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Dear Friends,

It is with great pleasure that I present the 2012/13 Annual Report for the St Vincent de Paul Society NSW. In this, the year of the bicentenary of the birth of our founder, Blessed Frederic Ozanam, I am reminded of how one person’s commitment to make a difference for people experiencing disadvantage can result in a movement that today helps millions of people across the globe.

Frederic Ozanam was a progressive of his time, a young man aged just 20, who in post-revolution France had deep concern for the root causes of poverty, identifying them and speaking out. He understood that the social structures which cause poverty needed to be addressed if real change was to be made. He passed away at just forty years of age, but in a short twenty years was able to inspire thousands of like-minded people from across the world to stand up to injustice and help people living in poverty.

In a time where communication was slow and tedious, this is an inspirational accomplishment. That one young man should stand up and inspire so many thousands at that time, and so many millions now, is a story the Society is very proud of.

Frederic’s message rings true today and this Annual Report allows us to reflect on the great work that we have achieved. We should be proud that we have made a real difference to the lives of so many people, who may otherwise have no one else to turn to. In this past year we assisted over 475,000 people, each of them with their own personal story and pain.

This work is played out in towns and cities across the State each and every day as our members visit people in their homes, and in hospitals, prisons, nursing homes and detention centres, connecting with them and assisting them in a way that few organisations have the capacity to do. Visitation is unique to the Society, setting us apart and allowing us to walk a journey with the people we assist. As we lend a helping hand with bills, food and other material assistance, we are also the shoulder to lean on and the friend they may not have. In 2012/13, Society members undertook more than 218,000 visitations.

Guided by the Our Society, Our Plan Strategic Plan 2013-18, this financial year we have taken great strides in improving our governance, strategic planning, and looking at how we develop and support our membership, spirituality and services into the future.

A key change was the decision to incorporate as a Company Limited by Guarantee under the Corporations Act 2001. A great deal of work was undertaken to ensure that this transition was a smooth one and the transfer of operations commenced from 1 July 2013.

Some of the other key achievements against the Plan are the development of a Membership Recruitment and Retention Strategy, which will stand us in good stead to attract new members; the undertaking of a broad sweeping survey on the spiritual needs of our members and volunteers to ensure mechanisms are put into place to meet these; and a review of all of our Special Works.

Another important achievement in 2012/13 was the establishment of St Vincent de Paul Society Housing Ltd. trading as Amélie Housing. The company will focus on developing more social and affordable housing. It will have an integral role in supporting our homeless services to break the cycle of homelessness.

Each and every day, the St Vincent de Paul Society helps people experiencing disadvantage through its members and 98 Special Works. We do so because we cannot see injustice and let it go unchallenged.

I would like to take this opportunity to thank all my fellow members of the NSW State Council, whose dedication and hard work over the past 12 months has resulted in many improvements that are integral to establishing a stronger Society in NSW.

I sincerely thank our members, volunteers, employees, supporters, benefactors, trusts and foundations for making this work possible. The work we have undertaken throughout our history has made a real difference in the lives of so many of society’s most vulnerable people.

Yours sincerely,

Ray Reynolds
President, NSW State Council
St Vincent de Paul Society NSW
Dear Friends,

I have been with the St Vincent de Paul Society NSW for close to 18 months and in that time have been humbled by the dedicated and inspirational work of our members, volunteers and employees.

The varied work undertaken by the Society is often an unknown to many people. In 2012/13 we managed 98 Special Works or services in NSW that provided assistance in the areas of homelessness; domestic violence; migrants and refugees; mental health; disability; drug, alcohol and gambling counselling; youth services; food vans and financial counselling.

Our network of members work and live in communities across the State where they are always on hand to assist people struggling to make ends meet. In 2012/13 members and volunteers gave up more than 2.3 million hours of their time to support some of the most disadvantaged people in NSW.

As we go about our crucial day-to-day work, this financial year has also been one of building the future capacity of the Society. As our State President, Ray Reynolds referred to in his report, over the last 12 months we began the implementation of our new Strategic Plan, Our Society, Our Plan.

One of the key strategies of the Plan was to undertake a review of all of our Special Works. The review was overseen by the Special Works Review Advisory Committee and consultancy firm PricewaterhouseCoopers was appointed to undertake the project. During the process it was determined that the service categories of homelessness, community development, disability and mental health can be considered the core work of the Society. The final report contained a number of recommendations which, among other things, will provide a framework for approving future Special Works and establishing a consistent reporting framework to better assess the impact of the Society’s work.

In line with these core areas is the NSW Government’s Ability Links program which aims to connect people with disability to mainstream activities and programs in the community. The Society successfully implemented the program in the Hunter Region during the 2012/13 financial year.

The Strategic Plan also calls on us to Raise Our Voice; to advocate on behalf of the people we assist and speak out on social injustice and the barriers that we believe are keeping people in a cycle of poverty and disadvantage.

In 2012/13 we had some great successes in regards to advocating on social issues that affect people experiencing disadvantage. The halve homelessness campaign, where we called on both sides of federal government to recommit to The Road Home White Paper’s targets of halving homelessness by 2020, saw Society representatives meet with politicians from both sides of government including former Prime Minister Kevin Rudd, current Prime Minister, Tony Abbott and then Shadow Housing Minister, Marise Payne.

In addition, as a major provider of homeless services in NSW, the Society is an important voice in the sector and this year we were invited to be part of the NSW Premier’s Council on Homelessness.

None of this work of course, can be done without responsible and balanced economic management. The Society is fortunate to be in a sound financial position with net assets at 30 June 2013 of $378m. The main components of this are property assets of $290m, cash assets of $47m and long-term deposits of $55m. Whilst the financial position is currently strong, there is budgeted capital expenditure in excess of $27m over the next 12 months. As part of the Strategic Plan it is also planned to evaluate the Society’s property portfolio to determine the level of future expenditure that may be required.

Revenues have increased on average by 4.3% since 2009 but over the same time expenses have increased by 5.4% on average. Indications are this trend is likely to continue as demand for our assistance grows and rising cost pressures impact. The Society is committed to ensuring the most efficient and effective use of funds to ensure we can continue to assist as many people experiencing disadvantage as possible.

Yours sincerely,

Michael Perusco
Chief Executive Officer,
St Vincent de Paul Society NSW
This year the St Vincent de Paul Society continues to assist people experiencing disadvantage and poverty across New South Wales. In towns and cities across the state, dedicated members, volunteers and employees of the Society work to try and build a more just and compassionate world. They visit people in their homes and receive people through their services, treating each person with dignity and empowering them to rebuild their lives.

As more Australians turn to charity for assistance, many of these for the first time, it is the compassion of organisations such as the St Vincent de Paul Society that ensures that already difficult situations do not spiral out of control.

The St Vincent de Paul Society not only provides essential assistance such as food, clothing, furniture, bedding, and energy and telephone vouchers, but in a world of fast headlines and often little substance, advocates and raises its voice for those people who have been left on the margins of society.

This year, the Society called on both sides of federal government to recommit to the issue of reducing homelessness. It is true that a community can be judged by how it treats those who are experiencing the most extreme forms of disadvantage and the Society's call for solutions to homelessness in a country as rich as Australia, is testament to its commitment to social justice.

Each and every day, thousands of Society members, volunteers and employees work tirelessly to change people's lives for the better.

May the Lord continue to bless all those who undertake the work of the Society and all those they seek to assist.
The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years.

The St Vincent de Paul Society NSW has around 16,000 members and volunteers across the State giving tirelessly of their time. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling, school items for children, and the provision of other material items such as furniture, clothing and bedding and any other household items.

Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has 98 Special Works across the State. These services deal with a range of issues including homelessness, domestic violence, mental health, youth issues, disability, rural assistance, financial counselling and assistance, assisted accommodation, food provision, refugees and migrants, rehabilitation and addiction, and other community support services.

Key historical dates

1833  The St Vincent de Paul Society was founded in Paris by 20 year old university student, Frederic Ozanam and his friends.

1881  Charles Gordon O’Neill joined the St Vincent de Paul Society in Scotland at just 23 years of age. He moved to New Zealand and then Sydney in 1881 where he founded the first St Vincent de Paul Society Conference in NSW at St Patrick’s Church Hill in Sydney’s Rocks District.

1891  The first Special Work of the Society was founded in Surry Hills.

1922  Until 1922 Parish Conferences had organised wardrobes of clothes for people in need by collecting local donations. When this practice became too difficult to manage, the idea of Vinnies Shops where people could purchase second-hand items was born.

1938  The Matthew Talbot Hostel was opened by Bishop Norman Gilroy in Kent Street to help the many men experiencing homelessness in Sydney. It moved to Woolloomooloo in 1965, where it remains.

1975  A State Youth Committee, comprising a representative from every Central Council and a Spiritual Advisor, was formed to coordinate and promote the involvement of young people in the St Vincent de Paul Society.

1990  Over 500 Vinnies Shops are in operation in Australia.

2006  The Ozanam Learning Centre in Woolloomooloo opens. It offers a range of education programs, recreations activities, a drop-in day centre and extensive information and referral service for men and women experiencing homelessness.

2010  Opened the new St Vincent de Paul Society NSW State Office. The building was officially blessed and commissioned by Bishop Terence Brady.

2013  The St Vincent de Paul Society celebrated the bicentenary of founder, Frederic Ozanam’s birth.
Our Governance

Our Mission
St Vincent de Paul Society NSW is a lay Catholic organisation that aspires to live the Gospel message by serving Christ in the poor with love, respect, justice and joy, and by working to shape a more just and compassionate society.

Our Vision
St Vincent de Paul Society NSW aspires to be recognised as a caring Catholic charity offering a ‘hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Strategic Plan
The Society’s NSW State Council adopted a new Strategic Plan, Our Society, Our Plan 2013-2018. The Strategic Plan is built on the following six strategic goals:

• Strengthening our Spirituality;
• Strengthening our Service;
• Developing our Membership;
• Strengthening our Society;
• Strengthening our Partnerships; and
• Raising our Voice.

A detailed report highlighting progress against the Strategic Plan can be found on pages 28-31. The Strategic Plan can be accessed on the Society's website at www.vinnies.org.au under NSW publications.

What we do
St Vincent de Paul Society NSW is a volunteer-based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years. People are assisted by the Society either by Conference members or through our Special Works.

Conferences are parish groups established in local areas to provide assistance to people experiencing disadvantage. The core of Conference members’ work is visitation, whereby they meet with people to determine how best to assist them.

A Special Work is a specialised service that is tailored to meet the various needs of the people we assist including the key areas of homelessness; mental health and disability services; and a range of other community services.

Organisational Structure
The Society comprises a number of separate but related legal entities. The Trustees of the Society of St Vincent de Paul NSW (“Trustees”) is a body corporate incorporated under the Roman Catholic Church Communities’ Lands Act 1942 (NSW). In November 2012, the Trustees registered a public company limited by guarantee, named St Vincent de Paul Society NSW (“the Company”), and on 1 July 2013 all of the operations of the Trustees were transferred to the Company. A Transfer Deed governs the relationship between the Trustees and the Company, under which ownership of all real property is retained by the Trustees. The members of the NSW State Council also form the Board of Directors of the Company. Both entities are registered as charities with the Australian Charities and Not-for-profits Commission (ACNC).

The Board guides and supports the work of the Conferences, Special Works and Vinnies Shops through the Regional and Central Councils. State Council decisions are binding upon the Regional and Central Councils and Conferences. Each Central Council President sits on the NSW State Council and on the Company Board. A number of advisory committees assist the State Council and Board in carrying out their responsibilities. The details of the current members of the NSW State Council and Board are set out on page 12.

St Vincent de Paul Housing (trading as Amélie Housing) was registered as a public company limited by guarantee in May 2012 and is registered as a Class 4 community housing provider under the Housing Act 1991 (NSW). It is also a registered charity with the ACNC. Information about the objectives and activities of Amélie Housing can be found on pages 12-13.

Regulatory Environment
The operations of the Confederation of the St Vincent de Paul Society in Australia are governed by The Rule of the St Vincent de Paul Society in Australia (7th ed., 2012), issued by the National Council of Australia, and by the Statutes of the International Confederation of the St Vincent de Paul Society, approved during the Rome Special General Meeting in October 2003. Members of the Society are obliged to abide by The Rule.

The Trustees is a body corporate established pursuant to the Roman Catholic Church Communities’ Lands Act 1942 (NSW). The Company has a written constitution, which is to be read subject to The Rule, and in the event of a conflict The Rule will prevail.

The Society's main regulator is the ACNC. The Company still has reporting and notification obligations to the Australian Securities and Investments Commission on certain matters under the Corporations Act 2001 (Cth.). The Society is a Public Benevolent Institution and is endorsed to access GST
Concession, FBT Exemption and Income Tax Exemption. The Society is endorsed as a Deductible Gift Recipient.

St Vincent de Paul Society Housing trading as Amélie Housing is registered as a Class 4 community housing provider with the Registrar of Community Housing, which administers the regulatory system and Regulatory Code for community housing providers under the Housing Act 2001 (NSW).

**Advisory Committees**

The Society has a number of advisory committees to assist the State Council and Board in carrying out their functions and to provide advice and recommendations for effective and informed decision-making. The committee structure allows trustees and directors access to a broader range of members, staff and external experts than would be the case at State Council and Board meetings.

**Audit Risk and Finance Committee**

The Audit, Risk and Finance Committee (ARF) is the key advisory committee for the oversight of the Society’s financial statements, effectiveness of its internal controls and risk management, review of project and agreement applications, investments, compliance with laws and regulations, and evaluation of internal and external auditors. The scope of its activities is set out in the Audit, Risk and Finance Committee Charter.

The current members of the Committee comprise the State Council Vice-President Treasurer (the Chair), the Chief Financial Officer, two elected State Council members and two external members appointed by the State Council.

Key activities of the committee in 2012/13 were:

- Reviewed and made recommendations regarding the Community Housing business plan.
- Reviewed internal audit reports.
- Reviewed the financial reports presented.
- Kept informed regarding the incorporation process.
- Reviewed major project proposals including the Ability Links proposal.
- Reviewed the general and workers’ compensation insurance policies and made recommendations to State Council and Board.
- Reviewed the budget and made recommendations to State Council and Board.
- Oversaw the year-end audit, financial statements and cash flow forecasts.

The number of ARF Committee meetings held and attended by each of the members during the financial year was:

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<td>Barry Jones</td>
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<td>Bob Lulham</td>
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<td>Peter Miller</td>
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<tr>
<td>Michael Perusco*(ex officio member)</td>
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<td>Ray Reynolds (ex officio member)</td>
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<td>Richard Stewart</td>
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<td>Graham West^ (ex officio member)</td>
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**Governance Committee**

This committee is an advisory committee of the State Council and Board, which assists both bodies in discharging their governance responsibilities.

**Strategic Plan Implementation Committee**

This committee is responsible for overseeing the implementation of the Strategic Plan.

**Centres Committee**

This committee oversees the operation of Vinnies Shops throughout New South Wales, recommending and monitoring appropriate strategies and directions. Membership of the committee is drawn from employees and members involved with the Vinnies Shops from across the State.
Internal Audit and Risk Management

An Internal Audit and Risk Management function was formally established by State Council with the primary objective of enhancing the delivery of services and operations of the Society via the coordination of risk management activities and provision of audit services. Independent assessment of risks and controls complements the External Audit activities the Society already has in place. The scope of internal audit and risk management covers all operations and programs of the Society.

The activities of this function are governed by the Internal Audit Charter, and carried out by the Internal Audit and Risk Manager who reports directly to the ARF Committee. The Internal Audit and Risk Manager is the Chief Audit Executive as outlined in the Institute of Internal Auditors - International Standards for the Professional Practice of Internal Auditing.

The Internal Audit and Risk Assurance Plan identified business risks, expected internal controls, risk factors and audit procedures for activities undertaken by the Society. Some of the key focus areas contained within the Plan included workplace relations and payroll, Workplace Health and Safety, income and expenses, donations and fundraising, government funding, Vinnies Shops, finance, compliance of internal and external policies and requirements, controls on welfare assistance, IT environment, and capital projects and approvals.

During the year, internal audits were performed in accordance with the Internal Audit and Risk Assurance Plan. Ad hoc audits were also undertaken as per instructions from the ARF Committee.

Internal audit reports were presented to the ARF Committee. Recommendations in the internal audit reports were progressively followed up by management.

Finance

The Society’s finance and accounting activities are the responsibility of the State Support Office and the finance teams of each Central Council, Support Services and Disability Services. The Accounting Network, chaired by the Chief Financial Officer and comprised of the Financial Controllers from each location, representative Executive Officers and key finance employees from the State Support Office, held three meetings during 2012/13.

Key achievements 2012/13

- Completed the year-end audit and consolidated statutory accounts;
- Completed the incorporation activities related to banking, systems, tax and accounting;
- Delivered timely monthly reporting and analysis to senior management, the ARF Committee and State Council;
- Delivered the Society’s budget.

Financial snapshot

- Consolidated net deficit $0.573m (2012 surplus $1.766m).
- Total income $125.9m. Up 2.7% compared to last year and 6.5% above budget.
- Vinnies Shop sales represent 46% of total revenues. Up 0.9% on last year but 2.7% down on budget.
- Government funding represents 25% of total revenues. Up 10% on last year and 11.7% above budget.
- Donations and appeals represent 11% of total revenues. Down 2.8% on last year but 14.8% above budget.
- Total expenditure $125.2m. Up 4.6% compared to last year and 0.6% above budget.
- Net assets in line with prior period.

Work Health and Safety

The Work Health and Safety Act 2011 (NSW) commenced on 1 January 2012 as part of the process of national harmonisation of work health and safety (WHS) laws. As well as changing the terminology from ‘occupational health and safety’ to WHS, some of the key changes include:

- broader range of people have WHS duties and responsibilities;
- duties of care to exercise due diligence in performing a health and safety duty and to act proactively to ensure health and safety at work are imposed on ‘officers’ (defined as people ‘who make or participate in making decisions that affect the whole or a substantial part of the business or undertaking’);
• broader definition of ‘worker’, which means that it extends beyond the employment relationship to include workplace visitors and volunteers; and
• higher penalties.

The Society is committed to providing a safe workplace for all members, volunteers, employees, contractors and visitors. As highlighted in our Code of Conduct, the Society’s goal is to create ‘a culture where there is genuine care for the individual’s welfare and where safety in the workplace is respected as a worthy and core belief in its own right’.

The prime mechanism in the drive toward such a culture is our safety management system. The 2012/13 financial year has seen steady progress, with a suite of policies and procedures now being embedded around the state and several more under development. These documents give direction to how we identify, assess, control and review hazards and risks.

**Key achievements 2012/13**

• Employed a dedicated Safety Coordinator role at the State Support Office, which supports the network of Safety Officers and is also responsible for reviewing the overall safety system.
• Introduced standard risk registers and action plans at Vinnies Shops.
• Introduced progressive integration of safety principles across the wider organisation.
• Achieved a significant decrease in Workers Compensation claims costs resulting in a significant refund on policy premium from the Society’s insurers.
• Incorporated key strategies for WHS into the ongoing 2013-14 Infrastructure Plan including a review of organisational culture and wellbeing, and the development of current resources to prevent and address issues associated with bullying, discrimination and harassment within the workplace.
• Continued support from senior management for the continuous improvement of the Society’s safety performance and compliance levels.

**Code of Conduct**

A new Code of Conduct has been introduced, which applies to all members, volunteers and employees. The Code imposes standards of behaviour and conduct that are consistent with the mission, vision and ethos of the Society. It is designed to promote the organisational values of professionalism, transparency, accountability, collaboration, respect, confidentiality, compliance and lawfulness.

**Conflict of Interest Policy**

The Society has a Conflict of Interest Policy, which applies to all members, volunteers and employees, and supports the Code of Conduct and its objectives. The policy provides guidance on how to appropriately deal with any conflict of interest issues which may arise, including determining whether a conflict of interest may exist, the appropriate disclosure processes, management of any conflicts and reporting of conflicts. Where decisions could benefit the decision-maker themselves (or a related party), the policy requires that the decision-maker must declare their interest and remove themselves from the process.

**Managing Fraud and Dishonest Behaviour Policy and Procedures**

This policy reinforces the Society’s commitment to maintaining an ethical environment for its members, volunteers and employees, which is free from fraud, dishonest workplace behaviour, theft and serious waste of resources or money. It provides clear guidance on what constitutes fraud, dishonest behaviour, theft and serious waste of resources or money and details the responsibilities of members, volunteers and employees in relation to preventing such behaviour. It outlines the consequences for those who engage in such conduct and reporting requirements regarding such conduct.

**Speaking Up and Whistleblower Policy and Procedures**

The purpose of this policy is to encourage members, volunteers and employees to report actual or suspected wrongdoing and to provide them with a supportive work environment in which they feel able to raise issues of legitimate concern without fear of any recrimination. It is intended to enable the Society to deal with reports from whistleblowers in a way that will protect the whistleblower’s identity and provide an alternative means of reporting alleged or suspected wrongdoing where the usual reporting channels are considered inappropriate.

**Complaint Handling Policy and Procedure**

A Complaint Handling Policy and Procedure is currently in development. It is aimed at supporting arrangements for handling complaints from persons or organisations external to the Society.
NSW State Council

President and Vice Presidents

1. Ray Reynolds
Ray Reynolds is the President of the NSW State Council. Ray joined the Society 58 years ago and is a member of the Revesby Conference. Ray was responsible for the Aged & Special Care Services company setup to consolidate aged care. Ray is the chair of the St Vincent de Paul Society Housing Company. Ray worked for Telstra, the Australian Broadcasting Corporation and was the Director, Broadcast Telecommunications for the 2000 Sydney Organising Committee for the Olympic Games.

2. Beverley Kerr
Beverley Kerr is a Vice President of the NSW State Council and President of St Vincent de Paul Society NSW Support Services. Bev joined the Society 11 years ago and is a member of the Corrimal Conference. Bev is also a director of the St Vincent de Paul Society Housing Company and Advisory President for Ozanam Industries. Bev was previously Advisory President for the Rural Task Force, and Migrant and Refugees. Bev has a background in social services and worked for the Department of Community Services.

3. Peter Leckie
Peter Leckie is a Vice President and the Treasurer of the NSW State Council. Peter joined the Society 12 years ago and is a member of the Rural Task Force. Peter has also been a Regional President and Central Council Treasurer. Peter has a background in accountancy and worked in a multi-national engineering component business for over 30 years rising to the position of Chief Executive Officer.

4. Paul Shiel
Paul Shiel is a Vice President of the NSW State Council. Paul joined the Society 27 years ago and is a member of the Dulwich Hill Conference. Paul has been involved with Ozanam Industries, Night Patrol, Rendu Centre and as a Regional President. Paul owns his own property trading business.

5. Gwen Sampson
Gwen Sampson is a Vice President of the NSW State Council and the Centres President. Gwen joined the Society 20 years ago and is a member of the Rural Task Force. Gwen was previously Regional OH&S Officer, Diocesan Centres President and Diocesan President. Gwen has a background in sales and finance.

6. Matthew Kirkham
Matthew Kirkham is a Vice President of the NSW State Council. Matthew joined the Society five years ago and has previously held Youth Representative roles at Regional Council, Central Council and State Youth Team level. Matthew has a background as a disability support worker and now works permanently as a Primary School teacher.

7. Peter McNamara
Peter is a Vice President of the NSW State Council. He joined the Society in 1984 and was on the Parramatta Regional Council, the National Council Board and assisted the International Council General in promoting youth development. Peter has been a solicitor in private practice since 1988, working in business, workplace and property law. He has also been a Regional President of the NSW Law Society and is a notary public and a director of Law Week Limited.
Central Council Presidents

8. Barry Finch
Barry Finch is the President of Broken Bay Central Council. Barry joined the Society 30 years ago and is a member of the Forestville Conference, where he holds the position of Conference President. Barry is also the Treasurer of Redfern Task Force and President, No Interest Loan Schemes, Northern Sydney. He was previously the President Chatswood Region, President of Broken Bay Disaster Welfare and Centres President. Barry has a background in the baking industry.

9. Barry Jones
Barry Jones is the President of Sydney Archdiocese Central Council. Barry joined the Society 26 years ago and is a member of the Kogarah Conference. Barry is a member of the Audit, Risk and Finance Committee. Barry was previously a Conference President, and Central Council Vice President. Barry has a background in the building industry, specialising in electrics.

10. Bob Lulham
Bob Lulham is the President of Bathurst Central Council. Bob joined the Society four years ago and is a member of the St Joseph’s Conference. Bob has been on a range of community and sporting management committees. Bob is a member of the Audit, Risk and Finance Committee. Bob has been admitted as a solicitor of the Supreme Court and was in private practice for five years and employed with the Australian Legal Aid Office for 28 years. Bob now works part time with the Aboriginal Legal Service.

11. Brian Goodall
Brian Goodall is the President of Lismore Central Council. Brian joined the Society eight years ago and is a member of the Kingscliff Conference. Brian was previously Conference Secretary and President and Chairman of the Angela Houses Committee. Brian spent most of his career as a member of the NSW Police Force, where he retired with the rank of Inspector. During this time, Brian was an executive member of the Police Association of NSW as well as a director of NSW Police Legacy.

12. Vince Toohey
Vince Toohey is President of Wilcannia Forbes Central Council. Vince joined the Society 10 years ago and is a member of the Sacred Heart, Forbes Conference. Vince is currently also the Rural Taskforce Coordinator. Vince was previously a Central Council Vice President and has been involved in OH&S at Regional and Central Council level. Vince has a background in farming and belonged to associated bodies such as the Farmers Association and Rural Fire Brigade.

13. Kerry Muir
Kerry Muir is President of Armidale Central Council. Kerry joined the Society 40 years ago and is a member of the Glen Innes Conference. Kerry is also a member of the State Centres Committee and Strategic Planning Implementation Committee. Kerry was previously Conference Secretary and President, Regional President, Disaster Recovery President, Centres President, Chair of the State Centres Policy and Procedures Committee and Chair of the Centres Safe Work Procedures Committee. Kerry has a background as a school teacher and Principal.

14. Denis Walsh
Denis Walsh is President of Wollongong Central Council. Denis joined the Society 10 years ago and has been a Conference Secretary, Conference President and Regional President. Denis is a member of the West Wollongong St Therese Conference and is currently a member of the Governance Committee. Denis has a background in the insurance and superannuation industries and has held many senior positions and was an Associate of the Insurance Institute of Australia.

15. Alan Ruff
Alan Ruff is the President of Parramatta Central Council. Alan joined the Society 14 years ago and is a member of the Rooty Hill Conference. Alan was previously a Conference President and a Regional President. Alan has a background in corporate regulation and held senior management positions with the NSW Corporate Affairs Commission and the corporate regulator now known as the Australian Securities and Investments Commission.

16. Don Jones
Don Jones is the President of Wagga Wagga Central Council. Don joined the Society 33 years ago and is a member of the St Mary’s, The Rock Conference. Don was previously the Wagga Wagga Regional President. Don has a background in retail management and was previously employed as the Centre Manager of the Wagga Wagga Vinnies Retail Centres.

17. Col Parker
Col Parker was the President of Maitland Newcastle Central Council in the 2012/13 financial year. Col joined the Society 44 years ago and is a member of the Kurri Kurri Conference. Col was previously Conference President and Treasurer, and Regional Council President and Treasurer and Vice President Special Works. After completing his term, Col was replaced by Peter Fishlock in August 2013.
# Overview

## Membership and Assistance

### Organisation

<table>
<thead>
<tr>
<th>Number of:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Councils</td>
<td>10</td>
</tr>
<tr>
<td>Regional Councils</td>
<td>59</td>
</tr>
<tr>
<td>Conferences</td>
<td>423</td>
</tr>
<tr>
<td>Youth and Young Adult Conferences*</td>
<td>273</td>
</tr>
<tr>
<td>Vinnies Shops</td>
<td>248</td>
</tr>
<tr>
<td>Special Works</td>
<td>98</td>
</tr>
</tbody>
</table>

* includes High School and Mini Vinnies

### Members and Volunteers

<table>
<thead>
<tr>
<th>No. of members and volunteers</th>
<th>Members</th>
<th>Volunteers</th>
<th>Total</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conferences (include Councils)</td>
<td>4,777</td>
<td>123</td>
<td>4,900</td>
<td>19%</td>
</tr>
<tr>
<td>Young Adult Conferences</td>
<td>346</td>
<td>610</td>
<td>956</td>
<td>4%</td>
</tr>
<tr>
<td>High School Conferences</td>
<td>1,253</td>
<td>506</td>
<td>1,759</td>
<td>7%</td>
</tr>
<tr>
<td>Mini Vinnies (Primary Schools)</td>
<td>4,304</td>
<td>507</td>
<td>4,811</td>
<td>18%</td>
</tr>
<tr>
<td>Vinnies Shops</td>
<td>-</td>
<td>8,691</td>
<td>8,691</td>
<td>33%</td>
</tr>
<tr>
<td>Special Works</td>
<td>107</td>
<td>5,035</td>
<td>5,142</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,787</strong></td>
<td><strong>15,472</strong></td>
<td><strong>26,259</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Conference visitations

| Home visitations by Conference members and volunteers | 180,283 |
| Other Visitation includes social, hospitals, prisons, nursing homes & Special Works | 37,891 |
| Average visitations per Conference member and volunteer | 45 |
| Financial support given to clients* | $17,699,818 |

*Financial support was given to clients through food vouchers/parcels, utilities, clothing, household items, medical, accommodation, transport and other.

### Volunteer hours by activity type

<table>
<thead>
<tr>
<th>Volunteer hours by activity type</th>
<th>Total hours</th>
<th>% of total hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councils</td>
<td>2,037</td>
<td>0%</td>
</tr>
<tr>
<td>Conferences</td>
<td>174,905</td>
<td>7%</td>
</tr>
<tr>
<td>Youth and Young Adult Conferences</td>
<td>19,690</td>
<td>1%</td>
</tr>
<tr>
<td>Vinnies Shops</td>
<td>1,889,791</td>
<td>82%</td>
</tr>
<tr>
<td>Special Works</td>
<td>225,954</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total Volunteer hours</strong></td>
<td><strong>2,312,376</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Value of assistance provided at no cost by Vinnies Centres

- **Bathurst** $618,658
- **Sydney** $470,167
- **Maitland/Newcastle** $238,496
- **Lismore** $187,402
- **Broken Bay** $183,954
- **Ardale** $93,472
- **Wagga Wagga** $91,515
- **Wilcannia/Forbes** $57,862
- **Wollongong** $21,929
- **Wagga Wagga** $20,970

### Number of members/volunteers below 50 years of age:

<table>
<thead>
<tr>
<th>Number of members/volunteers below 50 years of age:</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference members</td>
<td>353</td>
</tr>
<tr>
<td>Vinnies Shops volunteers</td>
<td>1,298</td>
</tr>
<tr>
<td>Special Work volunteers</td>
<td>1,981</td>
</tr>
<tr>
<td>Youth and Young Adult Conference members &amp; volunteers*</td>
<td>7,403</td>
</tr>
</tbody>
</table>

* includes High School and Mini Vinnies
Provided almost $20 million worth of financial assistance last year.

Members and volunteers:
- 26,700

Conference members visited 218,000 people to provide assistance.

Around 250 Vinnies shops.

Provided 692,785 meals through its services.

Volunteers contributed around 1.9 million hours of work to the Vinnies retail centres.

Provided 274,145 bed nights through its accommodation services.

Conference members undertook 14,000 hospital, prison, nursing home and special works visitations.

Close to 100 special works.

Number of people assisted:
- Conferences and client support centres: 325,949
- Special works: 146,765
- Youth and young adult conferences: 1,301
- Total: 474,015

Accommodation and meal services provided by special works:
- Special works providing accommodation services: 46
- Beds available in accommodation services: 1,164
- Bed nights provided: 274,145
- Meals provided: 692,785
Our Members and Volunteers

The Society provides support to members and volunteers across NSW with the aim of increasing volunteer participation, implementing best practice volunteering; and engaging with members, volunteers and youth in their Vincentian vocation by empowering them to speak out against the structures that lead to people experiencing disadvantage and poverty.

The Volunteer Development Advisory Committee (VDAC) was developed to support the State Council and Board in the development of members and volunteers.

An ongoing goal of this committee is to encourage and assist members in their local areas, to promote the Society’s work and to reach out to new people to join the Society’s work.

Supporting our Members

Across NSW the St Vincent de Paul Society has thousands of dedicated members who every day undertake the good work of the Society. Most members are based in Conferences in NSW Parishes, others in Youth Conferences and Special Works. Society members are passionate about helping those in need in their local community with the core of their work being visitations. In 2012/2013 members made 218,000 visitations in people’s homes, hospitals, prisons, detention centres, nursing homes and Special Work.

Key Challenges

• Ongoing recruitment of new members from a range of age groups is a high priority as the majority of current members are in the 50 to 79 years age group.
• Replacing office holders, especially Regional Council and Conference Presidents at the conclusion of their four year term is proving more difficult.

Key Achievements 2012/13

• Completed a survey of spiritual needs of members and volunteers in line with Strategic Plan Goal 1.
• Consulted with key stakeholders to develop a Membership Recruitment and Retention Strategy in line with Strategic Plan Goal 3.
• Created an E-Newsletter for members and volunteers about social justice engagement and to communicate new initiatives, resources and upcoming events.
• Created a pilot program to support Regional Councils with membership recruitment.
• Launched Vincentian Visitation Guidelines for members and volunteers engaged in visitation to encourage good practice in responding to the needs of the people we assist.
• Created the Vinspirations calendar providing inspirational quotes expressing the mission of the Society.
• Reviewed the process of information gathering about the people we assist to improve statistics.

A privilege and a blessing

Members in our Conference had been visiting Peter for many years, offering assistance and often just for a chat. He lived on his own in a public housing high rise in inner Sydney and had been treated for schizophrenia for some time. He developed lung cancer and was unable to walk, adding to his isolation. Towards the end of his life his former wife, Alice, took Peter into her home and looked after him as she did not want to see him die on his own.

I continued to visit him after he moved and in the weeks before he died, Peter wanted to visit with a priest, which the Society organised for him. This seemed to give him a sense of peace. The Society paid for the funeral which was beautiful, offering a chance to hear stories of his life and recognise the selfless role Alice had played in supporting him in his final few months with us.

Sometimes we offer emergency assistance and never see people again, and there are times when we are given an opportunity to build a meaningful relationship with people. In being sensitive to the needs of those we visit, the invitation may arise to travel with the person and with the family. When it does, it is a privilege and a blessing.

Mick, Sydney
Supporting our Youth and Young Adults

In the year of the 200th anniversary of Frederic Ozanam’s birth, the St Vincent de Paul Society’s Youth and Young Adult members have continued to live the legacy of the Society’s 20 year old founder. Youth members continued grass roots work with Young Adult Conferences and Conferences in primary or high schools, parishes and universities.

Key activities coordinated through the youth teams include:

- Vinnies Kids Camps, a respite program for children aged 5-12 experiencing hardship or disadvantage.
- Buddies Days and Teen Days, a one day care and respite program for children aged 5-12 years or teens aged 13-15.
- Teen Camps, a three day holiday program providing teenagers with an opportunity for respite and activities.
- Green Team, a gardening program to assist predominantly older people or people living with a disability.
- Brekky Van, a weekend food van service providing breakfast and companionship.
- Mini Vinnies groups in Catholic Primary schools.
- High School Conferences, high school students in years 10 to 12 come together as a group to make a difference.

Key Challenges

- Continuing to implement strategies to bridge the gap between youth members and the broader Society group.
- Facilitating appropriate and engaging volunteering opportunities for young members in the 15-18 age group.
- Developing stronger transition and retention strategies for youth as they move into different life stages especially from High School to university or full time work.
- Ensuring flexibility and new approaches to engage young people in all aspects of the Society.
- Provision of high level youth training and resources to ensure that members and volunteers and trained to a high standard.

Key Achievements 2012/13

- 7403 Youth and Young Adult volunteers and members across NSW donated 19,690 hours to Vinnies Youth activities.
- Hosted the first NSW Advanced Training weekend in facilitating formation and spirituality for youth members, volunteers and employees.
- Trained over 100 university students in Armidale Central Council in different areas of Society volunteering including Buddies Days, Shops and Home Visitation.
- Grew the number of Mini Vinnies and Young Adult Conferences across the state including an increase from 5 to 11 Mini Vinnies groups in the Wilcannia/Forbes Central Council.
- Expanded the Sydney Archdiocese Central Council program to include Sunday Brekky Van and Teen Days.
- Established a Wollongong Central Council Youth Team.
- Commenced work on the Maitland/Newcastle Central Council Brekky Van.
- Continued to strengthen relationships between schools and local Conferences which is proving extremely valuable during Winter and Christmas Appeals.
- Engaged over 160 young people in the Wagga Wagga Central Council through five buddies days, three kids’ camps and the Green Team.
- Recruited Young Adult volunteers in the Parramatta Central Council to facilitate the running of youth programs in the area.
The St Vincent de Paul Society has a wide-reaching network of members that provide care and support at a grass-roots level by visiting people in their homes who are struggling either financially or emotionally or sadly both.

In Redfern, a special task force has been at work since 1976, providing assistance to residents of the inner city.

The Redfern Task Force was established by Conference members who carry out visits to homes from Darlington to Darlinghurst as well as Chippendale, Redfern, Waterloo and Surry Hills.

Siva Markandu, who has been with the Task Force for around 30 years, explains that at present there are over 80 registered volunteers, the majority of these aged under thirty-five.

“The Society was founded 180 years ago by a group of young people so it is fitting that youth continue to contribute by helping some of Sydney’s most vulnerable people,” explains Siva.

Siva says that very little has changed in the nature of help sought by people seeking assistance but feels that many people on Newstart, especially those with young children, are now worse off than ever before.

“We must always have them on our radar. Those who need most support are people with mental health issues, drug addictions, refugees, the elderly and single parent families living in boarding houses,” says Siva.
Supporting our Volunteers

Volunteers play a vital role in assisting the Society in providing services and assistance to people experiencing disadvantage. Dedicated volunteers lend their time and expertise working alongside members and employees in many of the Society’s Special Works and Vinnies Shops.

In 2012/2013, 15,472 people volunteered 2,312,376 hours of time for the St Vincent de Paul Society in NSW.

Key Challenges

• Attracting suitably skilled volunteers to support our services and Vinnies Shops. An increased demand for volunteers in the community services field has increased competition for volunteers.
• Providing adequate training and support to volunteers who are delivering core services presents an ongoing challenge.
• Ensuring that appropriate boundaries are maintained between volunteers and the people we assist, especially where volunteers are involved in frontline services.

Key Achievements 2012/13

• Formed the Volunteer Managers Network to work collaboratively across the state to develop and implement effective volunteer engagement processes and ensure better outcomes for volunteers and the Society.
• Developed a Volunteer Recruitment Guide to improve the volunteer engagement process.
• Developed the Member and Volunteer Charter, Police Check Policy and the Code of Conduct for members, volunteers and employees.
• Organised the 2013 State Support Office Volunteering Program where 57 State Support Office employees volunteered with a Society service.
• Identified and adopted a clear volunteer engagement process which will be implemented over the coming year.
• Celebrated National Volunteer Week with gatherings and recognition given to volunteers in all Central Council areas.
Michael Perusco – Chief Executive Officer

Michael was appointed Chief Executive Officer in August 2012. Prior to joining the St Vincent de Paul Society, Michael had a mix of experience in the corporate, community and government sectors.

Michael was this year appointed to the NSW Premier’s Council on Homelessness and the Australian Institute of Health and Welfare.

Michael’s experience includes nine years as CEO of Sacred Heart Mission, a Victorian organisation that works with people experiencing homelessness. During this period he was also Chairperson of the Council to Homeless Persons, the peak body for organisations working with people who are experiencing homelessness in Victoria. He has served on the Council of Catholic Social Services Victoria and as Chairperson of Australians for Affordable Housing.

Michael also previously worked in the commercial sector including KPMG and Arthur Andersen, and has worked at the Department of Prime Minister and Cabinet where he was responsible for a range of social policy areas including the social inclusion and not-for-profit reform agendas.

Dianne Lucas – Deputy CEO

Dianne began working for the Society in April 2012. Dianne has many years experience in senior management roles in the Human Resources, Organisational Development and more recently Information Systems and Communications functions. Dianne has worked in the NSW Public Service and NSW Local Government sectors with this appointment being the first in the not-for-profit sector. Dianne holds a Bachelor of Commerce and Business Administration. Dianne has recently become a member of the Advisory Board for CentaCare Wilcannia/Forbes.

Peter Miller – Chief Financial Officer

Peter is a senior finance and accounting executive with extensive experience in financial management and control with a number of leading organisations. He previously held roles as Commercial Director, BP Australia; Finance Director Australia & NZ, Castrol Australia; and Group Financial Controller, AGL. Peter also has extensive experience as a member of not-for-profit boards including currently as Director on the National Seniors Australia Board, previously as Director of Outward Board Australia and a Member of the Finance Committee for YWCA and the Royal Rehabilitation Centre Sydney. Peter holds a Bachelor of Commerce, and is a Fellow of Australian Society of Certified Practicing Accounts, a Fellow of the Australian Institute of Company Directors, and an Associate of the Australian Chartered Institute of Secretaries and Administrators.

Matthew Cleary – Executive Officer, St Vincent de Paul Society NSW Support Services

Matthew began working for the Society in August 2012. Matthew’s role oversees 13 services across NSW. Matthew previously worked for PricewaterhouseCoopers focusing on Aboriginal Primary Healthcare for the Australian Government. With a background in nursing, Matthew has worked in emergency departments in Sydney, remote Aboriginal communities in NSW and Western Australia as well as international experience with Médecins Sans Frontières in Sudan, Niger, Kurdistan, France and Somalia. Matthew is currently the Chair of the Board of Directors for Médecins Sans Frontières Australia. He holds a Masters Degree in Health Services Management from the University of Technology, Sydney.

*Jonathan Campton served as the Executive Officer, Members, Volunteers & Special Works throughout the 2012/13 financial year.
Our Employees

In 2012/13, the Society identified a need for more targeted human resources support and as such introduced three new positions which will focus on industrial relations, learning and development and workplace health and safety. This realignment will help the Society better support its geographically disperse workforce across the State.

Recruitment and Selection
In 2012/13, 163 job advertisements were placed, 204 new appointments were made and 211 police checks were undertaken. In addition to this, extensive recruitment was undertaken in relation to the Ability Links program. This new program required the recruitment of 40 new positions in the Hunter region during the period April to June 2013.

Industrial Relations
Significant work was undertaken in 2012/13 to transfer 350 employees from the Social and Community Services Award to the Social, Community, Home Care and Disability Services 2010 Modern Award. Additionally, the provisions of the Equal Remuneration Order were implemented in December 2012. The Society also commenced a review of the current industrial framework including analysis of the conditions of employment and salaries across the range of Collective Agreements in existence.

Workplace Health and Safety
In 2012/13 a newly created position of Workplace Health and Safety Coordinator was recruited. The initial focus has been to improve systems for the management of injured workers and liaising with the insurer to ensure their effective return to work. In addition, 15 staff commenced a Certificate IV in Occupational Health and Safety.

Policy and Strategy
There has been a strong focus on creating the Society’s first Human Resource strategy which was identified as a key action in the Society’s strategic plan. This strategy will identify the direction for the Society’s human resources activities over the next two years. The initial consultation and research has been completed and the strategy will be finalised in 2013/14.

As part of the development of the Society’s employees, a new employee performance appraisal and development system called Stronger Together was created and training for managers in the State Support Office, Sydney Archdiocese, Wollongong, Maitland/Newcastle and Wagga Wagga Central Councils has been carried out.

Assessment of existing employee related resources was also undertaken with one of the key projects being the development of a revised Code of Conduct. The Code covers all workers for the Society which includes members, volunteers and employees. Specific induction materials and processes for new employees were also identified as part of the new Induction Program which is to be rolled out across the Society in 2013/14.

Executive team
The executive team has delegated authority from the State Council for the overall operational management and performance of the Society. The executive team, based at the State Support Office and at St Vincent de Paul Society NSW Support Services, comprises:

Michael Perusco, Chief Executive Officer;
Dianne Lucas, Deputy CEO;
Peter Miller, Chief Financial Officer and Company Secretary; and
Matthew Cleary, Executive Officer, St Vincent de Paul Society NSW Support Services.

The Executive Officers of the Central Councils are: Tony Woods, resigned (Armidale Central Council); Frank Moes (Bathurst Central Council); John Kelly (Broken Bay Central Council); Michael Timbrell (Lismore Central Council); Denise Lucas (Maitland/Newcastle Central Council); Tony Hoban (Parramatta Central Council); Graeme Roche (Sydney Archdiocese Central Council); Mike Riley (Wagga Wagga Central Council); Kelly Morgan (Wilcannia/Forbes Central Council); and Debbie Nixon (Wollongong Central Council).
Our Employees Overview

TOTAL EMPLOYEES

1479

EMPLOYMENT TYPE

- Permanent Full-time: 45%
- Permanent Part-time: 32%
- Casual: 22%
- Fixed-term: 1%

GENDER SPLIT

516 Male

35%

963 Female

65%

AGE RANGES OF EMPLOYEES

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Total Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>17-24</td>
<td>6</td>
</tr>
<tr>
<td>25-34</td>
<td>18</td>
</tr>
<tr>
<td>35-44</td>
<td>19</td>
</tr>
<tr>
<td>45-59</td>
<td>39</td>
</tr>
<tr>
<td>60+</td>
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</tbody>
</table>

YEARS OF SERVICE

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Total Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1 yr</td>
<td>19</td>
</tr>
<tr>
<td>1-4 yrs</td>
<td>37</td>
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<tr>
<td>5-9 yrs</td>
<td>24</td>
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<tr>
<td>10-14 yrs</td>
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<td>15-19 yrs</td>
<td>5</td>
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<tr>
<td>20-30 yrs</td>
<td>4</td>
</tr>
<tr>
<td>30+ yrs</td>
<td>1</td>
</tr>
</tbody>
</table>
Ilknur radiates an inner calmness and positive outlook on life that is contagious. As she sits in her office at the Marian Centre, a St Vincent de Paul Society women and children’s refuge, she is surrounded by symbols of eastern philosophy and Catholic mystics, testament to her belief that mindfulness is the key to living in the moment and being alive.

Arriving from Turkey in the early eighties, Ilknur experienced her own journey of homelessness. In her early twenties and with a ten month old baby, she found herself living in a refuge.

As she describes it, her real life journey began then. In the early 1990’s she completed her degree in psychology and became a counsellor. Currently, Ilknur is completing her Masters of Social Work at Sydney University. She has been working for the Society for the last 20 years, and says that she is more devoted and passionate about her job than ever.

“I think it was a divine plan. I have always been attracted to the logo of the Society. The cup was blessed by Christ’s hand. The hand of love offers the cup to the one who is suffering. It had such resonance in my life,” she says.

Ilknur explains that protecting and nurturing children is what drew her to the Marian Centre.

“They are such vulnerable little souls, traumatised by domestic violence. We are committed to creating a safe and loving environment so they don’t act from fear but from love.

“I am very grateful to the Society for allowing me to work with people who are disadvantaged and in pain. At the same time, being a witness to the resilience and strength people demonstrate is breath taking. This is the most sacred job I could ever have.”

The most sacred job

“I think it was the divine plan. I have always been attracted to the logo of the Society. The cup was blessed by Christ’s hand. The hand of love offers the cup to the one who is suffering. It had such resonance in my life.”

“Marian Centre operates a Trauma Informed Care model. Providing a safe haven and building trusting relationships with the people we assist is seen as part of the healing process, not only for the soul but for the mind,” says Ilknur.

When asked what the most significant difference the Society makes in people’s lives, Ilknur says that by offering compassion, openness, acceptance and kindness, the Society allows people to heal their wounds. Just as important she says is offering case workers who help people to navigate through the often complicated systems and gain fair access to education, housing, and employment.

“My work is the most sacred job I could ever have.”
Fundraising

The Society engaged in a number of fundraising campaigns including the Winter Appeal, Christmas Appeal, One Voice and Frontline newsletters, parish fundraising and acquisition raising $13.6 million. Combined fundraising and bequests and enjoyed a 4.4% year on year increase.

Bequests income from our generous Forever Friends and supporters generated over $8 million, a significant increase on the previous year. Additionally, the number of confirmed bequests to the Society rose to 1266 and the number of new bequest leads to 2500 over the year.

With continual work to leverage partnerships and in-kind arrangements, the year-on-year cost of fundraising decreased by 14.3%.

Vinnies CEO Sleepout

The Vinnies CEO Sleepout experienced key growth. With three New South Wales events in Sydney, Wollongong and Newcastle, the NSW event was attended by over 300 business leaders and raised over $2 million. Overall events were 25% ahead of targeted income. The Vinnies CEO Sleepout generated 12,054 donations with an average gift of $165.50 illustrating that it is individuals over corporates that are supporting participating CEOs.

The financial year also saw the launch of the Vinnies Community Sleepout website and kit for schools and the wider community. A strategy is in development to grow this area in the next financial year.

Partnerships

Partnerships established in the financial year contributed significant income in support of good works and helped to offset fundraising, advertising and operational costs. The Society continued to explore opportunities arising from the Vinnies CEO Sleepout and other channels. Partnerships in the financial year included: IGA, News Limited, Janssen; Hilton Sydney; REINSW; Commonwealth Bank Australia; Abergeldie; Nestle; Carriageworks and iGroup. The Society also welcomed AGL as an important partner in the delivery of support to people in communities across New South Wales.

Key Achievements 2012/13

- Experienced a 4.4% year on year increase in fundraising and bequests
- Increased legacy fundraising by 19.2% raising over $8 million.
- Extended the Vinnies CEO Sleepout in NSW to three locations, raising over $2 million, a 194% increase since the first state-wide event in 2009.
• Launched a Community Sleepout website and support kit.
• Confirmed new strategic partnership with AGL valued at $600,000 over the next five years.
• Commenced strategic review of fundraising as part of the Society’s Strategic Plan.

Communications, Media and Marketing

The Society has established itself as an important media commentator in regards to a number of social and political issues including homelessness, housing affordability, cost of living pressures, energy costs, asylum seekers and refugees, and the impacts of poverty and disadvantage in Australia. Extensive media work was undertaken in 2012/13 across mainstream media and new platforms.

Extensive marketing projects were also undertaken throughout the financial year in support of fundraising appeals, online and digital marketing and Vinnies Shops.

Key achievements 2012/13

• Received 260 media enquiries and distributed 83 media releases.
• Vinnies CEO Sleepout 2013 generated 665 media items across television, radio, print and online to the value of $3 million. The audience reach for this campaign was 23 million in total peaking at a potential audience of 4 million people on the day of the event.
• The #HalveHomelessness Campaign generated a high-level of media coverage across radio, television and print including opinion pieces in the Sydney Morning Herald and The Daily Telegraph as well as interviews on Radio National’s Fran Kelly program, ABC 702 Mornings with Linda Mottram, various commercial AM stations including 2GB, 2UE and 2SM, all major television networks and SKY News and SKY Business News channels. The campaign also achieved great success with online platforms especially Facebook and Twitter.
• Various opinion pieces were placed over the year acting as an effective advocacy tool, shedding a light on issues that are often overlooked by media. These included:
  • Rich excuses and poor outcomes on poverty (The Punch, 2012)
  • Homelessness should not be a first world problem (The Punch, 2012)
  • Homeless face future of frightening despair (Daily Telegraph, 2013)
  • Some wish for their own home, others for a roof (Sydney Morning Herald, 2013)

The Society has established itself as an important media commentator in regards to a number of social and political issues including homelessness and housing affordability.

• Christmas Appeal 2012 generated 63 media items across radio and print.
• Developed a number of key publications to communicate with key stakeholders. These include the flagship publication, Vision and donor newsletters Frontline and One Voice. All printed editions can be found online at vinnies.org.au.
• Undertook extensive work in developing a new national website, including a complete rebuild of the site. The new website aims to help people to understand what we do; assist people in finding help; and inspire people to donate, get involved and shop at Vinnies. The new website was launched in November 2013.
• Implemented the second instalment of Vinnies Signed Finds Sports from April until June 2013. Over 100 signed items were hidden in Vinnies Shops nationally. The promotion attracted over 40,000 Facebook fans and at the peak of the campaign, joined with other local shop promotions, saw a 12.5% year on year sales increase.
• Ran Shop in Style competition through visitvinnies.org.au to drive our online database for electronic communications. This resulted in over 200 new opt ins for our database that is now over 2000 for NSW.
• Provided monthly electronic communications to shoppers and supporters to promote Shop events, competitions, fundraising and social advocacy messages.
• Undertook extensive engagement on social media including Facebook, Twitter, YouTube, Linkedin and Flickr, as well as starting a Vinnies Instagram account to drive fundraising to promote the #halvehomelessness campaign.
• Developed two new visual animations to tell the story of the Society and the work we do. It started with a student – the story of Blessed Frederic Ozanam and Be part of the solution - CEO Sleepout animation can be found on the Vinnies Australia You Tube channel.
Social justice is at the very core of what the St Vincent de Paul Society stands for, as we seek fairness, equality and action, and advocate for social change.

The Society’s founder, Frederic Ozanam, had deep concern for the root causes of poverty, identifying them and speaking out. Frederic Ozanam was a progressive of his time and was clear that the causes of poverty needed to be addressed before real change will be seen. He said, that we, “…must not be content with tiding over the poverty crisis; you must study their condition and the injustices which brought about such poverty, with the aim of a long term improvement.”

The Society’s dedication to social justice is evident in its affinity with people experiencing poverty, marginalisation and disadvantage. The Society speaks out clearly against injustice and calls for solutions by lobbying government, business and working in partnership with other agencies. The Society raises its voice not just for, but with those experiencing poverty, disadvantage and marginalisation.

The Society’s vision of social justice is firmly grounded in the dignity of each human being and sees issues of social justice from the perspective of the people we assist. As Frederic Ozanam reminds us:

“The knowledge of social well-being and reform is not to be learned from books, nor from the public platform, but in climbing the stairs of the poor man’s garret, sitting by his bedside, feeling the same cold that pierces him, and sharing the secret of his lonely heart and troubled mind.”

Based on these principles and foundations, the Society seeks to live out its passionate commitment by:

1. identifying the root causes of poverty and contributing to their elimination by looking at mid-term and long-term solutions;

2. offering a ‘hand up’ to people experiencing poverty and disadvantage to help themselves whenever possible;

3. speaking out against injustice, inequality, poverty or exclusion, particularly where these are due to unjust economic, political or social structures or to inadequate or unjust legislation, preventing injustice whenever possible;

4. providing a ‘voice for the voiceless’, helping people speak for themselves, and when they cannot, speaking on behalf of those who are ignored;

5. striving to change attitudes of those who view people who are marginalised and those who are different with prejudice; fostering respect and empathy; and

6. promoting the rights, responsibilities and development of all people.

How we make a difference
Social Justice and Advocacy

Key Achievements 2012/13

Guided by the Society’s strategic plan goal Raise our Voice, a number of projects were undertaken in regards to social justice in the past financial year:

- Developed a new advocacy agenda which focuses on three key areas: Affordable Housing and Homelessness; Utility and Cost of Living Pressures; and Refugees and Asylum Seekers.

- Renewed the Social Justice Committee which leads the implementation of this agenda and supports Society members to put social justice into action.

- Society members continue to engage with energy retailers and the energy ombudsman to prevent disconnection for thousands of people.

- Undertook research into energy pricing and the adequacy of government assistance schemes, providing submissions to government and regulatory bodies.

- Launched a series of local community ‘Social Justice in the Pub’ events, which seek to raise awareness and engage the broader community on important social justice issues.

- Implemented a campaign urging both major political parties at the federal level to commit to the target of halving homelessness in Australia by 2020. This campaign included mainstream media, social media, lobbying at a national level, as well as the involvement of Society members.

In 2012/13 the St Vincent de Paul Society participated in or supported the following:

- Anti-Poverty Week NSW Committee as Co-Chair; Sydney Alliance; Various ACOSS campaigns; Australians for Affordable Housing; Buy Nothing New Month; Harmony Day; Homelessness Persons’ Week; International Year of the Volunteer; Mental Health Month; National Youth Homelessness Day and Refugee Week

The following meetings were held with government representatives:

- State Council President, Ray Reynolds and Chief Executive Officer, Michael Perusco met with Premier Barry O’Farrell in May 2013 to discuss energy costs.

- CEO, Michael Perusco met with then Prime Minister, Kevin Rudd to discuss homelessness.

- Vinnies CEO Sleepout founder, Bernard Fehon met with then Opposition Leader, Tony Abbott, then Opposition Minister for Homelessness, Marise Payne; and then Opposition Minister for Education, Christopher Pyne to discuss the Halve Homelessness campaign.
Over the past few months, the Society has hosted a series of successful Social Justice in the Pub events across the state. The events provide an opportunity for local communities to come together to discuss social justice issues and their impacts. Recent Social Justice in the Pub events include one in May in Albury where guest speaker, Australian Pentathlon Olympian Ed Fernon, spoke about his experience with mental illness and another in July in Northern Sydney where Michael Perusco, CEO St Vincent de Paul Society NSW spoke about housing affordability and homelessness.

Michael explained that with more than 105,000 people in Australia experiencing homelessness, it is more obvious than ever that investment must be made in improving the structures that force people into homelessness.

“Housing costs are the single biggest driver of poverty and disadvantage in Australia. We must have a debate on the range of options that could improve housing affordability. With over $6 billion distributed on negative gearing and capital gains tax concessions each year, one option is to limit these concessions to investments in affordable housing or the supply of new housing.

“There must be a continued commitment to public and social housing which would provide security of tenure and set rent at a level that allows people to rebuild their lives,” said Michael.

More recently Phil Glendenning, Director of the Edmund Rice Centre, Board Member of the Refugee Council of Australia, and recipient of the Sir Ronald Wilson Award for Human Rights was the guest speaker at the Social Justice in the Pub event in Parramatta. Mr Glendenning spoke about the plight of refugees and asylum seekers and addressed many of the myths that exist amongst the media and community.

Speaking about the policies of both major political parties in regards to asylum seekers and refugees, he said: “I have terrible problems with the language of “solution”, which has echoes of the terrible European history. It’s not a border safety issue, it’s not a military issue, it’s a humanitarian situation that requires a serious humanitarian response.”

The St Vincent de Paul Society has a long history of helping migrants and refugees. Catholic social teaching places a special onus on us to help those who seek asylum, having fled war, persecution, injustice or intolerance.

The highly successful Social Justice in the Pub events will continue to make their way around NSW in 2014.
Our Society, Our Plan - Measuring our progress

The St Vincent de Paul Society NSW’s Our Society, Our Plan Strategic Plan is a five year plan which includes long and short term projects that address the key priorities of the organisation. Below is an overview of the Plan as well as a summary of some of the key projects undertaken to date that deliver against each of the six Strategic Goals in the Plan.

How was the Strategic Plan developed

In 2011, the organisation identified the need to develop a detailed map for the future; a new strategic vision. Extensive consultation was undertaken with key stakeholders including members, volunteers, employees, the people we assist, donors and other key groups to determine the key priorities of the organisation.

The information gathered was used to develop our six Key Strategic Goals which are supported by specific strategies and actions. In 2012/13, implementation of the Plan began across all levels of the organisation.

Understanding the Plan

The Plan is focussed on ensuring the Society is effective in reducing disadvantage in NSW. Below is an overview of how the Plan and associated documents are linked:

Mission and Vision
A short statement about the sort of organisation the Society is and aspires to be in the long-term

Key Strategic Goals
The critical areas the Plan focuses on

Strategies
The broad strategies in the Plan that define how the Society will achieve the Key Strategic Goals

Actions
Specific actions relating to each of the Strategies including milestones, timeframes and responsibilities

Key Measures of Success
Define what successful implementation of the plan will look like which allow us to track our progress

Tracking our progress

In 2012/13 the State Council established the Strategic Plan Implementation Committee to oversee the implementation of the Strategic Plan.

An Action Plan was developed to support the implementation of the Plan. Actions are assessed as critical, high, medium and low. The three critical actions identified in the Action Plan are: undertake a Spirituality Survey; complete a review of the Society’s Special Works; and develop a Membership Recruitment and Retention Strategy. These key projects and others are detailed below.

A copy of the full Strategic Plan and Action Plan can be found at vinnies.org.au/publications

Strategic Goal 1: Strengthen our Spirituality

Key achievement:
Developed and conducted the Spirituality Survey

Strategy 1.1: The Society will continue to recognise and build the importance of spirituality in everything the Society does through spirituality advisory services. The Society will also conduct a survey of the spiritual needs of its members and volunteers and ensure these are met.

The Society undertook extensive work in 2012/13 to recognise and build the importance of spirituality in the organisation. As part of this process, the Society conducted a survey to ascertain the spiritual needs of its members and volunteers which was completed by almost 800 people.

Members, almost universally, identified the ‘good works’ of the Society as an expression of their religious belief.

The survey also identified that members and Conferences were looking for more resources, skilled Spiritual Advisors, spirituality retreats and events.

The recommendations made in response to the results of the survey will be implemented in 2014 and included: creating positions to support Conferences in their spiritual development; developing more materials to promote spirituality in the organisation; providing training and events that focus on the charism of Frederic Ozanam; and reviewing the operations and structure of the Spirituality Committee of the State Council.
Other progress against Strategic Goal 1 in 2012/13

- Developed quarterly Spiritual Reflection Guides to support the spiritual reflection of Conference members.
- Began work on a state-wide ecumenical calendar and fact sheets which provide information on ecumenical concepts and the Society’s policy on ecumenical involvement.
- Organised a number of spiritual retreats for both members and key employees.

Strategic Goal 2: Strengthen our Service

Key achievement: Review of Special Works

Strategy 2.2: The Society will review all Special Works currently undertaken in NSW and develop a Special Works program which identifies the core services the Society will focus on and provide guidance to Conferences on how they can contribute to this program.

In 2012/13 the Society undertook a review of Special Works. The purpose of the review was to identify the core services the Society should focus on; provide guidance to members on how they can continue to contribute to Special Works; establish an approval mechanism for future Special Works; and ensure the Society can demonstrate the impact of its work.

The consultancy firm PricewaterhouseCoopers Australia were appointed to undertake the project. Information for the review was gathered through a number of sources including a data collection survey; visits to a significant number of Special Works; and the participation of key members and employees in a series of workshops.

The Review provides a rich source of information about the Society’s activities including key service areas (identified as homelessness, disability, mental health, and community development); staffing at Special Works; member involvement in each Special Work; nature of collaborations and/or partnerships; and levels of reporting on outcomes.

The Review made fourteen recommendations including that the Society: implement a framework for defining ‘core services’, and use this framework to approve future Special Works; establish a consistent reporting framework for all Special Works; establish an Advisory Committee to oversee current and future Special Works; create a model in which members play a pivotal role in the identification of those at risk of homelessness and the referral of these people onto appropriate Special Works or other service providers; and develop a guide that outlines when member and volunteer involvement is appropriate at Special Works.

The State Council endorsed recommendations and will undertake consultation and their implementation in 2014.

Other progress against Strategic Goal 2 in 2012/13

- Developed Vincentian Visitation Guidelines to build more effective visitation methods and incorporate this into existing processes, systems and training.
- Began developing an Asset Management Plan to identify ongoing preventative maintenance and upgrade requirements.

Strategic Goal 3: Developing our Membership

Key Achievement: Developed the Membership Recruitment and Retention Strategy

Strategy 3.3: The Society will continue to actively recruit and retain members and volunteers of all ages by identifying target groups, tailoring messages and services to these groups and ensuring our services are appropriate to the particular demographics of those groups.

The Plan recognises that the Society’s approach to recruitment and retention of members and volunteers in the coming years will be integral to building the sustainability of the organisation. As the nature of volunteering and the way people connect with their faith changes, the Society must look at new ways of engaging with potential volunteers, especially those in younger demographics.

After wide-spread consultation, a Strategy was approved by State Council in 2013 which focuses on the following areas: preparing for new members and volunteers by ensuring the Society has appropriate opportunities for people to take up; proactive recruitment of new members and volunteers through targeted campaigns; retain, recognise and support existing members and volunteers more effectively; and develop leaders.

The Strategy presents the Society with an exciting opportunity to grow the numbers of members and volunteers who contribute so greatly to addressing disadvantage in NSW.
Other progress against Strategic Goal 3 in 2012/13

- Undertook a Youth Satisfaction Survey to establish current trends and gather an understanding of the needs of the young children and youth who engage with the Society.
- Created a pilot program to support Regional Councils with membership recruitment.
- Created an e-newsletter for members and volunteers to better communicate new initiatives, resources and upcoming events.

Strategic Goal 4: Strengthening our Society

Key Achievement: Developed a Code of Conduct for members, volunteers and employees

4.4: The Society will prepare, nurture and support members and volunteers to undertake leadership roles with Regional and Central Councils. This includes ensuring that internal governance and leadership bodies have the necessary skills and experience in corporate governance.

In 2012/13 the Society developed a Code of Conduct for all members, volunteers and employees. The Code of Conduct is based on Vincentian and organisational values and reflects our commitment to working together to promote an ethical, just, caring and responsible working environment for all members, volunteers and employees and also for those people we assist in our work.

The Code empowers us to carry out our respective roles and responsibilities to a high standard promoting the best working environment possible. The Code states who we are, what we value and represents the culture we strive to have, how we would like to be seen by others and a shared commitment to the way we have agreed to behave while carrying out our work. A series of information sessions were rolled out in 2012/13 and it is envisaged that all members, volunteers and employees will take part in a session by the end of June 2014.

Other progress against Strategic Goal 4 in 2012/13

- Undertook a review of the Society's fundraising activities and implemented the recommendations.
- Developed a Member and Volunteer Charter that clearly defines what members and volunteers can expect from the Society and in turn what the Society can expect from them.
- Developed a Member and Volunteer Grievance Policy and Procedures putting in place a transparent process for expressing concerns about any workplace related issue.

Strategic Goal 5: Strengthening our Partnerships

Key Achievement: Established key corporate partnerships through Vinnies CEO Sleepout

5.2: The Society will leverage existing special events such as the CEO Sleepout to develop partnerships with participating organisations.

The Society developed a number of important corporate relationships via the Vinnies CEO Sleepout that resulted in ongoing financial or in-kind support. A key relationship has been built off the back of Best & Less CEO, Holly Kramer’s participation in the 2013 Sleepout.

Since the Vinnies CEO Sleepout, Best & Less have partnered with the Society nationally on a strategic relationship that aims to raise considerable money to support fundraising. Best & Less showed their commitment to the relationship by running a Vinnies Bushfire Appeal raising over $100,000 for people impacted. Plans are underway to develop a number of key campaigns throughout the year including: Back to School promotion to raise funds to support children returning to school; Best & Less and Vinnies co-branded enviro bag to fund a range of national programs; and a Winter Appeal promotion to generate funds to help families with the basics during the tougher winter months. Best & Less will also work closely with the Society to develop a Corporate Volunteering Program to engage employees and management in the Society’s good works.
Other progress against Strategic Goal 5 in 2012/13
• Began work on developing a Partnership Policy to define principles for creating, forming and maintaining partnerships.

Strategic Goal 6: Raising our Voice

Key Achievement: Developed an Advocacy Agenda and related Policy Statements

6.2: The Society will develop an advocacy agenda consistent with the National Council’s advocacy activities. The NSW State Council’s advocacy agenda should inform the key areas where the Society focuses its advocacy efforts nationally.

In 2012/13 the Society developed an Advocacy Agenda which allows the Society to focus its attention on key social justice issues and advocate on behalf of the people we assist. The three areas of focus are:
• Affordable Housing and Homelessness
• Utility and Cost of Living Pressures
• Refugees and Asylum Seekers

To support this Agenda, a Policy Statement relating to each of the three areas was developed. The Policy Statements articulate why each area of focus is a priority social justice issue for the Society; identify the key issues associated with the issue; and outline the Society’s response to the issues identified.

The renewed Social Justice Committee, with representative members from around NSW, is now leading the implementation of this agenda and supporting our members to put social justice into action.

Other progress against Strategic Goal 6 in 2012/13
• Undertook extensive media work to establish the Society as an expert voice on social justice issues including publishing numerous opinion pieces in major metropolitan publications and undertaking a significant number of print, radio and TV interviews.
• Re-established the Social Justice and Advocacy Committee.
• Implemented a number of Social Justice in the Pub events to bring the Society’s social justice agenda to broader attention.
• Implemented a multi-faceted campaign urging both major political parties at the federal level to commit to the target of halving homelessness in Australia by 2020.
• Began work on developing a Social Justice Advocacy Research Agenda to inform the gathering and analysis of existing social justice research.
Central Councils

In NSW there are ten Central Councils with a total of 59 Regional Councils and 423 Conferences. The Central Councils are Armidale, Bathurst, Broken Bay, Lismore, Maitland/Newcastle, Parramatta, Sydney Archdiocese, Wagga Wagga, Wilcannia/Forbes and Wollongong.

Each Central Council has a President and Executive Officer, as well as a mix of members, volunteers and employees who coordinate assistance and services in their areas including the respective Vinnies Shops.

Key Challenges

- Increasing awareness of the mission of the Society.
- Growing demand on Conferences that are working hard to relieve pressure on families struggling with the increased cost of living, particularly due to rising housing and energy costs.
- Shops are challenged to secure good quality items to compete with discount stores selling a range of goods.
- Increasing complexity of the issues the people we assist are facing.

Armidale Central Council

The Armidale Central Council covers fourteen local government areas in New England/ North Western NSW, with a population of around 198,000. Many people are engaged in manufacturing, mining and agricultural pursuits mainly growing cotton and wheat and producing prime cattle and sheep. Armidale is a major educational centre with a university and many public and private schools, including three boarding schools.

The Central Council has: 4 Regional Councils; 25 Conferences; 255 Conference members; 13 Youth and Young Adult Conferences; 230 Youth and Young Adult members; 19 Vinnies Shops; 655 volunteers.

Key achievements 2012/13

- Armidale Central Council provided $578,875 worth of assistance to the local community including $223,810 worth of food and food vouchers and $160,937 in electricity assistance. Additionally the Armidale Central Council distributed $182,750 worth of EAPA and telephone vouchers.
- Provided High School Scholarships valued at $2000 to each Catholic High School in the four Regional Councils.
• Re-established St Augustine’s Conference to support the nearly completed Freeman House, an addiction recovery facility.

• Held special masses for local Conferences and volunteers to celebrate the 200th Anniversary of founder, Blessed Frederic Ozanam’s birth.

• Created a new meeting room within the Armidale Regional and Vinnies Shop building allowing for larger gatherings of Conference and volunteer members as well as Central Council meetings.

• Provided training to members on the new Client Data Recording Tools.

• Installed computers in Conference facilities enabling better data collection and communication.

Conference members undertook 218,000 visits in people’s homes and in prisons, nursing homes, detention centres and hospitals

Bathurst Central Council

The Bathurst Central Council covers an area in excess of 103,000 square kilometres including the larger towns of Lithgow, Coonamble, Cowra and Mudgee, with a population of around 280,000 people. Bathurst Central Council continued to experience a high level of demand on its services in 2012/2013 with a general decline in rural economy.

The Central Council has: 4 Regional Councils; 25 Conferences; 226 Conference members; 7 Youth and Young Adult Conferences; 148 Youth and Young Adult members; 17 Vinnies Shops; 2 Special Works and 973 volunteers.

Key achievements 2012/13

• Bathurst Central Council provided $847,835 worth of assistance to the local community including $527,106 worth of food and food vouchers and $16,638 in electricity assistance. Additionally the Bathurst Central Council distributed $401,575 worth of EAPA and telephone vouchers.

• Provided essential food and emotional support to people experiencing homelessness and disadvantage through the Vinnies Café and Night Patrol.

• Renovated two units at Allambie Court, Coonabarabran and completed electrical upgrades throughout the entire complex.

• Renovated three bathrooms at Greene Villa, Coonabarabran.

• Undertook building upgrades throughout the Central Council Shops improving conditions for volunteers and the shopping experience for customers.

• Trialled a new program, Weekend Vinnies in Orange giving people the flexibility to volunteer on weekends only.

Broken Bay Central Council

Broken Bay Central Council includes the Central Coast of NSW, Sydney’s Northern Beaches, and the Upper North Shore. The area has a mixed housing profile including multimillion dollar homes and large areas of social housing.

The Central Council has: 5 Regional Councils; 38 Conferences; 518 Conference members; 16 Youth and Young Adult Conferences; 221 Youth and Young Adult members; 29 Vinnies Shops; 10 Special Works and 1214 volunteers.

Key achievements 2012/13

• Broken Bay Central Council provided $1,361,280 worth of assistance to the local community including $859,007 worth of food and food vouchers and $60,026 in electricity assistance. Additionally the Broken Bay Central Council distributed $503,600 worth of EAPA and telephone vouchers.

• Started three new No Interest Loan Schemes at Wyong, Hornsby and Woy Woy taking the total to five in the Central Council.

• Opened a new Vinnies Shop in Dural.

• Extended funding for Youth Reach’s Youth Connections program for a further two years and employed a clinical psychologist for the service.

• Youth Reach became a consortium member for Head Space Northern Beaches.

• Reopened the Wyong Regional Office, Shop and warehouse in September 2012 after the previous building burned down in 2011. The office acts as a community hub for the Society and other organisations to help assist people in the community.
Lismore Central Council

The Lismore Central Council is located in Northern NSW and has a number of areas that experience significant disadvantage. The Central Council has areas of high need in towns including Lismore, Ballina, Casino, Coffs Harbour, Macksville, Kempsey and Tweed Heads.

The Central Council has: 5 Regional Councils; 33 Conferences; 491 Conference members; 39 Youth and Young Adult Conferences; 1083 Youth and Young Adult members; 29 Vinnies Shops; 8 Special Works and 1738 volunteers.

Key achievements 2012/13

• Lismore Central Council provided $2,028,143 worth of assistance to the local community including $1,417,220 worth of food and food vouchers and $174,517 in electricity assistance. Additionally the Lismore Central Council distributed $416,700 worth of EAPA and telephone vouchers.
• Opened Fred's Place, a prevention and intervention centre for people experiencing homelessness or those at risk of homelessness in June 2013.
• Completed major renovations at Vinnies Shops at Murwillumbah, Ballina, Mullumbimby and Kyogle, dramatically improving the experience for customers as well as working conditions for volunteers.
• Approved the recruitment of a Member and Volunteer Development Officer.
• Initiated a High School scholarship program within the Catholic High Schools.
• Finalised the Lismore Central Council Strategic Plan and begun working on critical and high priority action items.

Maitland/Newcastle Central Council

The Maitland/Newcastle Central Council includes major cities and towns such as Newcastle, Lake Macquarie and Maitland, the coastal areas of Port Stephens and Great Lakes, and the rural areas of Upper Hunter and Manning.

The Central Council has: 8 Regional Councils; 50 Conferences; 466 Conference members; 39 Youth and Young Adult Conferences; 624 Youth and Young Adult members; 29 Vinnies Shops; 9 Special Works and 1108 volunteers.

Key achievements 2012/13

• Maitland/Newcastle Central Council provided $2,418,266 worth of assistance to the local community including $1,746,023 worth of food and food vouchers and $159,411 in electricity assistance. Additionally the Maitland Newcastle Central Council distributed $453,850 worth of EAPA and telephone vouchers.
• Implemented and launched Ability Links in the Hunter region.
• Held the inaugural Hunter region Vinnies CEO Sleepout which raised over $125,000.
• Expanded the Compeer program including employment of a new staff member.
• Vinnies Shop at Maitland underwent major refurbishments.
• Expanded the No Interest Loan Scheme into Lake Macquarie and Kurri Kurri.
• Two graduates from the Teen Leadership program moved on to become Vinnies Youth Leaders.
• Assisted over 100 men experiencing homelessness through crisis accommodation.

Parramatta Central Council

Parramatta Central Council covers a large area from Granville in the south-east, Warragamba in the south, as far out as Blackheath in the west taking in seven Local Government areas. With as many as 100 cultures represented in the area, the demand for assistance is growing and diverse in nature. With the population in Western Sydney predicted to double by 2036 it is expected that demand for assistance will increase.

The Central Council has: 6 Regional Councils; 47 Conferences; 550 Conference members; 21 Youth and Young Adult Conferences; 450 Youth and Young Adult members; 29 Vinnies Shops; 4 Special Works and 1003 volunteers.

Vinnies Conferences provided over $17.7 million worth of assistance to people experiencing disadvantage across NSW
Key achievements 2012/13

• Parramatta Central Council provided $1,723,173 worth of assistance to the local community including $981,229 in food and food vouchers and $57,155 in electricity assistance. Additionally the Parramatta Central Council distributed $545,700 worth of EAPA and telephone vouchers.
• Established the Second Chance Initiative to reduce recidivism rates by working with people in prison and on their release.
• Housed more than 120 individuals, couples and families in the Penrith and Mt Druitt areas through the Rapid Rehousing project.
• Introduced a new client database to ensure better reporting on anonymous client statistics.
• Provided 8185 meals to people experiencing homelessness on the streets of Penrith and Parramatta via the Vinnies Van.
• Constructed a new building for the Caroline Chisholm Centre for Social Justice.
• Formed a new Conference in Harris Park to assist a number of other Conferences in the Central Council that were struggling to undertake home visitations.

Sydney Archdiocese Central Council

Sydney Archdiocese Central Council covers an area that extends from the lower North Shore of Sydney to Sutherland in the south and from Bondi in the east to Liverpool in the south west. This area comprises some of the most densely populated suburbs in Australia. The people assisted are very diverse from single person households in the inner city to large migrant and refugee families in the Auburn, Bankstown and Liverpool areas.

The Central Council has: 11 Regional Councils; 117 Conferences; 1170 Conference Members; 94 Youth and Young Adult Conferences; 246 Youth and Young Adult Members: 246; 1940 Youth and Young Adult Members: 1940; 45 Vinnies Shops; 19 Special Works and 2972 volunteers.

Key achievements 2012/13

• Sydney Archdiocese Central Council provided $3,268,624 worth of assistance to the local community including $1,623,413 in food and food vouchers and $61,437 in electricity assistance. Additionally the Sydney Archdiocese Central Council distributed $632,000 worth of EAPA and telephone vouchers and $481,643 worth of bedding and blankets.
• Provided 8185 meals to people experiencing homelessness on the streets of Penrith and Parramatta via the Vinnies Van.
• Opened a new Vinnies Shop in Cronulla.
• Sydney Vinnies Youth Team built on previous successes and now has 67 Mini Vinnies Conferences.
• Assisted 285 children through the Buddies Days program and introduced Teen Days for children over 12.
• Secured a property for Mary Mackillop Outreach to relocate to in 2014.
• Purchased a new warehouse at Auburn to house Food Barn operations which distributed $1.65 million in welfare items and non-perishable food.
• Opened a new Vinnies Shop in Cronulla.
• Held a successful joint Mary MacKillop Outreach and Sydney Night Patrol Fundraiser.

Wagga Wagga Central Council

The Wagga Wagga Central Council area extends from Tumbarumba in the east to Griffith in the west and includes the regional cities of Wagga Wagga and Albury. The area includes a number of key Shire’s including Leeton, Berrigan and Junee. In this area, the largest contributor to annual gross product is agriculture, retail and manufacturing.

The Central Council has: 4 Regional Councils; 30 Conferences; 337 Conference members; 8 Youth and Young Adult Conferences; 246 Youth and Young Adult members; 14 Vinnies Shops; 4 Special Works and 1136 volunteers.

Key achievements 2012/13

• Wagga Wagga Central Council provided $1,226,719 worth of assistance to the local community including $432,517 in food and food vouchers and $112,886 in electricity assistance. Additionally the Wagga Wagga Central Council distributed $383,475 worth of EAPA and telephone vouchers.
• Approved 192 loans to low income families to purchase necessary household goods through Wagga Wagga’s No Interest Loan Scheme.
• Continued to provide a range of assistance including food, utility bill assistance, clothing, budgeting, furniture, emergency accommodation through Care and Support Centres in Albury, Griffith and Wagga Wagga.
• Provided 12,608 meals through Micah House with the assistance of 51 volunteers who gave 9,777 hours of their time.
• Ran five buddies days, three kid’s camps and a green team that engaged over 160 young people through the Wagga Wagga Youth Team.
Wilcannia/Forbes Central Council

Wilcannia/Forbes Central Council covers over half the area of New South Wales extending west from Parkes and Forbes to Broken Hill near the South Australian border, Lightning Ridge in the north and South to Barham near the Victorian border.

The Central Council has: 5 Regional Councils; 19 Conferences; 182 Conference members; 10 Youth and Young Adult Conferences; 257 Youth and Young Adult members; 15 Vinnies Shops and 610 volunteers.

Key achievements 2012/13

- Wilcannia/Forbes Central Council provided $506,094 worth of assistance to the local community including $173,068 worth of food and food vouchers and $52,214 in electricity assistance. Additionally the Wilcannia/Forbes Central Council distributed $378,050 worth of EAPA and telephone vouchers.
- Doubled the number of Mini Vinnies groups in the area. These groups continue to fundraise and meet regularly to discuss social justice issues.
- Incorporated new work health and safety legislation including member and volunteer training, finalisation of risk registers and the establishment of action plans for all Vinnies Shops within the Central Council.
- Increased sales at Vinnies Shops across the region.
- Relocated the Financial Wellbeing Program to Wilcannia on a permanent basis, allowing the members who coordinate the program to strengthen relationships in the community and further assist people with their financial affairs.
- Continued participation in the Rural Taskforce.

Wollongong Central Council

The Wollongong Central Council covers the area from Glenfield in the north to Ulladulla in the south and west to the Southern Highlands. There are a number of low socio-economic areas including broad acre housing estates in Campbelltown and areas of need in the Illawarra and Shoalhaven.

The Central Council has: 6 Regional Councils; 38 Conferences; 571 Conference members; 26 Youth and Young Adult Conferences; 704 Youth and Young Adult members; 26 Vinnies Shops; 22 Special Works and 1310 volunteers.

Key achievements 2012/13

- Wollongong Central Council provided $1,512,350 worth of assistance to the local community including $889,094 worth of food and food vouchers and $40,756 in electricity assistance. Additionally the Wollongong Central Council distributed $397,800 worth of EAPA and telephone vouchers.
- Held a second Vinnies CEO Sleepout, raising over $130,000.
- Opened a new Vinnies Shop in Narrallen.
- Commenced building works on John Purcell House, a short term crisis accommodation centre for men experiencing homelessness, which is expected to be completed by the middle of 2014.
- Received a grant for Jim da Silva farm to asphalt the driveway and pathways around the farm.
- Launched the Illawarra Brokerage program in May 2013 providing early intervention to persons at risk of becoming homeless through financial aid, advocacy, negotiating contracts and providing an assortment of resources.
- Expanded the Vinnies Van service to cover two sites at Nowra.
Vinnies Shops

With close to 250 Vinnies Shops and presence in most cities and towns in NSW, for many people, Vinnies Shops are the well-known and loved face of the St Vincent de Paul Society.

Vinnies Shops are run by dedicated volunteers and employees and offer preloved affordable clothing, furniture, books, music and bric-a-brac. Last year, 8,691 volunteers undertook 1,889,791 million hours of service.

Behind the bargains and vintage finds, Vinnies Shops are often the first point of call for people seeking assistance. People are referred by Shops to local Conferences who provide person-to-person assistance through financial, material and emotional support and budget counselling. Many items such as clothing and furniture are provided by the Shops to people who need it most.

In 2012/13 sales from Vinnies Shops accounted for 48% of the Society’s total income to invest in services and programs. In the last financial year, Vinnies Shops provided $1,984,427 worth of assistance to people experiencing disadvantage.

Key Challenges

- Investigate new ways of attracting good quality donations and new shoppers to Vinnies Shops.
- Maintain our brand in the community against the increasing number of large retail outlets selling new goods at bargain prices.
- Dumping of unsaleable goods at our Shops is a major concern costing the Society in excess of $1 million each year.
- Recycling and transporting goods to regional areas at minimal cost without Government subsidy.

Key Achievements 2012/13

- Increased sales of 1.2% across the State compared to the same period last year.
- Developed new retail training package for staff and volunteers.
- Held the Signed Finds Campaign across all shops. Undertook a transport and logistics review.
- Continued upgrades and renovations of Shops across Central Councils including new carpets, display racks and shop fittings.
- Officially re-opened Vinnies Wyong shop, warehouse and office in September 2012.
- Opened new shops in North Parramatta, Blacktown, Dural, Wyong, Narellan and Urunga.

Vinnies Shops provided $1,984,427 worth of assistance to people experiencing disadvantage.
The St Vincent de Paul Society NSW provides compassionate and respectful support to the community’s most vulnerable people including those at risk of or experiencing homelessness. The St Vincent de Paul Society works to empower the people we work with to build independence and not dependence. The Society does this by creating sustainable housing solutions and enabling people to connect with their community.

Over the past 12 months, the St Vincent de Paul Society has embarked on an exciting new process to improve the way we respond to homelessness and achieve better outcomes for the people we assist.

Whilst our services will continue to provide assistance such as accommodation, meals and material items, we will also increase our focus on preventing homelessness from occurring in the first place.

Our commitment is to support people on their journey out of homelessness by providing person centred care and ensuring that we provide the right level of support at the right time.

The Society’s homeless services in NSW provided 274,145 bed nights across the year and 692,785 meals in 2012/13. The St Vincent de Paul Society has 36 homeless and addiction services across the State that provide assistance to men, women and children as listed below:

- Allambie Refuge
- Amelie House
- Cardinal Freeman Centre
- Claffy House
- Edel Quinn Hostel
- Frederic House
- Fred’s Place
- Freeman House
- Gambling Help
- Illawarra Brokerage
- Jim da Silva Farm
- John Purcell House
- Marian Centre
- Marian Villa
- Maryfields
- Mary’s Place
- Matthew Talbot Centre
- Matthew Talbot Hostel
- McCosker House
- Metro South West Brokerage
- Minto Transitional Housing
- Mingaleta Family Centre
- Pathways
- Our Lady of the Way
- Ozanam Learning Centre
- Pathways
- Quamby House
- Rosalie House
- St Jude’s Refuge
- St Louise Lodge
- St Vincent de Paul House
- Vince’s Place
- Vinchez’s Women’s Refuge
- Vincentian House Family and Women’s Services
- Vinnies Services Deniliquin
- Vinnies Youth Housing Macarthur

**Major challenges**

- Access to affordable housing remains the most pressing issue for people experiencing homelessness in metropolitan and regional centres.
- The NSW Government has developed a reform plan for the homelessness sector known as **Going Home Staying Home**. The reform aims to improve the responsiveness and flexibility of services, increase the focus on intervening early to prevent homelessness and better matching demand and supply of services. As part of these reforms, all homelessness services in NSW will be re-tendered in 2014.
- More funds needed for specialist staff to work with extremely complex needs in the community in order to achieve sustainable outcomes.
- Difficulties in the people we assist accessing mainstream services that are often operating with restricted resources.

**Key Achievements 2012/13**

- Development of a new service delivery model across all Society services that work with people at risk of or experiencing homelessness. The new service model is a person-centred journey that places the people we assist at the centre of the decision-making process. Key aspects of the model include streamlining access into our services across NSW, intervening earlier to stop people becoming homeless in the first place and increasing our capacity to provide long-term support to people with complex needs.
- Completed the transition to rename Matthew Talbot Homeless Services as the St Vincent de Paul Society NSW Support Services to better reflect the broad range of services offered to people at risk of or experiencing homelessness.
- Established the Complex Needs Case Management Program at the Matthew Talbot Hostel (MTH) which assists people with complex and challenging needs. This program has already seen long-term clients housed and supported in the community.
- MTH supported 50 people in their own housing so they can sustain their tenancy and not return to homelessness.
- Provided comprehensive primary health care services to men who are experiencing homelessness through the MTH Primary Health Care Clinic. The clinic provides care to approximately 80 people per day.
- Provided specialist clinics in psychiatry, optometry, diabetes, podiatry, psychology, heart failure, cardiology, metabolic health and smoking cessation via the MTH Clinic.
• Continued a collaborative approach between MTH caseworkers and clinic services to provide health care in our Transitional Housing Program.
• Assisted 78 people at the Ozanam Learning Centre (OLC) to receive TAFE accreditation through the education program, 53 of whom went onto further study.
• Erased a staggering $206,748 worth of personal debt with another $261,795 in progress as 119 people participated in the OLC’s work development order program.
• Commenced a 12 month research program on the use of Trauma Informed Care in a crisis accommodation setting at Vincentian House (VH) in November 2012. The Trauma Informed Care Project included a review of service policies and procedures to better recognise the impact of trauma on the people we assist.
• Commenced a Temporary Accommodation Pilot Project between VH and Housing NSW in August 2012, which saw Housing NSW purchase six units at VH with tenancy facilitation temporary accommodation packages to support single women and families experiencing homelessness.
• Managed 13 transitional houses through Mary’s Place that house 43 women with children, part of which is a new partnership with Hume Housing.
• Housed more than 120 individuals, couples and families in the Penrith and Mt Druitt areas through the NSW Government Rapid Rehousing Pilot project.
• Continued construction on the new Freeman House facility which will include a purpose-built area for people who are rough sleeping, specialist rehabilitation programs and learning and development opportunities through an OLC.
• Continued reconstruction of Edel Quinn in Wagga Wagga with the new facility set to offer a marked improvement in the standard of accommodation and services offered including learning and development opportunities through a new OLC.
• Assisted 120 clients into independent accommodation and supported 30 clients through outreach services as part of Edel Quinn’s temporary service.
• Opened Fred’s Place at Tweed Heads, a prevention and intervention centre for people experiencing homelessness or those at risk of homelessness in June 2013.
• Launched the Illawarra Brokerage program in May 2013 providing early intervention to people at risk of becoming homeless. The program is fully funded from the Wollongong Vinnies CEO Sleepout.
• Assisted over 70 families and individuals in sustaining their tenancies through the Macarthur Real Estate Engagement project.
• Opened a new building for Amélie House women’s refuge.
• Commenced building works on the new John Purcell House, a men’s crisis accommodation facility in Nowra.
• Assisted more than 100 men experiencing homelessness through the Matthew Talbot Centre in Maitland/Newcastle region.
• Introduced a new model of service at Quamby House in Albury which focuses on a person-centred approach with an emphasis on assisting people into supported or private accommodation.
• Completed renovations at Our Lady of the Way including a new bathroom and toilets and a deck area, improving the amenity of the service for the women that we assist. In addition, provided exit packages including crockery, a kitchen set, cutlery, toaster, kettle and a microwave to assist women as they transition into housing.
• Assisted 314 families at Vinnies Services Deniliquin through a range of person-centred programs; supported 135 families and accommodated 67 families through Vinnies Homelessness Service; assisted 62 young people through the Youth Connections program; and worked with 91 young people and their families and or kinship groups through the Vinnies Reconnect Program.
• Performed well against national benchmarks for the Reconnect Program with the following ratings: achievement of project goals demonstrated positive benefits to young people ranked 92% against the national average of 79%; and client accommodation improvement at conclusion of support ranked at 96% against the national average of 78%.
• Provided a living and personal skills development program, Beyond the Link, supported and approved by Centrelink and TAFE at the Cardinal Freeman Centre.

The Society’s homeless services across the State provided 274,145 bed nights across the year and 692,785 meals. The St Vincent de Paul Society has 36 homeless and addiction services across the State that provide assistance to men, women and children.
James, Sally and their daughter Molly lived in a private rental for many years, but when the rent went up, they were forced out. As simple as that, they went from happy to desperate. James was on a modest wage and due to Sally's residency status she was not entitled to receive any benefit from the government.

Much like a loose thread, losing their home rapidly unravelled the rest of their lives. Desperate and frightened, they were offered a lifeline with a place at Vincentian House. Here, they had a case manager and they attended budgeting classes, parenting classes and family counselling. Molly was supported by KEEP (Kids Engaged in Education Program) and was able to attend the school holiday program and KidZone homework club. All of these were important elements in Molly regaining her sense of stability and socialisation.

James worked hard to keep his family together. Every night he diligently left Vincentian House in order to start work at 2am. A true testament to his enduring spirit and determination – both qualities he would need to overcome further road blocks that lay ahead.

The first was when James injured his back at work. Vincentian House helped James mediate with his employer to ensure he kept his job. This good news continued when they were offered medium term housing in the community. However, the stress of the entire experience had already taken its toll on Sally who began to experience severe mental health issues. Vincentian House support workers were there for Sally and the family every step of the way to ensure she received the right treatment and assistance.

After only a few days in medium term housing, an offer of permanent housing came through. Vincentian House continued to provide support.

Sally's mental health worsened so Vincentian House gave Sally and Molly respite accommodation while staff helped get her additional support and advocate with James' employer to have his work switched to day shifts. Sally and Molly were then able to go home with additional support in place and the security that James would be there at night.

A year on and the family is happily living in the community. Sally is receiving the right support for her mental health, James can balance his work with his family and Molly can again enjoy all the fun and excitement that comes with being a child.
Housing, Community Support and Financial Services

The St Vincent de Paul Society runs a range of Special Works which aim to meet the demand of individuals and families in the communities in which they live. Many of these services prevent people from falling into deeper crisis and include the provision of food, financial assistance, counselling, referral services, long term subsidised housing, carers and holiday respite, care and assistance centres, community services and financial budgeting and loan programs.

Housing

St Vincent de Paul Society housing services in NSW are:
- Allambie Court (Bathurst Central Council)
- Angela Houses (Lismore Central Council)
- Amélie Lodge (Lismore Central Council)
- Charles O’Neill and Marilac House (Wagga Wagga Central Council)
- Jacinta Villa (Sydney Archdiocese Central Council)
- MacKillop Lodge (Lismore Central Council)
- Margaret House (Sydney Archdiocese Central Council)
- Mollymook Holiday Flats (Wollongong Central Council)
- Mount St Vincent Village (Sydney Archdiocese Central Council)
- St Canice’s Respite House (Lismore Central Council)
- St Jude’s Forster (Maitland/Newcastle Central Council)
- Tom McGee Memorial Holiday Flats (Wollongong Central Council)
- Village Court (State Council)

Key Challenges
- Increasing maintenance and repair costs
- Increased demand to assist people who present with multiple and diverse issues.

Key Achievements 2012/13
- Renovated two units at Allambie Court (Bathurst Central Council) and completed electrical upgrades throughout the entire complex.
- Provided respite accommodation to 62 carers of people with a disability or mental illness at Margaret House (Sydney Archdiocese Central Council).
- Provided respite accommodation for families at the Mollymook and Tom McGee Memorial Holiday Flats (Wollongong Central Council).

Community Support and Financial Services
- Bailly House (Sydney Archdiocese Central Council)
- Budget Counselling (Various Central Councils)
- Care and Support Cottage (Maitland/Newcastle Central Council)
- Caroline Chisholm Social Justice Centre (Parramatta Central Council)
- Financial Counselling (Broken Bay and Sydney Archdiocese Central Councils)
- Hunter Homeless (Maitland/Newcastle Central Council)
- Margaret Druitt Day Care Centre (Parramatta Central Council)
- Louise House (Broken Bay Central Council)
- Micah House (Wagga Wagga Central Council)
- Nagle Family Care and Support Centre (Wollongong Central Council)
- No Interest Loan Schemes (Various Central Councils)
- St Joseph’s Workshop (Broken Bay Central Council)
- Rosalie’s Garden (Broken Bay Central Council)
- The Cleveland Centre (Sydney Archdiocese Central Council)
- The Vincentian Social Action Centre: Animation Project, Claymore Laundromat and Coffee House, Kalon House, Rosalie Rendu Volunteer Home Visitation Program (Wollongong Central Council)

Key Challenges
- Finding new ways to meet growing and diverse demand from the people we assist, sometimes with limited resources.

Key Achievements 2012/13
- Provided 738 loans via the NILS Good Shepherd Microfinance accredited programs.
- Assisted 36 people with low cost short-term accommodation through Bailly House (Sydney Archdiocese Central Council) as they visited a family member receiving medical treatment in Sydney.
- Assisted more than 130 people with counselling or group programs at The Cleveland Centre (Sydney Archdiocese Central Council).
- Provided over 12,000 meals to men, women and children at Micah House (Wagga Wagga Central Council).
Amélie Housing

Establishment and structure

The Community Housing sector plays an important role in the provision of affordable housing in Australia and NSW. In early 2012, the St Vincent de Paul Society NSW State Council established a subsidiary company, St Vincent de Paul Housing Ltd trading as Amélie Housing.

Through leveraging the Society’s existing housing, support services, property portfolio, financial experience and other resources, Amélie Housing aims to develop more affordable housing to meet the needs of the growing number of people who are experiencing homelessness or are at risk of homelessness.

Amélie Housing was registered as a public company limited by guarantee on 4 May 2012. It is also a charity registered with the Australian Charities and Not-for-Profits Commission (ACNC). Amélie Housing is registered as a Class 4 community housing provider with the Registrar of Community Housing, which administers the regulatory system and Regulatory Code for community housing providers under the Housing Act 2001 (NSW). In order to maintain registration, community housing providers are required to maintain ongoing compliance monitoring against the eight performance areas listed below:

1. Fairness and resident satisfaction.
2. Sustainable tenancies and communities.
3. Asset management.
4. Sound governance.
5. Standards of probity.
8. Development projects.

Brian Murnane was appointed as Chief Executive Officer of Amélie Housing on 21 January 2013.

The principal aim is to rapidly grow Amélie Housing as a New South Wales-wide and potentially national, Class 1 community housing provider. The St Vincent de Paul Society will combine current property and tenancy management expertise into Amélie Housing which will focus on both person-focused services and community development.

To date, the Society has identified 90 of its properties across both metropolitan and regional areas that are currently tenanted and are available for immediate allocation to the Amélie Housing property portfolio. In addition, three sites have been identified in Albury, Dubbo and Darlinghurst that are immediately available for development of social and affordable housing. The Society will review its entire property portfolio to assess the development potential for housing. Many sites within the existing portfolio are located within high need city locations.

The objectives of Amélie Housing are:

- To build and enhance the capacity of Amélie Housing to effectively manage future stock transfers.
- To assist the Land and Housing Corporation and Housing NSW with housing management issues in specific areas of need.
- To assist the NSW Government in achieving the objectives of its Going Home Staying Home Reform Plan.
- To link the services of the Society and other agencies to support and sustain our tenancies by providing ‘wrap around’ services.
- To cooperate with the Society in other States to achieve the establishment of a national Community Housing Company.
- To undertake the re-development of Society property for community housing purposes.
- To leverage the value of Society property to invest in expanding the provision of community housing.
- To work with all levels of the Society to provide support services for tenants and facilities in the communities where our tenants live.
- To work collaboratively with other agencies of the Catholic Church to utilise church land to increase the supply of social and affordable housing.
- To obtain secured debt facilities with recognised lenders to finance a growth strategy that supports:
  - The re-development of properties transferred to Amélie Housing (from either the Society or Housing NSW).
  - The implementation of innovative models of housing which provide pathways out of homelessness into secure housing.
  - The social and economic development of communities experiencing social exclusion through community development.

Social Housing
Key Achievements over the past 6 months

- Registered as a Class 4 Community Housing provider.
- Entered into Heads of Agreement and Corporate Services Agreement with St Vincent de Paul Society NSW to secure operational support and funding for Amélie Housing.
- Merged the Society’s housing service in Canberra/Goulburn with Amélie Housing.
- Established IT and management systems.
- Identified and transferred 90 properties managed by the Society in New South Wales to Amélie Housing.
- Completed a tenancy, maintenance and property review of properties to be transferred to Amélie Housing.
- Completed a development feasibility review on potential development sites in Dubbo and Darlinghurst.
- Submitted a growth proposal to the NSW Government.
Refugee Support Services

Refugee Support Services provide a broad range of person-focused support services such as referrals and advocacy, employment support, recreational and educational activities and case work.

Refugee Support Services supports and empowers asylum seekers and refugees living in NSW. The majority of people supported are experiencing financial hardship and social isolation. Many are at risk of homelessness, living in substandard accommodation or are experiencing homelessness. Many are not eligible to receive government assistance and are living without income or any social or emotional support.

Services include

- Vinnies Asylum Seeker Allowance Program (State Council)
- Riverina Humanitarian Settlement Services (Wagga Wagga Central Council)
- Migrant and Refugee Special Work (Maitland/Newcastle Central Council)
- North Coast Settlement Service (Lismore Central Council)
- Eastern Suburbs Migrant and Refugee Service (Sydney Archdiocese Central Council)
- Kingsgrove Youth Conference (Sydney Archdiocese Central Council)
- Refugee Employment Service (State Council)
- SPARK (State Council)

Key Challenges

- SPARK is increasingly working with children and families who have been in Australia’s immigration detention system.
- Providing assistance to asylum seekers who have very limited access to mainstream support, many with no entitlement to housing, transport concessions or work rights.
- Dealing with the complex needs of people who have experienced trauma in their homeland and are experiencing current stress living without family, income or stable accommodation.
- Advocating for people who often experience discrimination in the housing and private rental market.
- Working in an environment often conditioned by negative media and public perceptions about asylum seekers and refugees.

Key Achievements 2012/13

- Settled 280 people in the Riverina region as part of the Humanitarian Settlement Service.
- Assisted 48 adults and 24 children with ongoing case work, financial assistance, and advocacy. Many have utilised complementary support programs such as Refugee Employment Support service and Pedal Power.
- Assisted an average of six clients per month to build resumes, become familiar with the job market and apply for jobs.
- Assisted 42 people experiencing homelessness with emergency accommodation.
- Provided the means for people to access budget accommodation for up to two weeks in partnership with the Asylum Seeker Centre.
- Provided safe accommodation to single women and families through a partnership with Vincentian House.
- Continued partnership with Beaumont Consulting who provided corporate volunteers to run a monthly Job Club.
- Received funding from City of Sydney and Claffy Foundation to continue Pedal Power, a community partnership project with the Bicycle Garden.
- Expanded SPARK into three new primary schools bringing the service to 16 schools in total.
- 548 children and parents/carers originating from 34 different nations participated in SPARK in this financial year, receiving over 14,000 hours of educational, cultural, language and social support.
- Established the SPARK Family Group Program in two new schools now reaching 66 parents/carers and involving 20 volunteers.
The St Vincent de Paul Society takes a holistic approach to working with youth, providing a range of programs tailored to the varied needs of young people. These programs provide care and support services and a range of social, educational and recreational opportunities to marginalised young people and their families.

Dealing with the complex range of youth issues can be complicated and many present with multiple issues which may include long-term unemployment, family breakdown, substance abuse, juvenile offences or mental health issues.

Vinnies Youth Services
- Illawarra High School Support Program (Wollongong Central Council)
- Rendu Youth Services (Sydney Archdiocese Central Council)
- Vinnies Lodge (Maitland Newcastle Central Council)
- Youth Reach Brookvale (Broken Bay Central Council)
- Bowral Youth Refuge (Wollongong Central Council)

More information on page XX homeless services

Key Challenges
- Higher levels of youth unemployment in disadvantaged areas add increased financial pressure on families.

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More information on page XX homeless services

Key Challenges
- Higher levels of youth unemployment in disadvantaged areas add increased financial pressure on families.

Key Achievements 2012/13
- Youth Reach became a consortium member for Head Space Northern Beaches and had funding extended for the Youth Connections program for a further two years.
- Employed a clinical psychologist for Youth Reach to meet the multiple needs of the young people we assist.
- Provided crucial access to computer facilities for young men and women to search and prepare applications for jobs or complete school work. Many of these young people would not have access to technology at home.
- Assisted 37 young men through case management and structured programs at Rendu Youth Service.
- Implemented tutoring programs, Breakfast Clubs and fundraising via the Illawarra High School Support Program.
- Assisted 40 young people and their families through the Adolescent Family Counsellor program at Bowral Youth Refuge. The program commenced in November 2012.

- More than 17,000 Australian children under the age of 12 have no home, representing 17% of the overall homeless population.
- A further 10,900 young people aged 12 to 18 are experiencing homelessness; most are estranged from their families.
- One in four people aged 16 to 24 will experience a mental health problem
- The unemployment rate for young people seeking employment aged 15-24 stood at 13 per cent in October 2013, its highest rate recorded since June 2002.

The increasingly unaffordable housing market is forcing young people into overcrowded housing and into primary homelessness.
Disability Services

The Society’s Disability Services involve three major employment services in Sydney and Northern NSW; recreational and leisure programs; housing for people with intellectual or physical disabilities; as well as the recently implemented NSW Government Ability Links program.

The assisted employment services focus on providing skill development opportunities for people living with a disability to gain employment in a range of areas mailing house duties including mail fulfilment, general packaging work, recycling of textiles, commercial laundry and shrink wrapping. Importantly, through employment we are able to provide people with a disability with an opportunity for engagement with their peers, social interaction and a sense of fulfilment.

In the 2012/13 financial year, the St Vincent de Paul Society was the successful auspice organisation for the delivery of the Ability Links program in the Hunter Region. The NSW Ability Links program is funded by the Ageing, Disability and Home Care division of the NSW Department of Family and Community Services.

Greene Villa in Coonamble continues to provide housing and community service support for people with a disability.

The Society’s disability services are:
- Castlereagh Industries Coonamble (State Council)
- Greene Villa, Coonamble (Bathurst Central Council)
- Mary Mackillop Outreach (Sydney Archdiocese Central Council)
- NSW Government Ability Links (State Council)
- Stanmore Ozanam Industries (State Council)
- West Ryde Ozanam Industries (State Council)

Key Challenges

- Operating the employment services at a profit is becoming increasingly difficult with the impacts of the global financial crisis and the tightening of local markets.
- Implementing the NSW Government Ability Links program by 1 July 2013, just six months after being named as the auspice organisation for the Hunter Region.
- Increased demand on Mary MacKillop Outreach from licensed and unlicensed boarding houses where large numbers of people with a mental illness reside.

Key Achievements 2012/13

- Redeveloped Ozanam Industries at Stanmore including a new roof, large eating space and balcony, internal elevators and climate control, converting the service into a modern and light filled work space.
- Collaborated with Marrickville Council and local artists to produce a significant street art mural as part of the Ozanam Industries redevelopment.
- Continued to provide essential services to long term and new residents of Greene Villa.
- Identified by the NSW Government Department of Family and Community Services as the successful auspice for the provision of Ability Links in the Hunter Region.
- Met all targets for Ability Links including recruitment and training of 40 new staff; establishment of 11 offices; identification of three further office sites; and provision of Information Technology requirements and a vehicle fleet.
- Developed program materials and procedures to support the work of the Ability Links team.
- Developed a sound partnership with Ageing Disability and Home Care to establish Ability Links in line with the goals and aims of this new state-wide initiative.
- Secured funding to establish EarlyStart Diagnosis Support program in the Hunter for children with disability or development delay and their families.
- Assisted 156 people on a regular basis through Mary Mackillop Outreach.
- Secured a new property for Mary Mackillop Outreach for relocation in 2014 which will allow the delivery of better and expanded programs.
Ability Valued

Ability Links is the NSW approach to local area coordination, where people with disability are placed at the centre of decision making about their lives. Ability Links is community-based, building welcoming communities to foster inclusion of people with disability, their families and carers.

St Vincent de Paul Society NSW is delivering Ability Links in the Hunter Region, across 11 Local Government Areas: Newcastle, Maitland, Lake Macquarie, Port Stephens, Cessnock, Dungog, Singleton, Muswellbrook, Upper Hunter, Wyong and Gosford. Ability Links is contributing to the objectives of the National Disability insurance Scheme and is a new approach to the NSW Government to foster full and active participation of people with disability in their community.

Food Services

The St Vincent de Paul Society provides essential meal provision services across the State each day through homeless services, refuges, care and support centres, as well as a number of food specific Special Works. Food services are:

- Vinnies Night Patrol Services (Sydney Archdiocese Central Council and Bathurst Central Council)
- Food Barn (Sydney Archdiocese Central Council)
- Maitland/Newcastle Breakfast Club (Maitland/ Newcastle Central Council)
- Orange Night Patrol Van and Vinnies Café (Bathurst Central Council)
- Orange Food Bank (Bathurst Central Council)
- Bishop Fox Meal Centre (Wilcannia/Forbes Central Council)
- Vinnies Van (Parramatta Central Council and Wollongong Central Council)

Key Challenges

- Rural areas are seeing an increase in demand for food assistance without an equal increase in resources.
- Maintaining existing and building new partnerships to support ongoing funding for these crucial services.

Key Achievements 2012/13

- Distributed over $1,650,000 worth of food, grocery and welfare items through Food Barn.
- Purchased a new warehouse in Auburn to provide improved operation for the Food Barn.
- Celebrated 40 years of service of the Bishop Fox Meal Centre, which in its time has provided more than 200,000 meals to people experiencing disadvantage in the region.
- Continued to receive overwhelming volunteer and business support for the Vinnies Van Orange.
Mental Health Services

The Society is committed to supporting people living with a mental illness through a range of social, recreational and referral services. The Society has a number of services that address social isolation and encourage community education.

Services assisting people affected by mental illness are:

• Central Coast Mental Health Project (Broken Bay Central Council)
• Como Social and Leisure Centre (Sydney Archdiocese Central Council)
• Compeer (Maitland/Newcastle and Wollongong Central Councils and State Council)
• Illawarra Social Recreation Program (Wollongong Central Council)

Key Challenges

• Demand on the Compeer Program exceeds the number of suitable volunteers available. The program currently has a waiting list of 224 people.
• Limited funding means that the Compeer program struggles to recruit, screen, train and match volunteers and Compeer friends.

Key Achievement 2012/13

• Recruited and trained over 130 volunteers for the Compeer Program and matched nearly 85 people living with a mental illness.
• Supported 265 matched friends and volunteers through the Compeer program.
• Assisted 64 people and provided over 3000 meals through Como Social and Leisure Centre.
• Received grants to fund a Compeer volunteer recruitment video.
• Developed a standardised Compeer NSW application form for use by mental health professionals and people living with a mental illness when applying.
• Relocated the Compeer Western Sydney office to better serve the Western Sydney region.

Over 45% of Australians will experience a mental illness at some point in their life.
Breaking down isolation

Following an accident that left him out of action for seven weeks, Jim began thinking about the many people who, through illness or injury, lose contact with family and friends and find themselves lonely and isolated. Wanting to help out, Jim discovered Compeer, a Special Work of the St Vincent de Paul Society, which matches volunteers with people who are living with a mental illness. Volunteers meet with the people living with a mental illness for a minimum of four hours a month as a way of providing social interaction and breaking down the isolation.

“I did not expect to get such a great sense of satisfaction in doing something for someone else. It is very rewarding.”

Being in his mid-fifties, Jim was matched with similarly aged Thomas. Two and a half years on and neither of them have looked back.

Jim said, “We meet up once a week for coffee to catch up on what has been happening with our families, work, sport, politics, music, and anything that comes up. Occasionally we go and see a movie or a performance as well.”

“Over time we have gotten to know each other much better. My wife and mother both met him when we went to a musical performance together. Thomas is so easy to get along with and because he is about my age we have similar interests too,” says Jim.

Having no experience with mental illness before, Jim has developed a greater understanding about people living with a mental illness and a great love of volunteering since joining Compeer.

“I did not expect to get such a great sense of satisfaction in doing something for someone else. It is very rewarding,” said Jim.
Overseas Partnerships

The Overseas Partnership and Development Committee oversee the Society’s Twinning and Assist-a-Student Programs. Through the Twinning program, Conferences in Australia assist Conferences within the Asia/Pacific Region with financial donations. The twinned countries also support each other through prayer and shared cultural experiences. The Assist-A-Student program provides education scholarships to students in partner Conferences across the Asia/Pacific.

Key Challenges
• Communication between the twin Conferences can be difficult due to language barriers and inadequate communication systems.
• Accounting for funds distributed to twin Conferences can be complicated.

Key Achievements 2012/13
• Provided support to the Father Law Home, an aged care facility in Fiji, with quarterly financial donations from the Sacred Heart Conference in Wollongong.
• Raised over $92,000 for the Assist-a-Student program which supported children’s education in twinned countries.
• Bathurst Central Council committed to provide $2400 per year to the Fiji National Council to help them cover their operational expenses and better support Conferences.

Rural Taskforce

The Society is providing much needed assistance and personal support to farming families and rural communities throughout NSW. The Rural Taskforce was established to better coordinate these efforts and to support the Society members, volunteers and employees involved.

The Rural Taskforce travel to small rural communities to experience firsthand the plight of the people we assist - farmers, families, businesses and schools, as well as local support networks. The Taskforce assists with household bills, telephone, electricity, water, car insurance, registration, food, medical bills and advocacy, as well as car costs and farm machinery. The support is also crucial in rebuilding communities, working with them through difficult financial and emotional times.

Key Challenges
• Drought and the recent effects of the devastating floods and bushfires have resulted in growing demand from rural communities.
• Price increases for utilities, fuel and household expenses continues to cause financial strain on rural families and farmers.

Key Achievements 2012/13
• Provided more than $240,000 in assistance to drought, flood and bushfire affected areas across the State.
• Distributed 120 Christmas hampers and 23 boxes of donated toys to families in rural areas.
• Assisted over 150 families living in rural areas.
• Continued advocacy on the increasing utilities costs in rural areas.
In the Central Western New South Wales town of Orange, Society members have been hard at work lending a helping hand to our Pacific Island neighbours of Fiji by donating solar lighting systems.

A number of lighting systems have been sent to remote Fijian communities that have limited or no access to electricity.

One of the motivating forces behind the initiative is Bathurst Central Council Twinning Coordinator, Rosie Frecklington who moved to Australia ago from Tamavua in Fiji 31 years ago.

Rosie explains that the solar lighting systems are really changing people’s lives for the better. In May she headed back to her village in Fiji and witnessed the changes first hand.

“There were a number of lighting systems already set up before I got there. It was wonderful to see the difference these lights have made.”

In a letter received by Bathurst Central Council from the community of Tamavua they expressed their gratitude. Community leader Sophie Evans wrote, “What a wonderful thing for each and every one of us had, as our homes were lit up by these lights. The darkness just seemed to disappear. You have all brought so much joy, brightness and smiles into our lives, families and homes. The school children will now have bright lights to read and write with and we the older ones can read also or do other things. The lights can be left on all night without us having to worry about paying higher bills for such bright lights.”

“There were a number of lighting systems already set up before I got there. It was wonderful to see the difference these lights have made.”
Our Supporters

Thank you

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His Eminence, George Cardinal Pell, St Mary’s Cathedral
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NSW Department of Community Services
NSW Department of Health
Nudie Foods Australia
OSKY Interactive
Our Big Kitchen

Oz Harvest
Patchetts Pies
Peter Doyle @ the Quay
Peter Switzer
Premier of NSW, The Hon. Barry O’Farrell MP
Prime7
Qantas
Redemptorist Monastery
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Ross Greenwood
Skip Film Productions
Southern Cross Austereo
SydneyCare
Staples
The Australian Government
Regional Development Australia Fund
The Hon. Clover Moore MP
The Hon. Sir William Deane AC KBE, Patron, St Vincent de Paul Society NSW Support Services
The Wiggles Pty Ltd
Visy
Wagga Wagga City Council
Wests Housie
Wingecarribee Shire Council
Yahoo 7
Yellow Squares
Corporate Partners providing crucial support

Janssen Australia
Pharmaceutical company
Janssen have continued their long time support of St Vincent de Paul Society in 2013 through commitment to the Back on their Feet program and After the Disaster program. The Back on their Feet program supports Special Works that provide crisis accommodation for women and children escaping domestic violence. The program provides funding for families to secure independent housing and get back on their feet.

The After the Disaster program aims to specifically support Northern Tablelands farming communities who are still recovering from the devastating after effects of drought and flood.

Previously Janssen has also supported the Claymore Coffee Shop, Vincentian House KEEP Program and the Matthew Talbot Health Clinic.

AGL
The 2012/13 financial year marks the second in a five-year partnership between the Society and AGL. Committed to educating communities on smart energy use and in support of the Society’s crucial Conference work, AGL are making a second donation of over $120,000 to the Society directed to home visitation work in high needs areas such as Western Sydney.

Recently, the Executive Team from AGL including CEO Michael Fraser spent a day volunteering at the Matthew Talbot Hostel in a bid to better understand the importance of our work and connect with the people assisted through the partnership.

Abergeldie
Abergeldie Complex Infrastructure has been a proud sponsor of the Vinnies Van in Penrith and Parramatta since November 2008, ensuring that meals and drinks are provided every night of the year to people who would otherwise go hungry. Twenty Abergeldie staff including CEO Mick Boyle volunteer with the Vinnies Van on a rotating monthly roster.

Abergeldie employee Barry has volunteered with the Vinnies Van for five years and said that he enjoys the interaction with the people they meet. “I can see that such a small effort goes a long way in helping those less fortunate than me,” said Barry.

CEO Mick Boyle who also participates in the annual Vinnies CEO Sleepout said, “Abergeldie aims to build better communities, not just providing crucial infrastructure but by working with people to improve their livelihoods.”
Financials

On behalf of the St Vincent de Paul Society NSW, we are pleased to present the audited financial statements for the year ended 30 June 2013. The Society sincerely thanks all of our supporters for their greatly valued contributions towards our Good Works. It is our members and volunteers, donors and sponsors, corporate partners, government funders, each and every Vinnies customer and our dedicated employees that bring to life the mission and vision of the Society ‘offering a hand-up’ to those people experiencing disadvantage.

Key financial highlights

- Consolidated net deficit $0.573m (2012 surplus $1.766m).
- Total income $125.9m. Up 2.7% compared to last year and 6.5% above budget.
- Vinnies centres sales 48% of total revenues. Up 0.9% on last year but 2.7% down on budget.
- Government funding 25% of total revenues. Up 10% on last year and 11.7% above budget.
- Donations and appeals 11% of total revenues. Down 2.8% on last year but 14.8% above budget.
- Total expenditure $125.2m. Up 4.6% compared to last year and 0.6% above budget.
- Cash assets $13.7m down on last year.
- Net assets in line with prior period.

<table>
<thead>
<tr>
<th>Review of operations</th>
<th>2013 Actual $’000</th>
<th>2013 Budget $’000</th>
<th>2012 Actual $’000</th>
<th>2012 vs 2013</th>
<th>2013 Actual vs Budget</th>
<th>5 year average %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>125,893</td>
<td>118,199</td>
<td>122,635</td>
<td>2.7%</td>
<td>6.5%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Expenditure</td>
<td>125,204</td>
<td>123,813</td>
<td>119,725</td>
<td>4.6%</td>
<td>1.1%</td>
<td>5.4%</td>
</tr>
<tr>
<td>(Deficit) / surplus</td>
<td>689</td>
<td>(5,614)</td>
<td>2,910</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfers to related entities</td>
<td>1,262</td>
<td>1,203</td>
<td>1,143</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net (deficit) / surplus</td>
<td>(573)</td>
<td>(6,817)</td>
<td>1,766</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The current year results although $2.2m down on prior year, were $6.3m better than budgeted.

There were a number of significant one-off events during the year as follows:

1) Recognition of bequested properties transferred to the Society at fair value. $2,890 No
2) Capital grants recognised relating to Freeman House project milestones. 1,800 No
3) Insurance recoveries relating to the 2012 destruction of Wagga Wagga centre. 1,023 No
4) Government funding received relating to a new major special work, Ability Links. 814 No
5) Additional interest income received on the final aged care instalment. 750 Yes
6) Profits on sale recognised on two major properties in Sydney area. 580 No
7) Demolished buildings impairment relating to Freeman House and Edel Quinn redevelopment. (1,300) No

6,557

Analysis of 2013 income and use of funds

Use of Funds 2013

<table>
<thead>
<tr>
<th>Income received 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sale of goods</td>
</tr>
<tr>
<td>Government</td>
</tr>
<tr>
<td>Donations</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Bequests</td>
</tr>
<tr>
<td>Contributions</td>
</tr>
<tr>
<td>Cost of sales</td>
</tr>
<tr>
<td>Homeless &amp; Mental</td>
</tr>
<tr>
<td>People in need</td>
</tr>
<tr>
<td>Support &amp; Other</td>
</tr>
<tr>
<td>Fundraising</td>
</tr>
<tr>
<td>Other</td>
</tr>
</tbody>
</table>
Five-year financial results summary

<table>
<thead>
<tr>
<th>Income ('$000)</th>
<th>08/09</th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
<th>Average change (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations &amp; appeals</td>
<td>13,750</td>
<td>12,750</td>
<td>13,199</td>
<td>13,950</td>
<td>13,564</td>
<td>-0.2%</td>
</tr>
<tr>
<td>Bequests</td>
<td>5,150</td>
<td>7,258</td>
<td>9,378</td>
<td>6,785</td>
<td>8,088</td>
<td>15.4%</td>
</tr>
<tr>
<td>Sale of goods &amp; other</td>
<td>52,387</td>
<td>55,192</td>
<td>57,049</td>
<td>59,519</td>
<td>59,855</td>
<td>3.4%</td>
</tr>
<tr>
<td>Government funding</td>
<td>22,542</td>
<td>24,207</td>
<td>26,208</td>
<td>28,427</td>
<td>31,275</td>
<td>8.5%</td>
</tr>
<tr>
<td>Client contributions</td>
<td>3,785</td>
<td>4,151</td>
<td>3,958</td>
<td>4,042</td>
<td>4,125</td>
<td>2.3%</td>
</tr>
<tr>
<td>Other</td>
<td>8,632</td>
<td>5,989</td>
<td>7,816</td>
<td>9,912</td>
<td>8,986</td>
<td>4.3%</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td><strong>106,246</strong></td>
<td><strong>109,547</strong></td>
<td><strong>117,608</strong></td>
<td><strong>122,635</strong></td>
<td><strong>125,893</strong></td>
<td><strong>4.3%</strong></td>
</tr>
<tr>
<td>Year-on-year change (%)</td>
<td>3.1%</td>
<td>7.4%</td>
<td>4.3%</td>
<td>2.7%</td>
<td>-0.2%</td>
<td></td>
</tr>
</tbody>
</table>

Use of funds ('$000)

<table>
<thead>
<tr>
<th></th>
<th>08/09</th>
<th>09/10</th>
<th>10/11</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundraising costs</td>
<td>3,364</td>
<td>2,702</td>
<td>2,953</td>
<td>2,723</td>
<td>2,334</td>
</tr>
<tr>
<td>Cost of sales-centres of charity</td>
<td>33,600</td>
<td>35,360</td>
<td>37,268</td>
<td>39,184</td>
<td>40,667</td>
</tr>
<tr>
<td>People in need</td>
<td>24,666</td>
<td>25,644</td>
<td>25,901</td>
<td>27,538</td>
<td>28,158</td>
</tr>
<tr>
<td>Homeless &amp; mental health</td>
<td>27,685</td>
<td>30,586</td>
<td>32,717</td>
<td>33,532</td>
<td>36,155</td>
</tr>
<tr>
<td>Support and other costs</td>
<td>11,256</td>
<td>12,878</td>
<td>13,947</td>
<td>15,919</td>
<td>16,506</td>
</tr>
<tr>
<td>Impairment and losses on assets</td>
<td>696</td>
<td>231</td>
<td>740</td>
<td>829</td>
<td>1,384</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>101,267</strong></td>
<td><strong>107,401</strong></td>
<td><strong>113,526</strong></td>
<td><strong>119,725</strong></td>
<td><strong>125,204</strong></td>
</tr>
<tr>
<td>Year-on-year change (%)</td>
<td>6.1%</td>
<td>5.7%</td>
<td>5.5%</td>
<td>4.6%</td>
<td>-0.2%</td>
</tr>
</tbody>
</table>

Trends and ratio analysis

Over the last 5 years, revenues have increased on average by 4.3% since 2009. Over the same time expenses have increased by 5.4%. This trend is likely to continue as demand for our assistance grows and rising cost pressures impact. The Society is committed to ensuring the most efficient and effective use of funds and is actively exploring ways to increase funding and manage costs.

The ratio of service delivery costs in people in need, homeless services and centres of charity as a % of total costs and total income has been steady over the past 5 years. The fundraising ratios have improved over the past 5 years in all areas of cost and income ratios. The fundraising, administration and other support costs ratio has been stable over the last 5 years and the Society is actively working to improve this ratio further.

Risks and other considerations

Sales from centres of charity and other continue to represent the most significant contribution to revenues at 48% (2012: 49%). The wider retail sector has had difficult trading conditions over recent years and the Society’s centres were also impacted with sales down 2.7% against budget. There is also increasing competition from major supermarkets in the low cost clothing market which is placing pressures on sales in some areas. A number of initiatives have been successfully implemented such as ‘Signed Finds’ to engage public interest.

Government funding accounted for 25% (2012: 23%) of total revenues at $31.3m, up 10% on last year. The majority of our services are not fully funded, despite significant funding. The funding shortfall in people in need and homeless services of $34.8m is sustained by the surpluses generated from our centres of $18.3m, net donations and appeals of $11.2m and client contributions of $4m. Funding is generally provided for periods between one to three years and subject to review, therefore there is an inherent risk for each of our funding agreements that they may not be renewed beyond that period.

Donations and appeals accounted for 11% of total revenues at $13.6m, down 2.8% on last year. The success of the annual Vinnies CEO Sleepout was a highlight raising in excess of $2m for homeless services. The Society is actively exploring ways to engage with the community to develop our supporter base.

Bequests accounted for 6% (2012: 5.5%) of total revenues. Given bequests are uncertain in nature they are difficult to budget, therefore a 5 year average is used. The Society is aware not to become reliant on the receipt of such funds and be prepared should there be a decline in giving over the longer term.
Investment income was $2.3m down on prior year due to cash reserves declining by $13.7m due to capital works over the last year reducing the level of funds available for investment in longer term accounts with higher interest rates. Also interest rates have fallen over the last year in line with the declining cash rate.

People in need services costs increased by 2.3% against the prior period to $28.2m or 23% of total outflows. Client support costs for the year was $17.7m, up 2.3% on last year and in line with budget. Demand for assistance is anticipated to increase as persistent cost of living pressures remain, particularly in areas of electricity, rent and food assistance. We anticipate at least a 2% increase in client support costs in 2014FY.

Homeless and mental health services costs increased by 7.8% on last year to $36.2m, representing 29% of total outflows. The need for these essential services is clearly evident and the Society is committed to providing better pathways to housing and has established St Vincent de Paul Housing. Government funding is vital to the ongoing viability of these services, and sustained by income generated in other areas.

Maintaining a sustainable financial position

The Society is fortunate to be in a sound financial position with net assets at 30 June 2013 of $378m. The main components of this are property assets of $290m, cash assets of $47m and long-term deposits of $55m. Whilst the financial position is currently strong, there is budgeted capital expenditure in excess of $27m over the next 12 months. As part of the strategic plan there is also a project planned to evaluate the Society’s property portfolio to determine the level of future expenditure that may be required.

Cash reserves (including long-term deposits) over the past 12 months have declined by $13.7m and are forecast to fall a further $32m, dependent on the timing of major capital works. During the year the final $12m instalment was received relating to the 2007 aged care sale. The Society has prepared 5 year cash flow forecasts to manage the cash flow reserves. In line with the Investment Policy, funds have been spread between major financial institutions to diversify risk, as well as obtain competitive interest rates.

The Society has a portfolio of shares which have been bequeathed from Estates. In accordance with the Investment policy, these are either sold or held for long-term with dividend income received. On an annual basis a fair value exercise is performed with gains or losses recognised in reserves, and any impairment losses recognised. In the current year a fair value gain on shares was recognised in reserves of $1,007,891. In the prior period the fair value of shares fell by $150,594 illustrative of the fluctuating nature of shares.

Auditor’s Independence Declaration

Grant Thornton Audit Pty Ltd has confirmed their independence for the year ended 30 June 2013.

Peter Leckie    Peter Miller
Vice President - Treasurer    Chief Financial Officer
Dated this 26th day of October 2013
Refer to detail in Annual Report for further information and vinnies.org.au
Declaration by the NSW State Council

For the year ended 30 June 2013
In the opinion of the State Council of The Trustees of the Society of St Vincent de Paul (NSW);
a) the consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW);
i) give a true and fair view of its financial position as at 30 June 2013 and of its performance for the financial year ended on that date; and
ii) comply with Australian Accounting Standards (including the Australian Accounting Interpretations); and
b. there are reasonable grounds to believe the Society will be able to pay its debts as and when they become due and payable.
Signed in accordance with a resolution of the NSW State Council

Ray Reynolds
President, NSW State Council
Dated this 26th day of October 2013

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2013

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue and other income</td>
<td>$125,892,841</td>
<td>$122,635,021</td>
</tr>
<tr>
<td>Fundraising costs</td>
<td>(2,333,779)</td>
<td>(2,722,900)</td>
</tr>
<tr>
<td>Cost of sales - centres of charity</td>
<td>(39,717,496)</td>
<td>(38,005,711)</td>
</tr>
<tr>
<td>Cost of sales - other</td>
<td>(949,897)</td>
<td>(1,178,784)</td>
</tr>
<tr>
<td>People in need services</td>
<td>(28,157,566)</td>
<td>(27,537,859)</td>
</tr>
<tr>
<td>Homeless &amp; mental health services</td>
<td>(36,154,587)</td>
<td>(33,532,125)</td>
</tr>
<tr>
<td>Support and other costs</td>
<td>(16,506,225)</td>
<td>(15,919,207)</td>
</tr>
<tr>
<td>Impairment losses recognised on fixed assets</td>
<td>(1,313,321)</td>
<td>(745,691)</td>
</tr>
<tr>
<td>Net loss on disposal of fixed assets</td>
<td>(71,053)</td>
<td>(82,997)</td>
</tr>
<tr>
<td>Expenditure</td>
<td>(125,203,924)</td>
<td>(119,725,274)</td>
</tr>
<tr>
<td>Surplus for the year</td>
<td>688,917</td>
<td>2,909,747</td>
</tr>
<tr>
<td>Transfers to related entities</td>
<td>(1,261,752)</td>
<td>(1,143,299)</td>
</tr>
<tr>
<td>Net (deficit) / surplus for the year</td>
<td>(572,835)</td>
<td>1,766,448</td>
</tr>
<tr>
<td>Other comprehensive income</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net changes in fair value of available-for-sale financial assets</td>
<td>1,007,891</td>
<td>(150,594)</td>
</tr>
<tr>
<td>Total comprehensive income for the year</td>
<td>435,056</td>
<td>1,615,854</td>
</tr>
</tbody>
</table>
### Consolidated Statement of Financial Position

**As at 30 June 2013**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>46,816,641</td>
<td>56,244,596</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>2,165,551</td>
<td>14,267,547</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>55,269,751</td>
<td>59,495,718</td>
</tr>
<tr>
<td>Inventories</td>
<td>926,842</td>
<td>947,863</td>
</tr>
<tr>
<td>Other assets</td>
<td>857,236</td>
<td>868,372</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td><strong>106,036,021</strong></td>
<td><strong>131,824,096</strong></td>
</tr>
<tr>
<td>Non-current assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>345,191</td>
<td>382,298</td>
</tr>
<tr>
<td>Other financial assets</td>
<td>5,038,088</td>
<td>6,613,858</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>290,061,604</td>
<td>256,413,502</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>524,285</td>
<td>799,949</td>
</tr>
<tr>
<td><strong>Non-current assets</strong></td>
<td><strong>295,969,168</strong></td>
<td><strong>264,209,607</strong></td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>402,005,189</strong></td>
<td><strong>396,033,703</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>13,773,029</td>
<td>9,338,329</td>
</tr>
<tr>
<td>Borrowings</td>
<td>197,322</td>
<td>138,181</td>
</tr>
<tr>
<td>Provisions</td>
<td>8,120,589</td>
<td>7,579,282</td>
</tr>
<tr>
<td><strong>Total Current liabilities</strong></td>
<td><strong>22,090,940</strong></td>
<td><strong>17,055,792</strong></td>
</tr>
<tr>
<td>Non-current liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provisions</td>
<td>1,849,823</td>
<td>1,348,541</td>
</tr>
<tr>
<td><strong>Total Non-current liabilities</strong></td>
<td><strong>1,849,823</strong></td>
<td><strong>1,348,541</strong></td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>23,940,763</strong></td>
<td><strong>18,404,333</strong></td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td><strong>378,064,426</strong></td>
<td><strong>377,629,370</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Funds for social programs</td>
<td>376,994,963</td>
<td>377,567,798</td>
</tr>
<tr>
<td>Investments revaluation reserve</td>
<td>1,069,463</td>
<td>61,572</td>
</tr>
<tr>
<td><strong>Total Funds</strong></td>
<td><strong>378,064,426</strong></td>
<td><strong>377,629,370</strong></td>
</tr>
</tbody>
</table>

### Consolidated Statement of Cash Flows

**For the year ended 30 June 2013**

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash flows from operating activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipts from:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations and appeals</td>
<td>13,563,520</td>
<td>13,953,776</td>
</tr>
<tr>
<td>Bequests</td>
<td>5,198,145</td>
<td>6,784,826</td>
</tr>
<tr>
<td>Government funding and grants</td>
<td>34,118,329</td>
<td>31,030,673</td>
</tr>
<tr>
<td>Client contributions</td>
<td>4,124,549</td>
<td>4,042,426</td>
</tr>
<tr>
<td>Sale of goods</td>
<td>59,855,365</td>
<td>59,798,356</td>
</tr>
<tr>
<td>Dividend income</td>
<td>401,667</td>
<td>665,100</td>
</tr>
<tr>
<td>Interest income</td>
<td>5,349,049</td>
<td>7,414,718</td>
</tr>
<tr>
<td>Other income</td>
<td>1,918,957</td>
<td>1,712,611</td>
</tr>
<tr>
<td>Payments to clients, suppliers and employees</td>
<td>(115,525,179)</td>
<td>(114,499,510)</td>
</tr>
<tr>
<td><strong>Net cash flows from operating activities</strong></td>
<td><strong>9,004,402</strong></td>
<td><strong>10,902,976</strong></td>
</tr>
<tr>
<td><strong>Cash flows from investing activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proceeds from sale of property, plant and equipment</td>
<td>15,466,257</td>
<td>14,755,166</td>
</tr>
<tr>
<td>Proceeds from long-term deposits</td>
<td>6,825,967</td>
<td>-</td>
</tr>
<tr>
<td>Investments in long-term deposits</td>
<td>-</td>
<td>(58,995,718)</td>
</tr>
<tr>
<td>Payments for property, plant and equipment</td>
<td>(40,867,383)</td>
<td>(11,634,219)</td>
</tr>
<tr>
<td>Proceeds from sale of available-for-sale investments</td>
<td>-</td>
<td>62,965</td>
</tr>
<tr>
<td>Payments for available-for-sale investments</td>
<td>(16,339)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Net cash flows (used in) / from investing activities</strong></td>
<td><strong>(9,004,402)</strong></td>
<td><strong>(55,816,282)</strong></td>
</tr>
<tr>
<td><strong>Cash flows from financing activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loans provided</td>
<td>-</td>
<td>(500,000)</td>
</tr>
<tr>
<td>Loan repayments received</td>
<td>100,000</td>
<td>50,000</td>
</tr>
<tr>
<td><strong>Net cash flows used in financing activities</strong></td>
<td><strong>100,000</strong></td>
<td><strong>(450,000)</strong></td>
</tr>
<tr>
<td><strong>Net (decrease) / increase in cash and cash equivalents</strong></td>
<td><strong>(9,487,096)</strong></td>
<td><strong>(45,363,306)</strong></td>
</tr>
<tr>
<td>Cash and cash equivalents at beginning of year</td>
<td>56,106,415</td>
<td>101,469,721</td>
</tr>
<tr>
<td><strong>Cash and cash equivalents at end of year</strong></td>
<td><strong>46,619,319</strong></td>
<td><strong>56,106,415</strong></td>
</tr>
</tbody>
</table>
Independent Auditor’s Report on the Summary Financial Statements

To The Trustees of the Society of the Society of St Vincent de Paul (NSW)

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2013, the summary statement of profit or loss and other comprehensive income and summary cash flow statement for the year then ended, related notes and the responsible accounting officer’s declaration, are derived from the audited financial report of The Trustees of the Society of St Vincent de Paul (NSW) (“the Society”) for the year ended 30 June 2013. We expressed a qualified audit opinion on that financial report in our report dated 26 October 2013. Those financial statements, therefore, is not a substitute for reading the audited financial report of the Society.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards (including the Australian Accounting Interpretations) and self-imposed national reporting requirements of the confederation of State and Societies. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the Society.

Responsibility of the Trustee for the financial report

The Trustees of the Society are responsible for the preparation and fair presentation of the summary financial report.

Auditor’s responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Qualified Auditor’s Opinion

In our opinion, the summary financial statements derived from the audited financial report of the Society are consistent, in all material respects with that audited financial report. However, the summary financial statements are potentially misstated as described in the audited financial report of the Society for the year ended 30 June 2013. The potential misstatement of the audited financial report is described in our qualified audit opinion in our report dated 26 October 2013. Our qualified audit opinion is based on the completeness of revenues from Donations & Appeals and from Sale of Goods – Centres of Charity. Cash from donations and other fundraising activities is a significant source of revenue for the Society.

The Society acknowledges the importance of a strong control environment and has implemented a number of controls to safeguard at best and practically the collection of cash donations and revenue from the sale of donated goods, although the difficulty in achieving control over the completeness of revenues at their source prior to entry into the financial records is recognised. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to such revenues had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion as to whether revenues from Donations & Appeals and from Sale of Goods – Centres of Charity are complete.

Our qualified audit opinion states that, except for the effects, if any, of the described matter, the financial report presents fairly, in all material respects, the financial position of the Society as at 30 June 2013, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards.

A J Archer
Partner - Audit & Assurance
Sydney, 26 October 2013
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Charles O’Neill State Support Office,
2c West Street, Lewisham NSW 2049

Mailing address:
PO Box 5,
Petersham NSW 2049

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Email: vinnies@vinnies.org.au