interviews with Foodbank's partners and food welfare recipients indicated that Foodbank's contribution goes far beyond meeting the immediate hunger needs of individuals and is a conduit to change in a number of areas. This view has been corroborated by the quantitative analysis conducted in this study which shows that Foodbank is creating significant social value across multiple outcomes for food welfare recipients, their children, the environment and food donors. The SROI ratio and broader insights from the analysis are presented in this section.

Cost to deliver Foodbank's services

A total investment of **\$178,345,236** is required to run Foodbank's operations in a typical year. This includes:

- + Direct operating costs of Foodbank
- + In-kind donations
- + Economic value of volunteer time at Foodbank and participating welfare agencies
- + Economic value of employees at participating welfare agencies
- + Purchase value of food donated

The total value of the investment is used in the SROI calculation. This includes all the contributions both financial and non-financial, without which the program or service could not be delivered. As noted earlier, Foodbank operations are delivered in a collaborative manner and rely on multiple, long-standing partnerships. As a result, the total investment required is large and this reflects the value of the support from partners. The impact of this on the ratio is explored further in the 'The value of Foodbank's partnerships' section below.

A breakdown of the investment is provided in Appendix A: Investment in Foodbank's services.

Social value created by Foodbank

Through stakeholder engagement, data collection and desktop research, the social value expected by Foodbank's service was mapped. By monetising these outcomes, the social value to those accessing Foodbank services was forecast at **\$571,110,889** in one year.

For every \$1 that is invested in Foodbank, it is calculated that \$3.2 in social value is forecast to be created.

It is important to note that there are some inherent limitations and uncertainty involved in calculating this SROI and that it is a forecast of value created based on the assumption that the outcomes identified are achieved in the long-term.

Given the subjectivity of proxy valuation and the small sample size, the ratio is also presented as a range based on varying the most sensitive areas of the economic model²⁴. After adjusting the relevant parameters we can state that for every dollar invested in the Foodbank services, a social return of **between \$2.7 and \$4.0** can be expected.

The forecasted social value of outcomes for Foodbank is represented in Figure 13 below and broken down for each stakeholder in Table 21.

²⁴ These figures are based on varying the most sensitive parameters of the SROI model (financial proxies used to value emotional wellbeing, physical health and standard of living, and attribution and deadweight associated with immigrants and single parents). Further aspects of the model were adjusted and tested for sensitivity and are shown in the sensitivity analysis section below.

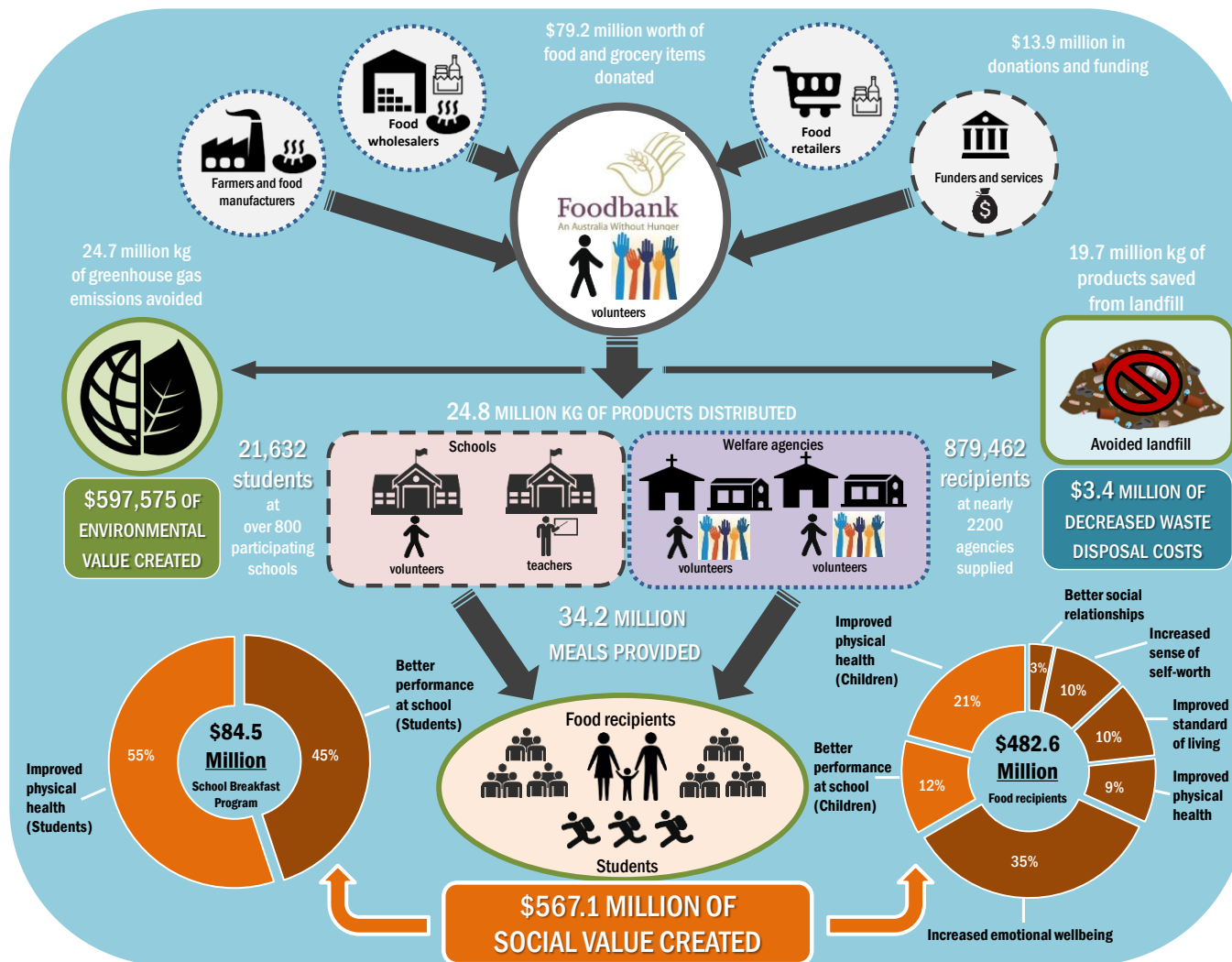


Figure 13 Social, economic and environmental value created by Foodbank

Table 21 Social return to stakeholders from investment

	Total social value per stakeholder (\$)
Elderly	\$ 10,596,125
Immigrants	\$ 120,765,920
Single Males/Females	\$ 44,920,919
Married/Partners (without children)	\$ 32,924,885
Married/Partners (with children)	\$ 37,317,206
Children	\$ 161,056,042
Single Parent	\$ 75,037,543
Students (School Breakfast Program)	\$ 84,475,179
Environment	\$ 597,575
Food donors	\$ 3,419,494
Total	\$571,110,889
Total Value of Inputs	\$178,345,236
SROI ratio (\$1:\$x)	\$3.20

The breakdown of value per stakeholder is provided in Figure 14.

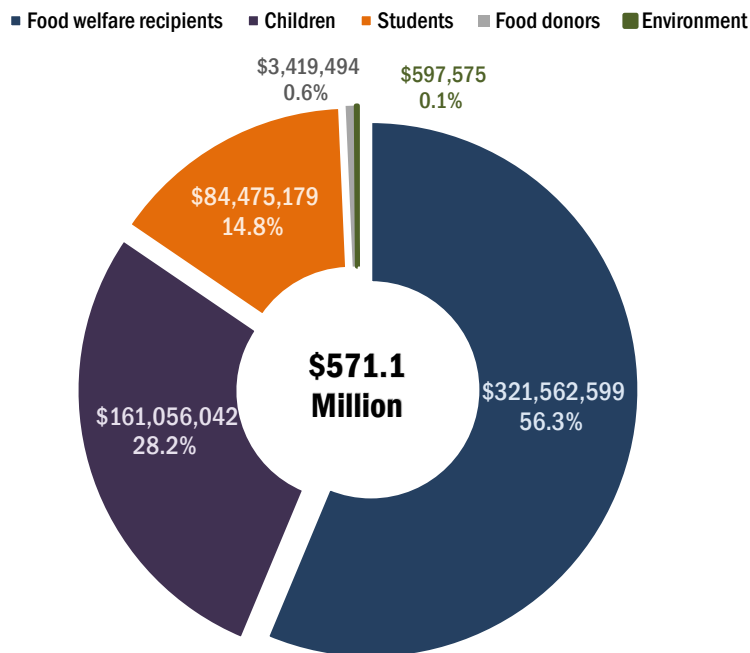


Figure 14 Total social value forecasted per stakeholder group

As expected, the vast majority of economic and social value forecast to be created by Foodbank's services flows to the various food welfare recipients, children and students that access these services (99.3%). The economic value created for food donors was relatively small (0.6%) compared to the overall social value created for food recipients. Similarly, the environmental benefit of Foodbank's services was also less than 1%, which is acknowledgement of the fact that while Foodbank's services result in clear environmental benefits and economic savings for food donors, these are not the primary targets of the initiative.

There were a total of 901,094 individuals (879,462 food welfare recipients, 21,632 students) that benefitted from Foodbank's services in the year. **This means that, on average, each individual received \$645 of social value through Foodbank.**

When considering this additional social value (excluding the economic and environmental value), broken down by each of the sub-stakeholder groups of food welfare recipients and students, it is apparent that children, immigrants, students and single parents receive the largest share of the social value created by Foodbank. Conversely, elderly and partnered people receive comparatively smaller portions of the social value created. This is possibly due to the greater likelihood that immigrants and single parents do not have as strong a social support network and benefit additionally from the communal aspect of accessing services through food welfare organisations while children and students experience significant physical health benefits from eating regular, nutritious meals early in life.

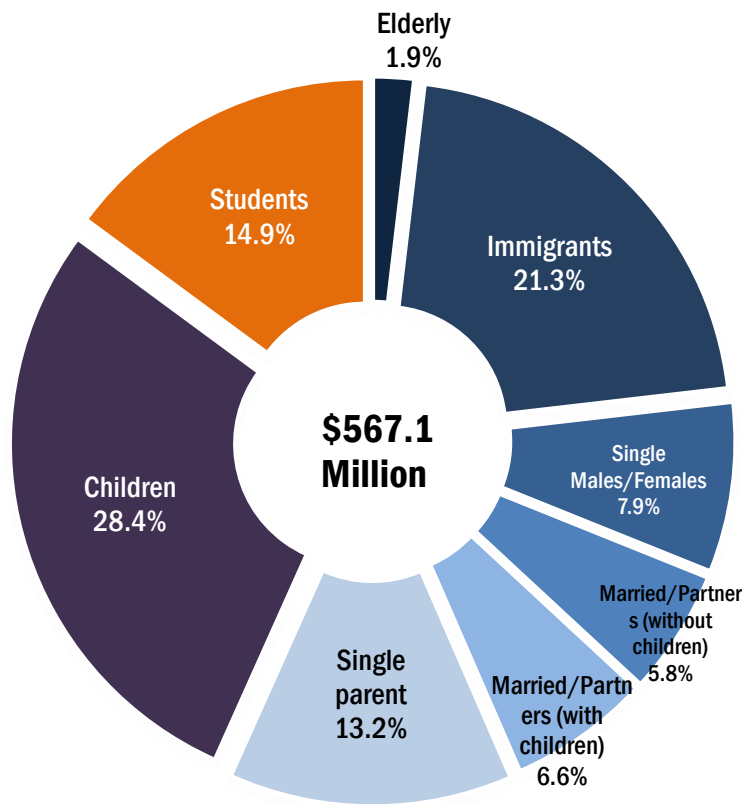


Figure 15 Social value forecasted per sub-stakeholder group of food recipients

This can be further evidenced by comparing the relative proportion of social value accruing to the various sub-stakeholder groups to the number of individuals in these groups accessing Foodbank services, as presented in Figure 16 below.

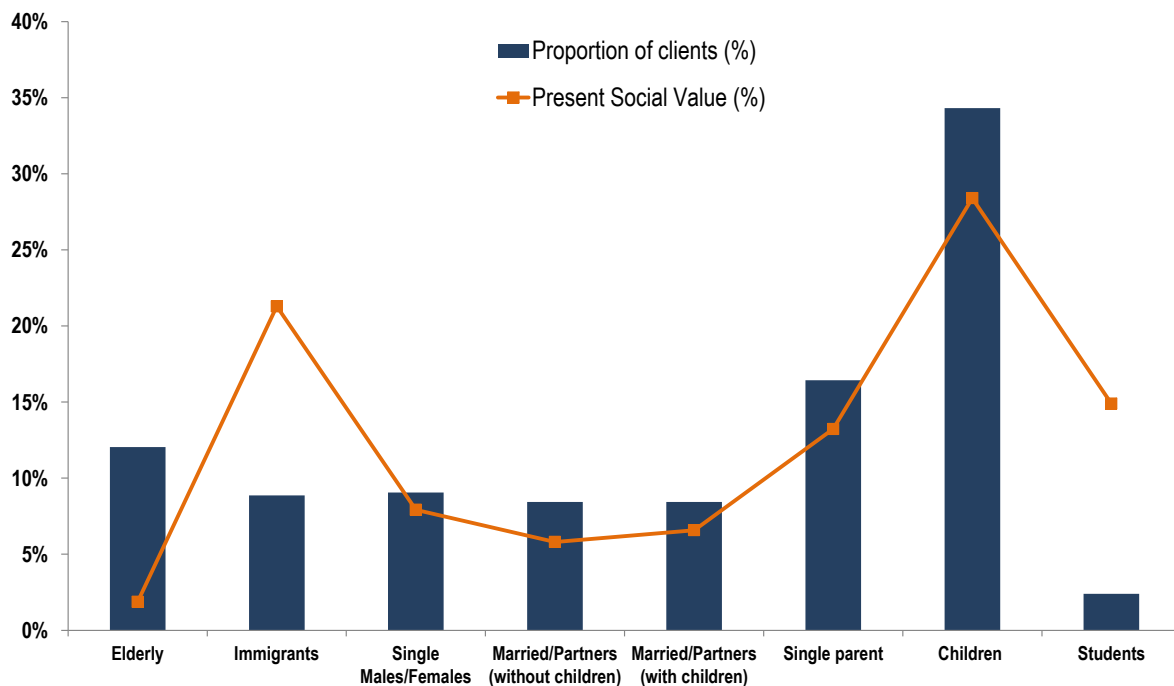


Figure 16 Proportion of food recipients VS proportion of social value created

Based on the forecasted social value, it appears that immigrants and students receive a proportionally greater value than most of the other sub-stakeholder groups, who receive social value in proportion to their numbers. The exception is elderly people, who represent a large proportion of food recipients, yet obtain proportionally less value. While it is not entirely clear why the immigrant group is disproportionately benefiting from Foodbank’s services, the students benefit because they receive, on average, 4 breakfasts per week (160 meals per year) whereas the average food welfare recipient receives closer to 40 meals per year.

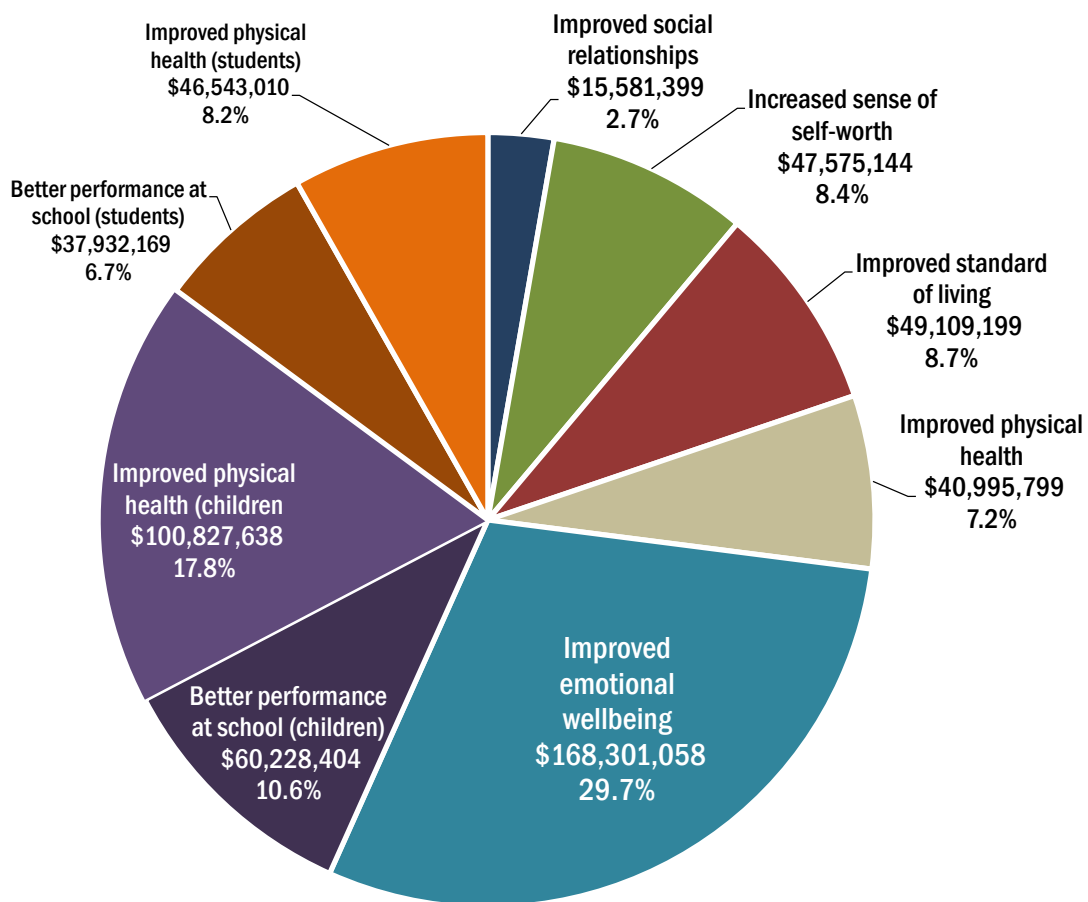


Figure 17 Social value created per outcome (across all stakeholders)

When breaking down the forecasted social value of Foodbank across all adult food recipients on the basis of outcomes, ‘improved emotional wellbeing’ is the single largest source of value, followed by ‘increased sense of self-worth’ and ‘increased standard of living’. For children, it is ‘improved physical health’ and for students, both ‘physical health’ and ‘better performance at school’ represent similar amounts of value. While ‘improved physical health’ and ‘improved social relationships’ are not as significant drivers of value for adult food welfare recipients, this is likely a reflection of the importance of the emotional and overall standard of living benefits of accessing Foodbank’s services, rather than the insignificance of physical health and improvements in social relationships. Conversely, parents and teachers clearly felt that the physical health benefits for children and students are significant and likely to be somewhat more important and more immediate than their ‘better performance at school’.

The total value created by Foodbank can also be broken down on the basis of kilograms of food donated and this is visualised in figure 18 below.

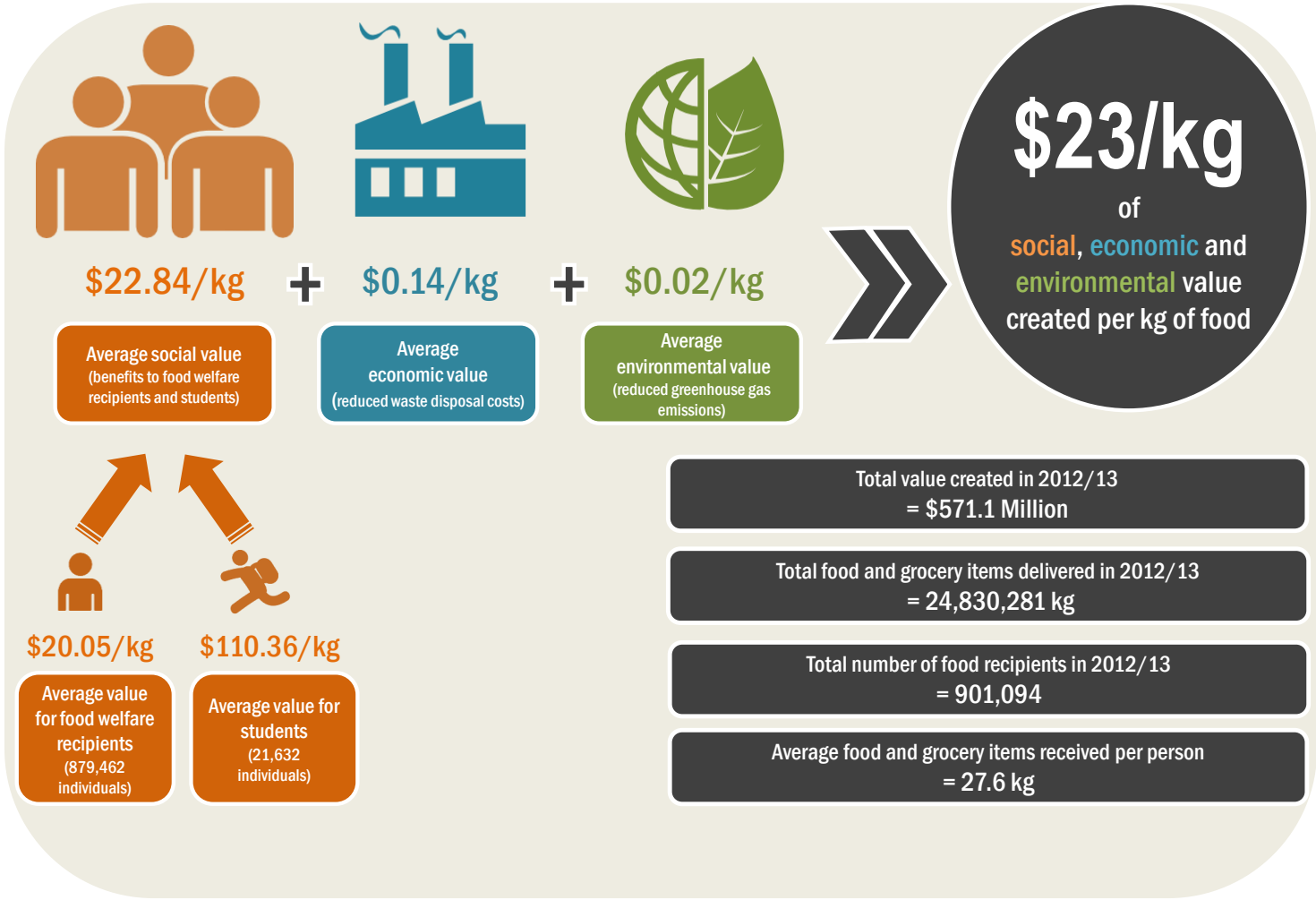


Figure 18 Social, economic and environmental value created per kg of food donated

What might have happened without Foodbank?

As noted, food recipients were asked during the interviews where they think they would have been if they had not accessed Foodbank services. As part of the survey, respondents were also asked to estimate the amount of deadweight for each of the outcomes (i.e. what would have happened anyway) and how much of the change they experienced could be attributable to Foodbank.

The individual deadweight and attribution values for each outcome have been discussed for each sub-stakeholder group of food recipients earlier in this report. Given that each of the groups experience the same set of outcomes, the values reported for deadweight and attribution have been presented by outcome in Figure 19 below.

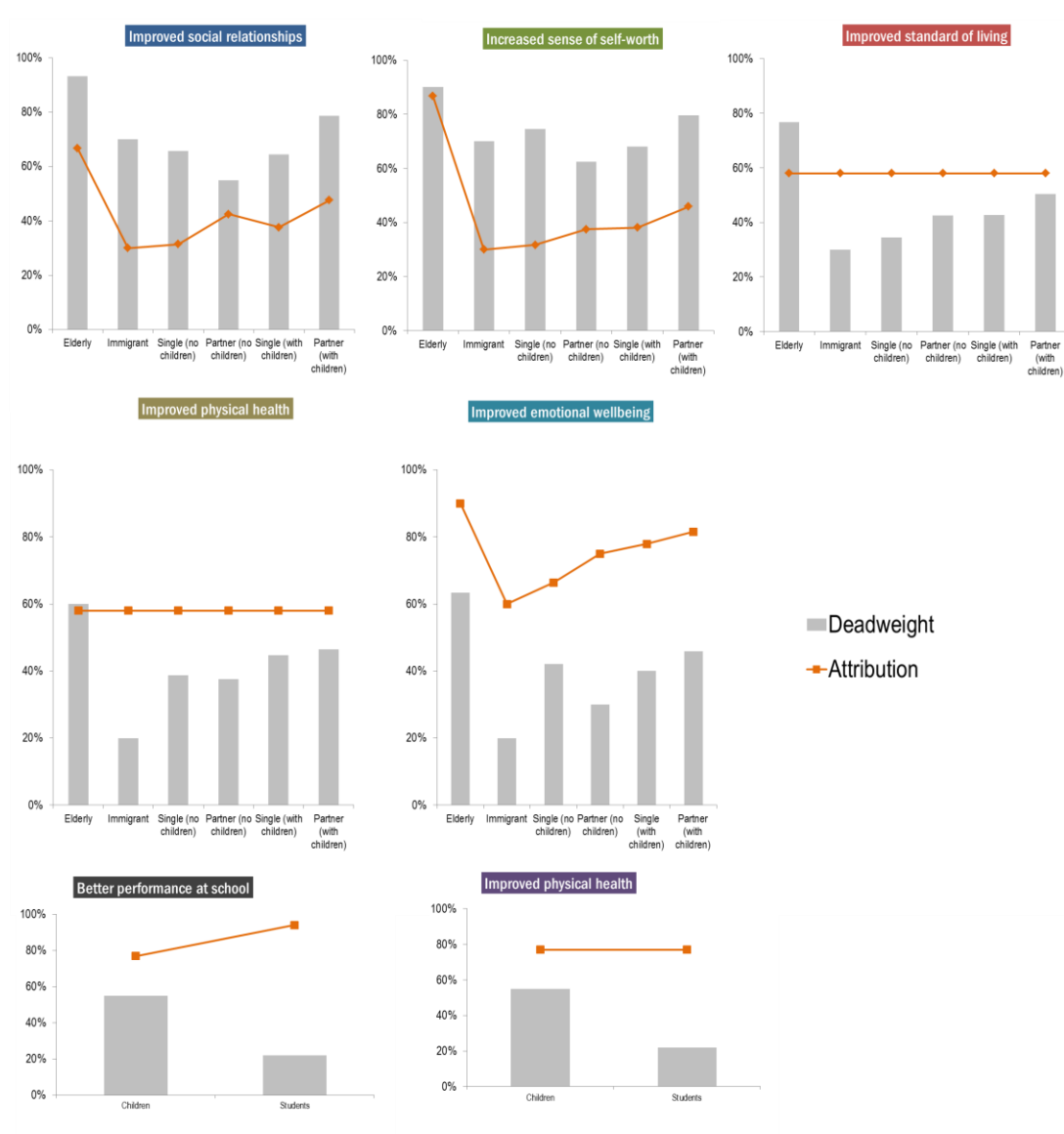


Figure 19 Deadweight and attribution reported by stakeholders for each outcome

When considering how much of the change would have happened anyway and how much was attributable to Foodbank at an outcome level, it is evident that adult food recipients generally felt that the improvement in their emotional wellbeing is mostly due to their interaction with Foodbank and would have been unlikely to occur in the absence of Foodbank's service. This is also true for the elderly, who generally reported higher levels of deadweight than all the other sub-stakeholder groups.

Conversely, while most respondents to the survey indicated that they experienced improvements in their level of social relationships and self-worth, they reported that much of the change in these outcomes may have occurred in the absence of Foodbank and may also be driven by other facets of their life.

As noted, the attribution level for 'standard of living' and 'physical health' was the same across all stakeholders (58%) as those outcomes were derived solely from the provision and access to food and grocery items and 58% of items at the welfare agencies were sourced from Foodbank during the year.

In terms of children and students, higher levels of deadweight for both 'better performance at school' and 'physical health' were reported by parents for their children than found in the research for students. Attribution to Foodbank was fairly similar for both children and students for 'physical health' improvements while higher for 'better performance at school' for students. This likely reflects the fact that students receive, on average, four meals each week (therefore substantially more food than the average child) and the food is provided in the form of breakfast and through their school and so the connection between the provision of food and performance at school appears much clearer.

The value of Foodbank's partnerships

When considering the social return on investment of Foodbank's operations, it is important to recognise the contribution of Foodbank's partners and their critical role. Obviously, Foodbank's model would not be viable if they had to purchase all of the food that was distributed or had to employ the multitude of volunteers that are involved at each step of the supply chain. In addition to financial support, Foodbank relies on all of its partners to provide in-kind support in the form of food, grocery items, volunteers, and services. These inputs allow Foodbank to deliver a service with national reach. As such, these contributions have been valued in the investment side of the SROI ratio.

Analysing the impact on the ratio of not considering this in-kind support would serve to underscore the importance of Foodbank's partnerships and are presented in Table 22 below.

Table 22 SROI ratios adjusted for varying levels of Input costs

Input costs consideration	SROI
All financial contributions and in-kind support considered	\$3.2
Value of food/meal donations not considered	\$5.8
In-kind donations and Foodbank volunteer time not considered	\$3.3
Foodbank volunteer time and welfare agency volunteer and employee time not considered	\$5.6
Only Foodbank’s direct costs (approx. \$19.5 million) considered	\$29.3

As Foodbank’s direct costs constitute less than 10% of the total investment required to deliver its services, it is not surprising to see the large impact on the ratio if none of the in-kind support is considered (\$29.3).

This table also highlights the value of volunteers as the ratio increases by 75% if none of the volunteer time required to deliver food to welfare recipients is considered. In particular, the amount of volunteer time at welfare agencies is considerable and crucial to delivering the services.

Overall, this SROI forecast has resulted in a positive social return ratio for the services provided by Foodbank and the findings discussed in this section underscore the predicted social value created by Foodbank. The provision of food welfare services by Foodbank appear able to address not just the nutritional needs and physical health of food recipients and students, but also contribute to improvements in their emotional wellbeing, sense of self-worth, social relationships and standard of living as well as benefitting the environment through reduced greenhouse gas emissions and providing real economic savings for food donors.

It should be noted that there are other potential benefits for volunteers, employees at donor organisations and state services which have not been captured here and are also part of the social value created by Foodbank’s services.

The SROI ratio and results discussed in this section were subjected to a sensitivity analysis, which is presented in the following section.

Sensitivity analysis

There is some degree of uncertainty associated with all SROI analyses and there is the possibility that with different information the 'social value added' figure can change. A sensitivity analysis has been done to show how the SROI forecast results can be affected, as well as how responsive or sensitive those results can be to changes in the values of specific variables.

Table 23 Sensitivity analysis

Sensitivity focus	Sensitivity assumption	SROI
Impact	Increase deadweight by 10% across all outcomes for all food welfare recipients	\$2.72
	Increase attribution by 10% across all outcomes for all food welfare recipients	\$3.59
	Increase deadweight by 20% and decrease attribution by 20% across all outcomes for immigrants	\$3.66
	Decrease deadweight by 20% and increase attribution by 20% across all outcomes for singles (no children)	\$3.38
	Decrease deadweight by 20% across all outcomes for elderly	\$3.24
	Change deadweight to 0% and attribution to 100% across all outcomes for single parents	\$3.81
Proxy values	Double the 'standard of living' proxy for all food welfare recipients	\$3.48
	Halve the 'emotional wellbeing' proxy for all food welfare recipients	\$2.73
	Increase 'improved physical health' proxy for all food welfare recipients to same value as Elderly group	\$3.32
	Double the 'increased sense of self-worth' proxy for immigrants, singles and couples without children	\$3.36
	Increase the 'improved physical health' proxy for children by 50%	\$4.03
Number of food recipients	Halve the proportion of immigrants accessing the service	\$3.00
	Double the number of partnered/married individuals (with and without children) accessing the service	\$3.07
	Double the proportion of elderly people accessing the service	\$2.90
School Breakfast program	Increase number of schools participating in School Breakfast program by 20%	\$3.29
	Increase deadweight of students for 'improved physical health' and 'better performance at school' by 50%	\$3.07
	Decrease attribution to 50% for both SBP outcomes	\$3.01

Based on the sensitivity analysis performed, the range for the 'social value added'/SROI ratio is \$2.7 - \$4.0 when considering parameters in the model.

Success Factors and Recommendations

In addition to identifying the social value created for stakeholders, an SROI analysis also yields valuable findings relating to the success of the programme and potential for improvements. This is because the SROI methodology requires in-depth consultation with stakeholders, during which they are asked to reflect on their experiences and draw connections between activities delivered and outcomes achieved.

Success factors

There are many aspects of Foodbank's services that are leading to the creation of social value. The following were some of the recurring themes that arose from stakeholder engagement which positively contributed to the success of service delivery.

- ✓ Provision of a choice of meals and/or grocery items
- ✓ The quality of meals and/or grocery items available
- ✓ Distribution of service across a wide number of welfare agencies serving specific communities
- ✓ Regular provision of the service (consistently provided weekly or more often)
- ✓ Availability of a common social space while accessing food to meet people facing similar tribulations and other members of the community.
- ✓ Presence of volunteers at welfare agencies who were users of the service themselves contributed to a comfortable, non-judgemental atmosphere
- ✓ Legitimacy of welfare agencies providing the food welfare service
- ✓ Efficient and welcoming agency staff play a large role in coordinating and running the open food pick up services

Opportunities to create more social value

The following recommendations are based on feedback from food recipients, welfare organisations and our understanding of the Foodbank service.

- 1. Expand the reach of the school breakfast programme**
 - + As demonstrated in the results section, a greater amount of social value is created through the school breakfast programme service per student (this is due to the relatively low level of costs required to provide a large number of breakfasts per student). There also exists a service gap of 1,264 high needs schools that currently do not receive this service. Expanding the school breakfast programme offering at these schools is likely to greatly increase the amount of social value created through Foodbank's operations at a higher rate than through the welfare agencies.
- 2. Increase the profile of Foodbank**

- + Some interviewees at donor companies stated that their reputation gains from the Foodbank relationship are largely indirect. That is, they occur because the company is seen to be doing a good thing (avoiding waste and contributing to the community) rather than because of an association with the Foodbank brand. Due to the fact that Foodbank's primary role is to act as a conduit between donor companies and welfare agencies / schools, it does not currently have a significant public profile. Additionally, many food recipients at welfare agencies are unaware of Foodbank being the organisation that facilitates the provision of food at their locations. We recommend that steps be taken to further publicise the role of Foodbank in the food welfare supply chain in order better communicate their central role and potentially open up more avenues for funding and donations.
- 3. Encourage the welfare agencies to track the progress of number of people who access other support services, as well as food welfare.**
- + Many welfare agency clients are drawn primarily to the offer of free food. Very often, this then leads to their uptake of other support services offered at the agency such as financial counselling, health referral services, housing assistance etc. through which they can begin to make positive changes in their lives and begin a journey towards being more self-sufficient. The analysis in this report concludes that access to regular food is the catalyst and first step prior to many recipients being able to make other positive changes in their lives in terms of freeing up budgets, getting physically healthier and freeing up headspace to reduce stress and begin to tackle challenges. Most agencies have stated that they do not monitor the link between accessing food and the use of support services offered. If agencies are able to do this, they can potentially assist their clients, especially crisis users, to reduce their need for food welfare in the future by fixing the root cause of their problems and focus on extending food welfare to more users who are in chronic need of the service.
- 4. Improving data collection: Embed and expand collection of outcomes-focused data**
- + This SROI forecast has provided Foodbank with an understanding of the predicted social value it is creating for its stakeholders and has established a framework and methodology for ongoing data collection to capture outcomes and perform an evaluative SROI analysis in the future. Foodbank should build upon this analysis by collecting longitudinal data from a larger and preferably statistically significant sample of Foodbank clients to better determine change in outcomes over time. This approach is analogous to the routine customer satisfaction surveys utilised by for-profit service providers and in addition to providing more robust data also provides an important learning feedback loop. This should ideally be embedded in other data collection exercises that may occur through the year to minimise time and resources. Longitudinal data will also allow better estimation of the length of time outcomes last for beyond receipt of food and grocery items (i.e. benefit period).
- 5. Improve environmental assessment**

- + The simplified environmental benefits assessment was limited by the availability of existing life cycle analysis studies. Available data was sourced from research databases created in Denmark and the US. The availability of life cycle data for food and agricultural products farmed in Australia is improving over time, and it is likely that information on a greater range of food products will be available in the future²⁵. This would allow a more detailed assessment of donated food in an Australian setting.
- + The assessment used in this report required donated foods to be broadly grouped together in order to match the available life cycle studies. For example, no life cycle data on any particular fruit was available, and so all fruit and vegetables donated to Foodbank were all assumed to have the same impacts as the small collection of vegetables for which there was life cycle data available.
- + Improvements to the assessment of environmental benefits to be more specific to Foodbank could be made by obtaining more specific data on Foodbank's supply chain from donations through to meal recipients. This would include mapping out the origin of donated food, transport distances, storage and refrigeration requirements prior to consumption.
- + Foodbank could also consider looking into quantifying other benefits in environmental aspects such as saving water and primary resources through the recovery of food that would otherwise be wasted.

²⁵ For example, the impending release of the AusLCI database, which will include significant agricultural data

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Limitations

Net Balance Management Group Pty Ltd (Net Balance) has prepared this report in accordance with the usual care and thoroughness of the consulting profession. This report has been prepared for use by Foodbank Australia, and only those third parties who have been authorised in writing by Net Balance.

The Report is based on generally accepted practices and standards at the time it was prepared. No other warranty, expressed or implied, is made as to the professional advice included in this report. It is prepared in accordance with the scope of work and for the purpose outlined in the project brief. The methodology adopted and sources of information used by Net Balance are outlined in this report.

Please note that all results have been reported as recorded. Any percentages that do not add up to exactly one hundred percent are the result of rounding errors.

This report was prepared between October 2013 and June 2014 and is based on the conditions encountered and information reviewed at the time of preparation. Net Balance disclaims responsibility for any changes that may have occurred after this time.

This report should be read in full. No responsibility is accepted for use of any part of this report in any other context or for any other purpose or by third parties. This report does not purport to give legal advice. Legal advice can only be given by qualified legal practitioners.

Appendix A: Investment in Foodbank's services

The inputs required for Foodbank to deliver its service in 2013 are presented in Table 21. The total value of these inputs has been used in the calculation of the SROI.

Table 24 Inputs to Foodbank

Input item	Input Description	Type of contribution	Quantity	Unit cost	Value (\$)
Australia-wide Foodbank operations and logistics	Includes purchase of food/hampers, Staff remuneration Transport and fuel costs, Insurance, Advertising/PR, IT/Telecommunications, Waste disposal, Fundraising costs	Cash	-	-	\$19,497,214
In-kind donations	Estimated annual value	In-kind	-	-	\$2,602,750
Value of Board time	68 Board members nationally (assume 10 hours contribution per year)	In-kind (hours)	680	\$35.30	\$142,330
Value of volunteer time at Foodbank	122 average volunteers daily (assume 7.5 hour day and 350 working days)	In-kind (hours)	320,250	\$15.96	\$2,953,598
Employees at partner agencies	Estimated staff remuneration at agencies receiving food from Foodbank based on assumption that 5% of time would be spent on Foodbank related activities: + Average of 4 full-time staff at 46% of agencies (assume 7.5 hour day and 350 working days) + Average of 8 part-time staff at 50% of agencies (assume 3 hour day and 350 working days)	Wages (hours)	677,981	\$35.30	\$20,318,336
Value of volunteer time at partner agencies	58 average volunteer days per month (assume 7.5 hour day and 50% of time spent on food services)	In-kind (hours)	3,919,228	\$15.96	\$53,104,225
Wholesale value of food/meal donations	The cost of purchasing items donated by large/local food manufacturers/suppliers based on cost-plus pricing	In-Kind (kg)	22,248,241	\$3.21	\$79,726,784
ANNUAL COSTS					\$178,345,236

REFERENCE DATA FOR INPUT COSTS CALCULATIONS

- Hourly volunteer rate - \$ 15.96

Source: <http://www.fairwork.gov.au/media-centre/latest-news/2012/06/pages/20120601-2012-minimum-wage-decision-released.aspx>

- Hourly Board member rate - \$35.30

Source: Average hourly rate for Social and welfare professionals

(http://www.abs.gov.au/ausstats/subscriber.nsf/log?openagent&63060do004_201205.xls&6306.0&Data%20Cubes&0CB56AB16247E14ECA257AFB000E4023&0&May%202012&23.01.2013&Latest)

- Cost-plus pricing for purchasing food was estimated on the basis that cost-plus price would be 40% of retail value of food, using data provided by Foodbank:

Retail value of food distributed / Total food distributed (kg) * 40%

= \$199,395,745/24,830,281 kg * 40%

= \$3.21/kg

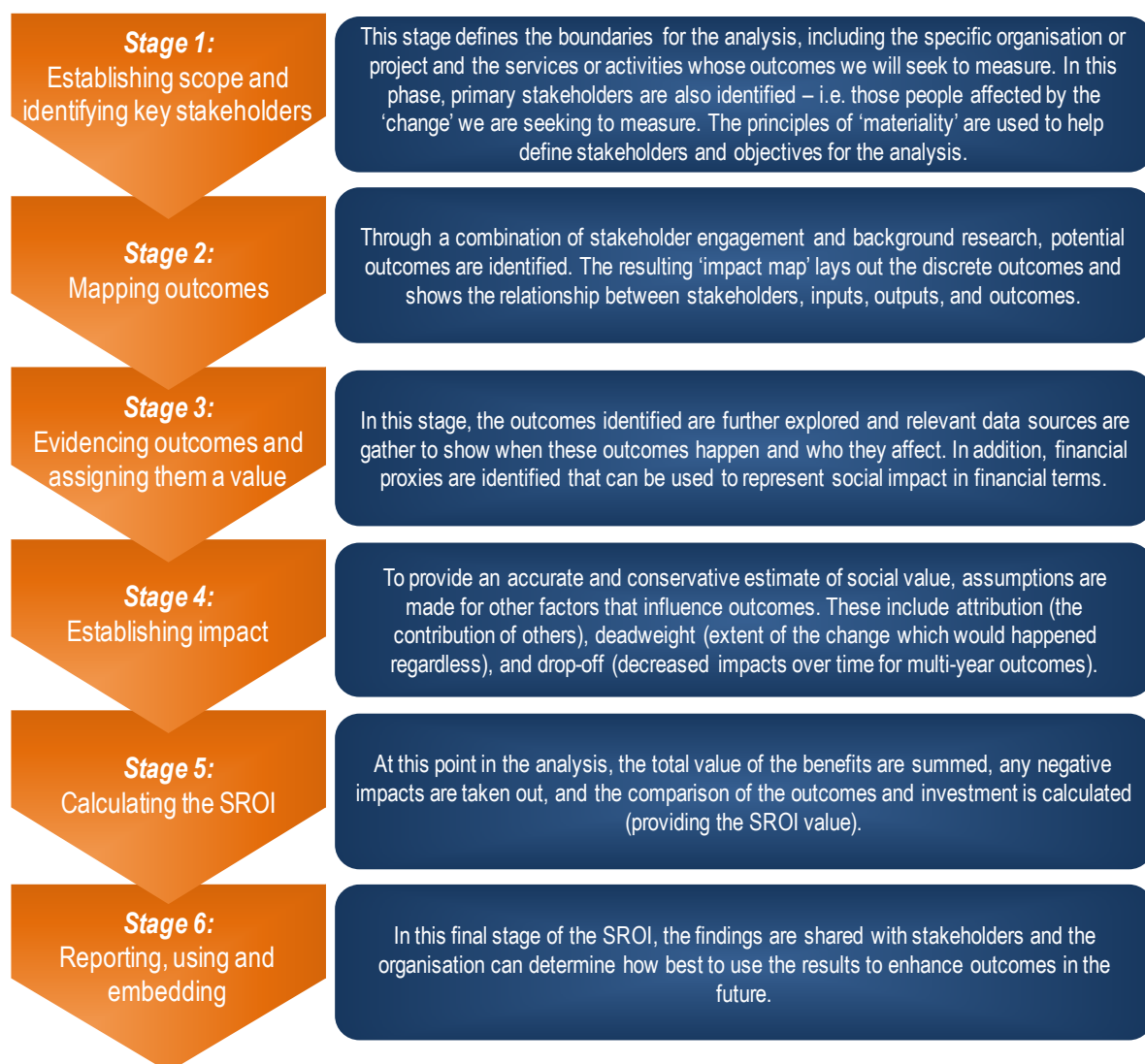
Appendix B: SROI explained

SROI methodology

SROI is a framework for measuring and accounting for the broader concept of social value. It tells the story of how change is being created for the people and organisations that experience or contribute to it, by identifying and measuring social outcomes; where appropriate, monetary values are then used to represent those outcomes.

The SROI methodology was developed from social accounting and cost-benefit analysis and it is important to note that the values calculated, although expressed in monetary terms, do not equate to a financial return. It should also be noted that the model is not designed to capture and quantify every outcome for every stakeholder that has benefited from a program or initiative.

SROI methodology consists of the following six stages:



SROI methodology makes an important distinction between *outcomes achieved* and *impact*. It defines impact as the difference between the outcome for participants and taking into account what would have happened anyway (deadweight), the contribution of others (attribution), whether a benefit has simply been moved from one place to another (displacement), and the length of time over which outcomes last (benefit period and drop-off). An appreciation of all of these elements is critical to conducting robust cost-benefit analyses.

Glossary of key terms

Theory of change

A theory of change links the activities of a program, intervention or organisation to the short-term, medium-term and long-term outcomes experienced by service users, and other stakeholders. Gaining an intimate understanding of how an intervention creates an impact on the lives of those affected through qualitative approaches leads to better quantitative analysis and modelling at later stages of an SROI analysis. The theory of change tells the story of how stakeholders are impacted by the program or intervention and their perception and belief of how their lives have changed as a result.

Materiality

Information is material if its omission has the potential to affect the readers' or stakeholders' decisions. Materiality requires a determination of what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can draw reasonable conclusions about impact.

Deadweight

Deadweight is an appreciation of what would have occurred anyway, in terms of achievement of outcomes, in the absence of the intervention/activity. In order to determine the deadweight, we must consider each outcome and ask the question; *"How much of this would have happened anyway?"*

Attribution

The concept of attribution in SROI is an 'assessment of how much of the outcome was caused by the contribution of other organisations or people'.²⁶ A highly subjective element of evaluation, credit is usually claimed in its entirety or completely omitted. In organisations engaged in direct delivery, understanding the amount of credit for outcomes can be relatively straightforward through engaging with beneficiaries and wider stakeholders. It becomes more complex when

²⁶ Nicholls, J., Lawlor, E., Neitzert, E. and Goodspeed, T. (2012), A guide to social return on investment, The SROI Network: Accounting for Value.

organisations work in partnership with others to create change to beneficiaries who may be far removed from the partner. In order to determine the attribution, we must consider each outcome and ask the question; “*How much of this happened because of your intervention?*”

In this SROI forecast where we have had the opportunity to collect primary indicator data through the survey and stakeholder engagement, we have accounted for attribution in how the questions were phrased.

Displacement

This is an assessment of how much of the change is a net benefit (i.e. a new change) or simply the movement of change from one place to another. For example, in employment, if one individual gets a job then they are stopping someone else from getting a job – the benefit is displaced.

Displacement is generally relevant to outcomes related to employment creation or crime prevention. Displacement is not relevant to the outcomes identified in this forecast.

Benefit period and drop-off

It is acknowledged that outcomes are not static, but instead dynamic and occur at different points in people’s lives and have different durations. SROI takes into account that benefits may last beyond the period of the intervention and, as such, takes account for this in the modelling of outcomes over time. This is known as the *benefit period*. Furthermore, SROI acknowledges that outcomes may deteriorate over time and this is also taken into consideration and is known as *drop-off*.

Financial proxies

Non-traded outcomes were valued using standard techniques of economic valuation and triangulated with the descriptions of outcomes derived from existing research and stakeholder engagement. The proxies used in the SROI are a combination of the costs of publically available economic goods and services, secondary research utilizing already present studies that value the impact of appropriate intervention services and the ‘willingness to pay’ approach. The chosen proxies are shown in Appendix D: Data and assumptions.

Appendix C: Theory of change for all food recipient groups

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
Elderly			
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Developed friendships Developed a social life Increased levels of happiness 	Improved social relationships	<p><i>"Coming here has been a social exercise for me"</i></p> <p><i>"My family has said 'I would die a lonely miserable man'"</i></p> <p><i>"I received a Christmas card from the people at Exodus, and that card made me realise the bonds I had formed at Exodus. Message was 'Friends Forever'"</i></p> <p><i>"I didn't have to come into Exodus today but I came in and was looking forward to coming and having a meal"</i></p>
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount 	<ul style="list-style-type: none"> Improved immune system due to affordability to purchase healthier food regularly Improved nutrition Access to regular meals Increased level of activeness (extra-curricular activities) 	Improved physical health	<p><i>"The ability to afford regular meals have greatly helped in building up my immune system, and allowed me to participate in more physical activities."</i></p>
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Reduced suicidal thoughts Less stress levels Better level of control of emotions 	Improved emotional wellbeing	<p><i>"I thought I wouldn't get to 90"</i></p> <p><i>Thanks to food at Exodus, I will live at 90"</i></p>
	<ul style="list-style-type: none"> Willingness to help others translates to improvement in personal character Improved physical appearance 	Increased sense of self-worth	<p><i>"I felt useless prior to coming to this organisation"</i></p>
	<ul style="list-style-type: none"> Improved outlook on life Self-progress on a daily basis Better future Less risk of being homeless 	Improved standard of living	<p><i>"My standard of living is heaps better thanks to the people, staff, and friendliness"</i></p>
Immigrants			

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Improved community life Reduction in feeling of being lonely Improved social relationships 	Improved social relationships	<i>"Having a place to come to and interact with others (who don't judge them) have helped the immigrants feel welcomed and 'at home'"</i>
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Offers special help (Chinese service) Improved personal communication skills Improvement in English due to new friendships/conversations 	Increased sense of self-worth	<i>"I want to use my Chinese background, and teach other Chinese people about the concept of charity. It is a western idea. The Chinese people who come in don't know why the lunch is free. I counsel them and help them"</i>
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Higher levels of energy and activeness Good nutrition 	Improved physical health	<i>"The immigrants have greater levels of energy due to regular and nutritious meals"</i>
	<ul style="list-style-type: none"> Improved outlook on life Better future 	Improved standard of living	<i>"I say a thank you prayer every day for a second chance in life"</i>
	<ul style="list-style-type: none"> Less stress levels Better level of control of emotions 	Improved emotional wellbeing	<i>"I used to have suicidal thoughts and thought about going to a depression clinic; after coming to this organisation, my mental state of mind is much better"</i>
Single males/females (no children)			
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Improved outlook on life Self-progress on a daily basis Better future Less risk of being homeless 	Improved standard of living	<i>"My life has changed a heck of a lot thanks to Exodus"</i> <i>"It all comes down from waking up in the morning; starts with the first foot out of the bed; whether you look up or down"</i>
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount 	<ul style="list-style-type: none"> Better nutrition Improved survival Greater level of energy to help others (thanks to the food) 	Improved physical health	<i>"They feel that they have a greater chance to survive due to the regularity of food intake and the nutritious content of it as well"</i>
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; 	<ul style="list-style-type: none"> Increased level of positivity/happiness Improved social relationships 	Improved social relationships	<i>"Self-progress as a better person is happening to me every day"</i>

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
chat while standing in line)	<ul style="list-style-type: none"> Learns different perspectives on life by interacting with different people 		
	<ul style="list-style-type: none"> Willingness to help adults and kids (disadvantaged) Impact other people's lives 	Increased sense of self-worth	<i>"I say hi and shake people's hand and see positive things happen in people's life; that has a great impact on my life. I love to see my positivity radiate in other people's lives"</i>
	<ul style="list-style-type: none"> Less stress levels Better level of control of emotions 	Improved emotional wellbeing	<i>"I see different emotions at Exodus, and it gives me a good and balanced perspective on life"</i>
Partners (without children)			
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Immediate hunger needs are met Improvement in long term survival (improved immune system) 	Improved physical health	<i>"The food is healthy and there is a good deal of variety and nutrition"</i>
	<ul style="list-style-type: none"> Less stress level Greater level of affordability to budget for food and extra-curricular activities 	Improved standard of living	<i>"The relationship between partners (day to day living) has greatly improved thanks to the reduced stress of budgeting and affordable daily meals"</i>
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Increased level of positivity/happiness New opportunities to meet members of the community Safe meeting space to interact to with others 	Improved social relationships	<i>"Breakfast here is a good thing; has brought more stability at home"</i>
	<ul style="list-style-type: none"> Willingness to share leftover food Learnt importance of volunteering 	Increased sense of self-worth	<i>"I am able to have meals more frequently without taking a big hit on my budget and have extra money to spend on myself"</i>
	<ul style="list-style-type: none"> Less stress levels Better level of control of emotions 	Improved emotional wellbeing	<i>"It's a privilege to be able to come here"</i>

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
Children (of married couples/partners/single parents)			
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount 	<ul style="list-style-type: none"> Greater ability to concentrate Improved levels of happiness Higher levels of energy 	Improved performance at school	<i>"The children are able to walk into school with a greater degree of confidence as they are able to have a nice breakfast, and also have a full lunch box. Thanks to the improved nutrition, their performance in class is better and their social interactions with other children has also strengthened"</i>
	<ul style="list-style-type: none"> Improved nutrition Having more regular meals Higher levels of energy 	Improved physical health	<i>"Without access to the food, my kids would have continued to go hungry and been malnourished."</i>
Married couples/partners (with children)			
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Improved budgeting due to cheap food Easier to feed the family Greater sense of stability Less stress on the family knowing the organisation is there to help anytime Greater level of affordability brought family together (closer ties) 	Improved standard of living	<i>"The parents have a greater sense of stability and pride as they are able to provide food every day for their kids"</i>
	<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Willingness to share leftover food Learnt importance of volunteering Husband has an increased sense of worth by being able to provide for the family 	Increased sense of self-worth
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; 	<ul style="list-style-type: none"> Immediate hunger needs were met Having more regular meals Better night's sleep 	Improved physical health	<i>"The family are able to sleep better at night as they don't go to bed hungry"</i>
	<ul style="list-style-type: none"> Increased level of 	Improved social relationships	<i>"We are generally more social and outgoing with people at"</i>

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
chat while standing in line)	<ul style="list-style-type: none"> positivity/happiness New opportunities to meet members of the community Safe meeting space to interact to with others 		<i>the organisation as well as with our friends"</i>
	<ul style="list-style-type: none"> Less stress levels 	Improved emotional wellbeing	<i>"Our family is more tight-knit now"</i>
Single parent			
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount 	<ul style="list-style-type: none"> Reduced stress levels Relationship with kids is strengthened Less stress about survival as a family Able to afford uniform for kids Good nutrition Regular food habits for family Affordability leads to better budgeting Increased sense of stability Swallow pride and send kids to school (better attendance) 	Improved standard of living	<p><i>"With popcorn from Ozzie Care, I was watching DVD with kids, and had a moment. I realised that the availability of food at that moment saved my life, my family relationship and brought happiness to my kids. I felt I can make it by staying positive"</i></p> <p><i>"The extra savings changed my life, as I am less stressed about feeding 5 kids and get to spend more time with them"</i></p>
	<ul style="list-style-type: none"> Desire to help kids and others Greater opportunities for family to think big (rather than just survive) 	Increased sense of self-worth	<p><i>"I used to look at parents prior to coming to Ozzie Care as useless people. I thought they wanted everything handed on a silver platter. My thinking has changed"</i></p> <p><i>"If it wasn't for Ozzie Care, we would struggle. I may need to go out and rob someone"</i></p> <p><i>"The food 'experience' made me a better and caring person, and more aware of other people's needs, not thinking 'Poor Me", I feel so blessed"</i></p>
<ul style="list-style-type: none"> Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Developed great relationships and bonds Mind is more at ease Lack of judgement by organisation provides a greater 	Improved social relationships	<p><i>"Developed special bonds, relationships with volunteers at Ozzie Care, and the emotional support from them is awesome"</i></p> <p><i>"From a personal life point of view, I have a bit more money to have a better social life going to movies, dinners etc. Building new relationships have certainly increased since</i></p>

Activities	Intermediate Outcomes	Final Outcomes	Quotes/Stories
	<ul style="list-style-type: none"> sense of care Improved social life (movies, dinners) due to greater affordability 		<i>accessing the new service, as this is due to the additional saving I have"</i>
	<ul style="list-style-type: none"> Less stress levels Better level of control of emotions 	Improved emotional wellbeing	<i>"Feeding 5 kids from this organisation has reduced my mental stress of having to budget for food"</i>
	<ul style="list-style-type: none"> Immediate hunger needs were met Having more regular meals Better night's sleep 	Improved physical health	<i>"I and my children have higher levels of energy"</i>
Students (School Breakfast Program)			
<ul style="list-style-type: none"> Provision of a hot meal for free or at a discount Provision of a meeting place (lunch room where people can sit down together and eat; chat while standing in line) 	<ul style="list-style-type: none"> Higher levels of energy Greater learning capacity Better immune system and physical growth Less aggression and agitation among kids Full of life (not lethargic) Take learning experiences and use it more in class interaction 	Better performance at school	<p><i>"The breakfast provided by Ozzie Care became the 5th meal to children and it brought smiles to children's faces"</i></p> <p><i>"As an educational facility, kids have a full tummy and ready to concentrate and do what is asked of them from 9am. As a human answer, people are brought together (kids and families), and provide a resource that may not be there in every case"</i></p> <p><i>"Kids help others too; builds them better, and get on better with others"</i></p>
	<ul style="list-style-type: none"> Improved nutrition Having more regular meals Higher levels of energy 	Improved physical health	<p><i>"The kids get nutritious food and other items such as toothbrushes and suncream, which teaches them the importance of hygiene."</i></p> <p><i>"Food is fuel, to grow, develop, socialise, and all areas of development. They need food emotionally and cognitively"</i></p> <p><i>"Kids will say 'we don't have food at home, so let's get some from school'. They have a greater sense of security in terms of having breakfast as opposed to going hungry at home"</i></p>

Appendix D: Data and assumptions

Descriptions of the data and assumptions used in the calculation of the SROI are provided in the tables below. These descriptions are provided so that the rationale behind the SROI is transparent and all inputs can be verified.

Food recipients were asked to identify outcomes associated with Foodbank's service in particular and directly account for deadweight and attribution and through the survey questions. Therefore, the values for deadweight and attribution are all based on the participants' survey responses and the rationales provide some context from the stakeholder interviews. Benefit periods for the outcomes were based on feedback gained during stakeholder engagement.

Table 25 Outcomes for elderly

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> Friendships Level of happiness Sense of care from others 	70% 13% 13%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Monthly annual expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$120.27	The elderly group experienced reduced feeling of loneliness due to increased social activities with friends. They increased the amount of time spent on shared activities at the welfare agencies. Having more money and time to spend on recreational activities would likely provide a similar level of increased interaction with others.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> Physical appearance Development of personal character Potential to have a positive impact on other people's lives 	3% 3% 7% 0%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey

	Description	Value	Rationale	Source
	<ul style="list-style-type: none"> Communication skills 			
Proxy	Value of volunteering one day a week for a month	\$738.90	The elderly group received a boost in their self-worth by being able to meet their food needs without going to friends or family and helping others at welfare agencies. It is posited that spending time volunteering each month would provide a similar level of self-worth.	<p>"http://www.ourcommunity.com.au/general/general_article.jsp?articleId=4983</p> <p>http://www.ourcommunity.com.au/boards/boards_article.jsp?articleId=1622"</p>
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> Outlook on life Ability to budget Relationship with family Level of stress on family 	10% 7% 3% 3%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased (monthly) expenditure on housing, clothing and footwear, medical care and health cost, recreation and personal care, by household, moving from fifth income quintile to third income quintile	\$410.40	By meeting their daily food needs, this group was able to focus on other aspects of their life and improve the overall quality of their life. Having this improved capacity to budget for daily living can be approximated by the increased income available for household expenditure for this demographic group.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	3% 0% 10%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for moderate anaemia (adjusted to 2012 \$)	\$1,908.48	The elderly experienced an improvement in their immune system and overall nutrition. Without regular, nutritious meals that meet their dietary needs, they may have suffered from health conditions, such as anaemia. As such, the impact of moderate anaemia on a person's life has been used to approximate the value of physical	<p>"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008)</p> <p>The burden of disease and injury in</p>

	Description	Value	Rationale	Source
			health	Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	7% 10%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life month adjusted with Disability Weight for mild General Anxiety Depression (adjusted to 2012 \$)	\$2,458.00	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 26 Outcomes for Immigrants

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> • Friendships • Level of happiness • Sense of care from others 	70% 70% 70%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased monthly expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$185.12	The immigrant group experienced increased social interactions with others at the welfare agencies and a sense of integration in the community .Having more money and time to spend on recreational activities would likely provide a similar level of increased interaction with others.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> • Physical appearance • Development of personal character • Potential to have a positive impact on other people's lives • Communication skills 	40% 40% 40% 40%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Cost of an intensive two week general English course	\$1,000.00	The immigrant group experienced increased confidence in their ability to speak English and communicate with others. They could approximate this value by attending an English course.	http://www.languageinternational.com.au/course/general-academic-english-kaplan-international-college-sydney-city-68428/detail
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> • Outlook on life • Ability to budget • Relationship with family 	80% 80% 80% 80%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey

	Description	Value	Rationale	Source
	<ul style="list-style-type: none"> Level of stress on family 			
Proxy	Increased monthly expenditure on housing, clothing and footwear, medical care and health cost, recreation and personal care, by household, moving from fifth income quintile to third income quintile	\$694.43	By meeting their daily food needs, this group was able to focus on other aspects of their life and improve the overall quality of their life. Having this improved capacity to budget for daily living can be approximated by the increased income available for household expenditure for this demographic group	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	50% 50% 50%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for mild anaemia (adjusted to 2012 \$)	\$867.49	This group experienced an improvement in their overall health through regular, nutritious meals. Without this, they may have suffered from mild nutritional deficiencies. As such, the impact of mild anaemia on a person's life has been used to approximate the value of physical health.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	70% 70%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life month adjusted with Disability Weight for mild General Anxiety Depression (adjusted to 2012 \$)	\$2,458	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 27 Outcomes for single males/females

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> • Friendships • Level of happiness • Sense of care from others 	37% 33% 40%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased monthly expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$249.98	Single people experienced increased social interactions with others at the welfare agencies and their families in particular. Having more money and time to spend on recreational activities with family and friends would likely provide a similar level of value.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> • Physical appearance • Development of personal character • Potential to have a positive impact on other people's lives • Communication skills 	28% 33% 33% 27%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Value of volunteering one day a week for a month	\$738.90	This group received a boost in their self-worth by being able to meet their food needs without going to friends or family and by helping others at welfare agencies. It is posited that spending time volunteering each month would provide a similar level of self-worth.	" http://www.ourcommunity.com.au/general/general_article.jsp?articleid=4983 http://www.ourcommunity.com.au/boards/boards_article.jsp?articleid=1622 "
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> • Outlook on life 	35% 33%	The indicators identified are intermediate outcomes and	Foodbank Survey

	Description	Value	Rationale	Source
	<ul style="list-style-type: none"> Ability to budget Relationship with family Level of stress on family 	29% 35%	contributed to achievement of the final outcome.	
Proxy	Increased monthly expenditure on housing, clothing and footwear, medical care and health cost, recreation and personal care, by household, moving from fifth income quintile to third income quintile	\$978.46	By meeting their daily food needs, this group was able to focus on other aspects of their life and improve the overall quality of their life. Having this improved capacity to budget for daily living can be approximated by the increased income available for household expenditure for this demographic group	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	18% 25% 16%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for mild anaemia (adjusted to 2012 \$)	\$867.49	This group experienced an improvement in their overall health through regular, nutritious meals. Without this, they may have suffered from mild nutritional deficiencies. As such, the impact of mild anaemia on a person's life has been used to approximate the value of physical health.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	22% 24%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life month adjusted with Disability Weight for mild General Anxiety Depression (adjusted to 2012 \$)	\$2,458	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 28 Outcomes for Married couples/partners (without children)

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> • Friendships • Level of happiness • Sense of care from others 	12% 4% 2%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased monthly expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$204.00	Married/partnered couples experienced increased social interactions with others at the welfare agencies and developing stronger ties within their community. Having more money and time to spend on recreational activities would likely provide a similar level of value.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> • Physical appearance • Development of personal character • Potential to have a positive impact on other people's lives • Communication skills 	20% 20% 20% 15%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Value of volunteering one day a week for a month	\$738.90	This group received a boost in their self-worth by being able to meet their food needs without going to friends or family and by helping others at welfare agencies. It is posited that spending time volunteering each month would provide a similar level of self-worth.	" http://www.ourcommunity.com.au/general/general_article.jsp?articleid=4983 http://www.ourcommunity.com.au/boards/boards_article.jsp?articleid=1622 "
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> • Outlook on life 	16% 18%	The indicators identified are intermediate outcomes and	Foodbank Survey

	Description	Value	Rationale	Source
	<ul style="list-style-type: none"> Ability to budget Relationship with family Level of stress on family 	22% 18%	contributed to achievement of the final outcome.	
Proxy	Average cost of family counselling for four hourly sessions	\$912.00	The married couples/partners without children group reported that their standard of living had improved through having improved relationships at home and with other loved ones. This value could be approximated by attending counselling sessions.	http://www.psychology.org.au/community/fees_rebates/
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	20% 22% 22%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for mild anaemia (adjusted to 2012 \$)	\$867.49	This group experienced an improvement in their overall health through regular, nutritious meals. Without this, they may have suffered from mild nutritional deficiencies. As such, the impact of mild anaemia on a person's life has been used to approximate the value of physical health.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	5% 33%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life month adjusted with Disability Weight for mild General Anxiety Depression (adjusted to 2012 \$)	\$2,458.00	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 29 Outcomes for married couples/partners (with children)

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> • Friendships • Level of happiness • Sense of care from others 	27% 31% 29%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased monthly expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$203.99	Married/partnered couples experienced stronger family ties and developing stronger ties within their community. Having more money and time to spend on recreational activities would likely provide a similar level of value.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> • Physical appearance • Development of personal character • Potential to have a positive impact on other people's lives • Communication skills 	16% 18% 25% 20%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Cost of a local family (2 adults, 2 children) holiday based on average 2 night holiday in NSW, QLD and TAS	\$891.67	The married couples/partners with children group experienced an overall increase in confidence and specifically a boost to the self-esteem of the parents by being able to ensure their children's basic needs were met. Being able to take their family on a holiday could approximate a similar level of self-worth.	http://www.mynrma.com.au/travel/holidays/australia/tas/tasmanian-discovery.htm http://www.mynrma.com.au/travel/holidays/australia/qld/daydream-island-escape.htm http://www.travelonline.com/sunshine-coast/alexandra-heads/accommodation/breakfree-alexandra-beach/packages.html

	Description	Value	Rationale	Source
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> Outlook on life Ability to budget Relationship with family Level of stress on family 	29% 31% 27% 29%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Increased monthly expenditure on housing, clothing and footwear, medical care and health cost, recreation and personal care, by household, moving from fifth income quintile to third income quintile	\$787.16	By meeting their family's daily food needs, this group was able to focus on other aspects of their life and improve the overall quality of their life. Having this improved capacity to budget for daily living can be approximated by the increased income available for household expenditure for this demographic group	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	18% 22% 23%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for mild anaemia (adjusted to 2012 \$)	\$867.49	This group experienced an improvement in their overall health through regular, nutritious meals. Without this, they may have suffered from mild nutritional deficiencies. As such, the impact of mild anaemia on a person's life has been used to approximate the value of physical health.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	24% 25%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life month adjusted with Disability Weight for mild General Anxiety	\$2,457.89	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it	"Best Practice Regulation Guidance Note - Value of statistical life

	Description	Value	Rationale	Source
	Depression (adjusted to 2012 \$)		with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	(OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 30 Outcomes for single parents

	Description	Value	Rationale	Source
Improved social relationships				
Indicator	From survey: <ul style="list-style-type: none"> • Friendships • Level of happiness • Sense of care from others 	23% 28% 27%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome	Foodbank Survey
Proxy	Increased monthly expenditure on recreational activities by household moving from fifth income quintile to third income quintile	\$245.98	Single parents experienced stronger ties with their children and developing stronger ties within their community. Having more money and time to spend on recreational activities would likely provide a similar level of value.	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved sense of self-worth				
Indicator	From survey: <ul style="list-style-type: none"> • Physical appearance • Development of personal character • Potential to have a positive impact on other people's lives • Communication skills 	22% 24% 28% 20%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	Cost of a local family (1 adult, 2 children) holiday based on average 2 night holiday in NSW, QLD and TAS	\$891.67	Single parents experienced an overall increase in self-esteem of the parents by being able to ensure their children's basic needs were met. Being able to take their children on a holiday could	http://www.mynrma.com.au/travel/holidays/australia/tas/tasmanian-discovery.htm

	Description	Value	Rationale	Source
			approximate a similar level of self-worth.	
Improved standard of living				
Indicator	From survey: <ul style="list-style-type: none"> Outlook on life Ability to budget Relationship with family Level of stress on family 	29% 19% 21% 26%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome	Foodbank Survey
Proxy	Increased monthly expenditure on housing, clothing and footwear, medical care and health cost, recreation and personal care, by household, moving from fifth income quintile to third income quintile	\$978.46	By meeting their family's daily food needs, this group was able to focus on other aspects of their life and improve the overall quality of their life. Having this improved capacity to budget for daily living can be approximated by the increased income available for household expenditure for this demographic group	http://www.abs.gov.au/ausstats/abs@.nsf/Latestproducts/6530.0Main%20Features22009-10?opendocument&tabname=Summary&prodno=6530.0&issue=2009-10&num=&view=
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Nutrition Having Regular Meals Level of Energy 	17% 12% 15%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome	Foodbank Survey
Proxy	The statistical value of a life year adjusted with disability weight for mild anaemia (adjusted to 2012 \$)	\$867.49	This group experienced an improvement in their overall health through regular, nutritious meals. Without this, they may have suffered from mild nutritional deficiencies. As such, the impact of mild anaemia on a person's life has been used to approximate the value of physical health.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"
Improved emotional wellbeing				
Indicator	From survey: <ul style="list-style-type: none"> Level of Stress Control over emotions 	22% 20%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome	Foodbank Survey

	Description	Value	Rationale	Source
Proxy	The statistical value of a life year adjusted with Disability Weight for mild General Anxiety Depression (adjusted to 2012 \$)	\$2,457.89	Individuals reported losing confidence in their abilities, and not feeling proud about their situation and reluctant to talk about it with family and friends. As such, the impact of mild general anxiety depression on a person's life has been used to approximate the value of emotional wellbeing.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 31 Outcomes for children of married couples/partners/single parents

	Description	Value	Rationale	Source
Better performance at school				
Indicator	From survey: <ul style="list-style-type: none"> Participation at school Interest in school Enjoyment at school Level of concentration 	21% 19% 19% 21%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The cost of a tutor for 2 hours per week for the school year (40 weeks)	\$2800.00	By not worrying about their next meal and feeling insecure about their situation, children were more likely to participate at school and improve their performance. Access to a personal tutor would help children concentrate on their school performance.	Tutor Finder website, http://www.tutorfinder.com.au/regions/newcastle.php
Improved physical health				
Indicator	From survey: <ul style="list-style-type: none"> Regularity of meals Level of energy 	25% 21%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	Foodbank Survey
Proxy	The statistical value of a life year adjusted with	\$4163.95	Access to regular, nutritious meals means that	"Best Practice Regulation Guidance Note - Value of

	Description	Value	Rationale	Source
	Disability Weight for Developmental Disability (adjusted to 2012 \$)		the children are able to meet their dietary needs and prevent any future growth or developmental issues. The value of their improved health can be approximated by the impact of a physical developmental disability on a person's life.	statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Table 32 Outcomes for Students in School Breakfast Programs

	Description	Value	Rationale	Source
Better performance at school				
Indicator	From evaluation report: <ul style="list-style-type: none"> • Punctuality • attendance • Behaviour • Academic outcomes • Concentration • Social skills • Engagement with class activities 	85% 83% 88% 79% 93% 91% 80%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), <i>When there's not enough to eat: A national study of food insecurity among Emergency Relief clients</i> , Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.
Proxy	The cost of a tutor for 2 hours per week for the school year (40 weeks)	\$2800.00	By having a guaranteed breakfast for most of the week, children are likely to be attending school with the ability to concentrate and learn due to having their nutritional needs met. This was cited as a major factor in enabling children to be more likely to participate at school and improve their performance. Access to a personal tutor would help children concentrate on their school performance.	Tutor Finder website, http://www.tutorfinder.com.au/regions/newcastle.php
Improved physical health				

	Description	Value	Rationale	Source
Indicator	From evaluation report: <ul style="list-style-type: none"> Physical health food selection and preparation eating behaviours 	96% 76% 86%	The indicators identified are intermediate outcomes and contributed to achievement of the final outcome.	King, S., Moffitt, A., Bellamy, J., Carter, S., McDowell, C. & Mollenhauer, J. (2012), <i>When there's not enough to eat: A national study of food insecurity among Emergency Relief clients</i> , Anglicare Diocese of Sydney, Social Policy & Research Unit: Volume 2.
Proxy	The statistical value of a life year adjusted with Disability Weight for Developmental Disability (adjusted to 2012 \$)	\$4163.95	Access to regular, nutritious meals means that the children are able to meet their dietary needs and prevent any future growth or developmental issues. The value of their improved health can be approximated by the impact of a physical developmental disability on a person's life.	"Best Practice Regulation Guidance Note - Value of statistical life (OBPR, 2008) The burden of disease and injury in Australia (AIHW, 1999)"

Appendix E: Participant survey scales

These scales were used in the data collection survey to measure the magnitude of change, or ‘distance travelled’, by the food recipients in each outcome. Distance travelled refers to the progress that the client has made. It is a comparison of the position of the client before and since the program.

ALL STAKEHOLDER GROUPS			
Outcome	Intermediate Outcomes	Outcome achievement/scale	Indicator (Survey Question)
Physical Health	<ul style="list-style-type: none"> ▪ Nutrition ▪ Having regular meals ▪ Level of energy 	<p>1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> ▪ Now ▪ Before food support
Emotional Wellbeing	<ul style="list-style-type: none"> ▪ Level of stress ▪ Control over emotions 	<p>1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> ▪ Now ▪ Before food support
Social relationships	<ul style="list-style-type: none"> ▪ Friendships ▪ Level of happiness ▪ Sense of care from others 	<p>1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> ▪ Now ▪ Before food support
Sense of self-worth	<ul style="list-style-type: none"> ▪ Physical appearance ▪ Development of personal character ▪ Potential to have positive impact on other people’s lives ▪ Communication skills 	<p>1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> ▪ Now ▪ Before food support
Standard of living	<ul style="list-style-type: none"> ▪ Outlook on life ▪ Ability to budget ▪ Relationship with family 	<p>1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> ▪ Now

	<ul style="list-style-type: none"> Level of stress on family 		<ul style="list-style-type: none"> Before food support
CHILDREN (OF MARRIED COUPLES/PARTNERS)			
Outcome	Intermediate Outcomes	Outcome achievement/scale	Indicator
Performance at school	<ul style="list-style-type: none"> Participation at school Regularity of meals Interest in school Enjoyment at school Level of energy Level of concentration in class 	<p style="text-align: center;">1 - 10 Poor (1) – Excellent (10)</p>	<p>How would you rate the following now and before you started receiving food support?</p> <ul style="list-style-type: none"> Now Before food support

Appendix F: Life Cycle Analysis data used

Only a limited number of food types have pre-existing life cycle assessment data available. Existing data was matched as best as possible to the variety of food types collected by Foodbank. The environmental assessment was intended to be simplistic and highly approximate, as a more detailed environmental study was outside of the scope of this project, which was primarily focused on the social benefits of Foodbank.

Table 33 LCA data used to calculate environmental impact

Foodbank category	LCA data used	LCA database source
Fresh Food		
Fresh Fruit (incl nuts)	An equal weighting of a number of vegetables: Carrot, Corn, Cucumber, Fava beans, Onion, Peas, Potatoes, Tomato. Additional transport and storage from farm to supermarket were included.	Mix of LCA Food DK and Ecoinvent unit processes
Fresh Vegetables		
Bread	Bread, wheat, fresh, in supermarket	LCA Food DK
Eggs	Egg	LCA Food DK
Chilled Food		
Milk – Fresh	Full milk, in supermarket	LCA Food DK
Butter & Margarine	Butter, in supermarket	LCA Food DK
Cheese	Cheese, in supermarket	LCA Food DK
Yoghurt, Cream, Other Dairy	Cream, 38 %, in supermarket	LCA Food DK
Shelf Stable Food		
Breakfast cereal	Oat flakes, in supermarket	LCA Food DK
Milk - Shelf Stable	Full milk, in supermarket	LCA Food DK
Shelf Stable Meal	Same processes as for Meat and Fresh Vegetables	LCA Food DK and Ecoinvent
Shelf Stable Fruit (incl nuts)	Same processes as for Fresh Vegetables	LCA Food DK and Ecoinvent
Shelf Stable Vegetables	Same processes as for Fresh Vegetables	LCA Food DK and Ecoinvent
Shelf Stable Seafood	Cod fillet, Flatsish fillet, Herring fillet,	LCA Food DK

Foodbank category	LCA data used	LCA database source
	Mackerel fillet, Shrimps	
Soups *	Same processes as for Fresh Vegetables	LCA Food DK and Ecoinvent
Cooking Sauces & Mixes/Kits	Same processes as for Fresh Vegetables	LCA Food DK and Ecoinvent
Pasta & Noodles	Flour, wheat, in supermarket	LCA Food DK
Rice & Grains	Rice, at farm/US U	Ecoinvent
Spreads	Sugar, in supermarket	LCA Food DK
Sugar	Sugar, in supermarket	LCA Food DK
Coffee (excl ready to drink)	No process available, minimal donations, omitted	NA
Tea (excl ready to drink)		
Mixed groceries	Average of all other items used	Average of all other items used
Frozen Food		
Meat - Raw	Beef fillet, Beef steak, Chicken Additional impacts from freezing added.	LCA Food DK
Meat - Processed	Beef mince, Ham, Pork mince, Streaky bacon Additional impacts from freezing added.	LCA Food DK
Frozen Vegetables	Same processes as for Fresh Vegetables. Additional impacts from freezing added.	LCA Food DK and Ecoinvent
Frozen Meal	Same processes as for Frozen meat and Frozen Vegetables.	LCA Food DK and Ecoinvent
Savoury Bakery	Rolls, frozen, in supermarket	LCA Food DK
Non-staple items		
Biscuits, Sweet Bakery & Snacks, Confectionery, Ice-cream & Desserts, Drinks	Sugar, in supermarket, Butter, in supermarket, Cream, 38 %, in supermarket	LCA Food DK

Appendix G: Permission Slip for Interviews

“Foodbank SROI” – Research Study – Permission Slip

Foodbank, in partnership with the Australian Food and Grocery Council (AFGC), are in the process of conducting a project to measure the social benefits created by providing food welfare services through their partner organizations. Where the first phase focused on the perspective of welfare agencies and suppliers, this phase places more emphasis on the clients being served. Net Balance has been asked by Foodbank to carry out research to understand what has changed for participants in the film and related creative projects.

As part of this, we are speaking to individuals who have been involved with the Foodbank service. We would like to interview you, but you are under no obligation to participate.

Should you choose to participate in the interview, anything you say to us will be held in the strictest confidence. It will be anonymised and only available to Net Balance research staff. This means that your name, or anything that could identify you, will not be used in any report or publicly available documents.

If there are any questions that you do not want to answer, please just say so. You are able to stop the interview at any time. If you are willing to participate, we would be grateful if you could indicate your consent below.

NAME _____

SIGNATURE _____

I am willing to participate in a brief interview

I give permission for anonymous quotes to be used in the report

If under 18 years of age then the parent/legal guardian must also sign this form.

I, (name)of
(address).....

Being the parent/legal guardian ofconsent to this Permission Slip and to its Terms and Conditions herein.

Appendix H: Interview Transcript

1. How did you first become involved with Foodbank?
2. Describe your involvement with the work that Foodbank do.
 - a. How are you involved with it?
 - b. Over what period of time?
 - c. Are you involved with any other support programs, if so please describe?
3. What difference did Foodbank's service make to you?
4. Positives and negatives (MIGHT want to frame in terms of 'how has the service made a difference to your life?' / 'How has Foodbank's service helped you?')
 - a. Short-term (immediately)
 - b. Medium-term (in the next few months)
 - c. Longer-term (6 months +)
 - d. How do you think it might help you/make a difference to you in the future? (i.e. anticipated changes)
 - e. Have you noticed any changes in others e.g. family, friends, or just the community as a whole?
5. Have there been any benefits or positives from being involved with Foodbank?
6. How long would those benefits or changes have lasted – ask this for each benefit or change identified above.
7. Have there been any downsides?
8. If there were any benefits, do you think any of those benefits would have happened anyway i.e. if you hadn't been involved with the Gemma/Phil and the BE projects or BE?
9. What do you think your life would be like if you had not been involved with Foodbank? (If you weren't involved with Foodbank, what would you be doing?)
10. Has anyone else helped you to make these changes such as a Teacher, Relatives or any other organisations? Are you using any other similar support services; who are they?
11. What has been the best thing about being involved with Foodbank?
12. Could anything have been done better?

Appendix I: Detailed environmental assessment data

Food type	Foodbank donations (kg)	Potential impact of landfill and re-supply of food to supermarket (kgCO2e)	Impact of Foodbank redistribution (kgCO2e)	Net Benefit of Foodbank (kgCO2e)
Fresh Food				
Fresh Fruit (incl nuts)	1,996,384	2,677,417	51,918	2,625,499
Fresh Vegetables	3,432,390	4,603,292	89,262	4,514,030
Bread	742,459	603,372	19,308	584,064
Eggs	88,725	179,030	2,307	176,722
Chilled Food				
Milk - Fresh	489,705	-6,418	12,735	-19,153
Butter & Margarine	52,504	1,813	1,365	448
Cheese	153,435	28,698	3,990	24,708
Yoghurt, Cream, Other Dairy	1,354,730	-103,175	35,231	-138,406
Shelf Stable Food				
Breakfast cereal	303,904	231,213	7,903	223,310
Milk - Shelf Stable	189,841	-2,488	4,937	-7,425
Shelf Stable Meal	159,779	335,605	4,155	331,450
Shelf Stable Fruit (incl nuts)	-81,109	-108,934	-2,109	-106,824
Shelf Stable Vegetables	198,598	266,727	5,165	261,563
Shelf Stable Seafood	47,287	140,727	1,230	139,497
Soups *	247,485	332,385	6,436	325,949
Cooking Sauces & Mixes/Kits	196,995	264,575	5,123	259,452
Pasta & Noodles	393,193	430,970	10,225	420,745
Rice & Grains	109,684	213,717	2,852	210,864
Spreads	292,459	278,064	7,606	270,458
Sugar	217,534	206,827	5,657	201,170
Coffee (excl ready to drink)	35,216	-437	916	-1,353
Tea (excl ready to drink)	24,854	-308	646	-955
Mixed groceries	2,011,056	1,958,906	52,299	1,906,606
Frozen Food				
Meat - Raw	266,962	8,262,341	6,943	8,255,399
Meat - Processed	173,050	642,048	4,500	637,548
Frozen Vegetables	174,759	260,535	4,545	255,990
Frozen Meal	281,398	632,641	7,318	625,323
Savoury Bakery	129,087	159,288	3,357	155,931

Food type	Foodbank donations (kg)	Potential impact of landfill and re-supply of food to supermarket (kgCO2e)	Impact of Foodbank redistribution (kgCO2e)	Net Benefit of Foodbank (kgCO2e)
Non-staple items				
Biscuits, Sweet Bakery & Snacks, Confectionery, Ice-cream & Desserts, Drinks	5,727,577	1,735,744	148,950	1,586,794
TOTAL	20,248,648	25,270,906	526,582	24,744,324