



HelpingACT  
Lend a helping hand



# Impact Report 2024-25

*So that no one need go hungry in  
our community*



## Who we are

As a small home-grown - and growing- charity, we work hard every day to assist vulnerable people by distributing food and other goods in the community. We help people from all walks of life, including refugees, people new to Canberra, people experiencing homelessness, domestic violence victims, people with disabilities and those working who find it hard to pay the bills, particularly as the cost of living continues to rise.

We have an active community of around 50 volunteers and raise funds (supplemented by one-off grants from government) throughout the year to assist our work, **95% of which goes directly to those we help.**

HelpingACT is incorporated in the ACT as a not-for-profit association, Association Number: A06012, it's ABN is 28338109260 and is a registered charity with the Australian Charities and Not-for-profits Commission (ACNC), the national regulator of charities. HelpingACT is endorsed by the ATO as a Deductible Gift Recipient (DGR). Endorsement details can be found on the Australian Business Register for HelpingACT.

## Food relief as an urgent need

In 2025, the cost-of-living pressures on those with limited resources is very acute. The food relief sector is struggling with the cost-of-living crisis and the resulting increase in service need.

In a submission to the 2024 Federal Senate Select Inquiry on Cost of Living, FoodBank noted that the food relief sector has been experiencing **“years of sustained, heightened demand for food relief, with supply of nutritious, culturally appropriate food simply not keeping up with demand.”**

The result is that the charitable food system is struggling. The spike in demand and the high cost of purchasing food means that HelpingACT and other charities are finding it increasingly hard to both finance their food relief operations and to keep up with demand for help from the local community.

# Our impact in numbers

2024-25 has been a year of significant achievements, marked by our commitment to addressing the needs of those who need our help and fostering resilience through our various initiative

## 800

families given **food and other goods** on request (including back to school supplies) through our **weekly deliveries**, including over 1000 children



## \$84,000

worth of meals provided across all our services



## 400

Christmas & Eid Hampers and toys provided to those who **struggle to celebrate** with the community



## 2,500

homeless & vulnerable given lunch & dinner through our weekly **free community meals**



## 300

school children given breakfast each week of term at **8 schools** across Canberra through our schools' breakfast program



## 50+

enthusiastic **volunteers** ("**Helpers**") who are the backbone of the organisation

**There are no paid staff**



## 300

Iftar meals served during Ramadan to **ANU students**




## Looking ahead

HelpingACT is committed to building on the successes of 2024-25 and continuing to address the evolving needs of our community. We will continue to innovate, collaborate, and advocate for a more just and equitable society.

Our focus will remain on assisting the community with food relief, fostering resilience, and creating sustainable change. We remain dedicated to our mission, and we are excited for the journey ahead.

Together, we can create a brighter future for all.

We assist the ACT government to **maximise** the efficiency and effectiveness of the **food relief sector**



## What we want to do for our community

→ **Open 2 new food pantries** - one in the north and one in the south of Canberra to meet unmet demand

→ **expand out participation** in the ACT schools breakfast program by providing supplies to **more schools**

→ **store more food and other supplies** in a container to enhance our response to emergency requests

→ Deliver **more community lunches and dinners** across the community

→ Continue to **collaborate** with government and other community groups to alleviate food insecurity and encourage resilience in the community

## Meet two of our helpers



### Murray

"My name is Murray and I love helping out with Helping ACT as it is **rewarding to work and help others**.

I first met Mohammed Ali a few years ago now. He would help me out when needed and I love returning the favour.

I request all to support HelpingACT in their work for community."

### Sana

"I am Sana, from Afghanistan, and a HelpingACT volunteer. I moved to Australia a year ago and am a pharmacy student at University of Canberra and HelpingACT has been a great support in my journey and continues to provide invaluable support to people settling in the ACT and the wider vulnerable community.

They organise community meals, assist victims of domestic violence, and provide food hampers of fresh and non-perishable food. I have been fortunate to give back by volunteering with the organisation and assisting with interpreting when in need.

**HelpingACT is an organisation for people by people**, with the goal of building a culturally safe space, welcoming everyone. We are grateful to those who've been supporting the organisation, and welcoming those, able to support by donating. Canberran community is a beautiful and diverse community - let's cherish it by doing our part.

## Our work with community groups

We work closely with other community groups on a range of activities including lunches and dinners for vulnerable guests, supplying street pantries and distributing Christmas and Eid hampers. This **collaboration** enhances our role in **alleviating food insecurity** in the local community.

### havelock housing

"HelpingACT provide staples for our pantry, which supports not only our 100 resident tenants but also our 20 plus tenants living externally. Each month a small number of tenants will access the free community dinner at the EMC.

Without the continued support of Helping ACT, Havelock Housing tenancy team would not be able to offer food to our tenants that would otherwise go hungry. We are very excited to be working with Helping ACT today tomorrow and into the future. Helping ACT is a vital charity for the Havelock tenants."

"Early Morning Centre (EMC) highly appreciates its collaboration with HelpingACT. They not only help us with winter hampers for homeless but host monthly lunches and dinners at/outside the EMC for vulnerable people. EMC fully appreciates the work of helpingACT and wishes the collaboration to continue in future."

### COMPANION HOUSE Assisting Survivors of Torture and Trauma

"Companion House highly appreciates its collaboration with HelpingACT. They not only do special End of Ramadan (Eid) food hampers for refugees but also restock our food pantry on a weekly basis.

This food pantry is sourced by refugees families that visit Companion House for free medical service when they need it. Companion House fully appreciates the work of HelpingACT and wishes the collaboration to continue in future."



  
**The  
Early Morning  
Centre**

# We couldn't have done it without your generous support.

## Donor Support

The ACT food relief sector delivers vital assistance to Canberrans in crisis every day. A significant proportion of this work is done by charities such as HelpingACT, usually operating on a shoe-string budget underpinned by donations from the community. We are deeply grateful for the generosity of our donors, which has been crucial in funding our work and expanding our reach. Our donors' trust motivates us to ensure no one goes hungry. We foster connection, conversation, hope, and dignity, showing others that they are not alone.

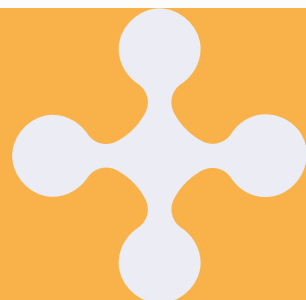
All donations \$2 and above are tax deductible.

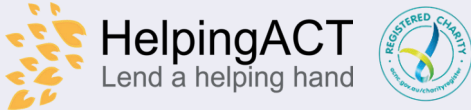
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## Conclusion

2024-25 has been a testament to what can be achieved when a local charity – HelpingACT has a shared vision of compassion and action. We remain dedicated to our mission, and we are excited for the journey ahead. Together, we can create a brighter future for all.

Thank you to all our of volunteers and donors.





## HelpingACT Office

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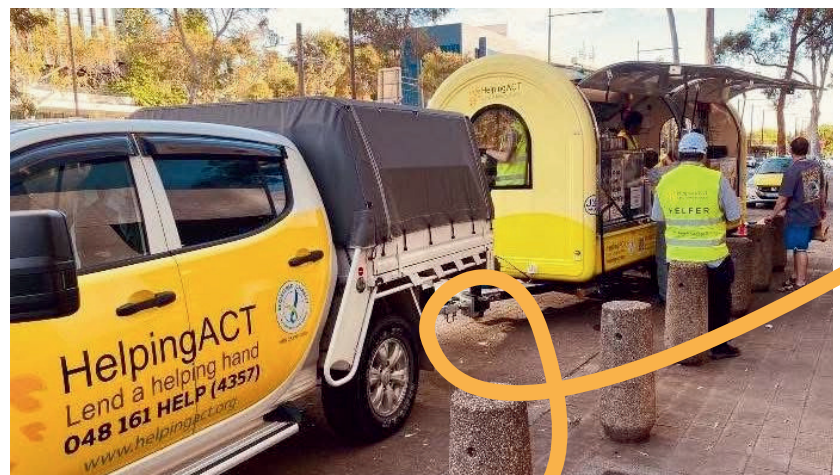
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