



2024 Annual Report



## **Chairperson's Report**

It has been another remarkable year at Satisfy with December '23 to March '24 being a particularly standout period. During this time, we saw incredible growth due to changes in the Christchurch food rescue landscape, as Stef details next. I am immensely proud of our volunteers and staff, who managed to take on six additional supermarkets with very little notice. They handled the situation with complete aplomb and continue to excel as we navigate this significant increase in food.

Throughout the year, there were many standout moments, along with some inevitable challenges. In April 2023, Satisfy reached a significant milestone: our total distributed food surpassed 1 million kilograms. This achievement is a testament to the hard work of our volunteers, staff, and trustees over the almost eight years it took to reach this total. In July 2023, we celebrated another milestone: over 3 million equivalent meals distributed (350g of food equals one meal).

May 2023 was busy as we hosted the inaugural Te Waipounamu Aotearoa Food Rescue Alliance (AFRA) hui. This two-day event at Pines Beach Hall was expertly organised by Fran, Michelle, and Stef and included Food Rescue representatives from Christchurch, Nelson, Dunedin, Alexandra and the West Coast. It was a valuable opportunity to share knowledge and encourage each other in our important mahi.

Last year, we participated in the Generosity Generator, which included crowdfunding workshops culminating in a 12-day crowdfunding campaign in November. I discovered that crowdfunding is ridiculously stressful and an emotional rollercoaster. However we exceeded our goal, raising \$33K for our new premises against a target of \$20K! Thanks to generous contributions from businesses like Blackwells, First Windows and Doors Christchurch, Sherratt Ingredients, Helmores Lawyers, RW Design, Kaiapoi Aluminium Joinery, Men at Work, and West Timber.

Despite this success, due to the economic downturn we've struggled to secure the remaining funds needed to build a new premises. We have also navigated changes in the delivery of the Kaiapoi Community Hub. The trust that was set up to manage the fundraising and build of all the Hub buildings has been put on ice since it is now each stakeholders' responsibility to fundraise and manage the build of their own building. Although

we don't have the funds for a new premises we desperately need one. Due to our rapid growth, our existing warehouse is bursting at the seams, and we urgently need more space. We are exploring various short and long-term solutions, including keeping the possibility of a purpose-built facility on the table.

In November 2023, we attended the Enterprise North Canterbury Business Awards gala dinner, proudly winning the Community Enterprise category and being runners-up in the People's Choice Award. It was a fun night with a great group of staff, trustees, volunteers, along with Helmores Lawyers Partner Rob Anderson and his wife Kylie. Helmores Lawyers helped cover the cost of us attending the gala dinner and has since become one of our corporate "Nourish" partners.

Our work last year would not have been possible without the dedicated support of the many funders who understand the importance of our work. We are very grateful to them all and thankful that they have chosen to be on this food rescue journey with us.

Finally, whilst it was very sad to see Anne Barnes resign from the Board, I extend my heartfelt thanks to all the Satisfy Food Rescue trustees, who govern our organisation with great passion. Their support and dedication over the past

year has been invaluable.

Phillipa Hunt, Chairperson and Founder

## **Manager's Report**

We often say that 'working ourselves out of a job' is the ultimate goal - where no food is wasted and no-one is hungry. As I reflect on this past year, and our growth, it seems like we are a long way from that as we enter our ninth year at Satisfy.

Our volunteers continue to astound us with their unwavering support and commitment each week. Our staff team continues to grow and we welcomed Belinda Marson and Vicky Cran as Operations Support, and Anne Braithwaite, Dave Coll, and Tim Wilkinson joined as Food Collection Specialists. Mari Strydom also returned briefly to assist with food collection before moving overseas. I also have to acknowledge our entire operations team who always step up, no matter how hard the challenge.

The end of 2023 brought with it some adventure! Just as we had decided to 'roll into Christmas', December to March became our busiest months ever. We celebrated the opening of our tenth partner store, Woolworths Waimak Junction, early in December and on the same day we were very saddened to hear of Foodbank Canterbury's intended closure. This left many Christchurch supermarkets without a food rescue partner and uncertainty for organisations supporting people in need across the city.

Through the magic of collaboration (throw in a live breakfast TV appearance for good measure!), alongside our friends from Kairos Food Rescue, we went to work to create a plan to support Christchurch with a robust food rescue solution. Satisfy agreed to collect from five of the northern stores with Kairos partnering with the other six, commencing January 2024. Although challenging to have such sudden growth, I think it is testament to the collaborative nature of food rescue, along with our 'can do' attitude, that allowed us to step into this space so diligently. I must also mention Woolworths New Zealand, who came to the party quickly with some funding to help us take on this work. When you add in the generosity of Meridian funding

a brand new EV through their Decarbonisation Fund, and PAK'nSAVE Rangiora owners Catherine and James Flanagan donating an electric reach truck to us - we stepped into a very busy 2024 with funds and equipment to support the hard mahi we had ahead.

Amongst this busy time, we had daily visits from local gardeners donating excess produce to pass on to the community. Over 6,000 kilograms of domestic donations came through our doors, which is an incredible 230% increase in donations from the year before! This bounty was supplemented by our harvest collaboration with the Oxford & District Lions Group, with weekly deliveries of large bins of potatoes and other produce arriving. In its fourth year, this amazing project has provided over 42,000 kilograms of fresh food to be sent far and wide across our community.

Starting 2023 as a partner to 9 supermarkets, we ended this year with 16, welcoming the brand new PAK'nSAVE Papanui to our collections in March. With no sign of things slowing down, we will continue to do all that we can for our environment, our community and all of our dedicated people; to provide a reliable and responsible food rescue service to help reduce waste and prevent hunger.

James.

Stef Van Meer, Manager



# Stage

#### **Food Donor:**

Food retailer, wholesaler or grower has unsaleable but edible food to donate.



#### St

2 rua:

#### Satisfy Collects:

We collect food from donors every weekday with help from our volunteers and bring it back to our Kaiapoi base.



#### Stage

#### **Food Sorted:**

Our wonderful team of volunteers sort the food to suit the needs of our recipient organisations.



#### Our AFRA Hui 2023

"It was so great to connect with other food rescue organisations. Our face-to-face interaction and sharing of ideas were so worthwhile. Hearing and seeing what's happening in other spaces was really valuable, along with lots of positivity and energy from enthusiastic kaimahi." AFRA Hui 2023 attendee





# Stage 4 Wha

## Recipient Organisations:

Food is collected by local organisations doing vital work within our communities.



#### Stage

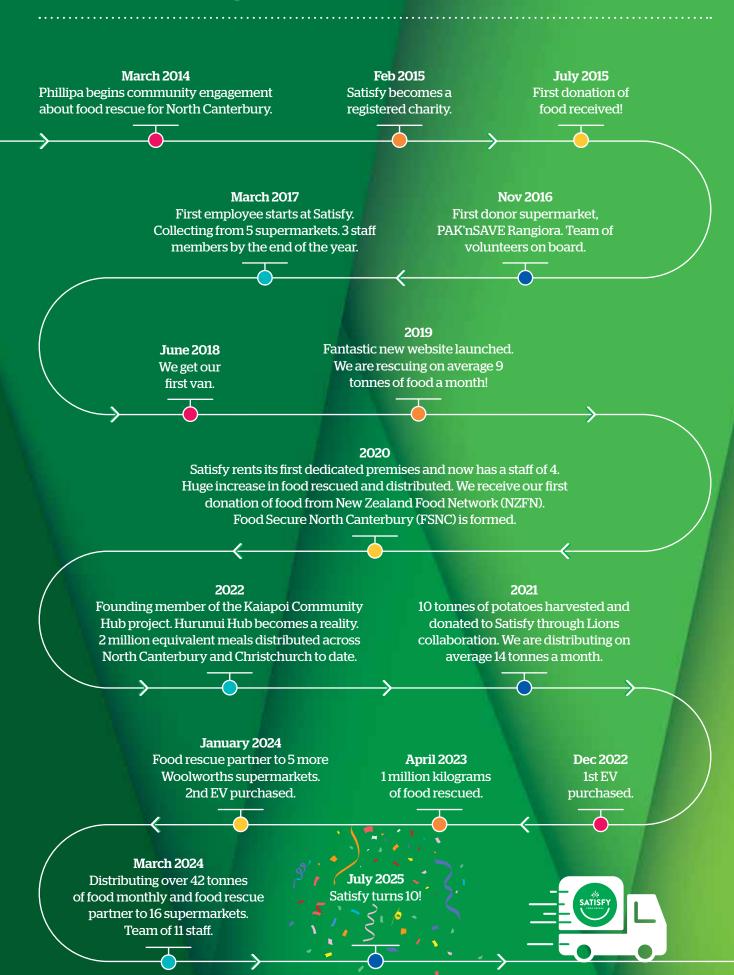
## Food Distributed:

These organisations give out our rescued food to children, families and people who need it most.





## **Our Journey**



## **Our People**













"After 7yrs volunteering at Satisfy, I still love going every Wednesday. The friendly nature & bright smiles of management & colleagues makes me feel cherished & appreciated. I am extremely proud to be

Irene Chalmers, Volunteer

"I volunteer at Satisfy because I feel I am doing something worthwhile for my community."

associated with Satisfy."

Pauline Moore, Volunteer.





We are proud to say that this has been a year of significant growth! Not only have we seen an increase in our reach with Satisfy heading into Christchurch to start collections from a number of new stores, but our food reach has increased from an estimated 85,000 people per year to over 200,000 as we have connected with many more recipient organisations to distribute food across the community.

We couldn't have achieved this without our dedicated volunteers, staff members and Trustees. This year saw volunteers give a staggering 4,628 hours of their time! We are proud to say that 26% of our volunteers have been with us for 6 years or more. We welcome all of our new volunteers too, 25% of whom have been with us for less than a year.

As Satisfy celebrates its last anniversary in the single digits we would like to acknowledge our volunteers, Adrienne Lamb, Glenys Ralph, Irene Chalmers and Rosemary Frew and our Trustees, Cushla Fitzgibbon, Phillipa Hunt and Tina Thorpe, all who have been with us from the very first collection.

We are extremely grateful to all of our wonderful volunteers without whom none of our work would be possible.







## **Our Volunteers**

Adrienne Lamb Karen Sewell Alan Adams Kathy Boyland Alex Foerstmann Kathy Preston Alison Hockham Katrina Finney Anita Hayward Katrina Price Anne Anderson **Kevin Thornley** Anne Braithwaite Michelle Campbell Belinda Marson Michelle Nortje Brian Kelsall Paul McFarlane Paula Van Meer Brian Thompson Bronwyn King Pauline Moore Bruce Barker Petrea Barker **Brvan Harrison** Phillipa Hunt Cameron Crawley Rachelle Smith Chris Sutherland Rosemary Frew Ryllis Adams **Chrissy Cunnington** Cushla Fitzgibbon Sandra Collett Dan Ralph Sharon Paintin Dave Coll Simon Stokes Erin Morgan Stef Van Meer Fran Cain Steve Evett Glenys Ralph Sue Acheson Hildegard Taylor Sue Evett Irene Chalmers Tina Thorpe Jackie Freeman Tricia Isle Jeff Acheson Vicky Cran John Hannah Wendy Stokes

At Satisfy, we enjoy the company of the team that we volunteer with and are pleased to now call them friends?

Petrea & Bruce Barker, Volunteers

#### **Our Staff**

Anne Braithwaite
Belinda Marson
Brian Kelsall
Brian Harrison (resigned October 2023)
Cameron Crawley
Dave Coll
Fran Cain
Mari Strydom

Michelle Nortje Stef Van Meer Tim Wilkinson

Michelle Campbell

66 Working for Satisfy is very rewarding; Over the past 7 years I have enjoyed building relationships with our recipients, volunteers and many other community contacts. Satisfy is a supportive and fun organisation to be a part of, with great team values. 99

Michelle Campbell, Distribution Coordinator

#### **Our Trustees**

Anne Barnes (resigned May 2023) Brian Thompson Cushla Fitzgibbon Kathy Boyland Phillipa Hunt Tina Thorpe Simon Stokes





#### **Our Collaborators**

Aotearoa Food Rescue Alliance (AFRA)
Food Secure North Canterbury (FSNC)
Hurunui District Council
Kaiapoi Community Hub Trust
Kairos Food Rescue
New Zealand Food Network (NZFN)
Oxford & District Lions Club
Waimakariri District Council

# Our Crowdfunding Heroes!

Ashtons Wheelans
Blackwells Department Store
First Windows and Doors Christchurch
Helmores Lawyers
Kaiapoi Aluminium Joinery
Men at Work
RW Design
Sherratt Ingredients
Westimber Ltd

## Our In Kind Supporters

Belinda Marson Photography MOVe Logistics Helmores Lawyers Halls Cold Chain Logistics Rob de Voer

#### **Our Food Donors**

Amberley Pie Shop
Americold
Behind The Hedge Garden Co
CJ's Plant Farm
Delta Community Support Trust
Farmlands Rangiora
Foodbank Canterbury
Fresh Choice Oxford
Hellers
Hoon Hay Food Bank
Ingham's Enterprises
Just Zilch
Kaiapoi Food Forest
Kairos Food Rescue

LJL Growers
Loburn Grove
Mountain View Produce
MOVe Logistics
Neville Major-Johnston
New World Kaiapoi
New World Ravenswood

New Zealand Food Network Out The Gate

Oxford & Districts Lions Club PAK'nSAVE Northlands PAK'nSAVE Papanui PAK'nSAVE Rangiora

Pataka Berries Reality Bites

Rotary Club of Belfast Kaiapoi

Scottfresh

St Barnabas Anglican Church St John the Baptist Anglican Church Rangiora

SuperValue Mandeville

Surge SMC

Tokyo Imports

Tram Road Fruit Farm

Watties

Woolworths Amberley

Woolworths Avonhead

Woolworths Belfast

Woolworths Christchurch Airport

Woolworths Kaiapoi

Woolworths New Brighton

Woolworths Northlands

Woolworths Rangiora

Woolworths The Palms

Woolworths Waimakariri Junction



## **Our Recipient Organisations**

"Oxford Community Trust is extremely grateful for all of the food received through Satisfy. Hardship is becoming more prevalent in all demographics of our community. The food that comes into the food bank from Satisfy is gratefully received by our clients and makes a huge difference to the quality of food parcels we are able to provide. We are also able to run a food stall for the social housing units here in Oxford, which helps those residents with their food expense, but also provides a connection point for them with each other, and staff from the Trust."

Jo Ealam, Manager, Oxford Community Trust



EA)

Loburn

Rangiora

Woodend

Kaiapoi

woodend

Christchurch

#### Oxford

Oxford

Twelve Baskets Food Bank Oxford Community Trust

West Melton

#### Christchurch

Belfast Community Network Meals
Earthquake Express
Kairos Food Rescue
Delta Community Trust
Ötautahi Maori Wardens
Reformed Church
(Latimer Soup Kitchen)
Riccarton Baptist Church
Te Puawaitanga ki Ōtautahi Trust
The Potter's Way Soup Kitchen

Rolleston Lyttelton

Tai Tapu

Hurunui

Waikari

Amberley

Waip

Amberley Food Bank Highway Church Community Meal Hurunui District Council \*\* Inspire Church Food Bank Living Waters Hurunui Outreach

Greta Valley

#### Rangiora

Comcol Community College
Hands of Hope
Hope Community Trust
Mountain Meadows Trust
North Loburn School
Rangiora High School
Rachel's House Trust
St John's Anglican Church
St Vincent de Paul Rangiora
The Salvation Army Rangiora
Thrive Church
Rainbow Meetups (LGBTQIA)
Waimakariri District Council \*\*

#### Woodend

St Barnabas Anglican Church WASP Woodend After School Programme Woodend School

#### Kaiapoi

Honeybeez Preschool Kaiapoi Borough School Kaiapoi Community Support Kaiapoi High School Kaiapoi North School Karanga Mai Early Learning Centre Karanga Mai Young Parents College Noaia Charitable Trust Person 2 Person Trust Riverside Church St Patricks School St Vincent de Paul Kaiapoi Tuahiwi Marae Tuahiwi School The SEDE Project The Darnley Club

\*\* Ad hoc collections

## **Our Highlights**















## **Our Harvest Season**























## **Our Impact and Numbers**



**299,709 kgs** of food rescued



**856,312** equivalent meals



**50** food donors



**\$0.43** cost per meal distributed



**1,217 million litres** of water saved



**1,732 tonnes** of CO<sub>2</sub> reduced



**49** recipient organisations

**50** Volunteers

**89** Volunteer hours per week

**26%** of team members have been volunteering for 6 years or more!

Length of service for Satisfy's regular volunteers



"We are really proud of the high level of volunteer retention at Satisfy. The work that we do would be impossible without them". Cameron Crawley, Operations Coordinator

## **Our Carbon Journey**

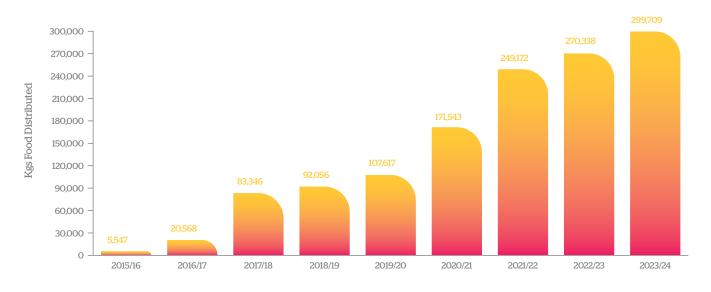
This year, we began to better understand the impact of our operations on carbon emissions. Food rescue generally has a positive carbon impact by reducing landfill waste and the need for additional food production, which lowers emissions. However, our operations also generate emissions.

For several years, we've reported the carbon emission reductions linked to food rescue but hadn't assessed our own operational footprint. We've now started this journey with the Terra Nova Foundation's Earth+ programme and the CoGo carbon footprint calculator. Alongside this, Aotearoa Food Rescue Alliance (AFRA) has also updated its guidelines on calculating emissions reductions from rescued food. We aim to report our progress confidently next year.

This year, we've taken steps to reduce our emissions by purchasing a second EV van, installing another EV charger, and switching to Ecotricity, a 100% renewable energy supplier.



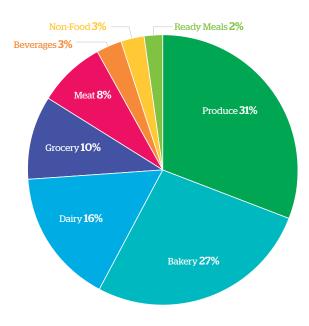
#### Satisfy Food Rescue Yearly Data



#### **Equivalent Meals Distributed 2023/24**



Distributed Food By Type





## Satisfy's Partnership with Woolworths:

**Supporting Christchurch Through Crisis** 

**Gordon Harcourt** Community Programmes & PR Manager, Woolworths NZ

# What motivated Woolworths to invest in Satisfy and Kairos to grow their operations following the closure of Foodbank Canterbury?

This was a bit of a no-brainer really. Foodbank Canterbury collapsed just before Christmas and that was going to have a devastating effect on the people and communities who depended on it. So we acted. We were able to do so very quickly because we had extra funds to invest in food rescue and hunger relief from an extra donation of \$1.5 million from Woolworths Group, our parent company, to those people most affected by the cost of living and climate events. We had partners that we knew could step up and all we had to do was give them the means to do it. It's Satisfy and Kairos who did the real mahi here.

## How does Woolworths hope to impact local communities by investing in food rescue?

There are two parts to this. The first and more obvious one is that we want to help relieve hunger. The second part is that we also want to reduce our own food waste, and our aim is to divert all food waste from landfill by 2025. If we are going to do that we need partners with real capability. So, we give those partners access to our stores to collect the food and we invest in those

partners so that they have the ongoing capability to collect. In our financial year 2024 we will end up investing about \$2m in food rescue and hunger relief.

## Looking forward, how does Woolworths plan to continue supporting food rescue efforts in New Zealand?

We will continue to fund food rescue organisations across the motu and we aim to divert as much as possible from the landfill. We want to get food into tummies, not the tip. It was also a privilege to fund and attend the recent AFRA South Island hui in Ōtautahi/Christchurch and we're doing the same for the national hui in Tāmaki Makaurau/ Auckland in September. Our food rescue partners are utterly crucial to the success of our aim.

## How does Woolworths measure the success of its contributions to food rescues like Satisfy?

The most important measure of success is that safe, edible food is collected from our stores as often as possible and distributed to the people who need it. That requires a viable food rescue sector with strong capability. We feel we are helping both of those things.

Internally, in 2023 we implemented a food waste diversion data enhancement programme across all our 195 stores. This has significantly improved our data capture and reporting capability, helping our team select diversion pathways for food waste. We're now reporting more accurately on our performance and monitoring progress towards our 2025 goal.





# Satisfy and the Rātā Foundation

The Rātā Foundation has been funding Satisfy for many years and at the end of last year we had the fantastic opportunity to create a video of our work with the Rātā Foundation. Scan the QR code below to watch us in action!

"As the South Island's largest community funder, Rātā Foundation is supporting Satisfy Food Rescue with a contribution towards operating costs to ensure Phillipa and her network of staff, local businesses, and volunteers can keep their doors open to those needing support and continue to lead the way with their environmental efforts.

"Satisfy Food Rescue has a dual emphasis on improving food security to those experiencing economic hardship and rural isolation in North Canterbury, as well as minimising food waste and environmental impact."

"Their work ensures people in need continue to get the right support when they need it, and it's no secret the level of need in our community is on the rise. The impact Satisfy Food Rescue has achieved, both socially and environmentally, speaks for itself." **Leighton Evans** Rātā Chief Executive.



#### **Our Funders**

Satisfy couldn't do the work that we do without the generous support of our many funders that support us year after year. We would like to take this opportunity to thank them all:

Woolworths New Zealand Meridian Energy Limited **Lottery Community** Ministry of Social Development Meridian Energy Limited Rātā Foundation Christchurch Waste Minimisation Fund **Aotearoa Gaming Trust Pub Charities** Kiwi Gaming Foundation **COGS** Simplicity Foundation Whakatupu Aotearoa Foundation IAG New Zealand Mainpower **Helmore Lawyers** David Ellison Charitable Trust ... and our many other generous individual donors!



## Meridian and Satisfy: Championing Sustainability

#### Can you tell us about Meridian's mission and values, and how funding a new EV van for Satisfy fits into those goals?

Meridian's purpose is Clean energy for a fairer and healthier world and this is at the centre of everything we do. Meridian is committed to tackling climate change in areas where we know we can make a meaningful difference. Our Community Decarbonisation Fund is one such area and so far it's helped 19 community groups across Aotearoa in their goals to decarbonise over the past two years. We have swapped out diesel heaters, installed solar and granted new EV's like the great new van for Satisfy Food Rescue.

#### What inspired Meridian to support Satisfy?

Given the great work that Satisfy does in the community, the decision to fund their electric vehicle made complete sense. Meridian was proud to support it.

Meridian only generates electricity from 100% natural, renewable sources - water, wind and sun - so the environment is something we're committed to taking care of. We support community initiatives that are trying to reduce their own carbon emissions, like Satisfy Food Rescue!

#### In what ways do you believe the new EV van will enhance Satisfy's ability to serve the community, and why was this project important to Meridian?

Meridian are committed to doing good for the environment themselves and sharing our knowledge and experience to help others decarbonise. We believe EV's are the best for the future - less emissions, and lower operating costs for Satisfy Food Rescue. Win win.

#### What are Meridian's future plans for community engagement and support, and how do you see your ongoing partnerships with community charities evolving in the years to come?

Meridian acknowledges that transitioning to a low-carbon model is not easy, and we want to continue to help remove the economic barrier to doing this. We want more community groups like Satisfy Food Rescue to make use of the Decarb Community Fund to invest in projects that lower their emissions and contribute to NZ's 2050 climate action goals. We have to work together to achieve this collective goal, so Meridian is looking to evolve partnerships with community groups across the country.





Scan to watch: Electrifying food rescue

## Our First Supermarket Donor

Nine years ago, Satisfy found their first supermarket partner with PAK'nSAVE Rangiora. We asked owners Catherine and James Flanagan to tell us why partnering with food rescue was important to their business.



RANGIORA





## What motivated you to become our first food donor nine years ago?

We partnered with Satisfy when we opened PAK'nSAVE Rangiora as Satisfy was our local option for food rescue and we wanted to ensure that this would be a relationship that benefited our community. Over the years that have followed, Satisfy has continually proven that this decision was the right one and our confidence in Satisfy was well placed.

## How does donating food and equipment like the electric reach truck align with your supermarket's (or your) values and mission?

Our values are all based around being a part of our community and making sure that everything we do enhances the community's wellbeing. We focus heavily on how we can provide value and support through employment and relationships that continually add value back to North Canterbury. Where we see a need and we have the means to help we always give it our best. The Electric Reach Truck was about seeing an opportunity where we could add value to the community through Satisfy by making some very manual tasks easier and enabling Satisfy to focus their energy and the efforts of the amazing volunteers on other areas.

# In what ways have you seen your donations impact the local community, and why do you believe it's important for businesses to engage in such initiatives?

We believe that having a healthy community is incredibly important to any of the businesses that operate in North Canterbury. We have a number of important relationships that continue to grow each year, where we offer our effort and support to enhance the work done by others in our community. I think it is more than just whether a business can do anything - all of us, if we are able, should be looking at how we can engage in our communities to make things better for everyone.

## Can you share a memorable moment from your partnership with Satisfy?

Coming to visit the team at Satisfy and chat about what they are doing, understanding the need and seeing the amazing amount of work being done by the team was very humbling. It was also very inspiring to see the future plans and how Satisfy is looking to enhance what has already been achieved in the future.

## How do your employees feel about the supermarket's involvement with Satisfy?

Our team is very proud to be partnered with Satisfy and consider them a part of the team. I think it is important for the team to see what we are doing and in some instances even be involved. It is good for them to see that edible food does not go into the waste and that it is going to an organisation that can distribute it to people that need it.

#### **Statement of Financial Performance**

#### For the year ended 31 March 2024

'How was it funded?' and 'What did it cost?'

	2024	2023
Revenue	\$	\$
Donations, fundraising and other similar revenue	524,929*	180,678
Revenue from providing goods or services	74,652	286,349
Interest, dividends and other investment revenue	17,689	7,927
Other revenue	20,274	265,256
Total Revenue	637,544	740,210
Expenses	<b>\$</b>	\$
Expenses related to public fundraising	2,042	2,907
Volunteer and employee related costs	264,927	185,310
Costs related to providing goods or services	66,012	63,227
Grants and donations made	-	200,000
Other expenses	100,103	189,486
Total Expenses	433,085	640,931
Surplus/(Deficit) for the Year	204,459	99,280

<sup>\*</sup> This amount includes all grant income for 2023/24 and also includes the \$200,000 donation returned by the Kaiapoi Community Hub Trust (paid by Satisfy to KCHT in the prior year). This returned amount has been recognised as unspent grants this financial year.

#### **Statement of Financial Position**

#### For the year ended 31 March 2024

'What the entity owns' and 'What the entity owes'

	31-Mar-2024	31-Mar-2023
Assets	\$	\$
Current Assets		
Bank accounts and cash	680,111	443,315
GST Receivable	-	-
Total Current Assets	680,111	443,315
Non-Current Assets		
Property, Plant and Equipment	201,337	151,828
Total Non-Current Assets	201,337	151,828
Total Assets	881,448	595,142
Liabilities		
Current Liabilities		
Creditors and accrued expenses	3,839	10,177
GST Payable	5,362	7,269
Employee costs payable	15,299	14,242
Unused donations and grants with conditions	320,538	68,480
Funds held on behalf	18,177	181,199
Total Current Liabilities	363,215	281,368
Total Liabilities	363,215	281,368
Total Assets less Total Liabilities (Net Assets)	518,234	313,775
Accumulated Funds		
Accumulated surpluses or (deficits)	518,234	313,775
Total Accumulated Funds	518,234	313,775

