



Vinnies
good works

ANNUAL REVIEW

2019



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Who we are

Our History

Founded in Paris by Frederic Ozanam in 1833, the St Vincent de Paul Society was established by like-minded individuals who wanted to put their faith into action.

Frederic, along with his university colleagues, wanted to respond in a practical way to the hardship and poverty he was witnessing. He sought advice and support from Sister Rosalie Rendu, a nun who had herself devoted and established many charitable services to counter poverty, visiting people in their homes offering them friendship and support. She had taken vows to serve God and the poor, and spent over 50 years living out those vows. She opened a free clinic, a pharmacy, a school, an orphanage, a childcare centre, a home for the elderly and a youth club for young workers.

Sister Rosalie's experiences were priceless for Frederic Ozanam who was guided by her work, and would visit families in need that she would choose. This practice, known as Home Visitation remains the core activity of the St Vincent de Paul Society members and volunteers today.

For over 150 years, the St Vincent de Paul Society here in Western Australia continues with the same compassion and vision that our founder shared. These foundations of our committed and dedicated 3,700 members and volunteers, come from the belief in our mission, vision and values, working towards a more equal and just society to improve the lives of over 55,000 disadvantaged Western Australians every year.



Our Mission

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

Our Vision

The St Vincent de Paul Society aspires to be recognised as a caring charity offering "a hand up" to people in need. We do this by respecting people's dignity, providing hope, and encouraging people to take control of their own destiny.

Strategic Plan

Our Services – Focussing on our strengths we deliver a range of effective services in partnership with others to meet the needs of the community.

Our People – Our people are our greatest asset. We create environments in which people are engaged, developed and recognised in ways that support their spirituality, beliefs and strengths.

Our Sustainability – We create a vibrant, innovative, unified and sustainable organisation.

Our Voice – We work tirelessly to create a more just and compassionate society – one that is engaged with what we do and supportive of our mission.

Our Values

	Commitment	Loyalty in service to our mission, vision and values.
	Compassion	Welcoming and serving all with understanding and without judgement.
	Respect	Service to all regardless of creed, ethnic or social background, health, gender or political opinions.
	Integrity	Promoting, maintaining and adhering to our mission, vision and values.
	Empathy	Establishing relationships based on respect, trust, friendship and perception.
	Advocacy	Working to transform the causes of poverty and challenging the causes of human injustice.
	Courage	Encouraging spiritual growth, welcoming innovation and giving hope for the future.

Who we help



57,168

The number of Western Australians we helped in 2018/19 across Vinnies services

We help through person centred care



Financial Counselling Services



Mental Health Service



Homelessness Services



Housing Service



Youth Services



Advocacy



Clothing and Furniture



Emotional Support and Fellowship



Referrals



Food Utility Bills Rent Other Financial Support



Back to School Support

State President and CEO Overview

Vinnies WA had a year of growth and significant investment in our people, systems and processes which was necessary to continue our goal of assisting Western Australians when times are hard.



CEO Susan Rooney with
State President Gladys Demissie

This year our organisation continued to develop our services and programs as well as invest in our people, systems and processes; further building our ability to assist the Western Australian community when times are hard. Our extraordinary members, volunteers and staff delivered services to over 55,000 Western Australians in need and we are proud and grateful to be working alongside such dedicated, caring and skilled people who focus so absolutely on improving lives.

With the ever increasing cost of living pressures and a critical lack of social and affordable housing, we have seen an increase in demand for all of our services.

Over 1000 members, known as Vincentians, have once again made a very real difference to the lives of tens of thousands of Western Australians through our emergency assistance program. Whether it is through emotional support, financial advice, help with food, clothing and furniture or through advocacy, the St Vincent de Paul Society members walk in fellowship alongside our clients every step of the way.

Vinnies WA members also assist recently arrived individuals and families in settling into their new home. This includes hosting outings and events for people to socialise within a supportive environment, referrals to other agencies and help accessing financial assistance, food and furniture.

In addition to emergency assistance, Vinnies delivers a range of highly specialised services and programs that focus on improving the lives of some of the most vulnerable people in our community. These include a recovery-focussed mental health service, low barrier services which assist people to forge a pathway out of homelessness, programs for young people, financial counselling, retail and distribution centre operations.

Some of the key highlights of this financial year included:

- The relocation of our Perth Passages Youth Engagement Hub to a purpose designed space. Growing Vinnies WA and Rotary Club of Perth's commitment to addressing youth homelessness in Western Australia.
- Growth of our Financial Counselling services through expansion into a regional centre and taking on the service delivery of the National Debt Helpline in Western Australia.
- Implementation of a new volunteer database improving our reporting and management of volunteer records, and channels for direct communication with each of our volunteers.
- Celebration of the 10 year anniversary of the CEO Sleepout – an event that has raised vital funds for our homelessness services and brought critical awareness of the complex issue of homelessness in our community.

We extend an enormous THANK YOU to our remarkable people; to our supporters, sponsors, donors, corporate and other partners; to Government agencies and to our customers. Collectively you have made this year an incredible success - through your amazing commitment and support, thousands of lives have been changed.

**WHEN TIMES ARE HARD
WE'RE HERE**

A Year in Review

Emergency Assistance



54,105  30%

Western Australians provided with
Emergency Assistance in 2018/19



\$4,732,000

Financial and practical
support provided



38,300

Calls to Vinnies
for Emergency
Assistance

Retail



\$12,811,770

Funds generated through
Vinnies shops

Fundraising



\$4,929,700

Total fundraising
amount



\$901,183

Raised from
CEO Sleepout

Members and Volunteers



3,794

Members and
Volunteers



1,100,000

Volunteer hours
provided

Financial Counselling



\$3,545,720

Debt waived through
financial counselling sessions

WHEN YOU CARE
LIVES ARE CHANGED



CHANGING
LIVES

Membership Services

Vinnies members seek to create a more just and compassionate society by responding directly to needs identified in the community.

Since 1865, home visitation has remained the core work of the St Vincent de Paul Society. Vinnies members respond to requests from people in need in their local communities by providing emergency assistance such as food, clothing, household goods, help with utilities and referrals, advocacy, friendship and emotional support.

Home visitations provide an opportunity for our members to meet people face to face, feeling privileged to hear their stories and given a genuine understanding of the specific challenges being faced.

This support from our 1,070 members, also known as Vincentians, is managed through our 75 community groups known as conferences, who devoted 256,000 hours to assisting people in the last financial year.

Emergency assistance is not the end point of the work that members do, but rather an entry point to providing person-centred care. This type of approach sees people who use Vinnies emergency assistance as equal partners in the planning, developing and monitoring of their care to make sure it meets their needs. By putting people and their families at the centre of decisions being made, Vinnies members can work alongside

them to get the best outcome in their journey out of hardship.

The first point of contact for people seeking emergency assistance is either through our main Call Centre located in Canning Vale or one of the emergency assistance centres located within regional areas. These centres are operated by volunteers who answered over 38,300 calls in the past year that helped support 54,105 clients.

Vinnies in WA has a long history of helping migrants and refugees and we continue this work today through the work of our conferences providing advocacy and services to many who are making Western Australia their new home. The Migrant and Refugee Conferences in the North and South provide individuals and families from migrant and refugee backgrounds with support services such as referrals, financial assistance, food and clothing, giving people support to settle in their new home. The conferences hold regular events throughout the year which provides a great opportunity for people to share their experiences and cultures. The events aim to encourage socialisation and introduce Australian culture and values.



Marie Claire's Story

Marie Claire was first introduced to the St Vincent de Paul Society many years ago through her father, accompanying him on home visits to people in her local area. This initial experience gave her an insight on the importance of the work of Vincentians, how being able to provide practical assistance and emotional support to families and individuals is vital to people when they are facing difficult times.

Now as a member for over 21 years, Marie Claire realises that by being in touch with people in her local community, the support she can offer has enormous impact. This impact is not only to the people who receive it, but on her personally, helping the development of her faith and growth as a person.

In her role as a member, Marie Claire is most passionate about walking alongside people in their journey, giving her time through talking with people, listening, and advocacy.

Marie Claire recalls a time when she had visited a lady on a number of occasions several years ago who was struggling financially. "I asked if she needed help with budgeting etc. and she said yes! She was so appreciative when I did up a budget with her, something that she could stick to and work with long term. That was the last call we had from her except a wonderful Christmas card to us letting us know she was doing well. I feel really rewarded and comforted knowing that when I can help people with solutions, it can make such a difference to their lives and situation."



"I feel rewarded and comforted knowing I can help people..."

As a Vincentian, Marie Claire feels her work has changed considerably over the years but by being able to adapt and grow as a member, she can try and meet the needs of people who she feels now are struggling with more complex issues. She feels that through her Vincentian work she has gained a better understanding of people who are experiencing poverty. Marie Claire summarises that assisting, supporting and meeting people in her local community, working with other Vinnies members, and overall the job that Vincentians do as "amazing".

Twinning and Student Assistance

Through our Twinning program Western Australian conferences communicate and support their twinned overseas conferences with funding for community projects and welfare. Typical projects include provision of funds to purchase computers and associated equipment used for training of students; necessary equipment for weaving and fishing including training looms, fishing nets and machines to make the nets; creation of cow and goat banks, as well as funding for a purpose built area where patients can wait and recover from surgery for a short period of time.

Our Assist a Student program helps educate students in the Asia Pacific region through sponsorship and has been responsible for the training of 276 students allowing most of them to qualify for further education or work. Many of these students who have been helped in the past are now contributing to the program. All funds provided under the scheme goes directly to the cost of training.

\$52,271 Total Twinning funding for 2018/19

\$19,337 Assist a Student sponsorship for 276 students

Volunteering Services

At the very heart of Vinnies WA are our volunteers who donate their time, energy and skills to making a difference to people’s lives every day.

Vinnies volunteers strongly believe in the work we do as an organisation and through their experiences, skills and dedication contributed over 1,100,000 hours in the last 12 months.

Volunteering has continued to flourish with the ongoing implementation of our Volunteer Management Framework which provides guidelines for compliance to the National Standards for Volunteering; links to our Strategic Plan and is instrumental in creating a contemporary approach to volunteer management.

Volunteer Growth

Volunteer recruitment continues to be a high priority for Vinnies WA for a range of opportunities in Retail, Youth programs, Distribution Centre, Specialist Community Services and administration that can suit all ages, interests, and levels of commitment. We have seen recent growth in the number of 15-20 year olds volunteering in our Retail shops across WA, complementing the other end of the age range with nearly 100 of our volunteers who are over 80 years of age and still passionately volunteering.



New System Support

Following a review of our existing records management capabilities and our growing data management needs, we acquired a new Volunteer Management Database. This new software allows us to improve the reporting and management of volunteer records, and create channels for direct communication with each of our 2,724 volunteers.

Data and volunteer information is now accessible to managers at each service location making processes such as recruitment easier and more efficient. They can then be supported from the Volunteer Services team who help develop skills and provide tools to enable staff to better manage volunteers in their specific service areas. Implementation of the new database is underway across 55 sites.

National Volunteer Week

A highlight of our year is celebrating our volunteers and showing them how much they mean to us. During National Volunteering Week in May we held 254 morning teas, 10 celebratory lunches and a special Long Serving Volunteer Celebration at Ozanam House where we hosted 25 volunteers who have served for more than 25 years, including our longest serving volunteer, who recently celebrated 43 years with us.



Jenny and Leanne’s Story

Volunteers Jenny and Leanne work regularly in the Vinnies Call Centre based at Canning Vale. The Call Centre on average receives 200 calls daily in the four hours it is open five days a week and help people seeking emergency assistance with requests for food, furniture, clothing, utility bills and rent.

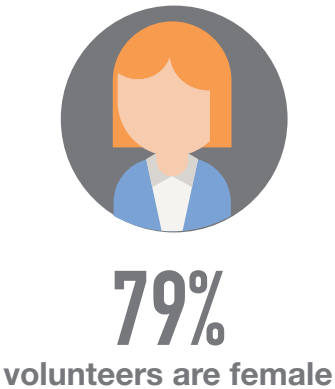
Their volunteering role, being there for people, on the other end of the phone, is incredibly important to both Jenny and Leanne.

“It’s been very rewarding to know that being a volunteer I can pass on that message to Vinnies members who can then visit clients in their home to provide the very basics such as food to them,” Jenny said.

Both ladies have remarked on what they have gained since they started volunteering such as improving their computer skills, building their self-confidence and sense of purpose. But it is also the fulfilling experience they get from the time they devote each week to helping people.

Jenny says, “It is almost like a sense of pride because to not just receive but to be able to give makes you feel good”. Leanne agrees and adds how much she looks forward each week to being able to help people. “It gives you a really nice feeling so if you can give the time it’s a great thing to do and feel good about yourself.”

Jenny and Leanne are only two of the 3,700 Vinnies volunteers and members that share their passion, dedicate their time, effort and support each week to helping vulnerable Western Australians in our community. All our volunteers are wonderful examples of when you care lives are changed.



Financial Counselling

Vinnies Financial Counsellors are qualified professionals who offer independent financial advice and advocacy for people in financial difficulty.

Our Financial Counsellors work with people who are in debt or not able to meet their ongoing expenses. We help people understand their financial situation which enables them to take control of their finances, giving people strategies and options for dealing with financial difficulties. This may include negotiating outstanding bills and debts, managing the household budget, or saving for the future. We explain how the law is able to protect them in difficult financial times, help people to understand the debt recovery process and relevant court procedures in relation to debt collection, provide them with bankruptcy information and refer people to other specialised services.

Putting people in touch with a Financial Counsellor quickly is the key to preventing a crisis escalating and Vinnies provides this service through face to face interviews with clients. Additional funding received in the last financial year has meant people can continue to access Vinnies financial counselling in four locations, the Perth CBD, Canning Vale, Rockingham, and Mandurah. As of February this year, services have

been extended into regional areas with a counsellor now based in the Bunbury/Busselton area. One indication of how incredibly effective financial counselling has been in assisting people in need has been the total amount of debt waived in the last financial year which was \$3,545,720 for our clients here in Western Australia.



National Debt Helpline

April 2019, Vinnies began operating the National Debt Helpline in Western Australia.

The Commonwealth funded National Debt Helpline is set up to address the needs of people suffering financial hardship across the country where callers are able to call 1800 007 007 so they then can be directed to a local service within their state.

The services are generally the first point of contact for clients in crisis situations such as at the imminent risk of disconnection, eviction, repossession, mortgage stress and difficulty affording basic living needs. Face to face sessions cannot be provided to clients through the Helpline but information can, so clients can be referred to appropriate services. A new Call Centre at Canning Vale was created for the National Debt Helpline to house the team of four full-time counsellors.



Community Education Workshops

Our Financial Counsellors regularly provide outreach services to external agencies, other organisations and to conference members.

There were 14 sessions and workshops conducted in the last twelve months which ranged from budgeting, how to deal with debts, updates in the sector and case studies.

Engaging in community and outreach programs provides the opportunity to become active members of the community and has a lasting, positive impact on society at large. It allows us to identify a specific need in the community and to provide a service to people and other agencies who need it, thus building partnerships. This also assists in connecting people with face to face Financial Counsellors if needed.



Kevin and Judy's Story

Kevin and Judy contacted one of our Financial Counsellors when they were at risk of losing their family home through mortgage stress. A number of years earlier, the couple had purchased an investment property in South Hedland when property prices were high, and secured it against the family home. Since the time the mortgage was taken out, there had been a downturn in the market and the value of the property had declined dramatically.

For the last five years Kevin had been battling cancer and was on the age pension, and Judy only worked part-time due to her husband's condition and received a part pension.

Due to the market change, the rental income Kevin and Judy were receiving from the property had also reduced and with Kevin's illness, the couple were now not able to make the loan repayments.

Several issues were raised with the bank when Vinnies intervened on the couple's behalf, such as why a mortgage was given to a couple who were in their sixties and only working on a casual and part-time basis at the time so their capacity to service a loan was limited. The case was referred to the Australian Financial Complaints Authority and was also raised with the CEO of the bank.

Unfortunately, before the case was settled, Kevin passed away from the cancer. However the Vinnies Financial Counsellor managed to reach significant outcomes which included that the investment property was to be surrendered to the bank, and when the property was sold, the proceeds would be credited to the loan and no other fees or interest would be charged on the remaining balance. The bank would also allow Judy to reside in the family home until she decides otherwise, and she would not have to make any further payments on mortgage while she lived there. Judy says that she would definitely not have been able to achieve such an incredible outcome if it weren't for the Vinnies Financial Counsellor advocating on their behalf.



\$3,545,720
of debt was waived in 2018/19



10,432
financial counselling sessions
provided in 2018/19

Mental Health Service

Our Mental Health Service operates on the principles of recovery orientated practice which recognises the uniqueness of the individual and works with them in partnership to build a good life which offers hope, real choices and a positive sense of self.

Vinnies Mental Health Service is a recovery focused supported accommodation service for adults with a persistent and enduring mental health diagnosis who may be homeless or otherwise find themselves at risk of homelessness. Vinnies Mental Health Service consists of the Vincentian Village (the Village) and Community Shared Houses. The Village is a 28-unit facility which provides a 24 hour supported service that promotes the residents recovery while maximising their independence.

The types of support offered include case management with coordinated support across internal staff and external services, group work programs, peer support and daily life skills which encourages people to help build their skills for independence.



For our consumers who require less intensive day to day support, our Community Shared Houses focus on increasing self-sufficiency tailored to meet the needs of each consumer.

Recently two of our Village residents transitioned to our Community Shared Houses. One had been living at the Village for two years and during this time had been supported to develop his independent living and social skills, and the other resident had been with the service for over seven years and was ready to live more independently.



14,840

hours provided each year supporting people living with mental illness



19,345

supported mental health accommodation nights in 2018/19

Resident Activities

In October 2018, Vinnies Mental Health Service hosted a “Vinnies Got Talent” Show in celebration of Mental Health Awareness Week. This event showcased the talents of residents of the Village and Community Shared Houses in front of family members, friends and staff of Vinnies Mental Health Service.

The talent show was a great way of improving confidence amongst residents, show how well their recovery was going and provide the opportunity to present their many talents and interests.

In January, the annual camp took place with residents from the Village and Community Shared Houses staying either overnight or making a day trip to the camp site. With staff support, participants are involved in the planning and booking of facilities and activities of the camp each which gives residents an opportunity for respite and time away from their everyday lives.

For some residents, a few days away can make a huge difference to their well-being. It is a chance for staff to form key relationships built on trust, compassion and empathy. This forms the basis of the recovery orientated support our service and programs provide which works with people on their individual journeys of recovery.



Consumer Committee

Vinnies WA established a Consumer Committee (the Committee) in 2014 to encourage consumers to participate in the tenancy process and support our ethos of recovery oriented care through supported engagement.

The Committee also includes a Peer Support worker who provides guidance and advice to the group. It aims to improve the lives and futures of residents living in our accommodation service and in collaboration with Vinnies staff, help in the planning and delivery of day to day activities as well as policy, procedures and guidelines that enable quality service improvement.

The establishment of the Committee has ensured a regular communication mechanism between staff and tenants and ensures that everyone is informed and has played a valuable part in the decision making.

Key initiatives of the Committee have included a consumer written and designed information brochure for new residents, carer inclusion events and practices, service policy review, and the design and implementation of an updated compliments, complaints and suggestions process.

Earlier this year the Committee won the Tenant Led Initiative at the Australasian Housing Institutes annual awards. These awards celebrate social housing success stories and excellence in professional practice. We were awarded with a trophy and are finalists in this category for the National Awards in late 2019.

Housing Service

Vinnies Housing Service aims to reduce housing stress, giving people a stable foundation and secure base to rebuild their lives and participate in their community.

Vinnies Housing Service is responsible for the property, tenancy management and maintenance for our Specialist Community Services buildings as well as the referrals for our Housing Plus Program. Being able to provide secure housing allows people to focus on other aspects of their lives and work on long term goals with their support worker including health and well-being, employment, education and their long term housing needs. All homes are ready to move into with furniture, cooking utensils, crockery and bedding packs which means we can facilitate emergency placements quickly and easily.



Housing Plus Program

The Housing Plus Program provides transitional accommodation in 23 properties for families and three youth share properties in greater Perth and Mandurah. Referrals for this program come from our external support partners who provide the outreach support for the duration of the tenancy (12-18 months) until tenants are able to move into the private market or long term social and community housing.

Youth Share Houses

In late 2018 Vinnies partnered with Perth Inner City Youth Service (PICYS) to establish a new youth share house as part of our Housing Plus Program. Vinnies provides the housing and PICYS provides ongoing support and advocacy for the tenants. This collaboration between PICYS and Vinnies gives young people experiencing or at risk of homelessness, access to safe and secure housing in a supportive environment they otherwise couldn't afford. The program adopts a person-centred approach working with the understanding that there will be some challenges along the way in the tenancy.

Property Swap

Since 2017 the Housing Service team has been working with the Department of Communities to swap five houses leased from the Department for ones that are closer geographically to our Woodbridge service hub. Having our community houses closer to Woodbridge means staff are able to have a more responsive approach to our mental health clients when they transition from the Village, but it also allows residents to be able to continue being supported with their networks and clinical teams by remaining in the same area.

In late 2018 the last of our property swaps was successfully completed with Vinnies handing back three properties in the metropolitan area as well as two regional ones. These now have been replaced with five properties in suburbs located only 6.5kms from our Woodbridge office. We are very grateful for the flexibility and understanding provided by the Department of Communities to enable this to happen.

Extended Visitation Program

In 2018 Vinnies launched our Extended Visitation Program (EVP) pilot program which is a joint partnership between our Housing Service and Members and Volunteers divisions. The foundation of Vinnies is built around our volunteer and conference membership and their involvement in promoting good works within the local community.

The program assists families residing in our Housing Plus Program who have been identified as being particularly vulnerable, by providing additional financial and social support for a six month period after moving into a property. Support is targeted on easing the high costs and stress directly associated with moving into a home and encourages the tenant to form links within their community, and build companionship between conference members and the tenants which can reduce social isolation.

Over the six months visit numbers gradually reduce which encourages tenants to become less dependent on the additional support and take steps towards greater independence.

Being able to provide this extension of support to families and individuals builds confidence for tenants to independently access services which has resulted in a streamlined entry to the tenancy, and better progress with their formal support team towards permanent housing, education and training opportunities.

Since its inception in late 2018 the program has assisted three families and had successful partnerships with the Midland, Subiaco and North Perth Conferences, and has been widely praised by our support agencies, tenants and members for its impact.

Stacey and Darren's Story

Stacey and Darren spent several years couch surfing in Katanning and Perth. They had stable jobs as Stacey worked as a health worker and Darren was employed at a sports and recreation centre. They struggled financially over the years and lived pay to pay, as well as having borrowed money on occasions from family and friends.

In 2017 they had a daughter and found quite quickly after she was born, that having no stable housing was an issue. Previous attempts at getting a private rental were unsuccessful and not being able to find a permanent solution to their accommodation was putting a lot of stress on the family that was already suffering from no routine and Stacey with post-natal depression. It was also causing strain on other relationships with friends and family who were providing them with a temporary safe space to sleep on a regular basis.

Stacey decided to seek help and after doing a google search, initially found another charity program that they were accepted into. This led them to be referred to Vinnies Housing Plus Service.

In 2018 Vinnies found Stacey and Darren a place in transitional accommodation which allowed them to establish their independence, a routine, and have time to be able to prioritise their goals for the future.



Stacey and Darren were able to establish their independence and goals for the future.

Vinnies, in collaboration with external agencies was able to regularly support them, along with their families, giving them a stable foundation and secure base to rebuild their lives. Stacey and Darren have now received permanent housing through the Department of Communities and have successfully settled into their new home.

Homelessness Services

Vinnies has a strong commitment to addressing the range of issues that lead people to experiencing homelessness or finding themselves at risk of homelessness.

With a focus on removing as many barriers as possible for the most vulnerable people in our community, we offer highly specialised homelessness services through Passages Youth Engagement Hubs and Tom Fisher House that support people to build a pathway out of homelessness.

Passages New Home

Passages Youth Engagement Hubs were established more than 20 years ago as a result of the growing rate of youth homelessness and the need for a unique specialist engagement service. The service is a joint venture between Vinnies and the Rotary Club of Perth and provides a non-judgemental space for marginalised and at risk young people aged 12-25 years so they can have a safe, friendly and positive place to access support and referrals.

After seeing an increase in clients presenting with more complex issues it was identified that a larger place was required for Passages Perth. The culmination of two years of hard work saw the Passages service move from the original home to a new Edward Street location in Perth in October 2018.

The new building not only provides young people with a welcoming environment but the purpose designed centre now allows for staff to employ safer practices with more meeting rooms that can host more in-reach based services. This includes support for more specialised services such as health and drug and alcohol services on a weekly basis.

Our appreciation goes to Lotterywest as a major supporter, and the many people, companies and supporters who contributed their time and resources to make the project happen.



Service Framework

In collaboration with the Youth Advisory Council of WA, we developed the Passages Youth Engagement Hub Service Framework which outlines the highly successful and unique service model that has been employed in the Passages service for over twenty years.

The Service Framework clearly outlines Passages philosophies and practices, including the core Low Threshold and Change and Trauma Informed Care models. It ensures that our supporters, funders and clients are more aware of why we operate the way we do and how we deliver positive outcomes for our most disadvantaged young people.

Award Finalists

At the WA Youth Awards last year Passages Youth Engagement Hubs had nominations in two categories. Our Passages Peel Youth Worker, Julie Greer was nominated as a finalist for the Minister for Youth's Most Outstanding Youth Worker Award, being recognised for the importance she places on clients as individuals and how she empowers young people, advocating in their best interests.

Passages was also a finalist for the YMCA Organisational Achievement Award which is a category that recognises what an outstanding contribution an organisation has made to the community. Although not winners on the night, the recognitions and accolades were a wonderful acknowledgement of the incredible staff and impact of Passages Youth Engagement Hubs.



Mark's Story

Mark was 17 and street present when he started accessing Passages. He suffered from post-traumatic stress due to childhood abuse and had severe anxiety that impacted his ability to communicate with his community and service providers. Through Mark's daily visits, Passages staff were able to help him with basic needs and build trust with him so he was able to engage with specialised services such as mental health and alcohol and drug counselling. Through the support from Passages staff, Mark was able to obtain stable accommodation and reunite with some family members.

At the age of 21, Mark had been struggling still with his mental health and reverted to using methamphetamines. Passages was always a safe place for Mark, so he returned to seek some emotional support and reengage with the Passages Youth Workers. Because he trusted the Passages environment and staff, he was able to get the support he needed.

Mark was contemplating entering a two week detox program for young people but was concerned for the care of his two beloved cats, Misty and Snowy. Passages Youth Workers worked tirelessly to find places to care for the two cats so Mark could continue his recovery journey. The Cat Haven agreed to support Passages by caring for Mark's cats during his stay in detox which Mark was then able to enter into, knowing his pets were going to be well looked after.

Since graduating from the detox program Mark has been working with Passages and has recently enrolled in a Certificate of Leadership as well as other activities and engagement that gives him the positive experiences he needs to rebuild his life.



4,855
total number of visits to
Passages Perth and Peel
in 2018/19

Tom Fisher House

Tom Fisher House is an intensive intervention service for people experiencing long term homelessness, providing support with challenges which may prevent them from accessing other services. The service engages with people who have struggled to attain or maintain permanent housing and who are experiencing disconnection from the community.

Service Delivery

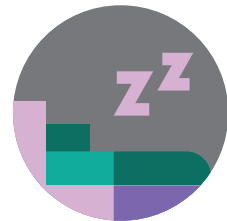
Documenting the fundamentals of the Low Threshold and Change and Trauma Informed Care approach in the Passages Service Framework, not only provided an important resource for Passages specialised service delivery, but also reflects the work of Tom Fisher House, a service which has been recognised throughout the homelessness sector. The development of the Practice Framework has assisted with profiling and education resulting in visits from members of Parliament, State, Federal and Shadow Ministers, and various organisations within the sector.

The success of Tom Fisher House's service delivery as a low barrier accommodation service, has created awareness and understanding of the significance and impact of this model, and it has been identified as a focus area in the Department of Communities Directions Paper for the 10 Year Strategy on Homelessness.



600

people provided with intensive intervention at Tom Fisher House in the last 12 months



3,496

accommodation nights provided at Tom Fisher House for people experiencing homelessness in 2018/19



Walter's Story

Walter was in his late twenties with a family, two young sons and a thriving business. When he suffered a nervous breakdown at the age of 27 from a childhood trauma, he lost everything and ended up living on the streets, a place he has called home for the past 20 years.

Walter had been referred to Tom Fisher House a few times before and knew of some of the support he could receive, but when he was put forward again for another visit, he was intent on dealing with his mental health issues. He had also reached the point where twenty years on the street had taken its toll on his life and well-being, and was ready to seek the support he needed to find stable and long term accommodation.

During his most recent stay at Tom Fisher House, Walter spoke to staff about how he felt mentally and physically "battle scarred" from his experiences over the years of life on the streets. He would regularly sleep down at Supreme Court Gardens and recounted many times of not being able to sleep on the grass because of the threat of being hit by "cannon loads of water" in the early hours of the mornings from sprinklers, so sleeping on the concrete was the only choice which caused a great deal of pain from his existing injuries.

Living on the street was also extremely unsafe, there was the constant threat from other people wanting to steal his few belongings, as well as battling the elements.

Walter felt mentally and physically "battle scarred" from living on the streets for 20 years.

He describes how he would wake up to find cockroaches had eaten the sleep out of his eyes, being incessantly bitten by mosquitoes throughout the night and rats stealing his food.

Having been to Tom Fisher House before, Walter knew what it meant to have a place where he could get peace and safety, if only for seven nights. He remarked what a difference it was to be able to rest up, heal, have a shower, where he could put his bags down safely and not have to worry about someone going through his belongings or attacking him. A place where he could have a laugh and a chat with staff, and feel supported about and with the steps he wanted to take to change what he called a "horrible existence".

Staff were able to put Walter in touch with the Mobile Clinical Outreach team to work on his mental health issues, as well as find him a place in short term crisis accommodation upon leaving Tom Fisher House, so he could begin to rebuild his life. Through the established relationships and trust he built with Tom Fisher staff, and the support provided, Walter has been able to begin his journey towards getting his own home for the first time in 20 years.

Youth Services

Through our youth membership and school engagement, Vinnies offers young people the opportunity to learn and make a difference in their community.

The last twelve months have been a busy time for our specialist Youth staff as school engagement has strengthened and further development of our Vinnies Youth Camps.

Youth Membership

Vinnies Youth consists of young members who run a variety of programs annually with the support of Vinnies Youth staff members. Vinnies believes that school students are uniquely placed to make a difference in their local communities. Our engagement with schools aims to develop membership within Vinnies while also encouraging financial and material donations.

We've seen an increase in schools willing to volunteer in the Distribution Centre, with groups of primary schools and secondary schools helping sort donations and/or assemble goods and materials for conferences and regional areas in Vinnies. There were 116 schools across the State that were involved in our 2018 Christmas Appeal. This included support in creating a total of 222 Back to School packs that were distributed to families in the Perth metropolitan area.



Promotion of Vinnies works continues in many secondary schools through invitations to participate in school year group retreats. Through new and existing relationships with schools we attended more than eight secondary school days which helped raise awareness of the good works of Vinnies, and the value that secondary school students can contribute to their community.

Mini Vinnies

Mini Vinnies empowers primary school aged students to become advocates within their school and local community. Being a part of this group gives students the opportunity to learn and put into practice, important values at a young age.

Increased contact with primary schools has resulted in nine new Mini Vinnies groups being commissioned in the past year taking the total to 41 primary schools running this program. Mini Vinnies not only benefits the students in the experience and work they do, but also the school and wider community.



68

total number of schools visited



148

campers attended Youth Camps in 2018/19



Youth Camps

Vinnies Youth Camps currently consist of three camps for children and young people from year 3 through to year 11. Every camp seeks to provide the opportunity for disadvantaged children to engage in fun, recreational activities within an inclusive, safe and supportive environment. Coordinated by Vinnies staff and supported by Vinnies youth volunteers, the program runs twice per year for young people and in the last year we had 148 campers attend.

Staff and youth volunteers work collaboratively to liaise with parents and guardians, which allows space to share valuable information to better meet the needs of children attending the camps. This long existing collaborative effort between volunteers and staff ensures the safest and most enjoyable experience is being delivered to children and their families.

Building rapport with our children is an important aspect of Vinnies youth programs which was reflected in our retention of youth volunteers. From the 125 active youth camp volunteers we have had over the past year, we had 14 volunteers return and together they reached the combined total of 213 camps they have regularly attended.



Vinnies Shops and Distribution Centre

Vinnies shops provide people with a quality and affordable shopping experience with profits from every purchase going towards assisting Western Australians in need.

The success of our shops around the State is due to our committed volunteers and staff who work tirelessly serving customers, collecting, sorting and pricing donated merchandise in each of our stores. Our shop volunteers are a friendly face to everyone who visits a Vinnies shop, especially for people who may need emergency assistance such as clothes and household items. During the last 12 months we estimate that our 2,400 volunteers have donated 1,100,000 hours which has contributed to the impact and growth of our retail area.

Shop Initiatives

A new relationship with Kitchen Warehouse in 2019 helped launch the Homewares Donation campaign. Customers were able to donate homewares or small electrical items, which was very successful in helping Vinnies shops meet the demand for homewares when in-store stock was low and we could continue to supply people who were accessing our emergency assistance.

Developing a stronger relationship with our valued Vinnies customers has been a focus in the past year. Improvements to our customer service and promotions adding value to the shopping experience has contributed to an increase in our retail database of nearly 40% registered retail members. This growth allows us to continue to develop a deeper engagement with our customers and deliver ongoing improvements to their retail experience.

New Locations

Our Vinnies shops play an important role in the community by offering a hub for people to shop, and providing an opportunity to give back to the community. They are continually welcomed by local communities and this was reflected with the opening of six new stores around the metropolitan area in 2018/19 in Stirling, Butler, Wangara, Kalamunda, Mosman Park and Osborne Park. With this focus on retail growth, critical to funding our work with vulnerable Western Australians, the network of Vinnies shops now totals 54 around the State.

Environment Focus

A strong focus in the past year has been on Vinnies shops to continue to adopt a more sustainable approach to the environment. A reduction in the amount of single use plastic bags throughout all shops was introduced in June 2018 with a total ban that came into effect in January 2019. Customers are now given the option to purchase an enviro bag for their purchases which has received such a positive response from customers and volunteers.



Distribution Centre

Located in Canning Vale, the Vinnies Distribution Centre sorts, prepares and delivers donated goods to Vinnies shops which is vital to keeping our shops well-stocked and operational. It is also the main distribution point for Vinnies emergency assistance, delivering furniture and household packs for people experiencing hardship.

The opening of six new shops in the past year has put added pressure on our Canning Vale Distribution Centre. Through a continual focus on refining and improving our operation, and sourcing high volumes of quality stock these shops have been serviced within the existing resources of Distribution Centre staff and truck fleet. As we have in previous years, we look to improve at every opportunity not only in the areas of service delivery but also on the volume of waste going to landfill. Our continued focus on minimising the amount of waste to landfill remains our priority as it helps to reduce costs, and in some cases, generates extra income and overall, benefits the environment. Every item diverted from landfill is not only good for the environment but also a saving to Vinnies.

Corporate volunteering continued to grow in the past year, doubling the number of groups giving their time to help. Efficiencies in operations in the Distribution Centre along with staff working together to build on our

corporate partnerships has meant we are able to regularly offer large corporate groups the opportunity to volunteer.

Not only does this provide a meaningful experience for the volunteers themselves, but also has a valuable benefit to Vinnies. The financial benefit of a group of volunteers sorting, assembling beds or putting emergency assistance packs together is substantial as well as being able to provide Vinnies Distribution Centre staff with more time to make emergency assistance deliveries.

Useable clothing donations:
300 tonnes

Bed related products delivered in metro area:
19,700

Emergency assistance deliveries made:
2,432

Fundraising & Events

Vinnies fundraising appeals and events provide critical income to assist vulnerable Western Australians.

Fundraising

The past year has been a busy and exciting time in the Fundraising and Events area. A number of new initiatives have been introduced and the team have also seen positive results within their existing program portfolio. In January 2019, Vinnies lodged its first donor survey aimed at helping us understand our donors and their motivation to support Vinnies. We received a great response which has enabled us to better promote our regular giving program Vinnies Visionaries and continue to build on our donor relationship and care so we can continue to help more people in need in our community.

One of the focus areas for the 2018/19 financial year was to continue raising awareness of our work by exploring different ways to reach new donor audiences. A donation insert was included in a popular member state based magazine for November and May as part of the annual Christmas and Winter Appeals. Results were positive and introduced a number of people who now regularly support Vinnies.

From April to August 2019, Vinnies ran its first large scale raffle giving the opportunity to win either cash or a car from the purchase of a \$2 ticket. The raffle was conducted online and also in selected Vinnies shops within Western Australia and thousands of people happily took part - the most delighted being the winner who chose to take the \$20,000 prize money.

Vinnies introduced tap and go donation machines into four of its Vinnies shops in the last financial year. This widely accepted technology gives customers a quick and easy way to donate when they are making their instore purchases.

Vinnies relies on the generosity of the Western Australian community and over the past twelve months Vinnies has been able to continue its work assisting people from fundraising through our annual Christmas, Spirit Autumn, Winter and Spirit Spring Appeals, bequest and regular giving programs. Thanks to the generous response from our wonderful supporters the appeals, bequests and regular giving program alone generated over \$3,134,250 which was directed towards Vinnies specialist programs and services.



Events

Vinnies Drive-In, Sleep-In

On a very wet Friday in October 2018, we held the inaugural Vinnies Drive-In, Sleep-In, focusing on what is often an under-represented number of people who have no option than to sleep in their car. Held at the Galaxy Drive-In Theatre in Kingsley registered participants were treated to movies on the night and then faced the prospect of sleeping in their cars with the aim of bringing attention to the complex issues that surround homelessness and social disadvantage.

After an uncomfortable sleep, many of the nearly 100 participants remarked on the new appreciation they had gained from the challenges people face who do not have secure housing. This unique community event has provided a new opportunity to raise valuable funds for Vinnies homelessness services and will be held again this year in October.

Vinnies CEO Sleepout

The tenth anniversary of the Vinnies CEO Sleepout in Perth was an incredible success, bringing together over 90 business, community and Government leaders to raise vital awareness about the critical and growing issue of homelessness. This event highlights the complexity of the causes for a growing number of Western Australians which can mean they have no stable accommodation or a safe place to sleep. Over \$900,000 was raised which will help ensure our unique specialist community services continue to provide people with the support and resources they need to find a pathway out of homelessness.

Passages Race Day

The 2019 Ramelius Resources Passages Race Day was held in May raising vital funds for Passages Youth Engagement Hubs in Perth and Peel. The event has been running for 14 years, and this year's at Ascot Racecourse, was one of the most successful raising more than \$80,000 from the generous support of community and corporate sponsors attending on the day. Passages receives no ongoing government funding so this annual event is vital so the service can continue to provide support for marginalised and at risk young people.



Corporate Partners

National Supporters:




State Supporters:




ABOUT
VINNIES

Governance

State Council




Gladys Demissie
State President




Susan Rooney
Chief Executive Officer




Chanda Chisela
State Vice President
Youth




Ben Ziegelaar
State Vice President
(Aug 2018 - July 2019)




Tinashe Kamangira
State Treasurer




Rev Fr Nino Vinciguerra
State Chaplain




Winston Rennick
Regional Council President
Peel Region




Peter Ryan
Regional Council President
Joondalup/Wanneroo
Region




David Kennedy
Regional Council President
Perth Region




Barbara Brucciani
Regional Council President
Osborne Park Region




Keenan Klassen
Regional Council President
Swan Region



Fabian Jacobs
Regional Council President
Fremantle Region



Michael Dixon
Representing
South West Region
(Oct 2018 - April 2019)



Pauline McIntyre
Regional Council President
Queens Park Region

Sub Committees

Membership & Conferences

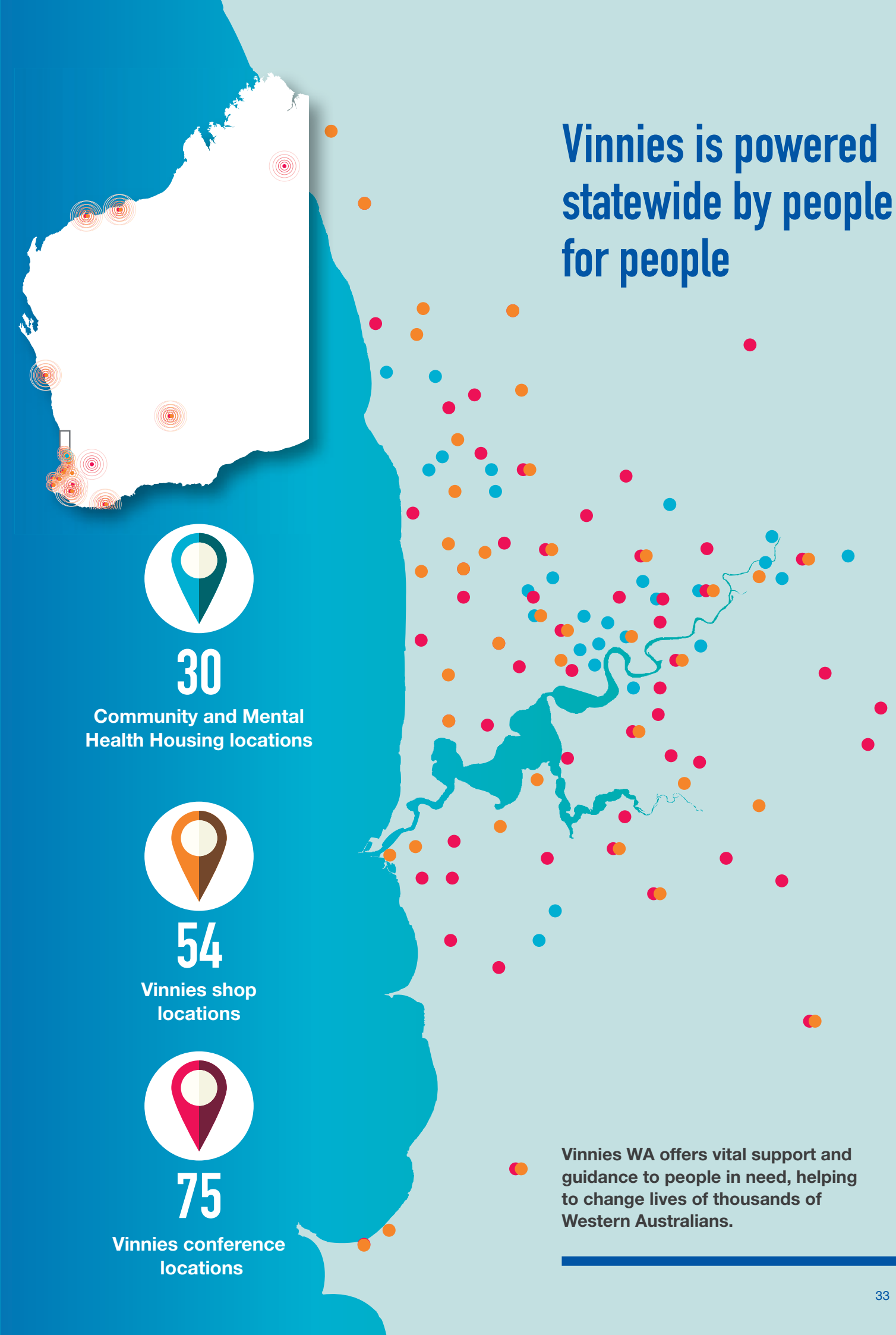
- Spirituality
- Overseas Partnership (WA)

David Kennedy
John Orzanski
Winston Rennick
Terry Power
Tinashe Kamangira
Clive Macknay
Vernon Butterly
David Reed

Operations

- Finance & Audit
- Governance & Risk
- State Centres
- Passages

The governing body of the St Vincent de Paul Society in Western Australia is its State Council. A number of the members of State Council are elected by their peers in each of the Regional Councils in WA. State Council members are elected for a four year term with elections held when terms expire or a vacancy occurs. The State President appoints Vice Presidents and Appointed Officers to complement the skills and experience of the elected State Council members. Supporting the State Council activities, we have a number of advisory committees to assist the State Council in carrying out their responsibilities and functions.



Financial Summary

The St Vincent de Paul Society (WA) Inc financial result from all activities for the 2018/19 financial year was a \$78 thousand surplus.

The result from operating activities for 2018/19 was a \$542 thousand deficit which compares favourably to the 2017/18 deficit of \$2.0 million. This improved position was due to increased operating revenue of \$2.6 million and increased expenditure of \$1.2 million.

Non-operating activities for the same period decreased to \$0.6 million from \$1.3 million. The significant factor was a decrease in bequest revenue of over \$0.8 million.

The cash position for 2018/19 improved with the holding of cash and cash equivalents being \$6.7 million, an increase of over \$1.6 million from 2017/18.

Overall Financial Position

- 2018/19 final position was a surplus of \$78 thousand, an increase of over \$750 thousand on the previous year deficit of \$675 thousand. This result is primarily due to growth in the Retail and Distribution Centres and increased revenues from Fundraising and Government and Other Grant Funding.

Revenue

- Total revenue was \$24.7 million, an increase of \$1.9 million or 8.5% on the previous year of \$22.8 million.
- Revenue from operating activities was \$24.1 million, an increase of \$2.6 million or 12.3% on the previous year of \$21.5 million.
- Non-operating revenue for 2018/19 was \$0.6 million, a decrease of \$0.7 million or 53% from 2017/18 of \$1.3 million.

Expenditure

- Total expenditure was \$24.6 million, an increase of \$1.2 million or 5% on the prior year expenditure of \$23.5 million.

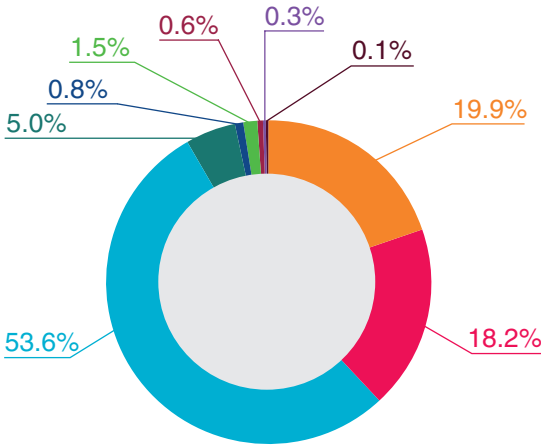
Asset

- Total net assets are \$24.3 million, an increase of \$0.1 million or 0.3% from the previous years restated value of \$24.2 million.

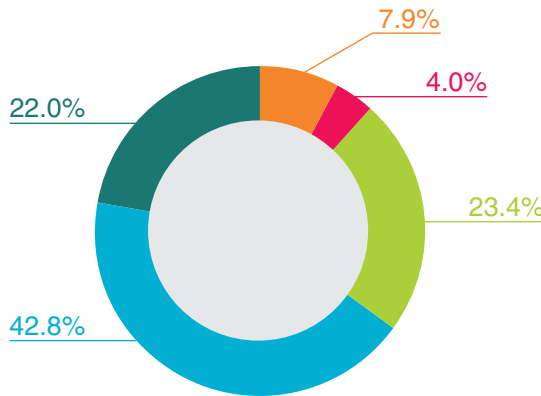
Cash and Equivalents

- Due to positive cash flows from operating activities and the sale of the property at Premier Circle Albany the St Vincent de Paul Society cash position for the year improved. Cash and cash equivalents held at the end of 2018/19 were \$6.66 million, an increase of \$1.65 million or 32.8% on the previous year holding of \$5.01 million.

Income Received	2018/19
Fundraising	4,929,707
Government and Other Grant Funding	4,498,285
Retail and Distribution Sales	13,255,772
Specialist Community Services Contributions	1,224,064
Other Revenue	186,151
Bequests	373,219
Non-recurring Grants	156,367
Interest	62,195
Abnormal Revenue	27,704
	24,713,464



Use of Funds	2018/19
Fundraising, Public Relations and Communications	1,934,074
Mission Enabling	980,355
People in Need Services	5,763,576
Retail and Distribution Centre	10,547,687
Specialist Community Services	5,409,805
	24,635,497
Net Position	77,967





Archbishop's Message

With the ever increasing need in our community, the services and programs of the St Vincent de Paul Society have never been more critical.



I would personally like to thank the Western Australian community for their readiness to serve and care for others through the support shown to Vinnies WA.

The members, also known as Vincentians, approach people with kindness and understanding rather than just with disinterested handouts. This compassionate approach has a positive and long-lasting impact on the many Western Australians assisted by the St Vincent de Paul Society. Together these dedicated men and women create and promote friendship and solidarity: their hearts beat in unison with the poor, and in unison with the heart of Jesus. This makes a tangible difference in the lives of the most vulnerable.

So much of the work of Vinnies is unseen and yet is a valuable contribution to our society. In so many ways, and especially now through the expansion of services such as financial counselling the reach of the St Vincent de Paul Society in WA continues to grow.

We know Vinnies attracts people who have the passion to look after others with love as they work towards changing people's lives for good. We are proud and grateful that we have such a valuable organisation in Western Australia and we thank Vinnies for being there for people when times are hard.

Most Rev Timothy Costelloe SDB
Catholic Archbishop of Perth

How you can help



Make a Financial Donation

Credit card donations can be made by visiting our website vinnies.org.au or calling 13 18 12. All donations of \$2 or more are tax deductible.

To make a periodical commitment or for more information on our regular giving program Vinnies Visionaries please phone (08) 6323 7500 or email donations@svdpwa.org.au.



Volunteer your Time

If you are interested in sharing your skills and time to help people through any of the Vinnies services, great volunteering opportunities exist. For further information on volunteering please phone (08) 6323 7500 or email volunteer@svdpwa.org.au.



Leave a Bequest

Consider remembering Vinnies in your will. Vinnies is able to provide long-lasting support to many because of the generosity of people who have remembered Vinnies in their will. To receive an information booklet or speak to someone about leaving a bequest please phone (08) 6323 7500 or email bequests@svdpwa.org.au.



Put the “Fun” in Fundraising

Choose to support Western Australians in need by putting the “fun” in fundraising. You can request donations in lieu of gifts on your special day, host a fundraising event in your workplace, school or community. For more information please phone (08) 6323 7500 or email fundraising@svdpwa.org.au.



Donate Material Goods

Donations of pre-loved clothing, household goods and furniture can be made at our State Distribution Centre in Canning Vale or by calling (08) 6323 7520 to arrange a free pick up of larger items. For the location of your nearest Vinnies shops visit vinnies.org.au.



Corporate Partnerships

Vinnies recognises the importance of developing and nurturing strong links with the corporate and philanthropic sectors to allow us to continue to help make positive changes in the lives of the people we help. Vinnies seeks to engage all partners in long term, strategic and mutually beneficial relationships. To find out more please phone (08) 6323 7500 or email partnerships@svdpwa.org.au.



Follow us on Social Media

VinniesWA



WHEN YOU CARE
LIVES ARE CHANGED

St Vincent de Paul Society (WA) Inc

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vinnies.org.au

**WHEN TIMES ARE HARD
WE'RE HERE**



St Vincent de Paul Society
(WA) INC
good works

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