



St Vincent de Paul Society
NSW
good works

MOVING FORWARD

ANNUAL REPORT
2016-17



IMPACT. TRANSFORMATION. ALWAYS MOVING FORWARD.

The Annual Report of the St Vincent de Paul Society NSW was produced by the Fundraising and Communications team of the St Vincent de Paul Society NSW, November 2017.

Responsibility for this document rests with the St Vincent de Paul Society NSW.

Privacy statement:

The St Vincent de Paul Society NSW respects the privacy of the people it assists, our members, volunteers and employees. As a result, the names of clients, members, volunteers or employees featured in this report may have been changed and pictorial models used.

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EXECUTIVE SUMMARY

Transformation

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for 135 years.

As a lay Catholic organisation, we aspire to serve the poor with love, respect, justice and joy, working to shape a more just and compassionate society. We do this by offering a hand up to people in need, respecting their dignity, sharing our hope and encouraging them to take control of their own future.

Charities are operating in an increasingly changing and competitive environment. Organisations like the Society need to have the capacity to transform so that we can continue serving the complex and challenging needs of some of the most vulnerable people in our community.

This annual report comes at the conclusion of Jack de Groot's first year as Chief Executive Officer of the Society. This year has been one of listening, observing and now, with the support of the Board, setting goals, strategies and priorities to determine our future direction.

This year, whilst continuing our core work, we also undertook a number of exciting new initiatives. As our areas of work expand, so must our reliance on good processes and systems to meet the demands for best-practice and quality outcomes. This past year we initiated a number of projects to improve our information and communications technology to ensure a reliable and secure platform for our employees, members and volunteers. With increased reliability and the introduction of more efficient and effective ways to

support existing services will come the ability to adapt and support the delivery of our services.

People and Culture

This year the People and Culture team was established with the vision "Our People Are Empowered to Transform Lives".

As a grassroots organisation, a key focus this year was developing strategies to renew and sustain our member base. Trends in our membership show that whilst Conference membership has declined by 12 per cent, we still have close to 400 Conferences across most towns and cities in NSW.

Addressing how to attract new members still remains vital. In the last financial year we rolled out new programs to keep our members engaged and developed strategies to encourage new members.

Child Safe

In line with contemporary practices, the Board endorsed a new Safeguarding Children Policy and Procedures in February after a review of our existing systems. Our new policy clearly defines the Society's commitment to keeping children and young people safe and we have implemented a number of processes to support our policy.

Retail strategy

Around 37 per cent of revenue to fund our services is generated by Vinnies Shops, with the reliance on retail increasing to over 80 per cent in several regions. These funds are used at the local level to meet the needs of people experiencing disadvantage in the community.

The Society is facing increased competition in the retail space at a time when the outlook for the retail sector across Australia is not optimistic. The changing expectations of our customers, donors and community are also evolving.

It is evident that a more strategic approach to retail in the Society is required, in order to achieve our goal of a sustainable future with greater net revenue and lower expenditure. A strategy for retail in NSW over the coming five years is under development.

Services

The Society is committed to providing critical services for people experiencing disadvantage and homelessness, as well as providing mental health services, and disability and capacity-building and housing services. The Society contributes over \$115 million a year to maintain this level of service provision. In addition, the Society is fortunate to receive significant funding from government, generous donors and other bodies.

The exponential growth in the Society's services over the last few years has resulted in the need to develop new systems and frameworks to assist our employees, members and volunteers deliver these programs. The Society has undertaken significant work to ensure that we are able to deliver support in a way that incorporates the needs of the people we assist.

In late 2016 our Accommodation and Case Management employees formed a new combined team cutting down on duplication and creating a consistency in developing a model of care that has the people we assist at its core and can report on outcomes and impact.

Strategic Partnerships

The 2016-17 year saw a number of major partnerships commence. Of greatest significance was the roll-out of the Local Area Coordination for the National Disability Insurance Scheme under the Federal Government and the signing of the Social and Affordable Housing Fund with the NSW Premier.

Local Area Coordination

In January 2016 the Society was commissioned to provide essential Local Area Coordination (LAC) to tens of thousands of NDIS participants and their families until June 2018. Last year the LAC program supported more than 14,000 participants on their path into the NDIS in the Hunter, New England, Central Coast and Sydney areas. This work is a great privilege as our Local Area Coordinators help people with disability, their families and carers, see the fulfilment of this once-in-a-generation social change.

Social and Affordable Housing Fund

Amélie Housing was appointed as partner in the NSW Government's Social and Affordable Housing Fund (SAHF) in March. Our success is the culmination of years of advocacy, meetings, and public support for a real commitment to housing people experiencing disadvantage in our community. Amélie Housing will be building 235 new properties and acquiring 265 properties across the state as well as providing wrap-around support services over the next 25 years.

The people we assist

Most importantly, this annual report is the opportunity to tell the stories of the people we have assisted in transforming their lives. We are continually refining our social purpose so that we better assist people experiencing disadvantage in NSW; going where we see the need. To achieve this, we need clear goals and a defined structure,

backed up with good operating systems, well trained employees and dedicated, motivated members and volunteers.

As we look ahead, the Society's focus will be on transforming our management and leadership structure where accountability for performance is paramount. Our processes will more accurately measure the impact made by the Society's people and services, so that we meet the emerging needs of the people we assist well into the future. We know that in the 2017-18 annual report we will be able to update you on more of our achievements.

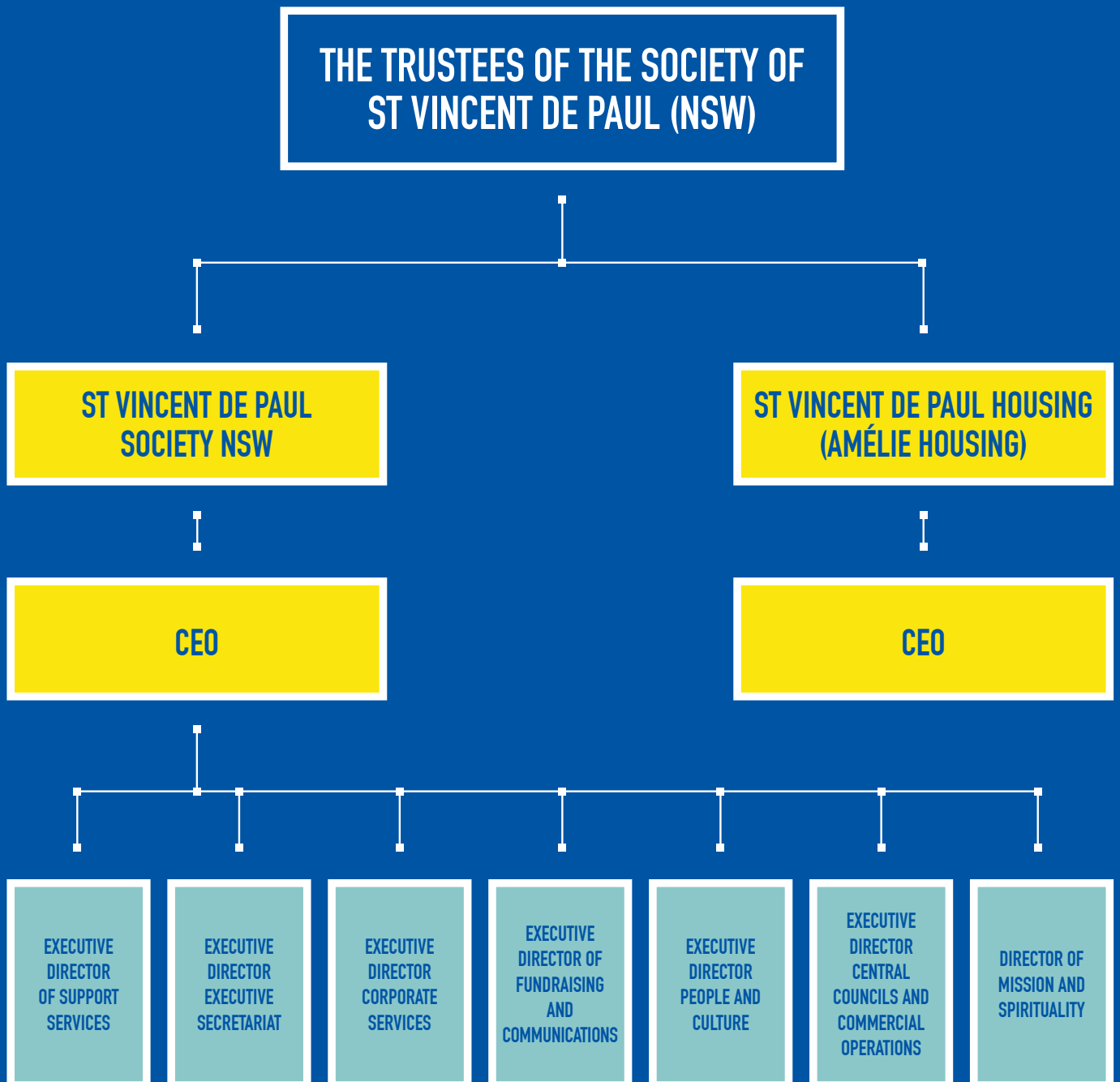
Denis Walsh
PRESIDENT, NSW STATE COUNCIL



Jack de Groot
CHIEF EXECUTIVE OFFICER



ORGANISATION CHART



WHO WE HELP

in 2016-17 our members helped

60,388 PEOPLE

160,917
VISITS\$17.4 MILLION
UP 10% FROM 2015-1661,424 HOURS
OR 8,200 DAYS

in 2016-17 our services helped

12,943 PEOPLE

1,666
SUPPORTED
ACCOMMODATION612
DISABILITY
SERVICES894
MIGRANT
+ REFUGEE
SERVICES9,771
COMMUNITY
DEVELOPMENT
SERVICES

HOW WE HELP



GOOD WORKS

Home
VisitsHomeless
Services +
Other CentresAsylum + Refugee
ServicesCase
ManagementYouth
Programs +
ServicesBudget
Counselling
and NILS

Housing

Food
DistributionCommunity
Development
ServicesHealth Services
Includes mental health,
drug and alcohol.Disability
Services
Includes NDIS Local
Area Coordination.Includes supported
employee services,
education and
training, mental health,
Ability Links, icare,
Vinnie's Vans and
night patrol services.

HOW WE PROVIDE HELP

Home, Hospital,
Prison + Care
Facility Visits

Services + Centres



Online



Phone

CONFERENCES

Home + Centre
VisitationEmergency
Relief

PLUS



Shops

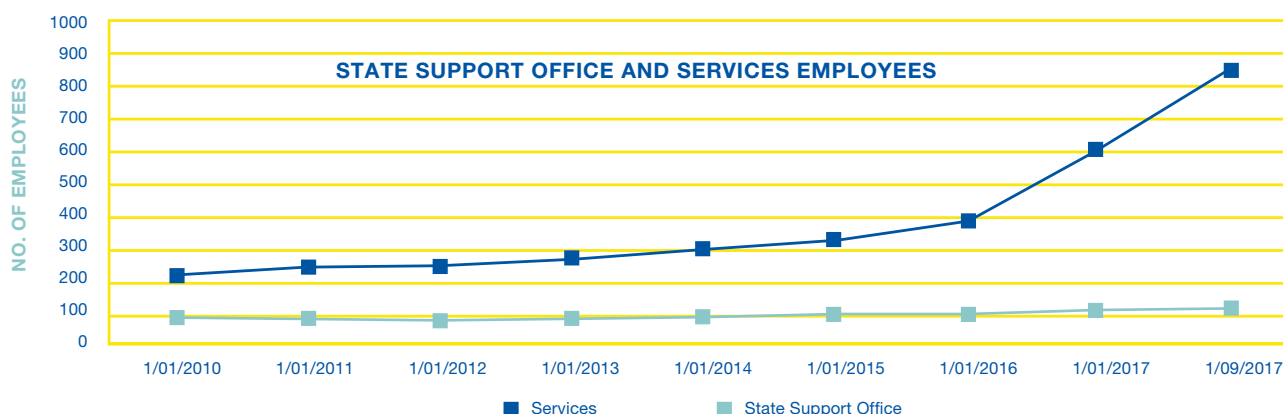
Social Justice
Advocacy

GROWTH

ENHANCING THE SUSTAINABILITY AND VIABILITY

The Society has been expanding rapidly taking on new community initiatives and services. Technology plays a significant role in every aspect of the organisation, and as these services and programs gain momentum, so does the need to improve our systems to support outcomes for these initiatives.

Technology services preparing for future growth



The graph shows the significant growth in numbers to support new services and initiatives since 2016. Notwithstanding, State Support Office figures have remained steady.

From a technology perspective, we have faced a number of significant challenges:

- A reliance on an ageing and constrained technology infrastructure
- A lack of flexibility and adaptability of the technology and capability footprint

We have taken some significant steps to best support our new services and to prepare for future growth.

Infrastructure and Architecture Strategy

The development of the strategy has laid the right foundation, not only understanding the organisational technology needs, but in ensuring that the new technology landscape will provide stability, flexibility and growth, to sustain and support our people and services well into the future.

Our small group of specialists began implementing the first phase of this delivery in the second half of 2017. Excellent work in the area of systems development has been achieved with the rollout of a fundraising client relationship management (CRM)

system and extensive work has gone into deployment of the Society Contact Information System (SCIS) CRM for health and support services. Both CRMs will provide greater efficiency and accuracy of information on our supporters and the people we assist.

Developing systems that focus on our people

Following the rapid growth in our services over the last few years the Society has invested in developing systems and frameworks that focus on the people we assist and our employees, members and volunteers. The aim of this work is to meet the Society's need to provide our people access to consistent systems and frameworks so they can deliver support in a way that incorporates the needs of the people we assist.

This critical work oversees areas such as Trauma Informed Care, Inclusive Diversity, Quality and Accreditation, the Society Contact Information System (SCIS) and provides support across all services within the Society. The main focus being quality improvement, strategic initiatives and operational development to:

- achieve the best outcomes for the people we assist
- ensure ongoing improvement in our model of care
- enhance service and program improvement
- increase support for, and enhance internal partnerships and external relationships
- increase opportunity for future growth and ongoing sustainability of the Society through improved information management and analysis.

Focusing on performance and outcomes

A team was established in March 2016 to provide the Society and its stakeholders with the data, reports and evidence it needs to evaluate and improve its services and demonstrate its impact. It is dedicated to ensuring the organisation understands the immediate and long-term impact of our services on the lives of the people we assist.



COORDINATING ROLE FOR THE NDIS

In January 2016, the Society was appointed to play a major role in the once-in-a-generation social change that is the National Disability Insurance Scheme (NDIS).

The NDIS launched in July 2013, following years of discussion about the need for a major reform of disability services in Australia. It is a new way of providing individualised support for eligible people with permanent and significant disability, their families and carers. NDIS plans give people more choice and control over how, when and where their support services are delivered.

The Society has been commissioned to provide essential Local Area Coordination (LAC) to tens of thousands of NDIS participants and their families until June 2018. Local Area Coordination involves building community awareness and engagement, helping people transition into the NDIS, and then providing support to implement and review their personal plans.

It was the Society's experience, extensive community reach and engagement, and success with the Ability Links program, that brought us to the attention of the National Disability Insurance Agency (NDIA) and has since enabled us to deliver services to thousands of people in keeping with our mission to offer a hand up to those experiencing disadvantage.

Last year the LAC program supported more than 14,000 participants on their path into the NDIS in the Hunter, New England, Central Coast and Sydney areas.

The LAC program is doing tremendous work with Aboriginal and Torres Strait Islander communities across our districts. Three fulltime engagement officers are actively sharing positive messages about the NDIS and a large team of Aboriginal Local Area Coordinators are ensuring that our services are delivered in culturally sensitive and appropriate ways.

Many thousands of NDIS participants speak languages other than English (especially in our Sydney districts). We have made great efforts to ensure no disadvantage is experienced due to having a culturally and linguistically diverse (CALD) background and have employed an expert in this area.

Other essential community engagement projects include information sessions for those about to transition into the NDIS, capacity building programs to help people not only implement their plans but also to obtain the knowledge and skills that will help them gain independence in various aspects of their lives. For example, the LACs help participants to connect with support networks and groups in the community to assist with social inclusion, employment opportunities and/or recreation.

The LAC program in no way affects the Society's vital advocacy role, which is at the very heart of our mission and our work. That freedom to advocate remains strong and essential. We are actively helping to shape the NDIS for the future and provide regular feedback to the National Disability Insurance Agency.

This work is a great privilege and every day across NSW our Local Area Coordinators are helping thousands of people with disability (and their families and carers) achieve choice and control over their supports and take steps toward what many of us take for granted – an inclusive life.

HOW WE HELP

SERVICES

The Society works in partnership with the men, women and children seeking our assistance, as they face many challenges – unemployment, illness, entrenched poverty, addictive behaviours, poor education, trauma, abuse, neglect, family violence, with the overlay of poor mental health.

The Society's services offer specialised support across the state.

They include:

- › homelessness and assisted accommodation services
- › assistance to migrants, refugees and people seeking asylum
- › case management
- › community development
- › health services
- › mental health programs
- › youth services
- › disability services
- › drug and alcohol counselling and rehabilitation services
- › education and training services and supported employee services

Our emphasis is on early intervention and our goal is for the people we assist to live independently, but supported, in secure accommodation. We aim to provide support services and programs to people at all stages of their lives, helping them achieve the best possible outcome.

Our work is underpinned by evidence and feedback so we can continuously improve our services, to build the integrity and resilience of those we support. We connect with other community service organisations and governments to achieve better outcomes.

The people we assist are at the centre of everything we do. We empower them to play a driving role in how they will be supported, at every step of their journey.

We understand, respect and build trust with all the people we assist, regardless of their cultural background and the barriers that confront them.

SOCIAL AND AFFORDABLE HOUSING WIN FOR AMÉLIE HOUSING



The highlight of this year was the announcement by the NSW Government awarding Amélie Housing the tender to provide 500 new housing units under the Social and Affordable Housing Fund.

Established in 2012 by the St Vincent de Paul Society NSW, Amélie Housing is a Tier 2 provider under the National Regulatory System for Community Housing (NRSCH).

In 2015 the Society's Housing Program in the Australian Capital Territory and Frederic Ozanam Housing in South Australia agreed to merge their housing operations to form a National Community Housing Provider under the umbrella of Amélie Housing, with the principal objective being the provision of sustainable supported housing services.

Short term objective

To link the services of the Society and other agencies to support and sustain our tenancies by providing wrap-around services.

Long term objectives

- Cooperate with the Society in other states to establish a national community housing company.
- Undertake the re-development of Society property for community housing purposes.
- Leverage the value of Society property to invest in expanding the provision of community housing.
- Work with all levels of the Society to provide support services for tenants in the communities where they live.
- Work collaboratively with agencies of the Catholic Church to utilise church land to increase the supply of social and affordable housing.
- Implement innovative models of housing providing pathways from homelessness into secure housing.
- Social and economic development of communities experiencing social exclusion through community development.

Sustaining tenancies with highly successful wrap-around support services

Amélie Housing employs a three-tiered approach to manage community housing:

- Amélie Housing Tenancy Management Services
- St Vincent de Paul Society NSW Support Services: direct support to tenants through Supported Accommodation and Case Management Services
- Conference members provide the grass-roots support to tenants to improve the enjoyment of their tenancy.

The success of this unique model is demonstrated in the last Tenant Satisfaction Survey conducted on our behalf by the NSW Federation of Community Housing.

Overall there were excellent levels of satisfaction in the supported housing area of Amélie Housing:

- **95%** were satisfied with their support plan (0% were dissatisfied)
- **95%** were satisfied with the frequency of contact with their support worker (0% were dissatisfied)
- **95%** were satisfied that they had been given adequate support by their support worker to sustain their tenancy (0% were dissatisfied)
- **90%** were satisfied with the overall support provided by their case worker (0% were dissatisfied).

Why do we need social housing?

- The NSW Government waiting list for social housing is now 60,000 households
- Over 105,000 people are experiencing homelessness in Australia
- One quarter of people staying in boarding houses are women
- Of all people sleeping rough, 60% are under the age of 35.

NSW social housing waiting times in the 21 local government regions where Amélie Housing currently operates

Location	1 Br	2 Br	3 Br
Sydney	5-10 years	5-10 years	10+ years
Campbelltown	10+ years	5-10 years	5-10 years
Camden	10+ years	5-10 years	5-10 years
Wollondilly	10+ years	5-10 years	5-10 years
Wollongong	5-10 years	10+ years	10+ years
Nowra	5-10 years	10+ years	10+ years
Albury	5-10 years	2-5 years	5-10 years
Wagga Wagga	2-5 years	Up to 2 years	5-10 years
Dubbo	5-10 years	5-10 years	5-10 years
Warrumbungle	No properties	2-5 years	2-5 years

(Br = number of bedrooms)

Housing stock

Amélie Housing manages a total of 319 tenancies across NSW and the ACT, with a further 250 tenancies to be included from South Australia.

At present Amélie Housing manages all stock in the Sydney region from Lewisham, with a small office servicing the Campbelltown area. Regionally our housing is managed under a contract with local community housing providers – Sisters Housing in Wagga Wagga and Homes Out West in Albury. In Coonabarabran our senior living units are supported by our dedicated Conference members.

Number of occupancies managed by Amélie Housing

	NSW	ACT	Total
Society owned – independent living*	84	0	84
Government owned – social**	12	63	75
Government owned – transitional***	112	24	136
Government owned – crisis****	6	12	18
Government owned – street to home*****		6	6
TOTAL	214	105	319

*Independent living: retirement and generally older tenants (over 55s)

**Social housing and supported housings: long term, low income and generally ex-transitional tenants.

***Transitional houses/dwellings: short term generally, 3-24 months, for people experiencing homelessness or are at risk of homelessness

****Crisis housing: short term, generally three months or less

*****Street to home: short term generally three months or less.

Social and Affordable Housing Fund (SAHF)

In March 2017 the NSW Government advised we had been selected as a partner in its Social and Affordable Housing Fund (SAHF), a key initiative of Future Directions for Social Housing in NSW.

Under the SAHF, Amélie Housing will build or purchase 500 new units across the state, to be completed by 2020 with 235 being built on land owned by the Society and 265 new units being purchased from private providers. The units will be a mix of social (70 per cent) and affordable (30 per cent), helping those who can't afford to rent in the private rental market to access homes that are affordable.

The SAHF is a key component of the NSW Government's Future Directions for Social Housing strategy that will result in more social and affordable housing linked to tailored support services, to help households gain independence.

At the time of the announcement Denis Walsh, Chairman of the Amélie Housing Board, said the flow-on effects would be significant.

"The real strength of our proposal is that not only will Amélie Housing be providing social and affordable housing stock, but also that the Society will be assisting tenants with wrap-around support services.

"This is where the Society excels and what our members, volunteers and employees have been doing across the state for many decades – supporting residents to connect with local communities and assisting them, using established case management capabilities and other support networks within the Society."

The sites where the new units will be located on our land include:

Merrylands, Campbelltown, Sutherland, Lilyfield, Albury, Katoomba and Dubbo.

Next financial year will be one of delivery. Construction has commenced on most sites, and we await council approval on the remainder. It is anticipated the Dubbo properties will be ready for occupancy in mid 2018. We expect the majority of the 265 market acquisitions to occur next financial year.



Expansion of tenancy management services

We are currently in discussion with Central Councils who provide tenancy management services for a small number of sites. We anticipate completing negotiations next year to centralise these services. We are also negotiating with private providers requesting we manage the tenancies of the social and affordable housing units within their complexes.

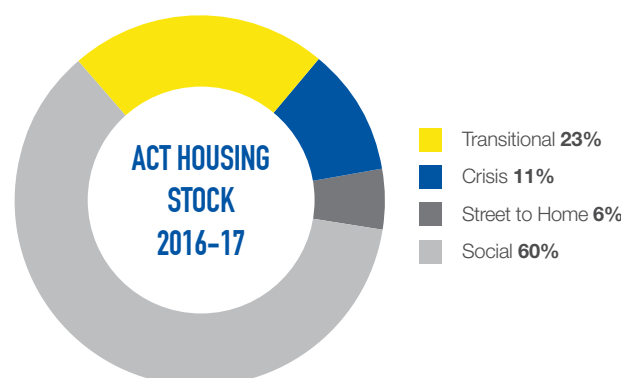
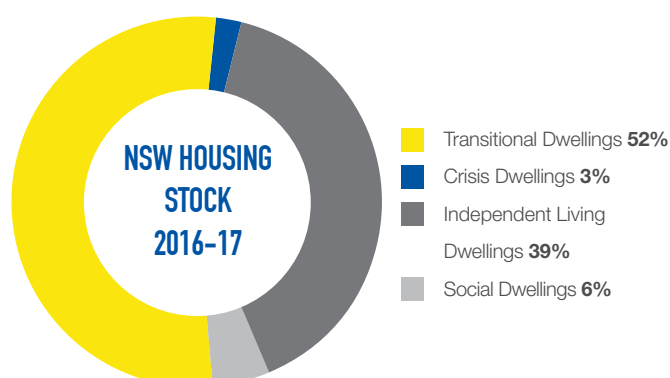
Expansion as a national community housing provider

Building on our partnerships with South Australia and the ACT and our SAHF experience, we are pursuing opportunities at a national level, focussing on Society and other Catholic organisations with social housing and land suitable for development.

I would like to thank Denis Walsh and our Board of Directors for their support and much valued contribution that has enabled us to successfully manage the challenges and grasp the opportunities that emerged.

Our passionate Conference members remain an inspiration as they provide much needed support to our tenants. It has been a pleasure to work with the staff of Amélie Housing and the Society as they continue to deliver quality services that improve the lives of our tenants.

Brian Murnane
CHIEF EXECUTIVE OFFICER, AMÉLIE HOUSING



SUPPORT SERVICES

Support Services comprise of three divisions – Supported Accommodation and Case Management (SACM), Health Support Services and Community Development.

SUPPORTED ACCOMMODATION AND CASE MANAGEMENT (SACM) DIVISION

In late 2016 the Accommodation and the Case Management divisions amalgamated to form SACM. The creation of SACM means we are now able to offer a streamlined and flexible approach to our service delivery. We have cut down on duplication and created a consistency in our client-centred service delivery and outcomes.

The accommodation function provides short to medium term accommodation options and food services for people experiencing, or at risk of, homelessness – men, women, families and youth. We provide services through single men's hostels, family services, a youth refuge, domestic violence refuges and self-contained units based in the community.

Our Client-centred Service Delivery Model (CSDM) guarantees a high level of commitment and provides a safe and secure environment for our residents while they transition to their own accommodation.

Our case management model also supports a client-centred approach in each service and program it provides, centred on each person we assist: they determine their own path so that they are an active partner in any solutions identified. Our caseworkers provide support and assistance throughout their journey: while staying in our accommodation units and when they return to their community.

We offer case management services across the state: Deniliquin, Wagga Wagga, Albury, Young, Port Macquarie, Armidale, Bowral, Campbelltown, Nowra, Wollongong, inner City Sydney, Parramatta and Burwood.

OUR FOUR CORE SERVICE RESPONSES ARE:

- **Prevention and early intervention** – skills development such as budgeting skills; facilitating links to community and family links (where safe); referrals; post-crisis support; mental and physical health check-in and referrals; and specialist responses to ensure the safety of women and children who wish to leave domestic and family violence while retaining their existing housing;
- **Rapid rehousing responses** – working with real estate agents and social housing providers to secure rapid access to long-term housing;
- **Crisis and transition responses** – access to crisis accommodation or transitional accommodation alongside accommodation-related support; collaborating with real estate agents and social housing providers to secure access to long-term housing; post-crisis support;
- **Intensive support for people with complex needs** – Wrap-around and multi-disciplinary supports with multi-agency case-coordination and a 'housing-first' approach; assertive outreach for rough sleepers, with a focus on building trust; breaking the cycles of homelessness.



This year we opened two hubs in Port Macquarie (McCosker House) and Campbelltown, where we offer a specialist domestic and family violence service.

In both areas we identified the need to increase our support for the growing numbers of vulnerable people. We grasped the opportunity to extend the reach of case management and move beyond the traditional approach.

A new early intervention model to provide case management and support, the hub provides a more targeted approach, where people can drop in or be referred. There they meet with a caseworker and discuss what supports they need and what local services are available. By suggesting available community services earlier on in their journey we believe they can access a greater number of supports in a much shorter time frame. This model is also a more flexible approach because our caseworkers are out in the community, meeting with government departments, estate agents and local services, brokering and developing shared case plans with other agencies for the people they are assisting.

The two hubs now offer a more comprehensive suite of service provision and programs, running onsite courses, inviting external providers to offer their specialist clinics and service at our premises, and providing greater access to case workers and coordinated service provision. This has allowed creative partnerships to be developed to meet the needs of those we assist.

We will be looking at replicating the hub model across the state.

The Port Macquarie Hub was opened in March, funded through a generous grant through the Newcastle Permanent Charitable Foundation.

HEALTH SUPPORT SERVICES

Our mission is to deliver high quality health care to those experiencing marginalisation and disadvantage and our vision is that they have the best opportunity for good health and wellbeing and to live well on their own terms.

We run a range of programs and services – clinical services, specialist aged care, drug and alcohol, and mental health services.

Our drug and alcohol programs run across the New England region as well as through Western and South Western Sydney. We cover residential withdrawal management, residential rehabilitation, day program rehabilitation and outreach – community based services. The perspective we use is known as ‘whole of person’ so we address more than the specific drug and alcohol health issue, but also emotional wellbeing, community and family connection, living skills, education and training and employment.

All these services include a team member whose specific role is to work with Aboriginal and Torres Strait Islander Australians and all have access to clinical (nursing) support.

We operate a specialist aged care facility focusing on meeting the needs of men who are homeless or at risk of homelessness, who have mental health and/or drug and alcohol issues, chronic health concerns, or cognitive impairment or other disabilities.

Clinical Services within Health Support Services include a homeless health clinic in inner city Sydney, homeless outreach health service in Sydney, a primary health clinic within the drug and alcohol service in New England and a 24/7 primary health service within the aged care facility.

Hep C program changes lives

A Hepatitis C Clinic in Woolloomooloo began this year. We observed worrying rates of Hepatitis C among many of the men we were working with, including those experiencing or at risk of homelessness, men with problematic drug and alcohol use, mental health concerns, and cognitive impairment. Employees at the Preventative Health Program recognised them as a high risk group and, with new medication to combat Hepatitis C being placed on the Pharmaceutical Benefits Scheme, the timing was right. As well, our Hepatitis C Clinic is well regarded as a leader in quality practice in this area.

We worked with 45 clients who tested positive for Hepatitis C. Of this group 18 are already tested as ‘cured’. It is likely this number will rise significantly as more men reach the three month threshold. Twenty-one people received a full course of Hepatitis B vaccination, and 19 are mid-way through the course.

There is great potential for growth of this model, which we can replicate within the Society's services elsewhere.



CASE STUDY

FRED AND JIM HAVE BOTH BEEN ASSOCIATED WITH MATTHEW TALBOT HOSTEL (MTH) FOR MANY YEARS. THEY ARE MEN IN THEIR EARLY 60S WHO HAVE SCHIZOPHRENIA, CHRONIC LUNG DISEASES AND HEPATITIS C.

They represent many in the homeless population who carry the heaviest burden of disease and are the hardest to treat.

Jim was housed for a few years but a lack of living skills and his vulnerability meant he lost his housing and returned to the streets. Fred has been housed locally for the past five years but continues to rely on the services of the Matthew Talbot Hostel for healthcare, food and social support.

When the big psychiatric institutions closed their doors men like Fred and Jim lost many things, including housing and a purpose in life. Because their severe mental illnesses prevented them from living more normal, settled lives, they have lived on the streets or in homeless shelters for most of their adult lives.

Both became Hepatitis C positive along the way. With no treatment options readily available at the time they never hoped they would be cured.

They don't receive healthcare from mainstream health services and would be regarded as having chaotic lifestyles that might prevent successful treatment. Treatment includes having many blood tests and other investigations that they might refuse or fail to present for.

Fortunately, they have built good relationships with the staff of the MTH Clinic. The nurses explained what the treatment involved and how, if they participated, they would receive lots of support, and encouragement. A support worker accompanied them to regular doctor's appointments, hospital visits and assisted with their daily medication service.

All of their care is managed and coordinated by the dedicated staff at the Hepatitis C Clinic, part of the Preventive Health Program. Both men are half way through their treatments and on target to be cured of their Hepatitis C virus.

Without the MTH Hepatitis C Clinic there would be no other hope for a cure for these two men.

COMMUNITY DEVELOPMENT

Our Community Development Division continues to seek out opportunities which incorporate a strategic transformation focused on a holistic approach where all parties are engaged, educated and brought along the journey. We emphasise the strengths and talents of people, regardless of their mental health, housing stability or other personal circumstances.

Ozanam Industries engaged Australian Strategic Services Consultants to facilitate initiatives that will progressively transform it from an Australian Disability Enterprise to a social enterprise.

Support for Decision Making (SfDM) case management was provided to the supported employees at Ozanam Industries transitioning into the NDIS framework.

The Ozanam Learning Centre partnered with the Art Gallery of NSW and Artspace to pilot a program for skill development and creative development. This will culminate in an exhibition at Artspace in October.

Compeer has expanded, and been restructured resulting in an increase in total Compeer friendships by 33 per cent, with a 45 per cent reduction of clients on the waiting list.

Ability Links

Ability Links in the Sydney region is focused on business engagement with multiple projects rolling out to support businesses to become more accessible.

Lego Clubs are being run with school children all over Sydney. They provide an opportunity for students experiencing social isolation, or who find it difficult to communicate with other students, to be included in play and social activities. Lego play therapy is known to help children improve their verbal and non-verbal communication, and collaborative problem-solving skills.

The teams are now focused on helping businesses become more inclusive through several projects like the Inclusion Champion program. It involves a person with lived experience of disability having an honest, round-table conversation with business owners and staff about what makes a great customer experience for them. The project was piloted in 10 central Sydney cafes and received enthusiastic feedback. It will soon be rolled out across all Vinnies Ability Links teams.

Ability Links Hunter and Central Coast connects people and communities to opportunities across a broad range of initiatives.

The Smart Art Challenge saw more than 50 schools engage with their students on what inclusion means to them and display a wide variety of art in 10 events across the region. 10 schools were lucky enough to win prizes to spend on inclusive practices.

The Event Tent is an inclusive space deployed during public events, inviting those with needs to recover and rejoin the event or free-hire a range of tools to improve their participation and enjoyment of the event. The initiative is being rolled out across all regional LGAs and is building significant capacity around inclusion in participating communities.

The Sporting Challenge is driving engagement on access and inclusion across hundreds of regional sporting clubs.

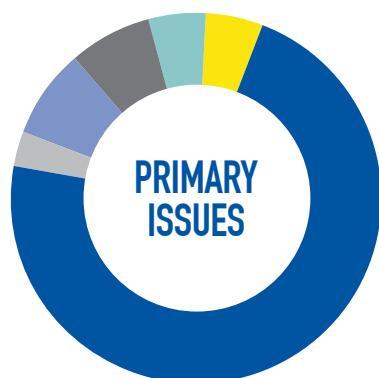
LINKING ACROSS THE SOCIETY

Society Link is a new service to support the work of our members, volunteers and employees. Over the phone and via email, Society Link referral officers help by providing information, collaborating on challenging requests for support and making referrals to the Society's Support Services.

A Local Area Coordinator contacted Society Link. She had come across two cases regarding the safety of children who were vulnerable due to their disability and was unsure what to do. These children were being put at greater risk due to the financial strain that their families were under. By working together with Society Link she was able to focus on supporting the needs of the child with a disability while Society Link could help put together wrap-around supports for the family: connecting them with their local Conference for material aid and to external parenting and family support groups.

Society Link has been focussed on increasing the quantity of referrals: last year, 58 referrals were made. The overall quality of support provided has been satisfactory with the majority receiving a variety of tailored support options.

Figure 1: Primary issues identified in referrals to Society Link

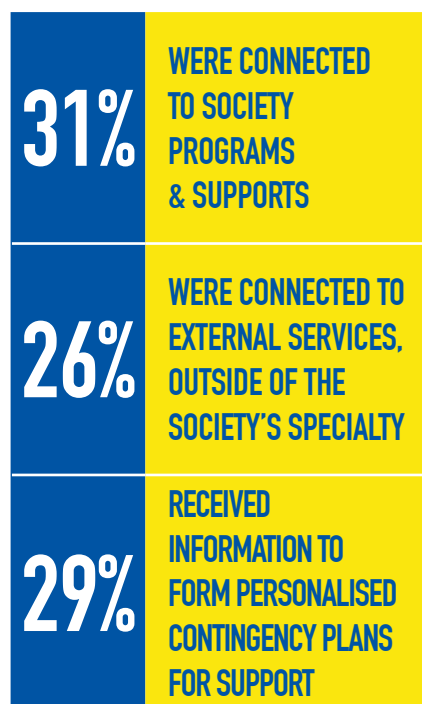


- Alleviating Financial Stress **72%**
- Travel Assistance **3%**
- Case Work Management **8%**
- Managing Mental Health **7%**
- Issues Surrounding Domestic and Family Violence **5%**
- Alleviating Homelessness **5%**

Financial stress accounted for 72 per cent of all referrals. It has wide-reaching impacts on families including the inability to manage debt from rental stress and energy bills and the subsequent risk of homelessness. As well, the inability for families to afford adequate food, clothing and shelter increases the risk of neglect for children and young people.

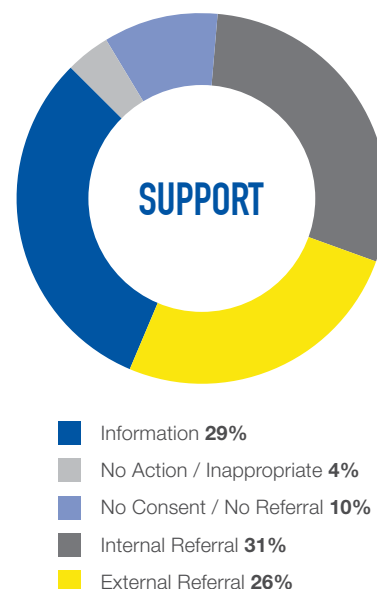
By collaborating with members, volunteers and employees, Society Link is working to address two of the Society's social justice priorities, namely housing affordability and homelessness, and energy affordability and cost of living pressures.

These challenges are addressed in three primary ways:



By offering choice to the people we support they are able to address the underlying causes of financial stress and other issues and make plans to address these issues through wrap-around support.

Figure 2: Support provided by Society Link based on all referrals (2016-17)



Society Link grew in scope and application across NSW this financial year. After the successful completion of the Society Link Wagga Wagga trial in late 2016 other Conferences were approached or contacted Society Link directly and Society Link is now available in Armidale, Griffith and Wagga Wagga. To support this expansion, a Society Link referral officer was hired in January.

Society Link also diversified its work through involvement with the Child Safe project, where we are able to provide support for our members, volunteers and employees who are not mandatory reporters. Society Link provides information and resources so that children are not placed at risk and can document and make the necessary reports to government departments while members, volunteers and employees on the ground can continue to provide support.

The next 12 months will be a time of growth and expansion: our primary aim is to increase the number of referrals while maintaining high quality support not just for the people we assist but also for our members, volunteers and employees. This will involve expanding to new regions, hiring new employees and collaborating with other Society projects.

CASE STUDY

LINKING TOGETHER ACROSS THE SOCIETY

The Jones family was struggling to make ends meet and were almost on the street when they found a lifeline through Vincentian House in Sydney, one of the Society's Supported Accommodation services.

Damian, team leader of Inner City Case Management said that when the family of five arrived they received wide-ranging support.

"For the three primary school children there was KEEP (Kids Engaged in Education Program), as well as case management support and, for their parents, day services," says Damian.

"While they stayed at Vincentian House they could relax because they weren't threatened with homelessness. Eventually they moved into a transitional housing property, which was managed by Amélie Housing, also run by the Society.

"They stayed there for over a year. It was still tough for them, struggling to stay afloat, often finding themselves in rental arrears, so they

were pleased to receive community case management support during this time."

Then, a few months ago, they learnt that a close family member had fallen ill and they were required to relocate to Coonamble to be closer to them.

"Our case managers worked closely with the local Housing NSW office and arranged a place for them to move into. However the property was empty and they only had the means to transport a few personal belongings. Compounding this issue, they struggled to maintain the rent."

Amélie Housing was very supportive and worked closely with the Jones' casework team.

"This is where our spread across the state is so valuable, and how we could reach across hundreds of kilometres to assist the Jones."

The family's caseworker contacted Society Link who connected her with Ian Wray at the Bathurst Conference. Together they worked out what the Joneses needed for their new home,

"For me this was the largest and one of the most intensive efforts I can say I've been part of in providing a hand up to the people we support."

and how to transport the furniture from Bathurst to Coonamble, some 360km away. Ian and the Bathurst Conference went to work sourcing a number of furniture items and white goods. Ian was able to link with the Dubbo and Gilgandra Conferences to arrange delivery of the furniture and assistance with some smaller items such as kitchenware and blankets. Through Ian's co-ordination and the efforts of Conference members in Dubbo and Gilgandra, everything arrived ahead of time, so they could settle into a safe and comfortable new home.

"Throughout this family's transition from homelessness into independent housing, more than five different groups within the Society pooled their resources and worked collaboratively to achieve valuable outcomes for the Jones family.

"For me this was the largest and one of the most intensive efforts I can say I've been part of in providing a hand up to the people we support," said Damian.

CENTRAL COUNCIL HIGHLIGHTS

WILCANNIA/FORBES

All 15 Centres have been refurbished – a six-year project has now been completed.

ARMIDALE

A dedicated Conference facility at Quirindi was constructed, and opened.

LISMORE

Provided assistance to people evacuated from the flooded towns of Lismore and Murwillumbah.

MAITLAND / NEWCASTLE

Set up culturally and linguistically diverse Disability Engagement Project.

WAGGA WAGGA

25% of clients have five or more visits per year.

WOLLONGONG

Shifting Perspectives, a book of student writings, was launched to celebrate the 10th anniversary of Clemente Macarthur.

BROKEN BAY

Renato Lime de Oliveira, International President St Vincent de Paul Society, visited Youth Reach in March.

BATHURST

Provided assistance and relief to families impacted by the devastating Sir Ivan bushfire within Coolah and Dunedoo Conference areas.

PARRAMATTA

Opened Blacktown Hub in March and achieved significant results within four months.

SYDNEY ARCH

Marian Centre, our largest women's refuge, reopened after 18 months of renovations, to accommodate up to 50 women and children.

ARMIDALE

EO: Sam Austrin-Miner
President: Rosemary Fisher

We are located in the New England North West and cover over 90,000m². It includes the towns of Moree, Narrabri and Gunnedah in the west; Inverell, Tenterfield and Glen Innes in the north; Armidale in the east; and Tamworth in the south. The areas with the highest level of disadvantage are Tamworth, Armidale and Moree.

There is a lack of employment opportunities for young people leaving school or university. This has resulted in relatively high youth unemployment and numbers of the youth leaving to pursue opportunities in the cities, both negatively impacting communities.

During the year our Armidale, Inverell and Quirindi Shops were refurbished and reopened, with more underway.

We have been very active in our schools – every Catholic high school and most primary schools either run a Conference are planning to set one up.

Our first Community Sleepout was very successful: we connected with corporate stakeholders in Armidale through sponsorship and with community stakeholders through promotion and participation.

Over \$615,000 worth of care and support was made available to those in need in our communities, a combination of Society funds, vouchers and government emergency relief money.

➤ Number of Regional Councils	4
➤ Number of Conferences	23
➤ Number of Mini Vinnies Conferences	11
➤ Number of High School Conferences	5
➤ Number of Shops	18
➤ Number of Distribution Centres	1
➤ Special Works	1
➤ Members	170
➤ Volunteers	515
➤ Youth members	300
➤ Hours of volunteering	210
➤ Assistance provided	\$666,738

BATHURST

EO: Ellen Sharp & Lukas Rajnoch
President: Maurie Ryan

Bathurst Central Council is located in central west NSW and covers the area from Lithgow to Coonabarabran and Cowra to Coolah, approximately 103,000m² in size.

We are seeing a trend of more people coming to our Conference centres for assistance and fewer home visits by our members: only 2.2 per cent of contact with people was through home visits.

St Therese Conference in Bathurst participated in the Financial Wellbeing Project and now delivers a more focused approach to delivering assistance to those in need.

“What’s making it work is that our members are willing to embrace change. We are addressing every challenge we meet, by focusing on making a difference in people’s lives,” says Christine O’Mahony, Evans Regional Council president.

In June the drop-in service changed to a scheduled appointment system so that there is enough time for an in-depth conversation and the opportunity to provide individualised care and support.

Through their training, members learnt how to engage with people to better understand their circumstances and provide assistance in a more effective and holistic way. Through structured conversations they gain a deeper understanding of the circumstances and can plan ahead, linking people to local services where necessary.

➤ Number of Regional Councils	4
➤ Number of Conferences	22
➤ Number of Mini Vinnies Conferences	5
➤ Number of High School Conferences	3
➤ Number of Shops	17
➤ Number of Distribution Centres	1
➤ Special Works	3
➤ Members	127
➤ Volunteers	754
➤ Hours of volunteering for Food Van	1,327
➤ Assistance provided	\$864,042

BROKEN BAY

EO: Maureen Roast
President: John Donnelly

Broken Bay Central Council covers the suburbs of North Sydney and reaches as far as Gosford.

Areas with the highest level of disadvantage are Wyong, Woy Woy and Gosford, with Hornsby having the highest level of homelessness in the Central Council.

Broken Bay had three Presidents during 2016-17. Sadly Richard Barton passed away in August 2016. At this time, Barry Finch, past Central Council President, replaced Richard as Central Council Administrator. In June John Donnelly was elected for his second term as Central Council President. With a new Central Council Committee, we are looking forward to the next four years of sustained growth in spirituality, social justice and services.

The Central Council has been the moving towards better people support options with the introduction of client support officers in our regional offices. This should reduce risk and increase our capacity to help people with complex needs.

On the retail front, we have restructured the commercial operations to streamline costs and improve productivity in our recycling and transport of goods. The rear of the Toukley Shop was renovated to improve volunteer amenities and provide a better working environment. A renovation of the Woy Woy Shop is planned to enlarge the retail and storage space. Significant work was undertaken to open the new Vinnies flagship shop at Brookvale. St Joseph’s workshop has improved its processes for supplying furniture to the Shops for sale.

We have also focused on creating better engagement opportunities for young people interested in volunteering in our services and Shops.

Our services have moved towards standardised people outcomes for those we assist along with improving the quality of the delivery of our services. We are working towards a more inclusive volunteer-focused environment providing opportunities for young people to be further engaged in the Society through programs designed to excite people about change and ending disadvantage.



Vinnies

Wyong Warehouse

HOURS

Monday to Saturday 9.00 am. - 4.00 pm.

CASE STUDY

USING HIS CYCLE TO BREAK THE CYCLE

Darren Duggan has lived in Wyong for many years. His life he has been fraught with hurdles, setbacks and challenges. Then, after a workplace injury in 2002, he lost his home. What has remained is his passion for bicycles.

Assistance was at hand through the Society, at Wyong, Toukley and Louise House Gorokan. Darren received food hampers, furniture, chemist bill and EAPA vouchers, and referrals to external services.

Recently Darren dropped in to the Wyong Centre to tell them he was preparing to crack the Guinness World Record for a 30 hour vertical metre bike ride in Gosford in January 2018, to raise funds for Vinnies Wyong and St George Building Society Children Charity.

Brad Dingle, Wyong's Client Support Officer, admired how Darren has combatted his demons.

"Darren has made it his mission to turn his bad situation into a positive experience, and is giving back to the community," says Brad.

"I wouldn't be where I am today if it wasn't for the continued support and encouragement from Vinnies. You have helped me to better my position financially, mentally and physically," says Darren. "They have been there whenever I needed a hand up. I cannot thank you enough, St Vincent de Paul Society."

"Darren has come a long way since he walked into our office. He was homeless and in need of support and companionship. Just look how far he's travelled," says Brad.

It is making a significant difference and is attracting new participants. Assistance provided rose slightly this year with a reduction in overall budgetary commitment due to grant and donor supplemented initiatives like our Vinnies coffee cart employment pathways program and Friday night Youth Outreach.

A member and staff-driven roadshow travelled to our regions where the EO, Treasurer and Finance Manager presented an overview of Broken Bay activities and the new structure of the Society.

> Number of Regional Councils	5
> Number of Conferences	38
> Number of Mini Vinnies Conferences	21
> Number of High School Conferences	2
> Number of Young Adult Conferences	1
> Number of Shops	24
> Number of Distribution Centres	2
> Special Works	9
> Members	425
> Volunteers	1,075
> Youth members	570
> Hours of volunteering	22,488
> Assistance provided	\$2,357,094

LISMORE

EO: Michael Timbrell

President: Yvonne Wynen

Lismore Central Council is located along the coastal strip of Northern NSW and covers the area from Tweed Heads in the north to Laurieton in the south.

The number of people experiencing homelessness across the region and the level of poverty across our population are both significantly higher than the state average. We have the highest number of people experiencing homelessness in NSW outside of metropolitan area, but have limited services. This will become a focus of this Central Council over the next four years.

We are getting more adept at working with other partner agencies to find an outcome for people that provides a sustainable solution. We piloted Society Link which provides the opportunity for the person who is receiving a visitation from a member to speak directly to a dedicated expert who can work through a case management plan to support them.

The demand for assistance is spread across the Central Council with many large regional centres recording an increase in home visitation and assistance. The areas with the highest level of disadvantage include Kempsey, Bowraville, Grafton and Casino.

➤ Number of Regional Councils	5
➤ Number of Conferences	29
➤ Number of Mini Vinnies Conferences	31
➤ Number of High School Conferences	9
➤ Number of Young Adult Conferences	0
➤ Number of Shops	28
➤ Number of Distribution Centres	2
➤ Special Works	7
➤ Members	461
➤ Volunteers	1,527
➤ Youth members	951
➤ Hours of volunteering	29,795
➤ Assistance provided	\$3,169,610

MAITLAND/NEWCASTLE

EO: Denise Lucas
President: Peter Fishburn

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

Population growth in the seaside towns of Port Stephens and Forster/Tuncurry has led to an increased demand for assistance. The attraction of Newcastle, Lake Macquarie and Maitland as major cities within reach of Sydney has produced increased high-rise and housing developments.

Rental affordability is an issue for low-income families, vacancy levels are extremely low and homelessness is on the rise. Unemployment, particularly for youth, across the Central Council is high.

The inaugural Conference Presidents gathering, Pathways to Mission, was attended by 90 members. Participants were encouraged to offer a hand up to those we support through advocacy, early intervention and referral to other agencies.

The Newcastle Vinnies CEO Sleepout was held at Marathon Stadium on 22 June with 56 registered CEOs and a total of \$169,000 raised to address homelessness through the Matthew Talbot Homeless Service and through Conference assistance to those who are at risk of homelessness.

The CALD Disability Engagement Project was set up to support culturally and linguistically diverse (CALD) communities to identify and access suitable disability supports through the National Disability Insurance Scheme to enhance participation and inclusion in the community.

UON Vinnies is a Club for Newcastle University students to participate in social justice awareness and fundraising for youth programs.

➤ Number of Regional Councils	8
➤ Number of Conferences	46
➤ Number of Mini Vinnies Conferences	36
➤ Number of High School Conferences	10
➤ Number of Young Adult Conferences	1
➤ Number of Shops	29
➤ Number of Distribution Centres	1
➤ Special Works	9
➤ Members	441
➤ Volunteers	1,166
➤ Youth members	990
➤ Hours of volunteering	5,833
➤ Assistance provided	\$2,576,306



FLOODS DEVASTATE HEART OF THE NORTHERN RIVERS

Early in the morning of 31 March Lismore awoke to the sound of flood sirens. Pam McKeown, a member of Lismore's St. Carthage's Conference, recalls ringing Conference President Marie Gunter to say the murky floodwater was creeping up her stairs.

While floods are all too common in the Northern Rivers, the impacts of Severe Tropical Cyclone Debbie were the worst for 34 years. Murwillumah and many hinterland communities were also badly affected.

The next day Pam 'celebrated' her birthday - not with friends, but covered in mud cleaning her house. By day three, Pam was back in the Centre doing Conference work, helping others, which speaks of the resilience of both Pam and the Conference.

The Centre too had been devastated and was closed for 24 hours while members, staff and volunteers cleared it out and re-opened it so they could assist others. Along with the nearby Vinnies Shop they would be closed for extensive remedial work. Throughout this period there was no break in the Conference's vital support services.

The recovery effort was enormous and costly. Over 6,000 tonnes of flood waste was removed with a damage bill of around \$40 million. 20,000 people were evacuated. Most would return, but the financial and psychological impacts were profound.

The Northern Rivers Flood Appeal raised money locally and statewide to assist those who had lost their homes, farms and livelihoods.

The Society sent a project team to join St. Carthage's to assist with the recovery effort. Caseworkers from Sydney arrived to assist the members provide support to the community even though they were doing it tough. With the combination of caseworker professionalism and Conference local know-how, the Society was able to assist many.

This partnership strengthened existing relationships and formed new ones with other local services, developing a blueprint for a coordinated targeted response.

Lismore is known as the 'heart of the Northern Rivers'. Homes and businesses put up 'Restart the Heart' posters and the sense of community, along with support provided by the Society and other organisations, is helping to get the heart of the Northern Rivers beating again.

PARRAMATTA

EO: Susan Goldie

President: Anne Stanfield

Parramatta Central Council is located in Western Sydney and the Blue Mountains, covering the areas of Warragamba to Richmond, and Parramatta to Blackheath.

The area with the highest level of disadvantage is the Blacktown LGA. Of particular importance to our Central Council is the need to adapt to rapid population growth within the Western Sydney corridor and the changes which the Badger's Creek airport development will bring.

Conference members spent more time with people we assist. The average visit time increased to 20 minutes per visit as members were able to discuss how best to enable clients to receive a hand up and not just a hand out.

Loaves and Fishes Food Pantry and Margaret Druitt Daycare Centre closed in May which enables our Central Council to focus better on the Society's strategic direction. We are strengthening our services to families needing emergency relief assistance and assessment for referral to local specialist services.

We launched our Financial Wellbeing Community Hub in March and after only four months we demonstrated significant success for the people we assist: 200 per cent increase in people assisted for the Prospect Region and 600 per cent increase in referrals to specialist services.

Our Make Healthy Normal pilot with the Ministry of Health NSW was successfully rolled out across all 22 Shops. Four target Shops will host trained volunteers to engage with customers and provide health and wellbeing information and link people to a free wellbeing phone counselling service. This initiative tackles the unacceptably high levels of poor physical health indicators in Western Sydney as measured by the Western Sydney Diabetes Alliance.

We undertook a review of our regional strengths and have streamlined our six regions into five, with the aim of enhancing leadership and collaboration across the entire Central Council.

➤ Number of Regional Councils	5
➤ Number of Conferences	45
➤ Number of Mini Vinnies Conferences	11
➤ Number of High School Conferences	2
➤ Number of Shops	24
➤ Number of Distribution Centres	1
➤ Special Works	2
➤ Members	481
➤ Volunteers	1,884
➤ Youth members	250
➤ Hours of volunteering	330,369
➤ Assistance provided	\$3,500,397



We at St Andrew's Primary School greatly value the assistance which the St Vincent de Paul Society offers and thank them for all that they do for our school community. Recently a vulnerable family was in desperate need of assistance.

A conference call, due to the lack of English, found a caring response from Hub Coordinator Penny Wood at the Blacktown Community Hub. The family was treated with dignity and respect and a genuine desire to help.

There were some additional needs the family had and although we sought the help of other agencies to give direction and assistance, it was Penny who used her wide network to finally give the family some much needed long term assistance. An excellent example of faith in action!

**Kim McDonald
Assistant Principal
St Andrew's Primary**

SYDNEY ARCHDIOCESE

EO: Graeme Roche

President: Anthony Corkeron

We cover an area that extends from Crows Nest to North Sydney and down to The Spit and from Bondi in the east to Liverpool in the south west and Sutherland in the south.

We cover some of the most densely populated suburbs in Australia with two thirds of the people assisted in the last financial year being single persons, around 50 per cent higher than the state average. Many were either transitioning from custodial sentences or homelessness and as a result were placed into Government housing. The proportion of the people we assist in Government housing was 46.5 per cent, again almost double the state average. Consequently, there is a greater demand to assist in establishing tenancies and providing furnishings because the accommodation is unfurnished. Thus in 2016-17 clothing and household items represented 27 per cent of our total assistance, compared to a state average of only 8 per cent.

Because we are located in some of the most expensive real estate areas in Australia, housing affordability is of particular importance to us. We hosted housing affordability forums in six regions as part of the Society's Right to Home Campaign – Rozelle, Western Suburbs, St George, Liverpool South East Sydney and Northern Suburbs. All events created interest with local politicians and Councillors. Members also attended Housing Affordability Forums hosted by other organisations in the Macquarie and Sutherland Regions.

Our Conferences provided 10,480 people with financial and material assistance during the year. Although this was a 2.6 per cent decrease on the previous year the average level of assistance provided per client increased by 15.6 per cent.

2,713 people were assisted through our specialised services in homelessness, disability and community development. Our Vinnies Van services also distributed 63,219 meals.

After having been closed for 18 months to undergo major refurbishments, our largest women's refuge, Marian Centre, recommenced operations, with capacity to accommodate up to 50 women and children.

Funds generated by our Vinnies Shops continued to provide material support for the assistance provided by our members and specialised services with sales increasing by 2.7 per cent per cent during a period when the growth in general retail was quite subdued.

➤ Number of Regional Councils	11
➤ Number of Conferences	104
➤ Number of Mini Vinnies Conferences	100
➤ Number of High School Conferences	50
➤ Number of Young Adult Conferences	3
➤ Number of Shops	43
➤ Number of Distribution Centres	1
➤ Special Works	16
➤ Members	1,036
➤ Volunteers	2,871
➤ Youth members	1,995
➤ Hours of volunteering	37,114
➤ Assistance provided	\$9,064,689

WAGGA WAGGA

EO: Michael Riley
President: Jenni Duff

Wagga Wagga Central Council is located in regional south west NSW covering Wagga Wagga, Tumbarumba, Junee, Albury, Holbrook, Corowa, Griffith, Leeton, Narrandera, Tocumwal, Finley, Jerilderie and Berrigan. Some of the suburbs/areas with the highest level of disadvantage are Ashmont, Mount Austin and Tolland in Wagga Wagga, Glenroy and Lavington in Albury, and Narrandera.

Our ongoing effort goes into supporting those people who find themselves in financial difficulty. In many cases they are experiencing homelessness or on the cusp of becoming homeless. We need to, and are becoming, more adept at working with partner agencies to find sustainable solutions for the people we assist. Our records show that 25 per cent of people seeking support from the Society visited on five or more occasions per year, indicating the complexity of their needs. However, only a small number are currently being referred to internal or external partners who could assist with breaking the cycle of disadvantage.

In order to better support people facing hardship with a holistic care plan, the Society in the Wagga Region is introducing a One Stop Shop delivery model. Here, a dedicated expert will meet with an individual or family to develop a personal plan that will support and sustain them.

➤ Number of Regional Councils	4
➤ Number of Conferences	21
➤ Number of Mini Vinnies Conferences	8
➤ Number of High School Conferences	5
➤ Number of Young Adult Conferences	2
➤ Number of Shops	13
➤ Number of Distribution Centres	1
➤ Special Works	3
➤ Members	265
➤ Volunteers	1,151
➤ Youth members	263
➤ Hours of volunteering	5,907
➤ Assistance provided	\$1,753,473

WILCANNIA FORBES

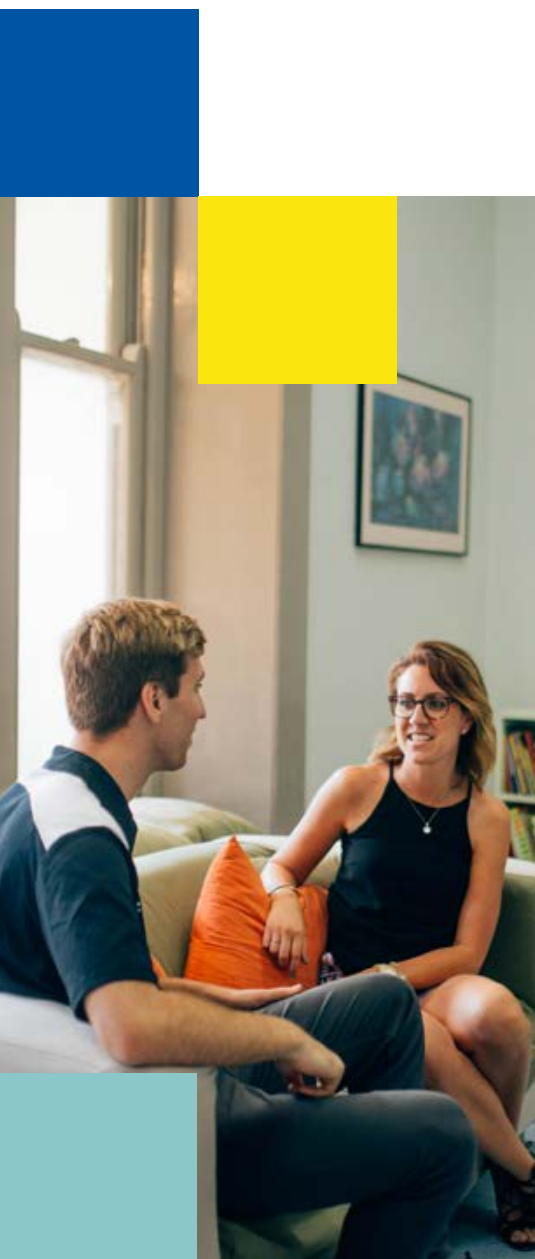
EO: Kelly Morgan
President: Jim Rogers

Wilcannia Forbes Central Council covers 52 per cent of the state. We provide assistance to people in need from Balranald, Barham, Bourke, Broken Hill, Cobar, Condobolin, Deniliquin, Forbes, Hay, Lightning Ridge, Narromine, Nyngan, Peak Hill, Parkes, Trangie, Trundle, Warren and Wilcannia. Our central Rural Assistance member provides assistance and support to farmers and people in related occupations.

There is considerable disadvantage in our area.

- 42.7 per cent of people we assisted identify as Aboriginal and/or Torres Strait Islander.
- 65.8 per cent had estimated incomes of less than \$1,000 per fortnight, and 91.8 per cent relied on Centrelink payments as their main source of income.
- 49.1 per cent of people live in private rentals, while 12.9 per cent either fully own or are paying off their own home. The number of people in government housing (19.1 per cent) is nearly matched by the number of people identifying themselves as homeless (18 per cent).
- One quarter of people spent more than 40 per cent of their estimated incomes on rent/mortgage.

Our towns have always been supported by strong family farming businesses, along with mining in places such as Broken Hill, Cobar and Parkes. Severe weather patterns over the last 15 years – drought and unusual heavy rain at harvest time – have devastated many family farming businesses. These conditions, together with rising electricity prices and costs of living, have continued to see much hardship in all our five regions.



This year saw the completion of a six-year project – the refurbishment of all 15 of our Shops. New paint, carpets, store layout, sorting areas, amenities, heating/cooling and signage has resulted in our Shops offering a similar, more inviting and pleasant shopping experience. The Shops are also much more comfortable and safe for visitors and our members and volunteers.

The Saint Peter & Paul Conference in Broken Hill has received notification from the International Council in Paris that they are now aggregated and recognised as a Conference by the International Council.

Centres and Conferences are continuously recruiting new members and volunteers. This resulted in 49 new volunteers and 13 new members.

Our Mini Vinnies and High School Conference have continued to work exceptionally well. We held Mini Vinnies gatherings in Hay and Narromine, always wonderful events bringing over 100 students from different schools together at each event.

➤ Number of Regional Councils	5
➤ Number of Conferences	19
➤ Number of Mini Vinnies Conferences	14
➤ Number of High School Conferences	1
➤ Number of Young Adult Conferences	0
➤ Number of Shops	15
➤ Members	185
➤ Volunteers	447
➤ Youth members	407
➤ Assistance provided	\$787,355

WOLLONGONG

EO: Peter Quarmby
President: Gay Mason

Wollongong Central Council covers the areas of Macarthur, Southern Highlands, Illawarra and Shoalhaven. The office is located in Eagle Vale. Areas with the highest level of disadvantage are Claymore, Airds, Macquarie Fields, Rosemeadow, Port Kembla, Warrawong and Nowra.

We saw the implementation of the pilot Hand Me Ups program for schools, a collaboration between the Mini Vinnies groups at St Paul's Camden and St Anthony's Picton, centre and membership development staff and our President Gay Mason. Mini Vinnies students had a behind the scenes look at the centre, bringing along quality items to donate. The students and teachers returned to their schools armed a comprehensive booklet on Vinnies Centres and how they recycle, reuse donations and sell products to raise funds. They set up donation drives with a smaller scale Vinnies Blue bin to collect donations. The feedback was very positive and they plan to extend the pilot and run the program in all schools.

2017 marks the tenth anniversary of Clemente Macarthur at the Nagle Centre, a program that is facilitated through partnership between the Australian Catholic University and the Society. Clemente Macarthur is a community-embedded socially supported education program that aims to break the cycle of poverty and has had many successes at the Nagle Centre.

The Animation Project celebrated significant anniversaries: the Claymore Community Laundromat and Coffee Shop marked 15 years of service and the Kalon lunches have been operating for 20 years in Claymore. We celebrated at the Campbelltown Civic Centre with a lunch for past and present participants, employees and volunteers and in May the Animation Project hosted a skills share camp. A group of over 35 Claymore residents gathered in Wedderburn to share skills and present workshops together. It was truly a celebration of the local community with bushwalking, knitting, basic mobile phone training and enjoyable evening activities, like karaoke.

➤ Number of Regional Councils	6
➤ Number of Conferences	36
➤ Number of Mini Vinnies Conferences	22
➤ Number of High School Conferences	3
➤ Number of Young Adult Conferences	1
➤ Number of Shops	25
➤ Number of Distribution Centres	2
➤ Special Works	10
➤ Members	597
➤ Volunteers	1,847
➤ Youth volunteers	692
➤ Hours of volunteering	35,531
➤ Assistance provided	\$2,977,075





CONTRIBUTION OF SHOPS

Sales from 250 Vinnies Shops and distribution centres were slightly up on last year by 1 per cent, to \$67.6 million. As such, our Shops make a significant contribution to the funding of our good works.

\$1,087,887.25 in material assistance was provided by our Shops to people experiencing disadvantage.

Our Shops span the length and breadth of the state, from Broken Hill to Bondi Beach, Tweed Heads to Deniliquin. We stock a treasure trove of good quality second hand items – clothing and accessories, homewares, books, leisure and sporting equipment, furniture, and bric-a-brac.

Vinnies Shops are run by a dedicated team of employees and volunteers, ensuring a positive shopper experience through a high standard of customer service. We rely on the volunteers who work tirelessly across all facets of the retail operation, both behind the scenes and on the Shop floor: our truck drivers pick up donations and deliver assistance to the people we assist, teams sort donations at the distribution centres, others price and merchandise stock in the Shops, and our friendly volunteers assist customers and people seeking help every day.

Last year saw the completion of the rollout of our new point of sale system. The implementation began with a pilot in selected Shops in October 2015 and ended

with the final implementation in October 2016. In total over 3,300 employees and volunteers were trained in approximately 462 training sessions.

Vinnies Styling Sessions, a new initiative for our dedicated shoppers, were introduced in selected Sydney Shops. They were hugely successful in generating customer engagement, particularly across the social media channel Instagram. Customers were invited to a fun session with our Vinnies stylist providing advice on how to gain the best possible shopping experience at Vinnies. Plans are underway to take the sessions on the road to regional NSW.

Vinnies also participated in events such as National Op Shop Week 2016 and Towards Zero Waste, an event run by NewsCorp focusing on sustainability, environmental issues and repurposing initiatives.

NEW SHOPS

JORDAN SPRINGS

WOODCROFT

JANNALI

GYMEA

Strategy for Retail in NSW

The society relies on revenue generated by Vinnies Shops to meet the needs of disadvantaged people in the community. The income from the Shops enables each area to be inventive, flexible and responsive.

Preserving and growing this income stream is imperative, as the Society focuses on how to meet the future needs of the people we assist. As the expectations of the community, customers and donors also change, the challenge for the Society is to position Vinnies Shops to be sustainable, profitable and adept at responding to changing market influences.

In 2015 the Society started gathering information to support the development of the Strategy for Retail for NSW. The strategy is still in development. It will emphasise greater collaboration across the state, providing a more informed, improved approach to business decision-making, and supporting our retail operations and training workers.

Achieving our goal of a sustainable future with greater net revenue and lower expenditure depends upon the delivery of an effective and efficient approach. The five-year strategy will be presented to the State Council in December.

RIGHT TO HOME CAMPAIGN

Setting a 15% affordable housing target.



Last year we launched the Right to Home campaign to garner support from the NSW Government to deliver new homes that are affordable, sustainable and connected to adequate transport and community services.

The Society believes that prosperity should be shared for the common good. While there is a housing construction boom in NSW, it is becoming increasingly difficult for many to find a home and afford their rent.

As this is one of our three social justice priority areas, members took action by launching a petition calling on the NSW Government to set aside at least 15 per cent of all new residential developments for affordable housing.

Housing, like healthcare and education, is a human right that we all need to live in dignity and thrive.



16,300 supporters

Hon. Susan Ryan AO launched the campaign at the Rosalie Rendu lecture in October 2016, when she delivered the keynote lecture. As Australia's first Age Discrimination Commissioner, she discussed how the housing crisis increasingly affects older women.

Campaigning was intense, with other events organised in Mt Druitt and Newcastle. Sydney Archdiocese hosted six housing affordability forums across their regions, bringing together local politicians and experts. Because of the overwhelming support by members, volunteers and employees statewide we collected over 16,000 signatures. In addition, the NSW Labor Party reflected many of our points in their new housing policy.

Breaking records at the NSW Parliament

The Society's affordable housing petition was formally tabled and discussed by Members of Parliament in early August.

Over 200 members, volunteers, employees and friends of the Society attended the NSW Parliament for the formal introduction of the petition, breaking records of attendance for a petition in the NSW Parliament.

The petition was introduced before the Legislative Assembly by Damien Tudehope, Member for Epping. Luke Foley, Leader of the Opposition, Michael Daley, Member for Maroubra and Deputy Leader of the Opposition, and Jenny Leong, Member for Newtown, showed their full support for our petition.

ENERGY

Affordable power is another of the Society's three social justice priorities. With the price of energy increasing in July 2017, our primary concern has been to make sure that low-income households can access affordable power.

Electricity, like shelter, water, gas and telecoms, is essential for twenty-first century living.

We feel that governments should not only have to connect but also provide energy for low-income households with access to a guaranteed minimum supply of energy each quarter.

Members of the Society have engaged with their local MPs over the past year to address the structural causes of unaffordable power. The Society also works with the Energy and Water Ombudsman, EWON, to inform people who are struggling to pay energy bills of their rights, including through Bring your Bills days. We also have a strategic partnership with AGL, which allows us to roll out additional support and education to high demand areas in NSW.

Our Social Justice Statement identifies a number of structural issues that affect the ability of low income households to sustain rising energy bills payments:

- **The energy concessions system is inequitable.** The NSW fixed annual amount concession system fails to discriminate between households' sizes as well as the costs related to regional location. For example, a low-income family of four with high energy needs will receive the same rebate as a single person in a smaller property.
- **The Energy Accounts Payment Assistance (EAPA) Scheme is a short-term solution.** While there has been an improvement in the way it is administered, reliance on charities to deliver ongoing financial relief will not bring the necessary structural changes delivering long-term solutions to energy access and affordability.

- **The complexity of navigating a deregulated retail energy market** means that many customers end up with poor deals. Customers who are likely to remain on the fringes of the competitive market must be adequately protected so they can remain connected and access energy without accruing unsustainable debts.

The Society is calling for reform of the NSW energy concessions scheme. We are seeking a system that is based on the percentage of a household bill rather than a fixed rebate for all. We support the implementation of proven energy efficiency programs for low-income households to ensure substantial cost savings, including energy efficiency measures like insulation and replacing hot water systems. We also seek a review the NSW energy customer protection framework to make it easier for customers can take up offers that make them better off. We want to see strengthening of sales and marketing disclosure requirements that apply to energy retailers and third party marketers.

THE SOCIETY IS THE KEY PROVIDER OF EAPA VOUCHERS IN NSW. WE DISTRIBUTED:

2015-16:	\$3,883,700
2016-17:	\$3,276,150

CASE STUDY

HOMEWORK PROGRAM HITS HOME

The number of participants in our Refugee Homework Program tripled to 40 this year, and the number of volunteers assisting with this program has doubled.

Ronan is eight and arrived in Australia with his family on refugee visas in April 2017. The family is from a minority cultural group which has been persecuted in Iraq and Syria for generations. During a massacre of their people, the family fled to Turkey and lived in a refugee camp for three years.

Ronan is enrolled in the Refugee Homework Program at Mt Austin Primary School, Wagga Wagga. Ronan has had no schooling and has significant learning gaps. He can make his own fun outside with sticks and dirt but this 'school thing' is unfamiliar to him. Everything is difficult — sitting indoors, listening to a teacher, holding a pencil, writing from left to right and finding the correct English words to speak. Ronan began hiding under the desks and took every opportunity to slip outside, away from demanding tasks. Misbehaving was the easiest option.

Mary, a Refugee Homework Program volunteer, would sit beside Ronan. She noticed he had lots of energy and was very clever. She started by showing Ronan how to hold his pencil correctly and helped him to complete his homework. She told Ronan how impressed she was that he could solve his maths problems. His response was a smile, a rare event.

When Ronan gets distracted Mary draws his attention back. She sat with him every week of the program, building a relationship based on trust and consistency. Ronan's classroom teacher noticed the change and told the Homework Program Coordinator how he had settled into the classroom routine after joining the Homework Program.

Ronan has built the confidence and trust to join his classmates in the classroom. He is even writing short sentences by himself. School is becoming a positive place.

Mary is hoping he'll be a good role model to his younger sister when she starts Kindergarten next year.

REFUGEES AND PEOPLE SEEKING ASYLUM

The Society aspires for an Australia transformed by compassion and built on justice. Our commitment to people seeking protection refugees and is grounded in our belief that human dignity, solidarity and the common good should always guide our actions. It is our third Social Justice priority.

We welcome all those who come to us, wherever and however they come, with compassion and respect for their dignity. Today more than ever, it is vital that we stand with our vulnerable brothers and sisters who are seeking safety.

Refugees are men, women and children who have well-founded fears of being harmed because of their race, religion, nationality, political opinion or membership of a particular social group, and who cannot return home because this would expose them to harm. People who are seeking protection or asylum have not had their claim for refugee status assessed by the authorities yet.

Our values do not accord with the Australian Government's cruel treatment of people seeking asylum both offshore and in our community. The Government has been detaining people seeking protection on Nauru and Manus Island for four years — this must stop. In addition, harsh visa conditions make it very difficult for people seeking asylum who already live in Australia to stay and rebuild their lives.

7,203 (12 per cent) of the people assisted by our Conferences are refugees, people seeking asylum or born overseas. We run a number of programs and Services to support people as they endeavour to settle into life in Australia, assisting 894 people last financial year.

Asylum Seeker Program (ASP)

The ASP is a trial program based in Surry Hills to assist people seeking asylum living in NSW who may be at risk of homelessness, as they have no form of income and have minimal support options available to them. We provide case management, financial assistance and wrap-around support to make sure they can meet their daily needs and live in dignity.

The Society offers:

- fortnightly payments (calculated at approximately 89 per cent of the Newstart Allowance)
- Opal Gold application and certification
- connection with local Conferences
- linking in with community programs.

Training was developed and run for caseworkers at the Inner City Case Management Team, the Western Sydney Team and Ability Linkers.

ASP worked closely with sector partners Bright Employment, Good Neighbour, Jesuit Refugee Services, Ability Links, House of Welcome, the Asylum Seekers Centre, Marist 180 and CORE Community Services. The team is also working closely internally, providing support and information.

A major achievement was the six-month partnership set up with the Refugee Advice and Casework Service (RACS). The Society is funding RACS to provide judicial review referral assistance to people who have had a negative Immigration Assessment Authority (IAA) decision.

A challenge facing ASP is to effectively reach people seeking asylum in Western Sydney and to build our capacity to provide casework support. This will be achieved by training Society members and volunteers to assist in the program.

Riverina Humanitarian Settlement Program

For 12 years the Society has successfully managed two Humanitarian Programs in the Riverina. Sadly we were not awarded the new contract which commenced on 31 October 2017.

Between 2005 and 2016 the Humanitarian Settlement Service settled 484 families and 1697 individual refugee and asylum seekers into the Riverina.

A recently arrived doctor from Bangladesh was struggling to find employment due to her poor English skills. We offered her a volunteer role until she found employment at a Medical Centre in Wagga Wagga. She thanked the Society for helping her through this difficult time and assisting her in gaining employment.

One of the first Bhutanese arrivals settled in Albury in October 2008. This January he was recognised as Wodonga's Citizen of the Year.

The Society received a commendation from the Work For The Dole program acknowledging the training we provided to people seeking work in our Shops which has led to permanent employment.

North Coast Settlement Service

The North Coast Settlement Service is a Special Work of the Lismore Central Council and operates primarily from funds allocated as a grant from the Department of Social Services. It provides support and referral pathways to migrants, refugees and humanitarian entrants who are located between Coffs Harbour and Tweed Heads with an additional focus on community development where appropriate.

SPARK

SPARK was established 11 years ago to support newly arrived families from refugee, asylum seeker and migrant backgrounds and to assist them to settle into Australia.

SPARK supports families to fully participate in the community's social, educational and economic life, making them less vulnerable to exclusion and discrimination, social and health issues, and poverty and disadvantage.

It partners with primary schools, volunteers and community organisations across Western Sydney in order to support the settlement of newly arrived families and create opportunities for them to engage with local communities.

This year the program relocated to Liverpool in order to gain an increased awareness of the settlement needs facing refugee families, and to develop relationships in the refugee sector and with refugee families.



FUNDRAISING

KEY ACHIEVEMENTS 2016-17

\$20,539,400 total donations across NSW including:

\$6,202,436 gifts in wills income

808 bequestors

\$1,082,557 corporate partnerships

\$928,306 regular giving

\$4,732,918 Winter and Christmas appeals

\$700,281 Spring and Autumn appeals

\$90,000 Lismore Flood Appeal

\$2,464,877 donations through general fundraising and doorknock appeals

\$1,570,020 major gifts

\$542,570 charitable foundations

\$2,106,637 donations made to the Vinnies CEO Sleepout and community fundraising events

“We hope that by giving, our donors find greater depth in their life and a chance to put compassion, empathy and understanding into action – in the knowledge that they truly are rebuilding the lives of so many people, people just like you and me.”

Leslie and Bella, members

Our community of donors and supporters has restored hope and rebuilt lives through their contributions to the Society's fundraising efforts, collectively raising \$20,539,400 in income in the last financial year.

Major donors

This year saw another increase in support for the individuals and families we assist through the generosity of our major donors. A small group of our supporters answered our call to renovate the bathroom amenities at the Matthew Talbot Hostel: they will be fully refurbished by the end of the year.

Trusts and foundations

Thanks to all the trusts and foundations who supported us again. We would like to acknowledge the ongoing support from the Claffy Foundation each and every year for our statewide services. In 2016-17 they generously funded 25 projects, from breakfast programs to speech pathology, from Lismore to Wollongong.

Gifts in Wills

A total of 808 people have confirmed a gift in their Will to the Society.

We would like to acknowledge the generosity and compassion of the individuals and their families who have left legacies to us. These gifts will benefit some of the most disadvantaged people in our community.

Appeals and donations

\$8.8 million was generously donated across the state through our appeals, donations, door knocks and regular giving.

A further \$90,000 was donated in support of the Vinnies Disaster Appeal to support those affected by the Lismore floods.

Facebook brought in over \$270,000 in donations nationally.

Corporate partnerships

Our team continued to grow and sustain our corporate partnerships that provide vital funding for existing and new initiatives to the value of \$1.082 million in cash and significant in-kind support.

CORPORATE PARTNERSHIP HIGHLIGHTS INCLUDED:

- IGA supported the Vinnies Christmas Appeal raising \$345,837 nationally and \$111,910 for NSW
- In the second year of our corporate partnership with Sydney Airport and with the ongoing support of Genworth, the Kids Engaged with Education Program (KEEP) manager expanded the program in Port Macquarie and to other services in Sydney
- Janssen, one of the Society's longest partners, continued to support Freeman House and SPARK, providing a \$150,000 donation in the final year of their funding agreement
- AGL donated \$116,797 to support the Society's Conference work
- Genworth increased its contribution to KEEP to \$41,000, as well as donating \$10,000 to the Christmas Appeal
- Abergeldie Complex Infrastructure provided \$31,000 to the Mount Druitt and Parramatta Vinnies Van Service
- JP Morgan increased its support for the Matthew Talbot Hostel providing a \$25,000 donation
- Lagardère Travel Retail raised \$21,739 for the Vinnies Winter and Christmas Appeals through instore gold coin collections
- The Australian Stockbrokers Foundation provided \$25,000 to the Matthew Talbot Hostel
- RAMS donated \$19,500 towards Vinnies Homeless Services
- Gresham Partners continued its support for the SPARK program activities, donating \$11,800
- Hilton Sydney maintained its support of the Sydney Night Patrol Van and the Vinnies CEO Sleepout

Community fundraising

We supported many events this year, some were new, others are well-established.

Over 30 Community and School Sleepouts took place across the state raising funds and awareness for our homelessness services.

At the City2Surf 132 participants supported Team Vinnies and raised over \$55,000 – a 14 per cent increase. Vinnies ambassador, Joe Hildebrand, led the team on the 14km course.

Partnering with Inspired Adventures, five Vinnies supporters took up the Vinnies Great Wall Challenge and raised over \$25,000 as they trekked China's Great Wall.

In May, we were chosen to be the Match Day partner for the Knights vs Raiders Indigenous Round, raising close on \$10,000.

We participated in the Sydney Half Marathon and the Blackmores Sydney Running Festival for the first time.

Learn to Give, a program partnering with universities to assist students engage with their communities was launched.

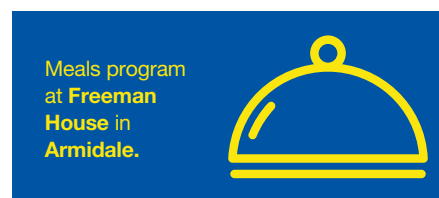
Vinnies CEO Sleepout

Close to 1500 CEOs and community leaders raised over \$5 million nationally for the Society's homelessness services at this year's Vinnies CEO Sleepout.

In NSW the event attracted almost 450 CEOs and executive leaders – 357 registered participants in Sydney, 36 in Wollongong and 57 in Newcastle. In Sydney the Sleepout was held at the iconic Sydney Cricket Ground for the first time. Industries that featured strongly were media, technology and sports, with many taking up the opportunity to sleep on the hallowed turf.

The event raised \$2.04 million from over 13,500 donations for our homelessness programs in NSW.

The programs and services funded by the Vinnies CEO Sleepout include:



A big thank you to all the participants, donors, volunteers, corporate partners, sponsors and employees. The night would not have been possible without your incredible support, dedication and generosity.

MEDIA AND COMMUNICATIONS

This year saw the launch of a digital newsletter eVision and this has seen promising engagement levels.

Our @VinniesNSW Instagram account hit the 1000 follower mark and our NSW Facebook page community grew to over 3800. Our most popular posts were Jack de Groot's video blogs.

The Vinnies CEO Sleepout website saw over 23,000 visitors on the day of the event. In the build-up to the night there were nearly 1.5 million page views.

As the year was the first for Jack de Groot as CEO, we obtained significant media

coverage through a number of opinion editorials in *The Australian*, *Daily Telegraph*, *Huffington Post* and *Pearls and Irritations*. Media coverage (TV, radio, print and online) was extensive around the affordable housing petition, the rise in electricity prices, Social and Affordable Housing Fund, National Volunteer Week and Vinnies CEO Sleepout.

Some of the highlights were the segment on ABC Lateline on donations to our Shops, working with SBS on *Filthy, Rich and Homeless*, the ABC's upcoming program on *Our Lady of the Way* and Ozanam Industries on Channel Nine News for the Easter Show.



OUR GOVERNANCE

Organisational structure

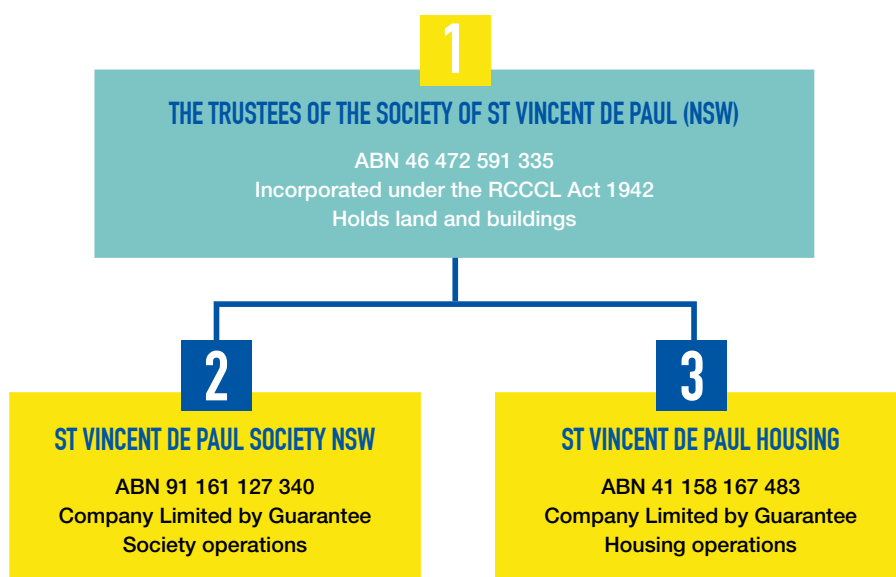
The Society in NSW is comprised of three separate but related legal entities. The Trustees of the Society of St Vincent de Paul (NSW) ("Trustees") is a body corporate incorporated under the *Roman Catholic Church Communities' Lands Act 1942* (NSW). In November 2012, the Trustees registered a public company 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 and identifies responsibilities and obligations of each entity while the ownership of all real property is retained by the Trustees. The members of the NSW State Council are the same individuals as the directors of the Company. Both entities are registered as charities with the Australian Charities and Not-for-Profits Commission (the 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 38-39.

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 Tier 2 community housing provider in New South Wales under the Housing Act 1991. It is also a registered charity with the ACNC. Amélie Housing is registered as a Tier 2 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). Information about the objectives and activities of Amélie Housing can be found on page 7.

The three entities are related as follows:



The processes of the Trustees, Directors and its members

The Trustees and the Board of Directors carry out their functions according to the Rule of the St Vincent de Paul Society, the Company Constitutions, Corporations Laws, and Australian Charities and Not-for-Profits Commission Act and other relevant State and Commonwealth legislation.

The St Vincent de Paul Society NSW Company Board's role is to ensure that the Society's mission and vision are achieved and that good governance principles and practices are applied in carrying out its work.

The Trustees are elected members by their peers in each 10 Central Council dioceses within NSW. Trustees are elected for a term of four years with elections staged accordingly throughout the four years to ensure transition to Trustee is seamless and that the important works of the Society can continue. There is a President who is also the Chairperson of the Board of St Vincent de Paul Society NSW and Amélie Housing.

The President appoints Vice Presidents with specific skills and experiences to complement and manage the strategic planning and direction of the organisation, and key functional areas such as business and finance, fundraising, Shops and marketing, and social injustice and advocacy. There are currently three Vice Presidents who bring a wealth of experience and skills in a variety of fields. The Vice Presidents are also Trustees and Directors.

The Trustees are also elected as Directors of St Vincent de Paul Society NSW (the Company) and form the Board of Directors. The Chairperson/President of the Board evaluates the Board and individual director contributions. The Chairperson through his/her internal Governance Advisory Committee and external resources evaluates directors' skills, experience and training needs. The term of directors of St Vincent de Paul Society NSW is same as for the Trustees.

Meetings

The number of ordinary meetings the trustees and board of directors required to attend and attended by them during this financial year is detailed in the table below.

In 2016-17 the Board achieved the following outcomes to improve its governance:

THE TRUSTEES OF THE SOCIETY OF ST VINCENT DE PAUL (NSW)			ST VINCENT DE PAUL SOCIETY NSW			ST VINCENT DE PAUL HOUSING		
Number of meetings held during the financial year			Number of meetings held during the financial year			Number of meetings held during the Financial Year		
7			6			10		
	No. of meetings entitled to attend	Meetings attended		No. of meetings entitled to attend	Meetings attended		No. of meetings entitled to attend	Meetings attended
Denis Walsh	7	7	6	6		Denis Walsh	10	9
Tony Corkeron	7	4	6	3		Beverly Kerr	10	9
Beverley Kerr	7	7	6	6		David Morris	6	0
Kerry Muir	7	7	6	6		Lesley Wyatt	9	6
Angela Larkin	2	2	1	1		Digby Hughes	9	7
Barry Finch	7	7	6	5		Michael Dureau	9	7
Alan Ruff	2	2	1	1		Peter Miller	9	8
Anne Stanfield	7	7	6	6		Anthony Tonna	9	7
Gay Mason	7	7	6	6				
Jim Rogers	7	7	6	6				
Peter Fishlock	7	7	6	5				
Yvonne Wymen	7	7	6	6				
Peter McNamara	7	6	6	6				
Rosemary Fisher	7	5	6	5				
Maurie Ryan	7	6	6	6				
Jenni Duff	7	4	6	3				
Richard Barton	2	0	1	0				
Gerard Coyle	1	1	1	1				
John Fleming	2	2	2	2				
Kathleen Thickitt	3	3	3	3				
John Donnelly	1	1	1	1				

i. Review of the SVDP Company Constitution: since incorporation in July 2013, the Society has grown substantially in turnover, mostly as a result of increasing services being delivered on behalf of governments such as Local Area Coordination from the NDIA and homelessness, drug and mental health services on behalf of the NSW Government. During the year the company constitution has been reviewed to enable State Council members to increase their time and effort and concentration on the pastoral works of the Society. An amended constitution was approved in June 2017 and will come into effect on 1 January 2018. The main change is that the composition of the Board will comprise nine Directors (a total of six State Council members plus up to three independent Directors) from 1 January 2018.

ii. Professional development of our directors: The majority of Board directors have attended a course delivered by the Australian Institute of Company Directors on the foundations of leadership.

St Vincent de Paul Society Housing Company (Amélie Housing)

The board of Amélie Housing has established a number of Advisory Committees which are now meeting on a regular basis. The board of directors of St Vincent de Paul Housing (Amélie Housing) consist of not less than five and not more than nine persons. The directors are appointed by the members as per the Constitution.

There is an independent director who is appointed by all members pursuant to a majority vote. All these directors appointed must hold suitable qualification or experience, must be considered suitable to support the objects and mission of Amélie Housing and must also be suitable to participate in the ministry of Amélie Housing.

The maximum term of directors of Amélie Housing is six years with elections staged at each annual general meeting when one third of the directors will retire from office. The retiring directors are those who have been longest in the office since their last election.

The trustees and board of directors have an ongoing program of training related to corporate governance, policy setting and compliance responsibilities.

Regulatory Environment and Compliance

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., amended 2014), 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 carry out their duties in accordance with The Rule.

The trustees is a body corporate established pursuant to the Roman Catholic Church Communities' Lands Act 1942 (NSW). The Rule is the trustees' constitution. The two other Companies' [limited by guarantee] have 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 (ASIC) on certain matters under the Corporations Act 2001 (Cth.). The Society has met all material regulatory reporting requirements of its regulators.

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.

Internal Audit and Risk Management

This area enhances the delivery of services and operations of the Society via the provision of audit services and coordination of risk management activities across all our operations.

The Internal Audit function is led by the Internal Audit Manager, who acts as the Chief Audit Executive as outlined in the Institute of Internal Auditors – International Standards for the Professional Practice of Internal Auditing.

Risk Management

The Society implemented a Risk Management Policy, Framework and Risk Register and adopted the risk management principles and processes set out in ISO 31000:2009. The Risk Register was last reviewed and updated in March 2017.

During the last 12 months the following actions have been undertaken:

- Reviewing the company constitution, organisation structure and directors' skills
- Continuing to oversee the Society's governance practices, to ensure compliance with its legal responsibilities under the Corporations Act, ACNC and other legislation
- Approving the introduction of a new manager for corporate governance and risk management with responsibilities for a corporate risk management strategy
- Engaging Deloitte to conduct an IT strategy and infrastructure review
- Implementing our Child Safe organisation strategy.

Internal audit projects

During the year, 11 internal audits were conducted in a number of areas including:

- Retail Shops
- Workplace health and safety
- Payroll records from Preceda payroll system
- Volunteer management and maintenance of volunteer management database
- Client assistance payments including store gift cards, EAPA / Telstra vouchers
- Credit card payments
- No Interest Loan Scheme (NILS)
- Donations and fundraising
- Income received from Conferences.

Advisory Committees

A number of advisory committees assist the State Trustees and Board in carrying out their functions.

Audit Risk and Finance Committee

The Audit Risk and Finance (ARF) Committee 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 grant and funding applications, investments, compliance with laws and regulations, and evaluation of the internal and external auditors. The ARF Terms of Reference sets out the activities and responsibilities of this Committee.

The Acting Chair of this Committee is the State Council Vice-President, Homeless Services, and director Ms Beverley Kerr. The Committee currently includes a minimum of four members comprising the elected State Council members, up to two external members appointed by the Board, and a number of advisors including the Chief Executive Officer and Chief Financial Officer. There were eight meetings of the committee held during the financial year.

The ARF receives financial and investment reports, statutory compliance updates, and risk management updates.

ACHIEVEMENTS

1. Approved the 2016-17 Internal Audit Plan with priority focus areas identified. During the year, the ARF was provided with 15 internal audit reports for review.
2. Provided financial governance oversight of the Social and Affordable Housing Fund's (SAHF) successful bid and funding requirements.
3. Assessed the financial feasibility and risks for 33 individual project applications covering the sale and purchase of land and buildings, new and lease renewals and major works.
4. Reviewed significant business cases including the Infrastructure and Architecture Strategy and Implementation Business Case.
5. Received compliance reports including fire and asbestos reports.

6. Reviewed and provided input into major strategies being developed including the Fundraising Strategy and the Asset Management Framework.
7. Received updates regarding the rollout of the Society's Client Information System and the implementation of the new point of sale system.
8. Reviewed the Society's current and future cash flow requirements.
9. Reviewed and recommended for approval by the Board the Society's 2017-18 budget.

The Governance Advisory Committee (GAC)

The GAC has oversight of the Society's governance practices and principles to ensure compliance with its legal responsibilities under the Corporations Act, ACNC and other legislations.

The GAC has delegated authority from the Board to approve corporate statewide policies and procedures with final approval reserved for the Board, to make changes in delegations of authority, conduct and review of the company's safety management system and processes. In addition it has responsibility for recommending best practice ITC governance standards, and has oversight of the company's statement of business ethics in relation to operations, as well as the approval of recommendations in respect of Work Health and Safety.

The GAC's key role is to make recommendations to the Board on all company-related matters, appointing suitably qualified independent members to the Board Advisory Committees, overseeing and reporting to the Board serious accidents and incidents, and reporting progress on the implementation of the Society's Strategic Plan.

The Chair of GAC was Mr Alan Ruff who served on the Committee for part of the year. Mr Ruff's term of appointment in the office ended during the financial year and a new Chair Mr Kerry Muir was appointed to this role. The Committee includes a minimum of five members with a minimum of three directors, and one independent member. There were three meetings of the committee held during the year.

ACHIEVEMENTS

1. Coordinated the review of the SVDP legal structure and the company constitution.
2. Introduced Annual Conflict of Interest Declaration.
3. Recommended the terms of reference for a new Nominations and Remuneration Advisory Committee.
4. Established in principle a new Corporate Governance and Risk Management team to improve corporate governance and risk management across the organisation.
5. Recommended various policies for approval to the Board.

Other advisory committees to the Board include:

Special Works Advisory Committee

The review of Special Works is one of the key actions in the Society's Strategic Plan (2013-2018) under Strategic Goal 2: Strengthen our Service. The role of the Special Works Advisory Committee is to serve as the central point of contact between the St Vincent de Paul Society, NSW Board and Special Works committees across the Society. The Committee assists the Board in its oversight of all Special Works activities.

The Special Works Advisory Committee is responsible to advise and make recommendations to the Board in the following areas:

- Review the current Special Works services in line with the Special Works Framework approved by State Council in October 2013
- Consider proposals for the establishment of new Special Works
- Advise the Board on governance matters and standards in connection with Special Works
- Receive reports on the operation of Support Services and Local Area Coordination Services across the state and other Special Works
- Research applications or ethics considerations in Special Works as long as no funding is required

- Provide strategic advice to the Board on existing and emerging needs and priorities for Special Works across the state.

The Chair of Special Works Advisory Committee is the Chair of the Board and Director Mr Denis Walsh. The Committee includes a minimum of three members consisting of two directors and at least one independent member. There were four meetings of the committee during the year.

ACHIEVEMENTS

1. Developed new terms of reference for the committee.
2. Implemented Good Works Reporting Framework.
3. Considered and recommended the submission of a number of tenders for delivery by the Society.
4. Received regular reports on the progress of the Local Area Coordination program being undertaken by the Society in some parts of NSW.

Centres Advisory Committee

The Centres Advisory Committee has oversight and advises the Board on strategic matters in connection with the operations of the Society's retail outlets, distribution and recycling activities across the state, and ensures the activities in the retail sphere operate in accordance with the Board's legal responsibilities under the Corporations Act and other legislations.

The Centres Advisory Committee is responsible for making recommendations to the Board, but has no powers delegated by the Board.

The Chair of the Centres Advisory Committee is Vice President – Centres and Director Mr Kerry Muir. The Committee otherwise consists of a minimum of three directors and up to one independent member. The Retail Development Manager NSW also sits on the Committee. There were three meetings held during the year.

ACHIEVEMENTS

1. Commenced the development of a Retail Strategy for the Society.
2. Finalised the roll out of Connect point of sale system in Vinnies Shops.
3. Undertook the first detailed review of the financial performance against budget of the Vinnies Shops by Central Council.

PRESIDENT AND VICE PRESIDENTS AS AT 30 JUNE 2017

1. Denis Walsh

Denis Walsh was elected President of the NSW State Council in December 2015 after serving as President of Wollongong Central Council. Denis joined the Society 13 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.

2. Beverley Kerr

Beverley Kerr is Vice President of the NSW State Council and President of St Vincent de Paul Society NSW Support Services. Beverley joined the Society 15 years ago and is a member of the Corrimal Conference. Beverley is also a director of the St Vincent de Paul Society Housing Company and Advisory President for Ozanam Industries. Beverley was previously Advisory President for the Rural Task Force, and Migrant and Refugees. Beverley has a background in social services and worked for the Department of Community Services.

3. Tony Corkeron

Tony Corkeron is a Vice President and the Treasurer of the NSW State Council and has been President of the Sydney Archdiocese Central Council since 2014. Tony has been a member of the Society for 57 years and is a member of the Georges Hall Conference. Tony previously served terms as President and Vice President Special Works of Kingsgrove-Bankstown Regional Council and Treasurer of Sydney Archdiocese Central Council. Tony has a background in accounting and prior to retiring from fulltime work in 2007 he had a long career with Valvoline Australia where he held a number of directorships and positions including on the Australia Board of Directors.

4. Peter McNamara

Peter is Vice President Social Justice 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.

5. Kerry Muir

Kerry is Vice President of the NSW State Council (Centres). He is a past President of Armidale Central Council and joined the Society 45 years ago and is a member of the Glen Innes Conference. Kerry is the Chair of State Centres Advisory Committee and member of Strategic Planning Steering Committee. Kerry was previously Conference Secretary and President, Regional President, Disaster Recovery President, Centres President, Chair of the State Centres Policy and Procedures Committee, Chair of the Centres Safe Work Procedures Committee, Secretary of the North Eastern Region of the Society in the Armidale region. Kerry has a background in education and as a principal. He has a Bachelor of Education and a NSW Teaching Certificate.



CENTRAL COUNCIL PRESIDENTS AS AT 30 JUNE 2017



6. Rosemary Fisher Armidale

Rosemary joined the Society 37 years ago and is a member of the Tamworth Care and Support Conference. Rosemary is the conference Vice President and has previously had roles as Conference secretary, Conference Treasurer and Tamworth Regional President. Rosemary has also been involved in the State Council Centres Committee and Armidale Central Council Disaster Recovery.

7. Maurice Ryan Bathurst

Maurice was elected in December 2012. With a career in education, he has taught at a number of schools and was a principal in three schools. While principal of St Pius X in Dubbo, he held the position of President of the Diocesan Principal's Association. Maurice joined the Bathurst Central Council in 2012 as Rural Taskforce representative, became a volunteer in 2013, and became a Conference member in 2014.

8. John Donnelly Broken Bay

John Donnelly was elected in June 2017 for his second term as Central Council President having served Broken Bay in this capacity from 2008-12. Previously John served as Central Council Spiritual Advisor, Twinning Officer and Training Officer. He and his wife Jan are members of their local Conference. John was employed by the State Education Department in Secondary Education.

9. Yvonne Wynen Lismore

Yvonne Wynen was elected President in October 2015. She joined the Society five years ago and was previously President of Mary Immaculate Conference Bellingen. Yvonne, with husband Frank, runs a tourist accommodation business in Bellingen. She has a background in sales and marketing management and is a qualified personal trainer.

10. Peter Fishlock Maitland/Newcastle

Peter joined St Pauls Rutherford Conference in 2006. Peter has taken on many roles including Central Council Twinning Officer, Overseas Partnership and Development Committee member, Vice President of the Lower Hunter Regional Council and Rutherford Conference. Peter's background is in engineering, sales and small business.

11. Anne Stanfield Parramatta

Anne Stanfield has been President of Parramatta Central Council since September 2016. She has been a member of the Winston Hills Conference for 25 years, previously The Hills Regional President, Vice President Parramatta Central Council – Member Development and Support, member of the State Membership Advisory Committee, President of Harris Park and Winston Hills Conferences. Anne has a background in employment and training and had senior management roles in government regulation and customer service.

12. Tony Corkeron Sydney Archdiocese

Please refer to Tony's profile opposite.

13. Jenni Duff Wagga Wagga

Jenni Duff was elected as President in June 2016. She became a member of St Michael's Conference in 2012 and held the position of Treasurer. She worked in Care and Support, conducted home visitation, processed EAPA vouchers and was on the NILS committee. She was also Don Jones' Vice President. Jenni has a teaching background and also worked in the legal sector.

14. James Rogers Wilcannia/Forbes

James was elected President in March 2014. He joined the Society 11 years ago and has over 40 years' experience in the agricultural industry and is a retired grazier.

15. Gaynor Mason Wollongong

Gaynor Mason was appointed President in December 2015. Her first association with the Society was in Hurstville in the 1970s and again in the 1990s while working for the Daughters of Charity in the inner city. She joined the Society in 1999 and it remains a large part of her life today. Her husband is also a member and supports the work she carries out for Wollongong Central Council.



OUR PEOPLE & CULTURE

A major achievement for the Society in 2016-17 was the creation of the new People and Culture Division. This consolidates the work performed by the former Human Resources (HR) and Policy and Member and Volunteer Services (PMAVS) functions to take advantage of synergies in the work they do and to maximise the expertise and potential of our people. The key changes were the creation of a high level Executive Director, People and Culture and positions which will focus on the important services we provide to our members.

In February 2017 the People and Culture Division was approved by the CEO and the work began to bring together the former HR and PMAVS functions. Recruitment to the Executive Director People and Culture position also commenced at this time.

The Division consisted of the following functions that would be further developed and refined after the commencement of the new Executive Director.

The Membership Services group had responsibility for member engagement and support, training and development for members and new initiatives and policies for members.

The future of membership

The State Council has acknowledged that success for the Society and its Mission and Vision can no longer solely be defined by quantity, but rather through greater emphasis on the quality of the membership experience. A bold step has commenced to cast a new vision of hope for our members where their health and vibrancy are prioritised.

Unlocking Leadership Potential

A Conference Presidents' Leadership Development Program was created in consultation with a leadership work group within the Society. This program continues to widen and deepen the leadership impact with a suite of strategies to continue leadership growth and formation in NSW.

The leadership sessions were available to new Regional Council Presidents and other interested participants who found the program extremely valuable.

FEEDBACK

"Practical and relevant resources."

"The session was conversational and provided a forum for participants to grow in trust with one another, share knowledge, strategies, and concerns and increase their support and engagement with one another."

"The self-assessments and reflective exercises highlighted participants' strengths as well as identifying areas for development."

Conference Financial Wellbeing Project (CFW)

Through a strong working partnership of our members, volunteers and employees, a framework was developed that affords individuals experiencing financial distress, the opportunity to move towards financial wellbeing.

The Conference Financial Wellbeing Project (CFW) sets the standard by which the Society welcomes every person seeking assistance, fully engages with them to better understand their needs; collects relevant information, assesses the most appropriate level of service and responds in the most appropriate way; and evaluates by following up with the person assisted so as to determine how they are progressing.

A successful pilot was run in Bathurst, Lismore and Parramatta from March to August with over 70 members, volunteers and staff trained, including 36 new recruits. We anticipate a state-wide roll-out.

No Interest Loan Scheme (NILS)

The No Interest Loan Scheme (NILS) provides financial assistance through the option of no interest loans to purchase essential goods and services.

The Society initiated and developed NILS sites to offer people the opportunity to build their financial capability and confidence through the experience of applying for a loan and successfully meeting their repayment obligations.

Valuing Youth

The Valuing Youth project brings people from a diversity of roles, ages and skills to collaborate on a shared interest, in new and innovative ways. This project has allowed young people to fully contribute to our mission and vision with the involvement of passionate groups from across NSW, comprising of members, volunteers and employees.

The outcomes of the project for this financial year include:

- Developing a buddies program for new retail volunteers to enable them to feel more welcome and confident in their service
- Streamlining engagement processes for high school students so they can easily volunteer to assist others in a local Vincentian outreach program
- Creating a new Conversational English Conference for people who are marginalised because they are not confident English language speakers
- Highlighting the initiative taken by a Conference to successfully engage senior high school students to work alongside Conference members assisting people in their local community
- Creating a Welcoming Checklist for services to review their practice.

Safeguarding Children

In February 2017 the NSW Board endorsed our new Safeguarding Children Policy and Procedures.

The Safeguarding Children Policy was developed after a process of external evaluation and feedback on our Child Safe systems to ensure that we are doing all we can to protect children and young people in our care. The new policy clearly defines the Society's commitment to keeping children and young people safe.

In keeping with our priority to safeguard children, we are also currently working towards accreditation with Child Wise as a Child Safe Organisation. In this regard a number of initiatives have commenced:

- A dedicated phone line and email address for reporting child protection concerns
- A new procedure for reporting child protection concerns
- Working with Children and Police checks are being conducted for all new employees, members and volunteers
- Mandatory interviews and reference checks are being conducted for new members and volunteers
- Mandatory Child Safe Familiarisation training is being rolled out for all personnel.



**KEEPING
KIDS SAFE
IS EVERYONE'S
RESPONSIBILITY**

A fundamental aspect of our support for those facing adversity is to safeguard children and young people, so that they can thrive in their families and communities.

**TO REPORT CONCERNS
OR FOR MORE INFORMATION
CALL 1800 478 776**
childprotection@vinnies.org.au

 **St Vincent de Paul Society**
good works

**Safeguarding
Children**

Volunteers

A focus of the new People and Culture Division is to develop its volunteer services and support structures to value and recognise the enormous contribution made by our volunteers and other unpaid workers to the Society and the people we serve.

During the year work began on the development of a Volunteer Management Toolkit and associated documentation as a resource to provide support and development to those in the Society who manage volunteers.

We are also working on better aligning our volunteer management practices with the mission and values of the Society and with the principals underpinning the national standards for volunteer involvement.

Recruitment and payroll services

In 2016-17 the Society recruited 683 new positions, largely due to the continuing recruitment of positions into the LAC program.

The Society continued implementation of its eRecruitment SCOUT system through pilot training sessions with hiring managers. As a cloud based system, it provides advertisement management, online application processes, a candidate database, and management tools, immediate visibility for hiring managers and workflows.

As at 30 June 2017 the Society's Payroll Services team was responsible for processing wages and salaries, and associated payroll activities, for 1783 employees (including casual employees).

Organisational Change

The Organisational Change group has developed structures and frameworks to assist managers and employees through positive organisational and cultural change to achieve the Society's strategic objectives.

The function has provided specialist support to other teams and projects including the Conference Financial Wellbeing project, the NILS project, and a number of small and large-scale change projects across the organisation.

Work Health and Safety (WHS)

The creation of People and Culture has been the catalyst to review the Society's WHS operations and has led to Executive commitment to boost the Society's systems and processes in order to proactively manage and respond to WHS matters, including an organisation-wide, comprehensive WHS Strategy. This will include increased WHS education, training, accountability and reporting on these areas at the Executive level.

Learning and Development

The focus of the Society is on the investment in the development of our employees, recognising the importance of building and developing capabilities to meet current and future needs.

Our training calendar provides a range of core training courses for employees across the organisation. Learning and Development offered 130 courses, with topics ranging from Spirituality, Code of Conduct, Aboriginal Cultural Appreciation, Microsoft applications, recruitment training, first aid, trauma-informed care, child protection and leading effective teams. Around 1,741 participants registered for the courses.

Industrial Relations

The Society continues to employ people under a number of federal modern awards, including the Social, Community, Homecare and Disability Services Award (SCHCADS) and a number of Society specific agreements, including the Retail and Distribution Enterprise Agreement.

The Society has commenced a review of its enterprise agreements with a view to continue to ensure that they are up-to-date and meet the needs of our employees and compliance with changes in legislation and best practice.

Employment related advice and support

The Society's HR Partners provided ongoing employment advice for employees and managers, in supporting professional employment practice, complaint management, building individual and workplace capacity, implementing change management, and circulation of information around policies which supported employees in working in safe, fair and productive Society workplaces. Reflective practice in strengthening collaborative work practices within People and Culture was also a key focus for the HR partnering function.

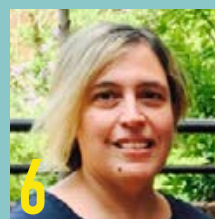
Handling complaints

In its continual pursuit for better and more efficient management practices, the Society commenced a review of its complaints handling system. Through the review process we have analysed and reviewed the types and nature of complaints and identified how systemic improvements will contribute to more effective complaints resolution and continuous improvement.

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Members	5,178	4,906	4,848	4,734	4,486	4,282
Conferences	424	423	414	414	390	387
Volunteers	14,416	15,472	15,707	14,512	14,967	14,499
Employees	1313	1479	1429	1500	1550	1783

School / university membership numbers (2016-17) 6,418

OUR EXECUTIVES



1. Jack de Groot Chief Executive Officer

Jack was appointed CEO on 1 August 2016. He is an experienced leader in the not-for-profit sector and was formerly a senior executive with St Vincent's Health Australia, one of Australia's largest not-for-profit providers of health and aged care services.

Prior to this Jack was the Australian-based CEO for Caritas, a global Catholic social services and community development organisation.

He is also a member of a number of boards across government advisory, industry and community groups.

Jack's extensive experience in mission growth and development is of great value to the Society as it aspires to shape a more just and compassionate society.

2. Dianne Lucas Deputy CEO

Dianne's portfolio includes executive responsibility for the Society Support Services, the LAC Program, Person Centred Systems and Frameworks, and Performance and Outcomes. Dianne was also Acting Executive Director – People & Culture, prior to the appointment of Ray Mouwad in July.

Dianne began working for the Society in April 2012. She has many years' experience in senior management roles in the human resources, organisational development, and more recently information systems and communications functions. She has worked in the NSW public service and local government sectors, with this appointment being the first in the not-for-profit sector. Dianne holds a number of business qualifications including a Masters in Business Administration (MBA). Dianne is a member of the Advisory Board for CentaCare Wilcannia/Forbes. Dianne resigned in October 2017.

3. Tony Smith Chief Financial Officer and Company Secretary

Tony was appointed as Chief Financial Officer in May 2014. He has held senior financial management positions in the financial services, energy, and local government sectors. Tony holds a Bachelor of Business and Graduate Diploma in Local Government Management, Fellow of Certified Practising Accountants Australia, Fellow the Governance Institute of Australia, and Fellow of Financial Services Institute of Australasia. Tony resigned from this role on 14 August 2017. Matthew Barilla, Finance Manager, took over the acting CFO role following Tony's resignation and approved the financial statements within this annual report.

4. Leo Tucker Director of Mission & Spirituality

Leo has extensive experience in pastoral care, spirituality, mission, culture, and identity in the health care and community sectors. Before joining the Society he held the roles of National Director of Mission for Calvary Health Care, and Regional Manager Pastoral and Chaplaincy Services for St Vincent's and Mater Health Sydney. Leo's role mentors the Society to articulate the value of our Catholic identity. Leo manages pastoral care and outreach, and provides mission, spiritual and ethical leadership. He is a member of the SVDP National Spirituality Advisory Committee and the SVDP National Mission and Membership Group.

Leo holds a degree in Theology, Business, Ethics and Catholic Culture from the Catholic Institute of Sydney, University of New England and the Australian Catholic University.

5. Norma Abeyasekera Executive Officer Systems and Strategic Projects

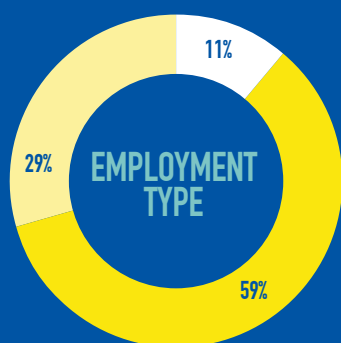
Norma commenced her executive role in January 2016. She oversees a number of departmental areas within State Support Office including Information & Communications Technology (ICT) and the Project Management Office (PMO) and the formation of the new Transformation Office. Since starting at the State Support Office, Norma has led the development of a number of strategic initiatives including the NSW Infrastructure and Architecture Strategy that will be implemented over the next year.

Before joining the Society, Norma was Director-Advisory at Attentive Consulting where she provided best practice functional expertise in all core service areas for state and local government, responsible for the development and deployment of a number of large digital programs. Norma holds a Masters in Arts Management and has held a number of public and not-for-profit sector board positions.

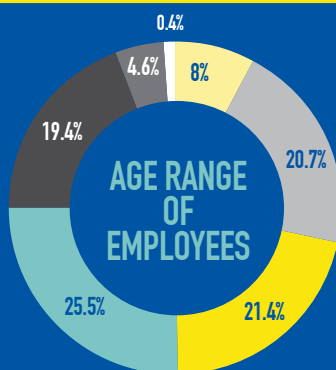
6. Yolanda Saiz Executive Director Fundraising and Communications

Yolanda has over 20 years' experience in a range of communication, strategic development, community engagement and fundraising roles. This experience has come in a number of demanding and varied sectors including radio broadcasting, not-for-profits, local government, international trade, and major international sporting events including the Sydney 2000 Olympics and Paralympics and the 2002 and 2006 FIFA World Cups. Yolanda leads a team of six senior managers and a broader team of 16 to deliver on strategic direction, fundraising innovation, best practice communication and media management, and events and marketing.

EMPLOYEE SNAPSHOT



PERMANENT FULL-TIME → 59
PERMANENT PART-TIME → 29
CASUAL → 11



AGE 16-24 → 143 EMPLOYEES
AGE 25-34 → 369 EMPLOYEES
AGE 35-44 → 382 EMPLOYEES
AGE 45-54 → 454 EMPLOYEES
AGE 55-64 → 346 EMPLOYEES
AGE 65-74 → 82 EMPLOYEES
AGE 75+ → 7 EMPLOYEES

GENDER SPLIT

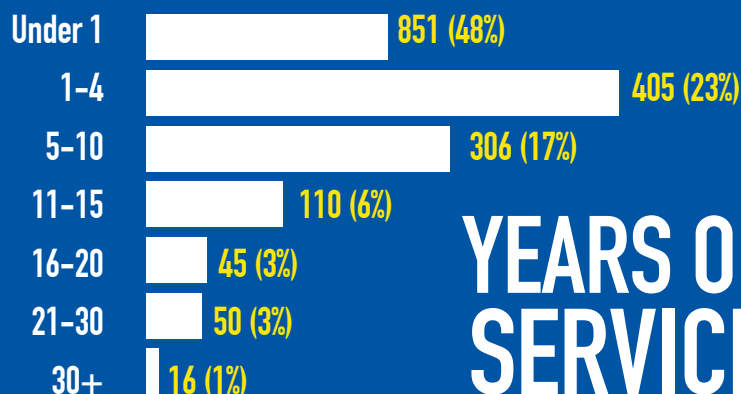
572
MALE

32%



68%

1211
FEMALE



HIRES

FROM 01/07/2016 - 30/06/2017

YEARS	HIRE DATE	COUNT	SAME MONTHS IN 2015/16
2016	JUL	72	26
	AUG	57	31
	SEP	48	16
	OCT	37	27
	NOV	49	36
	DEC	31	22
2017	JAN	39	42
	FEB	67	32
	MARCH	78	39
	APRIL	65	46
	MAY	73	93
	JUNE	67	85
GRAND TOTAL		683	495

DEPARTURES

FROM 01/07/2016 - 30/06/2017

YEARS	TERM DATE	COUNT	SAME MONTHS IN 2015/16
2016	JUL	34	30
	AUG	34	14
	SEP	28	21
	OCT	29	25
	NOV	19	21
	DEC	24	33
2017	JAN	37	20
	FEB	31	22
	MARCH	38	24
	APRIL	39	22
	MAY	29	26
	JUNE	61	34
GRAND TOTAL		403	292

OUR SOCIETY, OUR PLAN – MEASURING OUR PROGRESS

The St Vincent de Paul Society NSW's Our Society, Our Plan 2013-2018 Strategic Plan is a five year plan which includes long and short term projects that address the key priorities of the organisation.

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

A number of projects supported our key goals this year.

STRATEGIC GOAL 1: STRENGTHEN OUR SPIRITUALITY

Key achievement: Appointment of Director of Mission and Spirituality

Spirituality is fundamental to the life of the Society and is the inspiration behind our organisation's mission and vision. A new position of Director of Mission and Spirituality was created to be inclusive of everyone and to provide a heightened focus on mission and spirituality for the Trustees, Board, Executive, members, staff and volunteers. Leo Tucker, formerly State Council Spiritual Adviser, was appointed and in this broadened leadership role he is responsible for embedding into the Society pastoral ministry and outreach, ethical decision-making and Catholic culture and identity.

STRATEGIC GOAL 2: STRENGTHEN OUR SERVICE

Key achievement: Development of systems and frameworks for service provision

Faced with an increasingly competitive and changing environment for social services, the Society initiated a project – the ICT Strategy – to improve our information and communications technology to ensure the provision of a reliable and secure platform for our staff.

The ICT Strategy proposed a modernisation of the ICT Infrastructure and an implementation roadmap design to build ICT service delivery and management capabilities. The initial stages of the roadmap called for a focus on the establishment of a stable foundation over the first six months of the program. Later stages would then build on this foundation and target improvement and extension of the ICT services we rely on. These improvements will drive a simplification of the technologies in use, increased reliability and the introduction of more efficient and effective ways to support existing services, with the ability to adapt and grow to support the delivery of Good Works.

The Person-Centred Systems & Frameworks (PSF) team was also established. It has developed systems and frameworks that strengthen the way the Society provides Good Works and services, through Support Services and Central Councils, to meet the needs of the people we assist.

The team is achieving this by identifying the information needs required to support the outcomes of the people we assist and

developing the necessary processes and systems to meet these needs.

The new Performance and Outcomes (P&O) Department also strengthens our Good Works by ensuring the Society has the data and evidence it needs to enable better decision-making and subsequently improving the quality of the services we provide. This also ensures the sustainable growth and viability of the Society.

STRATEGIC GOAL 3: DEVELOPING OUR MEMBERSHIP

Key achievement:
Conference Financial Wellbeing Project

Through a strong working partnership of our members, volunteers and employees, we developed and trialled a framework that affords individuals experiencing financial distress the opportunity to move towards financial wellbeing. The Conference Financial Wellbeing Project sets the standard by which the Society welcomes, engages, assesses and responds to the people we assist. A successful pilot was run in Bathurst, Lismore and Parramatta and the project will be rolled out statewide.

Key achievement:
Unlocking Leadership Potential

This year the leadership development program widened and deepened its impact to solidify our leadership growth. A Conference Presidents' program was developed in consultation with our Leadership Workgroup and we offered leadership sessions to new Regional Council Presidents and more broadly across our membership.

STRATEGIC GOAL 4: STRENGTHENING OUR SOCIETY

Key achievement: Safeguarding Children

The Society has developed its Safeguarding Children Policy after a thorough review to ensure we are doing all we can to protect children and young people in our care. The new policy clearly defines the Society's commitment to keeping children and young people safe.

We have initiated a number of processes already to ensure that we:

- Support and nurture all children and young people who come into contact with the Society
- Promote their rights, dignity and wellbeing
- Enable children and young people to fully participate in the Society and their local communities
- Ensure children and young people's safety and protect them from abuse and all forms of harm
- Always put the best interests of children and young people first.

STRATEGIC GOAL 5: STRENGTHENING OUR PARTNERSHIPS

Key achievement: Social and Affordable Housing Fund (SAHF)

The Society has partnered with the NSW Government in its Social and Affordable Housing Fund (SAHF). Amélie Housing will build 235 new units and purchase 265 units from private providers across the state and the Society will be assisting tenants with wrap-around support services.

Key achievement: Building sustainable corporate partnerships

The Society is growing and sustaining its corporate partnerships that provide vital funding for existing and new initiatives. The Corporate Partnership team continues to engage with leaders who participated in the Vinnies CEO Sleepout to develop new strategic corporate partnerships.

This year we received a secure and steady revenue stream, building on the success of the previous financial year. This included a rollover of the AGL five-year partnership to support our Conference work.

IGA supported the Vinnies Christmas Appeal raising \$111,910 for NSW. In the second year of our corporate partnership with Sydney Airport and with the ongoing support of Genworth, the Kids Engaged with Education Program (KEEP) manager expanded the program to Port Macquarie and other services in Sydney.

STRATEGIC GOAL 6: RAISING OUR VOICE

Key achievement: Right to Home campaign

One of the Society's social justice priorities is the right for everyone to have a home. Last year we launched the Right to Home campaign, advocating the NSW Government to deliver new homes that are affordable, sustainable and connected to adequate transport and community services. Members circulated a petition calling on the NSW Government to set aside at least 15 per cent of all new residential developments for affordable housing.

It was launched at the Rosalie Rendu lecture in October, where Hon. Susan Ryan AO delivered the keynote lecture on how the housing crisis increasingly affects older women.

This hugely successful campaign was supported by members, volunteers and employees and gained enormous traction across the state. Public events were organised in Central Councils and we managed to collect over 16,000 signatures. Although 200 people attended the NSW Parliament in August when the petition was discussed, the Government will not be changing its policy.

CASE STUDY

JACK DEMPSEY — GIVING FROM THE HEART

Jack has been volunteering at Marillac Housing, Albury, for 18 years. He's been a member of the St Patrick's Conference for over 50 years and when he retired he began dedicating his life to the men and women who lived in the 19 bedsits, now owned by Amélie Housing.

Until Homes Out West took over the management for Amélie Housing it was up to members and volunteers to look after the people who passed through, as well as maintain the buildings and grounds. For many years, he'd come every week to collect rent, before it was taken out of the residents' bank accounts by Centrelink. He'd assist them with their paperwork which could be a difficult task.

Helping the residents sort out their problems kept him awake at nights.

"But I enjoy every minute," says Jack. "When people arrive, I'd tell them: 'this is your home. Live here as long as you like'."

"I do it because I enjoy it. I've made a lot of friends here. You can't put words to it."

According to Jenni Duff, President Wagga Wagga Central Council, Jack is an intrinsic part of Vinnies Albury. "He's a legend," she says.



HISTORICAL DATES

1833

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

1881

Scott Charles Gordon O'Neill joined the St Vincent de Paul Society in Scotland at just 23 years of age. He moved to 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 to date.

1975

A State Youth Committee, comprising a representative from every Central Council and a spiritual adviser, was formed to co-ordinate and promote the involvement of young people in the St Vincent de Paul Society.

1990

Over 500 Vinnies Centres 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.

2013

The St Vincent de Paul Society celebrated the bicentenary of founder, Frederic Ozanam's birth.

2015

The Matthew Talbot Hostel celebrates 50 years at its Woolloomooloo location, a site now synonymous with the service.

2016

In January the Society was appointed by the National Disability Insurance Agency (NDIA) to provide essential Local Area Coordination (LAC) services to tens of thousands of NDIS participants and their families until June 2018.

2017

Amélie Housing selected to partner in NSW Government's Social and Affordable Housing Fund.

THANK YOU TO OUR SUPPORTERS

2GB
3rd Space
Abergeldie Complex Infrastructure
Adams Tavern Blacktown
AGL
Amart
ANSVAR Insurance
Australian Associated Press
Australian Stockbrokers Foundation
Bigpond MSN
Blue Star Print Group
Brother Dan Stafford C.Ss.R
Camden Rotary
Campbell Arnott's
Campbelltown Catholic Club
Catholic Care
Catholic Church Insurances
Coca-Cola Amatil
Commonwealth Bank of Australia
Create Engage
Dee Why RSL
DHL
Dimension Data
DOOLEYS Catholic Club, Lidcombe
Earth Catering
EzyCharge
Genworth
Goulburn Valley Juice
Gresham Partners
Grinders Coffee
Harvest Sportswear
Hilton Sydney Hotel
Janssen
Jenny Brockie

Joe Hildebrand
John T Reid Charitable Trusts
JP Morgan
Kristin Boesenberg
Largardere Retail Travel
Maddocks
Mount Franklin
MPM Marketing Services
Multi Channel Network
Nestle Professional
Nine Cares
Olympus
Our Big Kitchen
Peter Switzer
PwC
Redemptorist Monastery
Rode Microphone
Seven Consulting
SKY News Business
Staples
Sydney Airport
Sydney Cricket Ground and Sports Ground Trust
Tamworth Wests Leagues Club
The Australian newspaper
The Australian Government Regional Development Australia Fund
The Hon. Clover Moore MP
The Wiggles Pty Ltd
TVSN
Vinnies CEO Sleepout Ambassadors
Visy

GOVERNMENT PARTNERS

Department of Education, Employment and Workplace Relations
Department of Families, Housing and Community Services
Department of Health and Ageing
Department of Immigration and Citizenship
Department of Infrastructure and Regional Development Stronger Communities Programme
Department of Social Services
NSW Department of Education
NSW Office of Fair Trading
NSW Department of Family and Community Services
NSW Department of Health
NSW Department of Industry Stronger Country Communities Fund
NSW Department of Planning and Environment
City of Sydney
Wagga Wagga City Council
Wingecarribee Shire Council

TRUSTS AND FOUNDATIONS

Claffy Foundation
Clubs NSW ClubGRANTS
Cootes Family Charitable Foundation
John T Reid Charitable Trusts
Parmedman Trust
Perpetual Trustees /Thomas Carey Bequest
Protrust (The Profield Foundation)
The Fussell Family Foundation
The Maple-Brown Foundation
The Marian & E.H. Flack Trust



SERVICES

2,949



VOLUNTEERS

contributed
127,402 HOURS
of their time
to supporting
our frontline
services



274,552

meals provided



108

good works



81,464

bed nights

TOP 3

reasons for seeking
assistance in case
management services



domestic and
family violence



financial
difficulties



housing
crisis

SIGNIFICANT TRENDS

PEOPLE VISITED MORE THAN
3 TIMES



20,380



+3.9%
from 2015-16

36,877

people assisted by Conference
members are in housing stress



more than

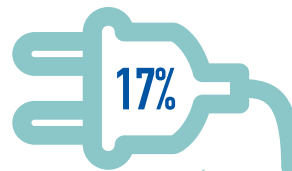
30%

spend their fortnightly
income on rent or mortgage



27,538

VISITS MADE BY CONFERENCE MEMBERS



17%

people presented
energy as the key issue
impacting them

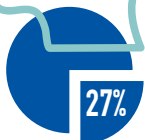
7,203

people assisted were
born overseas (12%)



DEMOGRAPHICS

40-49
YEAR OLDS
MOST ASSISTED



16,542



60%
of people
assisted
were female

29%

OF PEOPLE ASSISTED
WERE SOLE PARENT WITH
DEPENDANT(S)

48%

OF PEOPLE
ASSISTED WERE
CLASSED AS SINGLE



79%

of people assisted
received some form
of Centrelink payment

(Newstart, Disability
Support Pension or
parenting benefit)



20%

of people supported
were Aboriginal

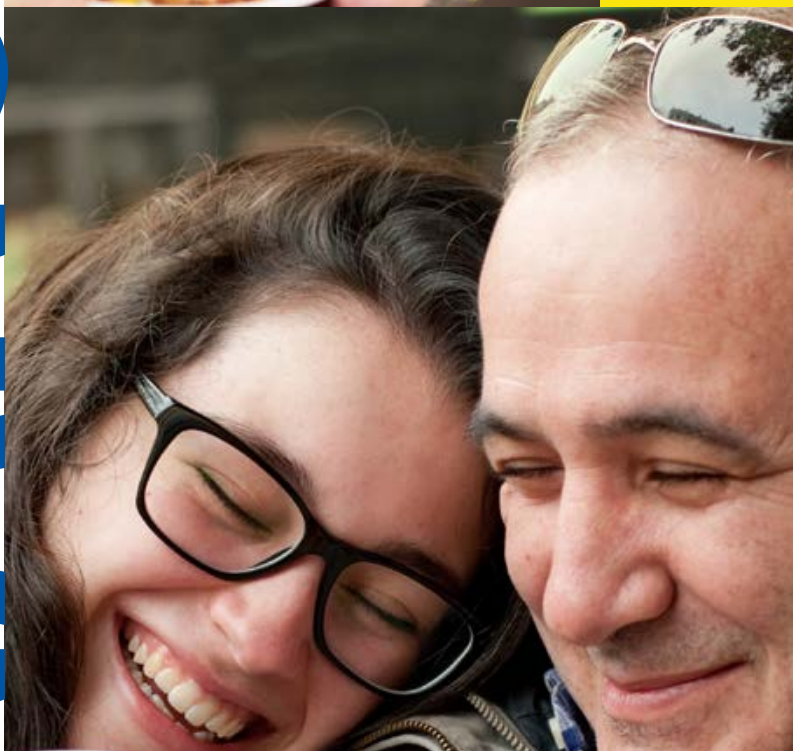


most assistance
areas were

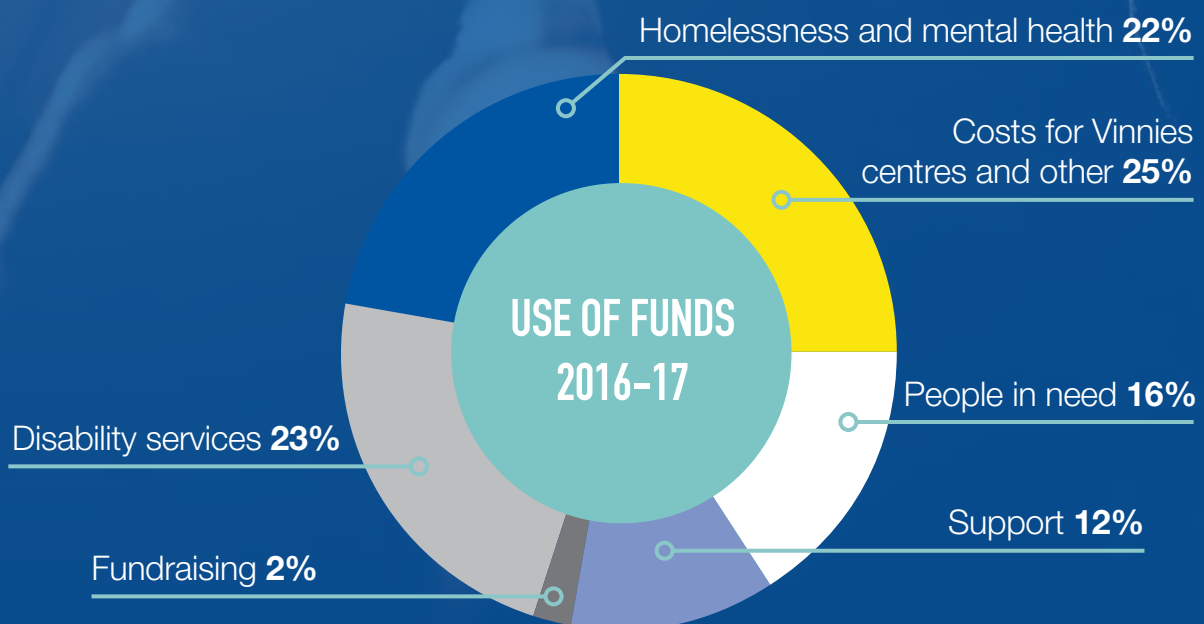
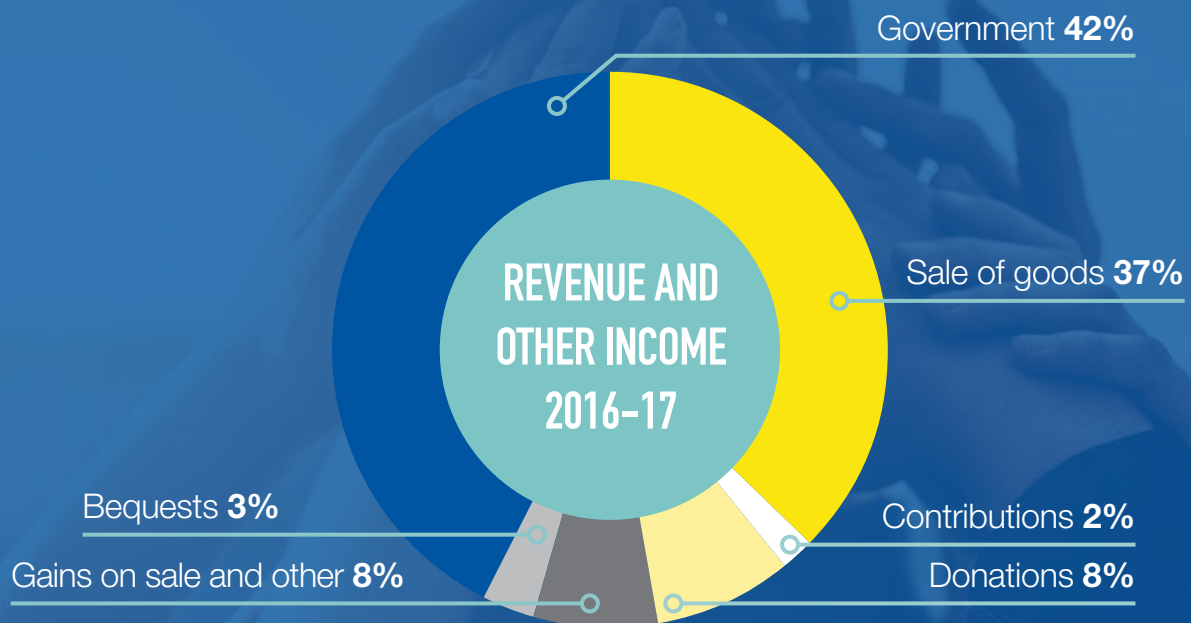
MT DRUITT
CENTRAL SYDNEY
WAGGA WAGGA

(consistent with last year)

FINANCIALS



INCOME AND USE OF FUNDS



ANALYSIS OF 2016-17 INCOME AND USE OF FUNDS

KEY FINANCIAL HIGHLIGHTS

Consolidated net deficit excluding net gains on sale of \$9.8M (2016: Surplus \$7.9M).

Total revenues and other income of \$183.6M (2016: \$166.6M). This is an increase of \$17M or 10% on prior year.

Government funding increased by \$30M or 63% on last year to \$77.1M. This was mainly relating to the full year funding of the NDIS Local Area Coordination Program which commenced in February 2016 and contracted till 30 June 2018.

Vinnies Centres sales increased by \$743K or 1% on last year to \$67.7M, and was down on budget by 3%.

In 2016-17, the Society spent \$115.2M (2016: \$82.1M) directly in the areas of people in need, homelessness and mental health, disability and capacity building services. The increase was largely seen in capacity building services with the full year impact of the NDIS Local Area Coordination program.

The Society's total expenditure was \$187.8M (2016 \$148.7M). This is an increase of \$39.1M or 26% on the previous year.

REVIEW OF OPERATIONS

	2017 Actual \$'000	2017 Budget \$'000	2016 Actual \$'000	2017 vs. 2016	2017 Actual vs. Budget	5 year average %
Revenue	179,213	184,130	157,700	13.6%	-2.7%	9.5%
Expenditure	(187,807)	(195,373)	(148,668)	26.3%	-3.9%	11.3%
Operating (deficit) / surplus	(8,594)	(11,243)	9,032			
Transfers to related entities	(1,178)	(701)	(1,143)			
Net operating (deficit) / surplus	(9,772)	(11,944)	7,889			
Significant one-off items						
Net gains on sale	4,345	2,978	8,894			
NET SURPLUS/(DEFICIT)	(5,426)	(8,965)	16,783			

FIVE-YEAR FINANCIAL RESULTS SUMMARY

	2012-13	2013-14	2014-15	2015-16	2016-17	Average change (%)
INCOME (\$'000)						
Donations & appeals	13,564	15,442	14,564	14,506	14,337	
Bequests	8,088	5,946	7,382	14,536	6,202	
Sale of goods & other	59,855	62,551	65,506	68,196	68,694	
Government funding	31,275	40,652	41,677	47,125	77,143	
Client contributions	4,125	4,114	3,716	3,695	3,503	
Gains on sale of assets	1,134	8,830	2,484	8,947	4,351	
Other	7,852	6,547	8,081	9,589	9,329	
Total income	125,893	144,082	143,410	166,5943	183,559	
Year-on-year change (%) *		8.4%	4.2%	11.9%	13.7%	9.5%
USE OF FUNDS (\$'000)						
Fundraising costs	2,334	3,125	3,138	3,559	3,768	
Costs for centres of charity and other	40,667	41,038	41,633	43,159	47,096	
People in need	28,158	27,853	26,334	25,581	29,738	
Homeless, mental health and housing	36,155	35,796	36,255	40,205	41,558	
Disability services	-	6,955	11,001	16,286	43,932	
Other costs	16,506	18,230	18,335	19,825	21,715	
Impairment and losses on assets	1,384	436	203	53	6	
Restructuring provision	-	-	1,063	-	-	
Total expenditure	125,204	134,496	136,899	148,667	187,813	
Year-on-year change (%) *		8.3%	2.0%	8.7%	26.4%	11.3%
Transfers to related entities	1,144	1,262	1,172	1,143	1,178	
Net surplus / (deficit)	(455)	8,324	5,339	16,783	(5,433)	
Services % of total costs*	84.8%	83.9%	84.3%	84.3%	86.4%	
Services % of total income*	83.6%	78.1%	85.5%	76.2%	88.4%	
Fundraising costs % of total costs*	1.9%	2.3%	2.3%	2.4%	2.0%	
Fundraising & admin % of total costs*	15.2%	16.1%	15.7%	15.7%	13.6%	
Fundraising costs to donations & bequests*	10.8%	14.6%	14.3%	12.3%	18.3%	

* Net gains on sale, impairment losses and restructuring provisions have been excluded from ratios as they are one-offs.

FINANCIAL OVERVIEW

Operating position

The Society reported a net operating deficit for the year of \$9.8M (2016: \$7.9M surplus). For the 2016-17 year, the Society had provided for the continuation and extension of support to the clients that it assists, as well as building organisational capability initiatives. These additional services as anticipated required additional financial commitment, however the results were better than budgeted.

The Society has been fortunate in the past to have built sufficient reserves to be in a strong financial position to sustain this planned deficit in the short-term. As part of the approval of the 2016-17 budget, the Board endorsed the budget as well as strategic initiatives to be progressed including the development of the Retail and Fundraising strategies and the overarching Strategic Plan. The Society continues to actively explore ways to increase sales from centres, donations and government funding, as well as reduce costs.

Cash and financial position

The Society is fortunate to be in a sound financial position with net assets at 30 June 2017 of \$403M. The main components of this are property assets of \$311M, cash assets of \$54M and strategic and other deposits of \$40M. Over the 2017-18 year, the Society has budgeted for a net deficit of \$10.3M after depreciation charges of \$10.7M. There is net capital expenditure of \$14M, mainly in the areas of refurbishment of our service delivery facilities as well as implementation of system improvements. During the 2017-18 year the Society will further invest significant funds in the Social and Affordable Housing Fund project of Amélie Housing, including an interest free loan of \$23M and contribution of land.

The Society is in early stages of development of its new five year strategic plan commencing 2019. The result of this process will be a five year financial plan which will ensure the Society's resources are allocated to priority service delivery areas identified by the Board.

The objective of the Society's Strategic Reserve is primarily to safeguard against the risk of major unforeseen events, ensuring the long-term sustainability of the Society and its activities to support those most in need. Furthermore, these funds are utilised to fund major strategic initiatives presented to the Board, subsequent to review by the Audit Risk and Finance (ARF) Committee. For 2017-18 the Society will be undertaking a major transformation project to further build organisational capability in the area of infrastructure, to ultimately support service delivery to clients.

Trends and ratio analysis

Over the last five years, operating revenues have increased on average by 9.5% (excluding gains on sale). Over the same time operating expenses have increased by 11.3% on average. In 2016-17 a significant uplift in expenditure was seen in capacity building services, mainly due to the full year impact of the Local Area Coordination (LAC) program.

The ratio of service delivery costs as a % of total costs has been generally steady over the last five years. The ratio of fundraising and administration costs as a % of total costs reduced in the last year, mainly due to increased direct expenditure in the LAC program.

Analysis of results

Sales of goods from Vinnies Centres represent a significant contribution to total revenues at 37% (2016: 41%). As observed in the wider retail sector which our Shops operate, there were challenging market conditions which impacted trading. Centre sales of \$67.6M were slightly up on last year by 1%, although 3% down on budget. For 2016-17, the surpluses generated by our Vinnies Shops were approximately \$2.6M down on prior year which is of concern.

The Society's Centres Advisory Committee continues to provide the Board with oversight of retail activities. A number of initiatives are in the process of being implemented to ensure Centres continue to make a strong contribution to the Society's works. A Retail Strategy is being developed and an Executive Director, Central Councils and

Commercial Operations was appointed to commence on 24 October 2017 to further drive retail performance.

Government funding increased significantly during the year to \$77M representing the largest contribution to total revenues at 42%. The increase was mainly due to the first full year impact of the Local Area Coordination program funded by the National Disability Insurance Agency (NDIA), which is a 2.5 year contract that runs until 30 June 2018. The Society is fortunate to receive significant funding from Government, however many of our services are not fully funded, as can be seen by our spending of \$115.2M in areas of people in need, homelessness and mental health services, disability and capacity building services and housing services. As such these shortfalls are sustained by surpluses generated from Vinnies Centres, donations, client contributions and cash reserves.

Donations and appeals contributed 8% to total revenues (2016: 9%). Donations were largely in line with the previous year, which reflects the increasing competition for donations. The 2017 CEO Sleepout raised approximately \$2.0M for crisis accommodation and specialised services for those experiencing homelessness.

Bequests generated \$6.2M (2016: \$14.5M) and accounted for 3% (2016: 9%) of total revenues. The Society is very appreciative of these valued gifts which are applied directly as per the instructions of the Estate. Bequests are unpredictable in nature, as such for budget purposes the Society applies a five year historical average.

Investment income which is comprised of interest and dividends was down on prior year at \$3.0M (2016: \$3.9M). The performance of the Strategic and Employee Entitlement Reserves was down on expectations, although in line with low interest market conditions. The Society has significant capital commitments over the next financial year, as well as a continuation of a low interest rate market, as such portfolio performance will be monitored with the oversight of the Audit Risk and Finance Committee to ensure the return on funds is maximised to support our activities.

FINANCIAL STATEMENTS

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

Analysis of results (continued)

People in need, homelessness, mental health, disability and capacity building services expenditure for 2016-17 totalled \$113.4M which was an increase of \$32.8M or 41%. This increase was mainly seen in the capacity building activities with the first full year impact of the Local Area Coordination program funded by the National Disability Insurance Agency.

Housing services totalled \$1.8M (2016: \$1.5M) for 2016-17. However, a significant development occurred during the year with the Society's Housing arm, Amélie Housing being successful under the Social and Affordable Housing Fund tender. As such during the year, Amélie Housing will construct and/or develop 500 dwellings. The Society will be investing significantly in this project via the contribution of land for development, as well as the provision of a \$23M interest free loan.

Over the 2017-18 year, a new Executive Management structure will be implemented to further drive the effective and efficient operations of the Society. The appointment of an Executive Director, Central Councils and Commercial has occurred, and the recruitment for Executive Director, Corporate Services and Executive Director, Corporate Secretariat are well advanced. The review of the Society's five year strategic plan in early 2018 will further position the Society to continue to deliver on its mission.



BEVERLEY KERR
Acting Chair - Audit Risk and
Finance Committee



MATTHEW BARILLA
Acting Chief Financial Officer

Dated this 21st day of October 2017
Refer to Annual Report for more information;
www.vinnies.org.au

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ending 30 June 2017	2017 \$	2016 \$
REVENUE AND OTHER INCOME		
Income from fundraising:		
Donations and appeals	14,336,964	14,505,562
Bequests	6,202,436	14,535,881
Sale of goods - Vinnies Centres	67,613,037	66,869,276
Sale of goods - other	1,080,698	1,326,691
Government funding	77,142,885	47,124,608
Client contributions	3,503,226	3,694,700
Investment income	3,021,904	3,967,589
Other income	6,305,988	5,622,196
Gain on disposal of fixed assets	4,351,406	8,947,416
Revenue and other income	183,558,543	166,593,919
Fundraising costs	(3,767,588)	(3,559,282)
Costs for Vinnies Centres	(46,652,002)	(42,669,271)
Costs for sales - other	(443,500)	(489,397)
People in need services	(29,737,859)	(25,580,539)
Homeless & mental health services	(39,729,122)	(38,691,686)
Disability services and capacity building	(43,931,794)	(16,285,750)
Housing services	(1,828,455)	(1,513,501)
Other costs	(21,716,529)	(19,825,886)
Loss on disposal of fixed assets	(6,078)	(53,087)
Expenditure	(187,812,928)	(148,668,399)
Surplus for the year	(4,254,384)	17,925,520
Transfers to related entities	(1,178,000)	(1,142,936)
Net (deficit) / surplus for the year	(5,432,384)	16,782,584
OTHER COMPREHENSIVE INCOME		
Net changes in fair value of available-for-sale financial assets	175,791	177,248
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(5,256,593)	16,959,832

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

CONSOLIDATED STATEMENT OF FINANCIAL POSITION		
As at 30 June 2017	2017 \$	2016 \$
ASSETS		
Current		
Cash and cash equivalents	53,923,446	81,616,147
Trade and other receivables	2,183,405	1,988,349
Other financial assets	26,958,383	17,480,556
Inventories	744,071	825,662
Other assets	1,775,341	1,401,636
Current assets	85,584,646	103,312,350
Non-current		
Trade and other receivables	239,236	74,460
Other financial assets	40,702,054	40,912,578
Property, plant and equipment	310,761,308	303,135,132
Intangible assets	4,154,529	409,312
Non-current assets	355,857,127	344,531,482
TOTAL ASSETS	441,441,773	447,843,832
LIABILITIES		
Current		
Trade and other payables	10,614,209	10,758,086
Other liabilities	14,400,999	17,140,188
Borrowings	297,638	209,929
Provisions	10,742,118	9,224,486
Current liabilities	36,054,964	37,332,689
Non-current		
Provisions	2,228,186	2,095,927
Non-current liabilities	2,228,186	2,095,927
TOTAL LIABILITIES	38,283,150	39,428,616
Net Assets	403,158,623	408,415,216
FUNDS		
Funds for social programs	402,100,245	407,532,629
Investments revaluation reserve	1,058,378	882,587
TOTAL FUNDS	403,158,623	408,415,216

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

CONSOLIDATED STATEMENT OF CASH FLOWS		
For the year ended 30 June 2017	2017 \$	2016 \$
OPERATING ACTIVITIES		
Receipts from:		
Donations and appeals	14,336,964	14,505,562
Bequests	6,202,436	14,535,881
Government grants	84,857,174	51,837,069
Client contributions	3,503,186	3,694,700
Sale of goods	68,693,735	68,195,968
Dividend income	329,326	414,190
Interest income	2,692,578	3,553,398
Other income	5,896,156	6,698,298
Payments to clients, suppliers and employees	(186,980,732)	(136,971,969)
Net cash provided by operating activities	(469,177)	26,463,097
INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(21,964,496)	(19,873,065)
Proceeds from disposals of property, plant & equipment	(4,294,106)	-
Investments in long-term deposits	7,988,881	16,453,122
Proceeds from long-term deposits	-	(15,796,662)
Purchase of AFS investments	(9,132,747)	-
Proceeds from disposals of AFS investments	(381,197)	(1,364,843)
Business combination	422,432	1,442,762
Net cash (used in) investing activities	(27,361,233)	(19,138,686)
FINANCING ACTIVITIES		
Loan repayments received	50,000	100,000
Net cash provided by financing activities	50,000	100,000
Net change in cash and cash equivalents	(27,780,410)	7,424,411
Cash and cash equivalents, beginning of year	81,406,218	73,981,807
CASH AND CASH EQUIVALENTS, END OF YEAR	53,625,808	81,406,218

DECLARATION BY THE NSW STATE COUNCIL

FOR THE YEAR ENDED 30 JUNE 2017

In the opinion of the State Council of The Trustees of the Society of St Vincent de Paul (NSW):

- The consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:
 - Giving a true and fair view of its financial position as at 30 June 2017 and of its performance for the financial year ended on that date; and
 - Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the *Australian Charities and Not-for-profits Commission Regulation 2013*, and
- There are reasonable grounds to believe that The Trustees of the Society of St Vincent de Paul (NSW) will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities:



DENIS WALSH
President, NSW State Council

Dated this 21st day of October 2017

Independent Auditor's Report on the Summary Financial Statements To The Trustees of the Society of St Vincent de Paul (NSW)

Auditor's Opinion

The accompanying summary financial statements which comprises the summary consolidated statement of financial position as at 30 June 2017, the summary consolidated statement of profit or loss and other comprehensive income and summary consolidated statement of cash flows for the year then ended, related notes and the responsible accounting officer's declaration which 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 2017.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the full audited financial report on the basis described in Note 4.

Summary Financial Statements

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 and the auditors report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report dated 21 October 2017.

Responsibility of the Trustee for the Financial Report

The Trustees of the Society are responsible for the preparation of the summary financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and self-imposed national reporting requirements of the confederation of State and Societies. The Trustees' responsibility also includes such internal control as the Trustees determine is necessary to enable the preparation of the summary financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements. The standard requires us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the summary financial report is free from material misstatement. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Accounting Professional and Ethical Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*.



GRANT THORNTON AUDIT PTY LTD
Chartered Accountants



A J Archer
Partner - Audit & Assurance
Sydney, 21 October 2017



St Vincent de Paul Society
NSW *good works*

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