



St Vincent de Paul Society  
NSW  
*good works*

# AT THE HEART OF WHAT WE DO

ANNUAL REPORT  
2015-16



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 2016.

**Written and edited by:** Phyllis Sakinofsky, Communications Manager, [phyllis.sakinofsky@vinnies.org.au](mailto:phyllis.sakinofsky@vinnies.org.au)

**Designed by:** Sharon Metzl, Designer, [sharon.metzl@vinnies.org.au](mailto:sharon.metzl@vinnies.org.au)

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

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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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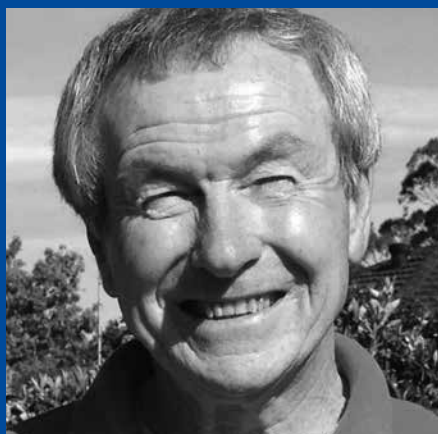
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# MESSAGE FROM THE PRESIDENT



Dear friends

It is with great pleasure that I present the 2015-16 Annual Report for the St Vincent de Paul Society NSW.

The past financial year was one of great change and progress. It was a time of consolidation, building on the many initiatives introduced in the last few years. All of which enables us to better serve the people we assist – the most vulnerable in our communities.

The major achievement for the last financial year was our appointment in January by the National Disability Insurance Agency (NDIA) to provide Local Area Coordination (LAC) services from 2016-18 to tens of thousands of NDIS participants and their families. We were selected, I believe, because of the Society's excellent reputation as a service provider with bases across the state.

This huge undertaking has resulted in an extensive recruitment and training drive – 118 people have been employed – and the establishment of fully functioning offices in Hunter New England, Central Coast and South Western Sydney areas.

We look forward to expanding this next year to Sydney and South Eastern Sydney as well as the existing NDIS trial sites of Newcastle, Maitland and Lake Macquarie. At that point we will be employing around 500 people to transition more than 65,000 people into the NDIS. The contribution of Acting CEO Dianne Lucas and Chief Financial Officer and Company Secretary Tony Smith, along with Executive Officer Katrina Armstrong, made this possible.

Under the leadership of Brian Murnane, Chief Executive Officer of Amélie Housing, we saw our formation in 2015 as a National Community Housing Provider. It was the result of the merging of housing operations under the umbrella of Amélie Housing of the Society's Housing Program in the Australian Capital Territory and Frederic Ozanam Housing in South Australia.

Another major achievement for Amélie Housing was our invitation to submit a formal proposal for the Social and Affordable Housing Fund (SAHF). The SAHF was established in early 2016 by the NSW Government. It is a \$1 billion fund set up to provide an ongoing revenue stream for the purchase of social and affordable housing services. The successful proponents will be announced in late 2016.

Our submission proposes to deliver 500 new housing units in Greater Sydney and regional NSW.

I would like to thank Ray Reynolds whose term ended in December 2015. My induction to the new role was made easier because of the support of the members of the NSW State Council. I am thankful for the team of dedicated and professional Central Council Presidents who work so closely with me.

I would also like to thank the NSW Executive team, in particular Acting CEO Dianne Lucas who steered the organisation so ably from September 2015 and welcome Jack de Groot, our new CEO.

The Society not only has a significant membership base but it also attracts thousands of volunteers to its ranks. I therefore extend my gratitude to all our members, volunteers, employees, supporters, donors, benefactors and foundations because without their dedication none of our achievements would have been possible.

They never lose sight of our vision as a caring Catholic charity offering a 'hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

**Yours faithfully**

A handwritten signature in dark ink, appearing to read 'Denis Walsh', written in a cursive style.

**Denis Walsh**  
**President, NSW State Council**

# MESSAGE FROM THE CEO



Dear friends

As members, volunteers and employees of the St Vincent de Paul Society NSW go about their work across the state, there is one key commonality, our focus on the people we assist.

We are seeing growing numbers of individuals and families facing homelessness. The reasons for this are complex but one consistent factor is the lack of social and affordable housing.

The St Vincent de Paul Society NSW assisted over a quarter of a million people in the last financial year.

Our reach is broad: we have close to 25,000 members and volunteers in 390 Conferences in 10 Central Councils across the state.

The Society is one of the few remaining charities where members still visit people in their homes. They meet families and individuals and give them a hand up through financial assistance including food vouchers, electricity payments and rental assistance. Last financial we provided \$20 million worth of assistance and an additional \$1.7 million worth of goods from Vinnies Shops.

Our members also offer a comforting ear to listen and can suggest other avenues for assistance.

Where needs are multiple and complex, we refer people to our services. Our focus is on supporting men, women and children who are experiencing, or are at risk of, homelessness, covering the provision of accommodation, case management, health and community development and activities. We also offer a range of programs providing mental health and disability services.

The extensive process we undertook to set up the new structure within the Society

to manage the implementation Local Area Coordination (LAC) for the National Disability Insurance Agency (NDIA) was a massive undertaking. The program will make a huge impact on the lives of so many people in NSW with a lived experience of disability.

Celebrating the 20th anniversary of Compeer was another highlight of the year. Compeer helps adults with a diagnosed mental illness overcome the effects of their illness and improve their quality of life and self-esteem, through the power of friendship. It continues to grow across NSW, with over 310 friendship matches established.

None of these achievements would have been possible without the support of the NSW State Council and our current State President Denis Walsh and the Executive team.

I would also like to recognise Dianne Lucas for her leadership while she acted as CEO from September 2015 to end July 2016, a time of great activity and growth for the Society.

Finally, I would like to acknowledge our members, volunteers, employees and supporters who enable the Society to continue delivering its much-needed work.

**Yours faithfully**


A handwritten signature in blue ink that reads "Jack de Groot". The signature is written in a cursive, flowing style.

**Jack de Groot**  
**CEO**



**AT THE  
HEART  
OF WHAT  
WE DO**





# AT THE HEART OF WHAT WE DO ARE THE PEOPLE WE ASSIST

## OUR MISSION

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

## OUR VISION

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

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

## People are assisted either by Conference members or through our Special Works.

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

The St Vincent de Paul Society NSW is divided into 10 Central Councils made up of 58 Regional Councils. We have 390 local member networks, known as Conferences, in communities across NSW. Together, there are 24,607 members and volunteers across the State giving tirelessly of their time.

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

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

The St Vincent de Paul Society is also a leading provider of community support services and has 115 Special Works across the State. Special Works are run by Central Councils and St Vincent de Paul Society NSW Support Services.

## What is a Conference?

Parish groups were established in local areas to provide assistance to people experiencing disadvantage. The core of Conference members' work is home visitation, meeting people in their homes to determine how best to assist them.

## What is a Special Work?

These are our specialised support services: homelessness and assisted accommodation services, assistance to asylum seekers, migrants and refugees, home, hospital, prison and detention centre visitation, Vinnies Shops and assistance centres, mental health programs, youth services, disability services, drug, alcohol and gambling counselling and rehabilitation services, financial counselling and assistance and food assistance. Our emphasis is on early intervention and our goal is for the people we assist to live independently, but supported, in secure accommodation.

# SUPPORT SERVICES

Homelessness doesn't happen overnight. Rather, it is the culmination of many factors that overwhelm or spiral out of control.

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

We connect with other community service organisations and governments to achieve better outcomes.

The Society's Special Works offer homelessness and addiction services, accommodation services, case management and community support and development.

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.

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 know that finding a safe, affordable place to live is made even more difficult because of past experiences of trauma, stigma, social isolation and loneliness.

We acknowledge the impact that past trauma has on people's lives and their behaviour.

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

## HOMELESSNESS AND ADDICTION SERVICES

The St Vincent de Paul Society NSW's Support Services include 25 Special Works in Sydney and across the state.

### Matthew Talbot Hostel (MTH) Woolloomooloo

One of Australia's iconic services for men experiencing homelessness, the Matthew Talbot Hostel, located in Woolloomooloo, has been caring for men for 78 years and has been located in for 51 years. Last year it provided 31,822 bed nights.

But today the MTH offers a great deal more than a safe place to sleep. With its MTH Health Clinic and the adjacent Ozanam Learning Centre (OLC) the Society is able to provide primary and preventative healthcare to inner city residents, as well as longer term case management, referrals, training and living skills programs and offer recreational activities, particularly in creative arts.

### HIGHLIGHTS

#### MTH Health Clinic

The team of four staff is supported by visiting medical specialists in the fields of podiatry, heart failure, medication, optometry and more.

- 20,000 individual presentations
- 36,000 occasions of service
- 800 bed days in sick bay.

#### Freeman House Armidale

Freeman House provides residential and community based programs for adults experiencing homelessness and/or addiction.

We opened a four-bed detoxification unit in June 2015. 57 people have attended (72 per cent male). 90 per cent completed the treatment period. Post-discharge pathways and wrap-around services are developed for everyone: 60 per cent moved on to our Freeman House Residential Rehabilitation Service.

### EARLY INTERVENTION - REDUCING RECIDIVISM

The Men Leaving Custody Pilot began this year to reduce recidivism after release. The Inner City Case Management Team is working in partnership with the Long Bay Parole Unit and other local services to provide case management for low-security prisoners.

The case workers meet with the men, who have volunteered to participate, before release. On release, they are provided with accommodation at MTH. There they work on a plan based on their needs and are offered services in the community.

The team has worked with eight prisoners. Six have been successful in maintaining crisis accommodation at the MTH and have not re-offended. One man has secured permanent accommodation. All have been referred to health, education, accommodation and social inclusion programs. The results so far are very encouraging given high recidivism rates in NSW.



# WORKING WITH CONFERENCES

## SOCIETY LINK PROVIDES CONTINUITY OF SUPPORT

Society Link is a trial run by Support Services and Wagga Wagga Central Council to assist members support local people with complex needs.

Sometimes a listening ear and a short term fix are not enough. Our Society members are finding that visits to some families and individuals are needed more frequently than in the past, and that assisting them through rent support, warm clothes or advice on paying their energy bills may not be enough to help them overcome the seemingly insurmountable hurdles they face.

Now, through a trial with Wagga Wagga Central Council, members can call Support Services, where they speak to qualified case workers who connect them with government and non-government agencies, Society services and other external specialised services.

Society Link focusses on getting people the right support in the least intrusive way.

When a Society member is concerned that the support needed by the person they are assisting are more complex, they can speak to someone at Society Link. They can be reassured that the individual will be linked with appropriate services and programs that suit their specific needs and that there will be ongoing support. These referrals address both immediate and longer term concerns.

With the consent of the person seeking support, Society Link staff keep the

Conferences up to date on what outcomes are achieved, so that the local Conference can continue to be involved as needed.

Cameron, a man in his fifties, recently fell on times of personal and financial hardship. His long term turbulent relationship ended and he had no option but to live with family. He overstayed his welcome and sought emergency assistance through Housing New South Wales. However, Cameron couldn't find appropriate housing, so he resorted to rough sleeping in a park. Cameron found the winter nights in the park unbearable and came to a Society Conference seeking assistance.

The Conference member contacted Society Link. The caseworker helped pay for accommodation while Cameron got back on his feet. A referral was made to Edel Quinn, the Society's Wagga Wagga crisis accommodation and case management service. They were able to follow up Cameron's Housing application and within a week he moved into his own property.

They helped Cameron settle into this new home, obtaining furniture and household goods from the local Vinnies Shop, and helped him alleviate his financial concerns. Today, he is doing well and no longer requires support from the Society.

# PATHWAYS, WINGECARIBEE AND WOLLINDILLY

## Working with Conference members and thinking 'outside the square'

In May we received a phone call from a Jim, a local Conference member, asking for our assistance: Bob had come to them, homeless and suicidal. Claudia, a case worker, met him and addressed his immediate concerns. Bob was staying at a motel but was leaving on the weekend. Because he didn't have a phone, it was difficult to stay in touch, but they maintained contact through the local Vinnies Centre.

We heard from him again, this time from the hospital where he had had been admitted with a leg injury.

Claudia met him there and started the process of finding a private rental. Pathways and Jim helped Bob complete the paperwork and liaised with the real estate agent. Finally, three weeks later, Bob was approved for the property.

"Our strong connection and collaboration with Jim paid off," said Claudia.

"I wasn't available to help Bob sign the forms but Jim took on the challenge to support him. With us assisting, Jim was able to provide the practical and emotional support necessary.

"Bob had nothing for the flat, so the Conference and shop came to our aid again, providing him with furniture."

Bob is still in the flat and he is still supported by Pathways and Jim.

"Bob's story shows how well we can work with Conferences and how Jim was able to think outside the square and assist us," said Claudia.



## COMMUNITY DEVELOPMENT

Many of the Society's Special Works aim to prevent people from falling further into deeper into crisis by providing intervention and support. These include: counselling, referral services, carers and holiday respite, care and assistance centres, Night Patrols, Vinnies Vans and other food services, financial budgeting and No Interest Loan Schemes (NILS).

### Ozanam Learning Centre (OLC) Woolloomooloo

An early intervention centre, the OLC supports people who are at imminent risk of homelessness or who feel socially isolated, to prevent them from falling into cycles of disadvantage and marginalisation. Its focus is on education and early intervention for the homeless and mental health sector. An innovative approach to education and learning is used to create sustainable and lasting outcomes. The OLC works with the community and partners to empower individuals and promote independent living, providing people with skills, confidence, and opportunities.

The OLC model is being replicated in Armidale and Wagga Wagga.

### HIGHLIGHTS

**Employment Program:** workshops for 882 people were held, covering job searching, resume-writing, developing interview skills and providing one-on-one support. 18 participants found secure employment.

**White Card:** 81 clients participated in OLC's White Card courses with 26 now working in the construction industry.

# USING MUSIC TO HEAL

**The OLC runs regular courses for the local community which are creative, fun and make long-lasting changes in participants' lives.**

*How to Write Original Music* is an eight-week course in the OLC Music Program. Through a process of care and creativity, participants build their skills and capacity, share their story and through this process redefine their lives.

The program ran with 10 participants in February, four of whom were women. They got on very well and worked together to write and record their song *Move On*.

A few months later the OLC ran a music video class where participants

were taught how to make a music video clip. These women wrote, filmed and edited a wonderful video of *Move On* which is now available on youtube.

Programs like this can make a huge difference in people's lives and become a key element in their journey of recovery and healing.

The creative process of making a song and a video placed the power of self-determination back into the hands of the women.



## DISABILITY SERVICES

### Ozanam Industries

A Special Work of the Society, Ozanam Industries employs over 100 Australians with disability at three Work Centres in Stanmore, West Ryde and Coonamble. Staffed by 16 people with seven volunteers, it offers a wide range of services including show bag, promotional, conference and folder assembly, mail house services, shrink-wrapping, labelling and packaging solutions and cleaning services.

### TAKING OFF AS A BARISTA

Stefan joined Ozanam Industries West Ryde in February 2015 to get work experience but his ambition was to become a barista.

His dream will soon become reality because he has been accepted into a six month pre-employ course, providing training and work experience in hospitality. On completion he will be assisted to find a job.

During his time at West Ryde he made plenty of friends. The staff are tremendously proud of Stefan and his determination to succeed and he will be missed by everyone when he leaves.



# VINNIES SERVICES DENILIKUIN

**All too often problems escalate rapidly until they spiral out of control. Lily felt overwhelmed but sought support from the Society just in time. Now she is on a better path to the future.**

Lily came to Vinnies Services Deniliquin looking for support for her son who had come into contact with police. It became evident during the conversation with her case worker Martin that Lily was very distressed about her home situation and all the issues she was trying to manage.

She and her family were facing the prospect of losing the family home. Martin encouraged Lily to engage with a financial counsellor to help her with options.

Lily was reluctant because she had always managed to solve problems on her own. She had always worked hard and was very independent: her home was a real example of this and Lily said she would be “devastated” if she lost it.

After Martin reassured her, Lily met the financial counsellor and commented later that she “wished she had done it ages ago”. Lily came to the office on a number of occasions to discuss what she was doing with the financial counsellor and Martin took the opportunity to work closely with her, offering ongoing support.

Over the next 18 months, Lily addressed her mortgage stress issues, debilitating health and dental problems, mental health and wellbeing, and residual issues from prolonged domestic violence.

Vinnies Services organised food and fuel support when necessary, supported her children through Reconnect and facilitated engagement with legal support.

When Lily’s situation stabilised she began to look at how she could retrain for the workforce. Martin helped her navigate online courses and education opportunities.

Vinnies Services Deniliquin staff were also able to advocate with Centrelink, allied health practitioners and local Shire Council staff and supported the work Lily was doing with her mental health professionals. Vinnies Services Deniliquin was also able to successfully advocate for a brokerage package.

Eventually Lily was referred to the local *Stronger Together* group and has been an integral part of this group since its inception.

Lily often says how she wishes she had engaged with the Service before her situation had become overwhelming. Today Lily has a much more positive outlook for herself and her family.





# COMPEER



**Compeer is a friendship program partnering volunteers with people living with mental illness to break isolation and build relationships. Celebrating its 20th year in NSW the program is continuing to grow.**

Across NSW, Compeer is supporting over 310 friendship matches, with Illawarra, Macarthur and Hunter programs achieving record numbers of matches supported.

The Compeer Alumni program was launched with 90 participants – this allows participants to continue as part of the Compeer family once their 'official' Compeer friendship has concluded. It is the opportunity for genuine long-term friendships.

Compeer Hunter celebrated five years of operation. A very successful program, it has been embraced enthusiastically by the local community. The Hunter program is supporting nearly 65 matches. Unique

activities to assist reducing isolation include regular social activities groups and a phone support initiative called Keeping in Touch.

This financial year saw the most significant amount of external funding sourced for Compeer in many years: \$180,000 over two financial years to run a project that addresses the waiting list and demand in Inner West Sydney. This project is supported by the Australian Government through the Inner West Sydney Partners in Recovery Grants Program IWSPiR Innovative Grant Program and its lead agency, New Horizons Inc.

Compeer was also been awarded funding for a similar project in Western Sydney in

the 2015-16 financial year through Western Sydney Partners in Recovery.

Compeer used the funding to employ a part-time peer worker with a lived experience of mental illness. As a Compeer friend she advises the team, supports Compeer friends and makes connections with youth mental health services to encourage younger people to engage with Compeer.

Hannah began work with Compeer in June 2015 as the program's peer support worker.

"My role is to help raise Compeer's profile in the mental health sector, to engage directly with friends in the program and to provide advice to staff. I have lived with mental health



# NDIS LOCAL AREA COORDINATION

**In January the Society was appointed by the National Disability Insurance Agency (NDIA) to play a major role in the social change that is the National Disability Insurance Scheme (NDIS).**



issues for most of my life, and in the past my illness and the associated stigma and self-stigma led to me to become extremely isolated. I was excited to discover that a program like Compeer existed, and in 2014 I was introduced to my volunteer friend. The first time we met, I was terrified but my friend took it in her stride; her non-judgemental, unconditional friendship opened a whole new world to me.

“My dream has always been to work in a helping career, but I had lost hope that it was possible. But through Compeer I developed more confidence and trust in others and myself and when I saw the Peer Support Worker role advertised, I applied and was thrilled to be offered the position.

“Working with Compeer, I’m in the unique position of being able to offer advice to staff from the perspective of someone who has been in the program myself. I believe this is making an impact as, together with the Compeer team, I have been able to help identify some improvements. My colleagues have been very open to my input, and the service is working hard to deliver a more cohesive and person-centred program.

“Sometimes it truly is hard to believe how much my life has changed since I found Compeer.”

This position was funded by the Inner West Sydney Partners in Recovery Grants Program IWSPIR Innovative Grant Program and its lead agency, New Horizons Inc.

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, families and carers.

The Society has been commissioned to provide essential Local Area Coordination (LAC) services to tens of thousands of NDIS participants and their families from now until June 2018. This is a strong and exciting partnership which underscores the regard with which the Society is held at the highest level of Government.

LAC involves assisting people with disability, their families and carers to build and pursue their goals for a good life and exercise choice and control over their supports. Coordinators will also work with communities and mainstream services to build their awareness of how they can be more inclusive of people with disability.

The Society’s LAC program has responsibility for the Hunter New England, Central Coast and South Western Sydney areas of NSW. In 2017 it takes on Sydney and South Eastern Sydney as well as the existing NDIS trial

sites of Newcastle, Maitland and Lake Macquarie.

By end June, LAC had employed 118 people and by June 2018, it is expected more than 500 people will be working across NSW to transition more than 65,000 people into the NDIS.

The Society has created a separate division for the LAC, with its own executives, governance and accountability structures, all fully funded by the NDIA. The project is led by Executive Officer Katrina Armstrong who has nearly 30 years’ experience in the disability sector.

The LAC project in no way affects the Society’s vital advocacy role and strategic goal to “Raise Our Voice”, which is at the very heart of our mission and our work. That freedom to advocate remains strong and essential. We see a great opportunity to help shape the NDIS for the future and will be providing regular feedback from our experience working with people with disability.

Undoubtedly this is a huge undertaking but it fits perfectly with our mission to offer a hand up to people in need of support. Frankly, the question is not “why did we take this on?” but instead “how could we not?”.



# DISABILITY SERVICES

## ABILITY LINKS NSW

### HIGHLIGHTS

Engaged with over 3890 people to provide information and support.

Increased inclusion for people with disability by working alongside local councils, Surf Life Saving NSW, National Parks and local businesses and community groups.

Established partnerships with Settlement Services International, Ageing, Disability and Homecare and other NSW providers.

Introduced the SmarterSoft database to assist in identifying gaps and trends.

Commenced the Culturally and Linguistically Diverse (CALD) Engagement Project in the Hunter region in January.

**Since the commencement of Ability Links NSW in June 2013 around 58,000 people have been supported across the state, and roughly 450,000 community connections have been made. It is now estimated that more than 43,000 people in NSW are supported by Ability Links NSW each year.**



Ability Links NSW is a unique program designed to link people with disabilities into their communities while supporting them to become more independent and confident in their own abilities.

It is a free service with no eligibility criteria or formal assessment processes, which is key to its success.

Ability Links NSW is delivered by St Vincent de Paul Society NSW across the Hunter Central Coast (through Maitland/Newcastle

Central Council) and Sydney Metro South (through Support Services). Our aim is to support people to realise their dreams and aspirations, and enable people to feel valued, while building the community's capacity to be inclusive in a mutually beneficial way.

Ability Links NSW is delivered across the state by 347 Ability Links Coordinators, known as Linkers, including 44 across the Hunter Central Coast region, and over 40 in Metro South.





The Linkers draw on their local knowledge to work with people to research their options, identify their natural supports, and navigate any barriers they might face in accessing mainstream and community supports.

Along the way, they work together to address core issues of isolation, transport difficulties, a lack of inclusiveness experienced in community, training and education needs, and employment.

The outcomes that people achieve vary from joining mainstream recreational and social activities, to studying, volunteering, and gaining meaningful employment.

Ability Links NSW also works with community, government organisations and businesses to become more accessible and inclusive of people living with disability, their families and carers.



## TAKING THE PLUNGE

**With the support of Ability Links Jason has been able to beat the heat and swim at Muswellbrook pool.**

Jason had been left to sit on the sidelines at the local pool, unable to join in with the other kids at school swimming carnivals, school excursions, or on weekends, when it seemed like the rest of the world could jump into the pool during the heat of the Upper Hunter's summer.

Jason's reality, shared by others in the community with mobility issues, has been turned around thanks to the work of Ability Links and the Muswellbrook community – individuals, business owners, community organisations and the local council.

Upper Hunter Ability Links Coordinator Debbie Camps first heard about the barriers people were experiencing in accessing the local pool through a man who uses a wheelchair.

"In Muswellbrook, a gentleman with paraplegia told me he wanted to use the local pool but he couldn't because there were no aids available to him, so we started a process," Debbie said.

Ability Links facilitated the formation of a working group to raise funds to purchase the aids needed – a height adjustable change table, a harness and a pool chair lift.

Ultimately, more than 40 community organisations, business entities and clubs helped raise \$10,000 towards the project, a contribution matched

by Ability Links which contributed the remaining \$10,000 required. The pool chair lift was donated by Drayton South Anglo American.

"It's much, much more accessible, it's going to make a big difference to people in the community and be so much more inclusive, and ensure that people with disabilities aren't excluded from using these facilities," Debbie said.

The delight on Jason's face at being able to lower himself into the pool for the first time puts the community's effort into context in the most meaningful way. It was a win for Ability Links and for the entire community which got behind the project and will benefit well into the future.

Sandra, a swim instructor at the pool, said she was thrilled to see the new equipment being put to good use.

"Some people didn't come because it was just too hard – we have had people who haven't used the centre for years come back. It's so good to see the smiles on people's faces."

Ability Links worked closely with community partners including Muswellbrook RSL Club, Muswellbrook PCYC, the Zone 11 Bowlers, Muswellbrook Shire Council and Muswellbrook Youth Services.



# AMÉLIE HOUSING

**2015-16 was a most exciting year for us producing many challenges and, more importantly, innovative solutions, as Amélie Housing adapts to the ever-changing landscape of community housing.**

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).

A National Community Housing Provider under the umbrella of Amélie Housing was formed in 2015 when the Society's Housing Program in the Australian Capital Territory and Frederic Ozanam Housing in South Australia agreed to merge their housing operations.

## HOUSING STOCK

Currently Amélie Housing manages a total of 302 tenancies across NSW and the ACT. A further 250 tenancies will be included in late 2016 once matters are finalised with

South Australia.

The Amélie Housing Lewisham office manages all stock in Metropolitan Sydney while Sisters Housing manages the Wagga Wagga properties and Homes Out West looks after Albury.

## AMÉLIE HOUSING 2015-16 TENANT SATISFACTION SURVEY

All households managed by Amélie Housing were invited to participate in the NSW Federation of Housing Association survey.

### Our results were outstanding.

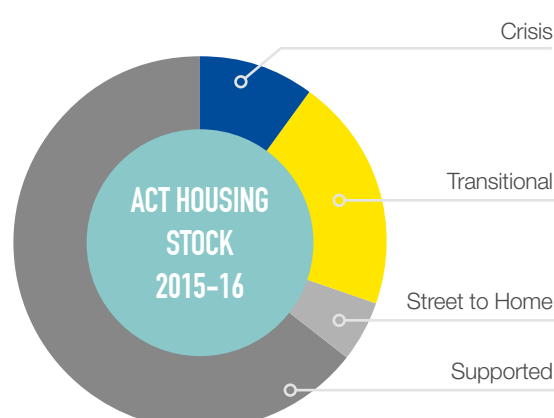
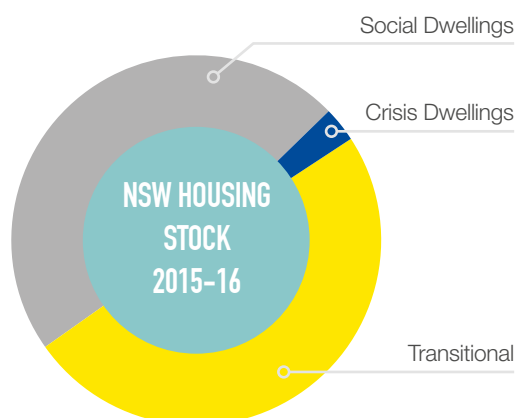
- › Satisfaction with housing services **82%**
- › Satisfaction with condition of property **87%**

› Satisfaction with repairs service **82%**.

› Wonderful testimony to the proactive way we engage with our tenants is the **90%** satisfaction rate of our tenants with our wrap-around support agreement service. Our tenants are provided with the support necessary to enable them to sustain and enjoy their tenancy and transition to secure long term housing, provided by our housing officers, Society case managers and local Conference members.

## SOCIAL AND AFFORDABLE HOUSING FUND (SAHF)

› In early 2016 the NSW Government established the SAHF. The \$1 billion fund will provide an ongoing revenue stream for







**Amélie Housing**  
*Building hope through housing*

the government to purchase social and affordable housing services. An Expression of Interest was released and Amélie Housing was one of nine proponents invited from the field of 24 to submit a formal proposal. Determination of the successful proponents will be known in late 2016.

**Our submission proposes to deliver 500 units of new housing located in Greater Sydney and regional NSW comprising:**

- 305 built on Society land across eight sites
- 195 units purchased from the private market.

I would like to thank Denis Walsh, Chairperson of Amélie Housing, and the Board of Directors for their support and much valued contribution that has enabled Amélie Housing to successfully manage the challenges and grasp the opportunities that have presented during this year.

Our dedicated Conference members as always have been an inspiration providing 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**

## FINDING A SAFE PLACE FOR A FAMILY

**It took much courage for Mary to leave a 14-year abusive relationship.**

With the help of the Society and Amélie Housing, Mary is finally able to reflect upon her experience and enjoy her new-found freedom.

It was only after many counselling sessions and external support that Mary was able to leave her partner with her three children and seek shelter at a Society transition house, managed by Amélie Housing.

"When I arrived I had nothing. We had only two days' notice to move into that house. But Vinnies provided a case manager to help us," says Mary.

"I had been in a refuge before, but this was different. With crisis refuges you can only stay for a limited time and you're surrounded by people in the same situation, which can be more depressing.

"But we had time to sort out our lives, and we were pretty traumatised when we first moved in."

Amélie Housing manages a number of Housing NSW properties and a small proportion of ACT properties. These properties are tenanted through Support Services to house people leaving crisis situations, like Mary and her family.

The transitional housing program is available for up to two years, during which time a case manager provides assistance with their individual needs.

Mary lived in the home for two years with her daughters and son while they tried to find their own place. This turned out to be much harder than anticipated.

"I did heaps of applications. I felt there was a lot of stigma but I never lied about where I was living. Eventually I was put on the priority housing list."

Mary and the children now live in a private rental house, enjoying their new freedom and independence. The children are all back in school and her eldest daughter is beginning her HSC. Mary is studying various short courses to build up her confidence so she can train in aged care.

They keep in touch with Society staff and know that there is always support there if they need it.

"I want to say thank you so much to my case manager Tracy at Amélie Housing. She does a great job and has a big heart. And of course, a big thank you to Vinnies."



# HOUSING AFFORDABILITY



**The Society was very active this year in advocating for housing affordability, especially in the lead-up to the federal election. Affordable housing is one of the three priority areas our members have identified to be of greatest concern to local communities around NSW.**

Our members, volunteers and frontline staff are witnessing firsthand the profound impacts that the lack of adequate affordable housing across NSW is having on people's lives.

In June, 140 members, volunteers and staff across NSW created a statewide roadmap for advocacy at our Social Justice Workshop around our social justice priority areas:

1. Affordable Housing and Homelessness
2. Energy Affordability and Cost of Living Pressures
3. Refugees and Asylum Seekers.

All left with a clearer plan about taking action

after defining our issues and our roles.

Also in June the Sydney Archdiocese Central Council hosted the Affordable Housing Forum at Parliament House, attended by 180 people.

The lack of affordable housing has reached crisis proportions and is making it impossible for working people on low incomes – childcare workers, nurses, teachers – to find homes close to where they work.

The forum provided a platform for the major parties to lay out their positions and join in the conversation about finding solutions.

The Society would like to see the construction

of at least 25,000 new social housing dwellings in 10 years and also the requirement that all new residential developments include a target of at least 15 per cent of affordable housing.

Peter McNamara, Vice President for Social Justice, stressed the need for immediate action.

“This should start at a grassroots level, which we can lead. By holding regular forums and hearing the groundswell of community concerns, a change may happen.

“More homes, built sustainably to ensure lower energy costs, is one way to reduce



the scourge of poverty and homelessness in Australia, one of the world's wealthiest nations."

Nationally, a \$10 billion federal social and affordable housing fund was the key plank in the Society's *The Ache for Home* plan to reduce chronic homelessness and housing unaffordability. The plan was launched in Canberra at Parliament House by Dr John Falzon, CEO, National Council, in March.

**Other measures in the plan are:**

- › Increasing Commonwealth rent assistance
- › Adopting changes to negative gearing and capital gains tax rules, which have benefited investors to the detriment of those who simply need a home to live in
- › Making sure housing is considered a human right that the Government must guarantee to all Australian residents.

Also at a national level, the Society joined with other non-profits in the lead-up to the federal election urging all political parties to commit to halving homelessness by 2025 and develop a national plan to meet this target.



## ENERGY AFFORDABILITY

**With 10 per cent of all requests for assistance related to energy use, this issue remains one of the Society's three social justice priorities..**

The Energy & Water Ombudsman NSW's (EWON) 2015-16 Annual Report shows energy affordability is still a concern among householders, with 6,644 complaints received involving payment difficulties, debt collection and/or disconnection or restriction of supply.

During 2015-16 members advocated to extend the use of energy vouchers to other users such as those in caravan parks, retirement villages and other gas users.

Broken Bay Central Council has been very active in organising Bring Your Bills Days on the Central Coast. It is a free event where community members can speak face-to-face with EWON staff about any problems they may be experiencing paying their power or water accounts.

Locals are encouraged to bring along their current bills, past bills and letters from providers.

Bruce Dent, Gosford Regional President and organiser, said the events enabled financially vulnerable people to find savings and reduce the risks they face.

"Everyone needs to be really savvy with their energy costs. And as we see our energy bills rise more people will require assistance and learn how to deal with their supplier," he said.

"Many other vital services come to Bring Your Bills Days so you can find out more from No Interest Loan Scheme providers, Legal Aid, Tenants' Services, Sydney Water, NSW Fair Trading, Centrelink, housing services and other local groups."







# ASYLUM SEEKERS AND REFUGEES

**Society members cannot see injustice and let it go unchallenged. Our values of commitment, compassion, respect, integrity, empathy, advocacy and courage are at the core of our support for all people who need a helping hand.**



We feel compelled to raise our voice and advocate on behalf of the people we assist. We speak out about the barriers that keep people in a cycle of poverty and disadvantage. The plight of refugees and asylum seekers is one of the three priority areas our members have identified to be of greatest concern to local communities around NSW.

In 2015-16 Society members, volunteers and staff agreed to continue to speak up about the circumstances facing asylum seekers. Specifically members agreed to raise their voice to remove all children from immigration detention facilities. In addition to advocacy, the Society also ran a range of programs across the state supporting refugees and asylum seekers.

## **RIVERINA HUMANITARIAN SETTLEMENT PROGRAM**

Humanitarian Settlement Services (HSS) Riverina is operated by Wagga Wagga Central Council.

In preparation for the expected intake of Syrian and Iraqi refugees, HSS has recruited and trained in excess of 100 new volunteers in the last year.

Many of the original HSS migrants, most of whom arrived in the Wagga Wagga/Albury/Wodonga area in 2008, have settled in the community, obtaining employment and purchasing their own homes. This is an outstanding achievement.



## NORTH COAST SETTLEMENT SERVICE

Coffs Harbour is another designated new arrival area for migrants, refugees and humanitarian entrants and continues to see growth in numbers.

The North Coast Settlement Service is a Special Work of Lismore Central Council. It provides funds for driving and education lessons and has obtained funding from Department of Sport and Recreation to conduct swimming lessons and from the Commonwealth Bank of Australia to conduct a Homework Club for young children.

The committed members undertook 844 activities and the 18 volunteers gave over 3600 hours to help at the Service. 2245 people attended the Centre; 342 clients received case work and 1199 sessions were held.

## SPARK

SPARK was established 10 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.

In the last two years engagement has increased steadily from 330 children and 150 parents to 1220 children and 700 parents.

Since inception, it has run a range of programs for parents and children. Recently new arrivals are settling in different areas of Sydney which has seen a re-alignment of SPARK programs, with an increased presence in schools in Fairfield and Liverpool. New partnerships have been established and bilingual facilitators have been recruited.

Last year SPARK introduced three six-week circus programs for 240 children. They were coached by a team of three circus trainers, staff and volunteers and over 120 parents came to watch their children perform.

## INNER CITY CASE MANAGEMENT TEAM

Asylum seekers live in the community with little financial or social support and therefore left vulnerable and unable to afford basic living expenses. They face unemployment, lack of English, mental health concerns, social isolation and cultural differences. They also experience fear of an uncertain future, extreme financial hardship, homelessness and a misunderstanding of their situation. The Inner City Case Management Team provides case management for asylum seekers. They assist families to maintain their dignity and self-respect, to live in, and become part of, the community. They link them to financial assistance, housing, healthcare, language educational programs and access to schooling for children and other government services.

Case Management also provides support in the form of brokerage which involves in accessing material aid packages including bedding, linen, white goods, clothing, lounge settings and electrical goods.

All case managers have undertaken NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) training so they can provide the most professional and effective support possible.

## TWO SPECIALIST CONFERENCES

Maitland/Newcastle and Sydney Archdiocese Central Councils both run specialist Conferences.

In the Kingsford/Bankstown area Conference, members visit migrants and refugees in their homes. In the Hunter, members help new arrivals settle and connect them to local organisations.

The Conference provides food, Energy Accounts Payment Assistance (EAPA) and clothing vouchers, furniture and referrals to other agencies and service providers where needed. They are very involved with the children as they start school here.

"We do home visitation and work with families who are struggling with their budget and provide budget counselling.

"Watching the families progress into the community knowing they can live peacefully is reward in itself," said Conference President Jan Williams.



## BUSH WALK BLISS

**SPARK introduced older brother Danny to the wonders of Sydney's bush and Aboriginal heritage.**

On a beautiful summer day SPARK took a group of newly arrived families from Syria and Iraq on a bushwalk. Danny, at high school, accompanied his brother, a Bright Sparks student.

On the train ride Danny chatted about the animals he would get to see—the lizards and kookaburras—and the red sap on gum trees.

Danny led the way. They spotted a lone kookaburra, some butterflies, a king parrot and lorikeets and small lizards. He spotted a bush turkey and then, with a yell, he pointed to a huge water dragon. At the same time five kookaburras sang out from the treetops.

After the walk, Danny went along with the parents on an Aboriginal Heritage Walk to view rock carvings and to learn about Aboriginal history and culture. On the way he found a piece of red gum bark coloured with red sap—he went home thrilled with his souvenir.

# CENTRAL COUNCIL HIGHLIGHTS

## WILCANNIA/FORBES

Held a Social Justice Gathering in Cobar with Social Justice representatives from all regions.

## ARMIDALE

Held its first Community Sleepout and raised almost \$10,000 towards relief for those affected by homelessness.

## LISMORE

'Bag of Rags', a distribution company selling cut rags across Northern Rivers, has expanded our ability to utilise non-retail grade donations.

## MAITLAND / NEWCASTLE

\$4.4 million bequest received from the estate of the late Lily May Fardell, which is being used to provide housing for children experiencing homelessness in the region.

## WAGGA WAGGA

Opened new Shop and office complex in February adjacent to site where the Shop had burned down in 2012.

## WOLLONGONG

Funds raised from the 2015 Wollongong CEO Sleepout were used to purchase a new Vinnies Food Van.

## BROKEN BAY

Very active youth programs with 4713 youth participating, assisted by 162 volunteers who helped run the programs.

## BATHURST

Established a new warehouse facility to improve distribution of quality clothing to all stores.

## PARRAMATTA

National Op Shop Week 2015 was successfully launched at the North Parramatta Vinnies Shop.

## SYDNEY ARCH

Established a centralised intake line for early intervention and homelessness services to improve our responsiveness and quality of service.

## ARMIDALE

Located in the New England and Northern Tablelands region of NSW, Armidale Central Council covers Armidale, Barraba, Glen Innes, Gunnedah, Guyra, Inverell, Moree, Narrabri, Quirindi, Tamworth, Tenterfield, Uralla, Walcha, Walgett, Warialda, Wee Waa and Werris Creek.

We experience the highest levels of disadvantage in Walgett, Quirindi and Moree.

Armidale Central Council provided \$556,556 worth of assistance to the local community, assisting a total of 2624 people.

We provide assistance following natural disasters like droughts, floods and bushfires. We also assist overseas students in the area. Housing affordability is a significant problem, as well as energy costs, especially the costs for bottled gas.

Our Special Work is the St Mary's Old Age accommodation units in Inverell.

### HIGHLIGHTS

Construction of a brand new Conference building in Quirindi, the first dedicated Conference building in the town.

The refurbishment of the Rusden Street Armidale Shop, increasing the shop floor by 250 per cent.

The successful trial of eCommerce coupled with an online communication system for newsletters and staff blogging.

- › 4 Regional Councils
- › 24 Conferences
- › 9 Mini Vinnies Conferences
- › 5 High School Conferences
- › 560 members
- › 511 volunteers
- › 18 shops
- › 1 distribution centre

**Executive Officer:**  
**Sam Austrin-Miner (Acting)**

## BATHURST

Bathurst Central Council is located in central west NSW and covers the area from Lithgow to Coonabarabran and Cowra to Coolah, approximately 103,000km<sup>2</sup> in size.

Bathurst Central Council provided \$1,045,560 worth of assistance to the local community, assisting a total of 4,543 people.

There are 3 Special Works programs run by Bathurst: Orange foodbank, the Mary O'Leary Centre and the Orange Night Patrol Van and soup kitchen.

### HIGHLIGHTS

Our new Conference data collection system enables members to track people we assist across Conferences and see their assistance history at a glance.

We commenced a member renewal process aimed at reinvigorating our membership and improving support for members.

- › 4 Regional Councils
- › 22 Conferences
- › 5 Mini Vinnies Conferences
- › 3 High School Conferences
- › 167 members
- › 704 volunteers who provided 1490 hours' volunteering
- › 17 shops
- › 1 distribution centre

**Executive Officer: Ellen Sharp**

## BROKEN BAY

Broken Bay Central Council covers the area from North Sydney to Gosford and Newcastle.

The highest level of disadvantage exists in Wyong, Woy Woy and Gosford.

We continue to strive towards cohesive service delivery in our centres, Special Works and Conferences through operational standardisation and a uniform vision on how we can impact the wider community. This is reflected in our achievements in the 2015-16 financial year: we introduced a person-centred servicing model and delivered a Work, Health and Safety training program across all Regional Councils, enabling continuous improvement of our safety performance and compliance levels.

Broken Bay Central Council provided \$1,472,246 worth of assistance to the local community, assisting a total of 6,084 people.

### HIGHLIGHTS

A new lease agreement was established for an additional distribution Centre at Mount Ku-Ring Gai, located at the centre of our region.

We opened a new shop at Lisarow, Central Coast, and extended the Dural shop.

We changed our transport system from contracts to Society-owned trucks and staffing. This led to a reduction in costs, thereby increasing funds available for supporting the community.

- › 5 Regional Councils
- › 38 Conferences
- › 21 Mini Vinnies Conferences
- › 2 High School Conferences
- › 556 members
- › 980 volunteers who provided 20,778 hours' volunteering
- › 27 shops
- › 2 distribution centres

There are 10 Special Works in Broken Bay: Youth Reach, five NILS programs, St Joseph's Workshop, Rosalie's Garden, Louise House, Diocesan Youth.

**Executive Officer: Maureen Roast**



## LISMORE

Lismore Central Council is located on the Far North Coast, stretching from Tweed Heads to Port Macquarie.

Centres with the highest level of disadvantage are Murwillumbah, Lismore, Casino, Yamba, Macksville and Kempsey.

Of particular significance is the level of homelessness in the area. We have the highest number of people experiencing homelessness in NSW outside of the metropolitan area, but services are limited. The focus of our Central Council for the next four years is to address this crisis.

We provided \$2,222,474 worth of assistance to the local community, assisting a total of 8,862 people.

The Society runs four Special Works accommodation services: St Canice Respite Housing (11 beds), Angela Houses (eight beds), Amelie Lodge (six beds) and MacKillop Lodge (16 beds).

Fred's Place, our homelessness drop-in centre, undertook 15,910 activities and the North Coast Settlement Service for newly-arrived migrants, refugees and humanitarian entrants undertook 844 activities.

### HIGHLIGHTS

Lismore Central Council is experiencing a rebirth under new leadership with a new President and Regional Presidents.

Our new Strategic Directions Plan (2013-2018) was established with four key pillars: State Strategic Plan, Mission & Vision Statement, Social Justice Statement and Special Works Framework.

- › 5 Regional Councils
- › 29 Conferences
- › 33 Mini Vinnies Conferences
- › 12 High School Conferences
- › 1 Young Adult Conference
- › 1718 members
- › 1439 volunteers who provided 2296 hours' volunteering
- › 27 shops
- › 2 distribution centres

**Executive Officer: Michael Timbrell**

## MAITLAND/NEWCASTLE

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.

The demand for assistance is spread across the Central Council with many large regional centres recording an increase in home visitation and assistance. 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.

We provided \$2,553,562 worth of assistance to the local community, assisting a total of 8,320 people. Our youth programs were also very active.

We run nine Special Works: Ability/Early Links, Matthew Talbot Homeless Services Newcastle, Matthew Talbot Centre, Compeer, NILS, Vinnies Lodge, Breakfast Club, St Jude's Tarkari Units and the Care & Support Cottage, Cessnock.

### HIGHLIGHTS

The Central Council office and the Newcastle Ability Links office are now co-located in Newcastle West in spacious, modern premises.

*Pushed to the Margins*, a very successful forum during Anti-Poverty Week 2015, was held at Newcastle City Hall with six guest speakers and 400 attendees.

A new Centre was opened in Dungog on 9 May.

A new leadership structure for Hunter Ability Links, with a stronger strategic approach to business and community engagement, was implemented to consolidate the program through to 2018.

The Matthew Talbot Homeless Service Newcastle created an innovative way of assisting rough sleepers by setting up an online "Report a rough sleeper" or "I am a rough sleeper" option on the webpage. The Service is receiving weekly reports and responds by following up with a visit from the Assertive Outreach team.

- › 8 Regional Councils
- › 48 Conferences
- › 34 Mini Vinnies Conferences
- › 9 High School Conferences
- › 1 Youth Adult Conference
- › 1185 members
- › 1125 volunteers provided 5555 hours' volunteering
- › 29 shops
- › 1 distribution centre

**Executive Officer: Denise Lucas**

### JOHN HAWKES' TIRELESS ENTHUSIASM

John Hawkes joined the Society in 1996 and held a number of positions including Conference and Regional President. In 2002, John became involved in a new initiative of the local Community Health Service by providing additional services to 150 residents living in poverty and isolation at the Coachstop Caravan Park, Maitland. Community Health arranged regular visits to the residents by a medical team, Centrelink and staff from the departments of Education and Housing. John brought the residents fresh fruit and vegetables, telephone cards to call home, swimming pool passes and arranged dental care. His contribution helped create an atmosphere of companionship and friendship. In recognition of his contribution, this year John was awarded Life Membership of the Society and an Order of Australia Medal.

## PARRAMATTA

Parramatta Central Council covers Western Sydney and Blue Mountains from Granville to Blackheath and Warragamba to Richmond.

The suburbs with the highest level of disadvantage are Blacktown, Mt Druitt and surrounding suburbs.

We collaborated with Western Sydney University, offering students multiple opportunities to develop their skills through internships and partner projects which provide direct assistance to the people we support. Assistance includes social work, counselling and art therapy internships as well as marketing and recycling projects.

Our growing retail business has enabled us to offer placements to Work for the Dole and community service order placements which support people seeking to develop pre-employment skills within the retail sector.

Our Special Works are: Caroline Chisholm Centre for Social Justice, Mt Druitt, where we run 11 activities, Margaret Druitt Daycare Centre, Emerton, the Loaves and Fishes Food Pantry, Blacktown, and our Vinnies Van in Mt Druitt and Parramatta, which served nearly 7000 meals in the last financial year.

We assisted 1393 clients at the Caroline Chisholm Centre and 78 families and 90 children at the Margaret Druitt Daycare Centre.

We provided \$1,520,672 worth of assistance to the local community, assisting a total 1,451 individuals providing 6,407 instances of service.

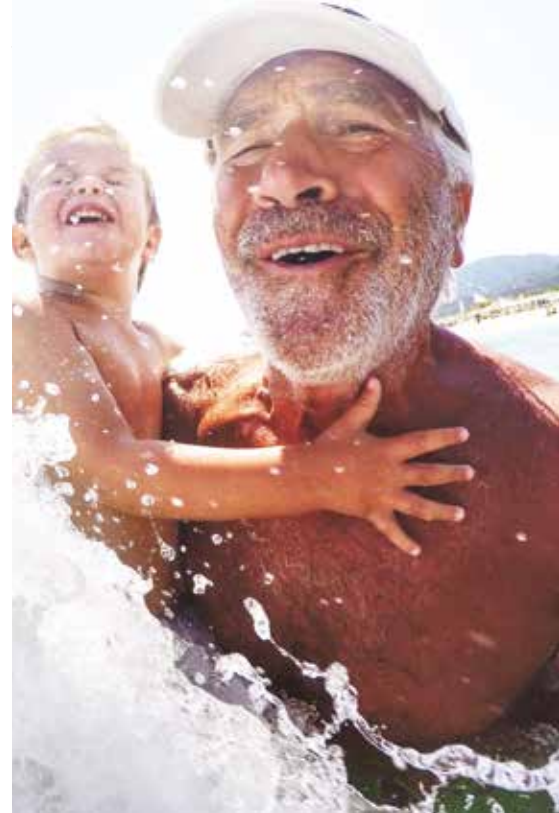
### HIGHLIGHTS

Our Social Justice Network is gaining strong support through regional social justice events and advocacy. Cumberland Region hosted a social justice event attended by about 30 members and guests, with speakers addressing issues around social and affordable housing locally.

Together with TAFE NSW we hosted the official opening of the Margaret Druitt Day Care Centre's new garden, opened by Hon. John Barilaro MP, Minister for Regional Development, Skills and Small Business. Designed and built by landscaping students from Western Sydney Institute's Richmond Campus, the garden's design has drawn inspiration from the Rainbow Serpent.

- › 6 Regional Councils
- › 45 Conferences
- › 19 Mini Vinnies Conferences
- › 2 Young Adult Conferences
- › 470 members
- › Our 1722 volunteers provided 16,841 hours' volunteering
- › 21 shops
- › 1 distribution centre

**Executive Officer: Susan Goldie**



## WHEN ALL DOORS CLOSE

**Joe's future was bleak, living in his car. In desperation he visited the Wyong Regional Office.**

**"Thank you so much. I have never felt and had this much support. Finally a service that is a hand up and not just a hand out...I really feel like you are assisting me to get out of my situation."**

Joe was living in a car on the Central Coast. At his wit's end, he sought help from the Society. His circumstances were complex so the Wyong Regional Office member worked closely with Housing at Family and Community Services. Together they found out what his needs were. He was also referred to external support agencies and was assisted in completing all the required paperwork and was put on the priority housing waiting list. When he was provided with a place to live, the Society was there to make it easier for him to settle and to stay.

Joe is a happier person today. He was desperate to move forward but felt incapable of doing so. With the help of the Society he now has a home of his own, a place where he can proudly invite his daughter to visit.





## SYDNEY ARCHDIOCESE

Sydney Archdiocese covers 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. This area comprises some of the most densely populated suburbs in Australia. The people we assist range from mostly single people in the inner city to large migrant and refugee families in the Auburn, Bankstown and Liverpool areas.

During the year Barry Jones, a longstanding Society member and former Sydney Archdiocese Central Council President, passed away.

### HIGHLIGHTS

Our Conferences provided 10,759 people with financial and material assistance and a further 1,507 people were assisted through our specialised services in homelessness, disability and community development and 66,521 meals were supplied through our Vinnies Van services.

The Inner City Social Justice Committee's advocacy with MPs, mayors, councillors and public servants culminated in another joint Sydney Arch and State Council Affordable Housing Forum at Parliament House to continue to press the NSW Government to set a 15 per cent target for the provision of social and affordable housing in all new housing developments.

Sales in our Vinnies shops grew by 5.7 per cent in the last year. As we rely on sales to run our services, this is a pleasing result.

We provided \$3,098,920 worth of assistance to the local community, undertaking 30,856 visits.

- › 11 Regional Councils
- › 108 Conferences
- › 99 Mini Vinnies Conferences
- › 27 High School Conferences
- › 3 Youth Adult Conferences
- › 3951 members
- › 4076 volunteers who provided 208,520 hours' volunteering
- › 42 shops
- › 1 distribution centre
- › Vinnies Van provided 66,521 meals
- › Sydney Arch runs 21 Special Works: 15 of them provide 220 beds and the remaining six run nine activities.

**Executive Officer: Graeme Roche**

## ART — ADDING COLOUR TO LIVES

**Art therapy is one of the many programs offered by the Parramatta Central Council to express themselves and gain skills and confidence.**

Art therapists at the Caroline Chisholm Centre for Social Justice in Parramatta Central Council provide weekly therapy sessions because they know the impact it can have on people living with disabilities. The neuro-scientifically based principles of art therapy play an important role in developing skills and confidence.

Seeing their work exhibited is also hugely rewarding for the artists, their friends and family and the team members at Caroline Chisholm Centre for Social Justice.

Doug attends weekly art therapy sessions. He did not use verbal communication as his main means of expression, so art therapists believed that some of his art was coded as a form of language he had developed over time.

Doug's sessions contributed to the process of building his independence, self-esteem and voice, which had allowed him to create his artworks. So much so that in April his artwork was displayed at the See Me, Hear

Me Exhibition at Holroyd Council Chambers. The artworks at the See Me, Hear Me exhibition were created by people living with a mental illness, enabling them to be seen and heard in the community.

"Doug's art work was very beautiful and made a very strong impression on the visitors and the Citizen Advocacy Western Sydney purchased a piece for their office," said Ruth Neech, one of the art therapists at Caroline Chisholm Centre for Social Justice.

Later in the year another art therapy participant Jeremy held a solo exhibition of his work at Caroline Chisholm Centre for Social Justice. At the opening were his mother Hazel and his friends from St Mary's Community Centre and Brisbane Street, as well as staff from Bunnings and Westfield whose donations made his exhibition possible.

"It is an honour and a privilege to work with people like Doug and Jeremy and a joy to see their work and life expand and deepen," said Ruth.

## WAGGA WAGGA

### SCHOOL MUMS MAKING A DIFFERENCE

Earlier this year the mums from St Patricks Catholic Primary School in Sutherland decided they wanted to do more to help others in the area. So together they formed a sub-Conference of the Sutherland Conference. They already have 14 members.

Mouna Roche, Family Educator at St Patricks, was thrilled their dream of becoming a Parent Sub-Conference could come to fruition.

"As the Mini Vinnies coordinator in Sutherland, I collaborated with Chris Watson to form a parents' sub-Conference," says Mouna.

"Through Mini Vinnies I worked with Chris on the Winter and Christmas appeals. We had outstanding support from parents delivering Christmas hampers and the idea for a sub-Conference grew from there.

"With their call to action "Let's get Local!" they decided to focus on home visitation. After receiving mentoring from Chris and elders from the Sutherland Conference they started working independently in pairs.

"This a wonderful example of how everyone, even busy mothers, can make a difference and offer a hand up to those in need."

When member Maureen McDowell was asked how a mother of three could find the time to get involved with Vinnies, her response was, "How could I not find the time to do this?".

We are located in regional south west of NSW covering the areas of Wagga Wagga, Tumbarumba, Junee, Albury, Holbrook, Corowa, Griffith, Leeton, Narranderra, Tocumwal, Finley, Jerilderie and Berrigan.

Of particular importance is our continuing effort to support those people finding themselves in financial difficulty. In many cases they are experiencing homelessness or are on the cusp of becoming homeless.

We are working closely with other partner agencies to find an outcome that provides a sustainable solution. We are trialling Society Link with Support Services which provides the opportunity for the person who is receiving a visitation from members to speak directly to a dedicated expert who can develop a case management plan with them.

We provided \$1,073,743 worth of assistance to the local community, undertaking 12,173 visits and assisting a total of 4,424 people.

We run four Special Works: Humanitarian Settlement Services (HSS) Riverina, Micah House, NILS, Charles O'Neil and Marillac Units in Albury.

### HIGHLIGHTS

Met the high demand for No Interest Loan Schemes (NILS).

Humanitarian Settlement Services (HSS) Riverina is operated by Wagga Wagga Central Council. Many of the original HSS migrants, most of whom arrived in the Wagga/Albury/Wodonga area in 2008, have settled in the community, obtaining employment and purchasing their own homes. This is an outstanding achievement.

In February the new Shop and Office complex was opened, marking the completion of a long-standing commitment to replace the shop that had fallen victim to an arson attack.

Don Jones, then Central Council President, wanted to give something back to the community by ensuring local tradies were involved every step of the way. Almost every bit of carpentry, electrical work, paintwork and fit-out was carried out by local firms and tradespeople.

"It was a priority for us that everyone involved with the design, development and construction was local," he said.

"There were three key objectives for this building: to be an environmentally-friendly,

maintenance-free design, that we provide a work-friendly environment for volunteers and staff and that it boosts the local economy by supporting local business and employment. On all three counts we have exceeded expectations," he said.

- › 4 Regional Councils
- › 24 Conferences
- › 10 Mini Vinnies Conferences
- › 5 High School Conferences
- › 2 Youth Adult Conference
- › 616 members
- › 737 volunteers who provided 4614 hours' volunteering
- › 13 shops
- › 1 distribution centre

**Executive Officer: Mike Riley**

### NILS – A TRUE HAND UP

Access to the No Interest Loan Scheme (NILS) has been high in Wagga Wagga and Broken Bay. It has enabled clients to reduce their reliance on pay day lenders and rental contract companies. They have been able to improve how they manage their money because financial conversations are part of the loan interview and this has made them feel more empowered and in control.

Mary, in her early 60s with custody of her teenage grandson, approached NILS to obtain a loan. During the interview Mary revealed that she was renting a laptop through a local rental goods company for Jason, as it was required by his school. They worked out that by the end of the contract the laptop would have cost her \$3500, a shocking figure she hadn't calculated before. Not only did NILS approve her loan for her original request but also a loan to purchase a laptop. Mary was able to cancel her contract with the rental company and return the laptop. Even though she had lost money already, by cancelling the contract she saved herself a further \$2000.

"I'm overcome with gratitude to Vinnies. I will never use a rental company again," says Mary.



## WILCANNIA/FORBES

Our Central Council covers 50 per cent of NSW, including the towns of Parkes, Forbes, Trundle, Condobolin, Peak Hill, Broken Hill, Wilcannia, Lightning Ridge, Cobar, Bourke, Brewarrina, Narromine, Nyngan, Warren, Trangie, Deniliquin, Barham, Balranald and Hay. The towns have always been supported by strong family farming businesses and through mining in Broken Hill, Cobar and Parkes.

Severe weather patterns over the last 15 years, through drought and unusually heavy rain at harvest time, have devastated many farmers. These conditions, together with rising electricity prices and cost of living, have resulted in great hardship in all our five regions.

We provided \$1,044,749 worth of assistance to the local community, undertaking 5,956 visits and assisting a total of 2,841 people.

### HIGHLIGHTS

Our Mini Vinnies groups are very active. We held a Mini Vinnies gathering in Wilcannia, with students joining in from Cobar and Broken Hill. We introduced our annual Mini Vinnies Social Justice Competition where the students were asked to identify a social justice issue and demonstrate how “See, Think, Do” related to it.

We rolled out our Back to Basics training program to members and volunteers across the regions. We saw improved levels of communication, collaboration, sharing of ideas and initiatives that offer a hand out rather than a hand up.

Our High School Conference at Red Bend Catholic College Forbes was reformed and 100 students joined.

Two members celebrated 70 years of service in Broken Hill and Trundle.

- › 5 Regional Councils
- › 19 Conferences
- › 14 Mini Vinnies Conferences
- › 1 High School Conference
- › 612 members
- › 551 volunteers (including 85 members who also volunteer)
- › 15 shops

**Executive Officer: Kelly Morgan**

## WOLLONGONG

Wollongong Central Council covers the areas of Macarthur, Camden, Wollondilly, Southern Highlands, Wollongong, Central Illawarra, South Coast and Shoalhaven.

The areas with the highest level of disadvantage are Campbelltown and Nowra.

We provided \$1,192,236 worth of assistance to the local community, undertaking 16,752 visits and assisting a total of 7,123 people.

We have 11 Special Works; No Interest Loan Schemes, holiday accommodation at Mollymook and Gerroa, animation project, community laundromat and coffee shop, Compeer, high school support program, Nagle Centre family care and support, Rosalie Rendu home visiting program, social recreation program, Jim da Silva farm accommodation, and Wollongong Vinnies Van.

We ran five Buddies Days with a total of 28 young people and 23 volunteers and members involved.

### HIGHLIGHTS

We developed a new training framework for Conference Presidents.

A grant from the Franciscans Friars funded the production of ‘Creating Community: Animation Stories’, residents’ stories of how they built a community in Campbelltown’s Social Housing.

We opened a new retail centre in Fairy Meadow and warehouses in St Andrews and Nowra.

- › 5 Regional Councils
- › 33 Conferences
- › 21 Mini Vinnies Conferences with 540 members
- › 7 High School Conferences
- › 1 Youth Adult Conference
- › 557 members
- › 2370 volunteers who provided 31,300 hours’ volunteering
- › 26 shops
- › 2 distribution centres

**Executive Officer: Sherie Avalos**



# VINNIES SHOPS

**With 247 Vinnies Shops and distribution centres across NSW, the Society's retail footprint is a significant one.**

Our customers can choose from a wide variety of good quality donated clothing, accessories, furniture, books, music, household items and bric-a-brac.

The funds raised as a result of the sale of pre-loved and donated items are directed towards the provision of the Society's services and support programs in local communities across NSW.

Vinnies Shops are run by a dedicated group of volunteers and staff. In 2015-16, over 9300 volunteers devoted approximately 1.9 million hours of service to Vinnies Shops.

The Shops provide material assistance to people experiencing disadvantage in NSW. In the past financial year over \$1.7 million in goods, including clothing, household items and furniture were provided to families and

individuals seeking assistance, free of charge.

In October 2015 the Society embarked on a project to implement a new point of sale system in NSW Vinnies Shops. The rollout of the new system is due for completion in late 2016.

In August 2015 the Vinnies Shop at North Parramatta hosted the launch of National Op Shop Week 2015, an annual event that raises awareness of the importance of the charity op shop sector in Australia. The event was highly successful, with members of the local community, MPs and representatives from major Australian charities present. Mrs Margie Abbott, wife of the then Prime Minister, launched the event, which included a Vinnies fashion parade held by local students.

## ACHIEVEMENTS

**41%** of Society income is generated by Vinnies Shops

**4% increase in sales** in NSW over last financial year

**9,381 volunteers** gave over 1.9 million hours

Over **\$1.7 million in material aid** provided to people experiencing disadvantage in local communities





# FUNDRAISING AND ENGAGEMENT

**Our very generous donors have restored hope and rebuilt lives through their contributions to the Society's fundraising efforts, collectively raising \$14,505,000 in income.**

Through our donors we are able to offer assistance and support to those experiencing hardship. It is through donor support that our members, volunteers and employees can help people in our community and give a 'hand up' to ensure they can overcome their hardship and struggle with hope and dignity.

**"On behalf of the single mum, the newly arrived refugee, the family suffering a job loss, the determined addict trying to turn his life around, the older couple battling poor health, the grieving widow, the brave dad coping with a marriage breakup, the family searching for affordable accommodation, those suffering from a mental illness, we say thank you for making such a huge difference in their lives through your generous donations."**

**Doris, member**

## BEQUESTS

During the last financial year, bequests income from our generous Forever Friends and supporters across NSW has almost doubled from last year to \$14.5 million in legacies to the Society.

Currently there are 773 supporters who have generously confirmed a gift to the Society in their will.

## MAJOR DONORS

Our major donors (with donations of \$5,000 and above) have increased their generous contribution to the Society this financial year, supporting the Matthew Talbot Hostel and other programs including services for women affected by domestic violence and refugees and asylum seekers. Major Gift donors generously gave \$1,492,000.

**"I believe the St Vincent de Paul Society does wonderful work for lots of different people throughout Australia. The ability to 'go where the need is' is commendable and well worth supporting."** Dick Smith

## TRUSTS AND FOUNDATIONS

### Thank you

- › John T Reid Charitable Trusts for funding a coordinator at Edel Quinn, Wagga Wagga
- › The QBE Foundation for supporting the Living Skills Program at the Ozanam Learning Centre Woolloomooloo
- › Collier Charitable Fund for funding SPARK activities in Western Sydney
- › Claffy Foundation for their ongoing support of various programs.



# VINNIES CEO SLEEPOUT® 23 JUNE 2016

## VINNIES CEO SLEEPOUT



**2016 was another successful year with 1400 CEOs raising over \$5.9 million nationally for the Society's homelessness services.**

Three Sleepouts were held on Thursday 23 June in NSW, with 390 CEOs sleeping out in Sydney, Newcastle and Wollongong.

This year the Sleepout highlighted the importance of early intervention by asking CEOs to "rethink, relate and respond to homelessness positively". By reaching out to vulnerable people early, when their risk is lowest, we have the strongest chance of making a difference to our shocking homelessness statistics.

We saw a record number of female business leaders taking part this year—more than double last year's, and up to a third of total participants.

### HIGHLIGHTS

- › 24,274 people visited the Vinnies CEO Sleepout website on the day of the event. There were over 159,000 unique visits during the year and nearly 1 million pages viewed on the site.
- › Our Facebook community remains active and engaged:
- › Over 110,000 people for Vinnies Australia
- › Over 34,600 for Vinnies CEO Sleepout.
- › Over 2.2 million people saw our Vinnies CEO Sleepout Facebook content, over 45,000 people engaged with these posts and over \$250,000 was raised through Facebook alone for the 2016 Vinnies CEO Sleepout.

A big thank you goes to all the volunteers and staff who made the night possible, as well as to all the corporate partners and sponsors.

### PHOTOS:

**1.** (L-R) Nicholas Gray (*The Australian*), Nick Baker (Red Balloon) and John O'Sullivan (Tourism Australia) **2.** Kylie Rodgers (Mamamia) **3.** Lee White (Chartered Accountants Australia and New Zealand)





## KIDS ENGAGED IN EDUCATION PROGRAM (KEEP)

**KEEP is the Society's unique program for children experiencing homelessness, to help them remain engaged with their education.**

In April Sydney Airport donated \$136,000 to Kids Engaged in Education Program (KEEP), an early intervention program at Vincentian House in central Sydney. It uses education and case management to support children experiencing homelessness and is based on research, evidence and best practice.

The evidence shows that intervening early to improve health and wellbeing can reduce the risks of longer term issues. At the same time, by supporting the educational needs of children and young people we are able to break the cycle of disadvantage in which the children find themselves.

Sydney Airport's donation from the proceeds of their 2015 Lost Property

Auction has funded a full-time KEEP manager for 12 months to develop the existing program and broaden its scope across the Society's services Sydney-wide.

In 2015, the program helped 142 children and young people experiencing homelessness in Central Sydney. With the support of Sydney Airport the program will soon be able to reach many more in the broader Sydney community.

"We hope to make a positive and long lasting difference to the lives of families and children who have experienced homelessness," Sydney Airport Managing Director and Chief Executive Officer Kerrie Mather said.

## CORPORATE PARTNERSHIPS



The corporate partnership team has continued to work closely with the Society's corporate partners, increasing corporate donations by 27.9 per cent this financial year.

### HIGHLIGHTS

- › Genworth strengthened its partnership with Kids Engaged in Education Program (KEEP) and also donated \$40,000 to our Christmas Appeal.
- › The AGL partnership is in its fifth year. Their donation of \$116,797 supports the Society's Conference work.
- › Hilton Sydney supported the Hotels Have Hearts fundraising gala dinner and the Sydney Night Patrol (donating \$34,000) and their employees volunteer with the Patrol.
- › Abergeldie sponsors the Parramatta Night Patrol van with a donation of \$31,000.

## ACHIEVEMENTS

**\$14,505,000** in donations across the state

**\$14,535,000** in bequest income

**56,815 donations were made** to State Support Office through direct marketing, regular giving and events

**773** total bequestors

**\$1,091,288** from Corporate Partnerships

**\$909,700** from Regular Giving

**\$4.5M** from Winter and Christmas Appeals

**\$1.492,000** from Major Gift donors

**15,481 donations** made to the Vinnies CEO Sleepout raising \$2,070,000

Hotels have Hearts raised **\$626,323**

- › *The Australian* provided over \$360,000 worth of advertising for the Vinnies CEO Sleepout.
- › Janssen supports Freeman House and SPARK with a donation of \$150,000.
- › New partnerships have been established with Sydney Airport (\$136,000), Empired (\$50,000), Count Charitable (\$10,000) and one-off donations were received from the IDC Communications IT Industry Awards (\$27,000) and Dan Murphy's (\$20,000).
- › Work2Give, a workplace giving program, was launched.

## COMMUNITY FUNDRAISING



Community fundraising supported many new events this year with a continuing focus on homelessness.

Sutherland Regional Council hosted their inaugural gala fundraising dinner with great success.

A number of Community and School Sleepouts took place across the state including the second Revesby Vietnamese Catholic Community Sleepout raising \$13,000.

Team Vinnies City2Surf campaign, led by ambassador Joe Hildebrand, attracted 53 participants raising almost \$47,000 for the Society's homelessness services.

The Cabramatta Vietnamese community hosted a 450 guest dinner raising almost \$13,000.

Feast for the Heart raised funds and cooked and served a meal with Sydney Night Patrol.

The Newtown Rugby League Football Club dedicated its Ladies Day game to support Elsie's Refuge.

## HIGHLIGHTS

- › 11% increase in City2Surf fundraising
- › Sutherland Shire Regional Council raised \$54,000 for local Conference work
- › Inaugural Vinnies Community Sleepouts for Broken Bay and Armidale Central Councils

## MEDIA AND COMMUNICATION

The public profile of the Society is actively promoted through media coverage, achieved by issuing media releases, letters to the editor and opinion pieces on topical issues and on social justice, supporting Central Councils, Appeals and fundraising.

The CEO and President represent the Society as advocates on housing affordability and homelessness and are frequently sought out for comment.

We also keep our members, volunteers and employees informed through *Vision*, our bi-annual magazine, and send newsletters to our donors.

We continue to provide extensive marketing and communication support to our Central Councils, Shops and services through traditional and new media channels.

The Vinnies CEO Sleepout, our flagship annual fundraising activity, generates extensive media coverage. The results for 2016 in Sydney, Newcastle and Wollongong:

- › Newspapers 64
- › Radio 46
- › TV 16
- › Digital publications 4.



# HOTELS HAVE HEARTS

## Hotels have Hearts breaks their fundraising record

The Hotels Have Hearts (HHH) gala dinner in May raised a record \$626,323 for Matthew Talbot Homeless Services, bringing the total amount raised to over \$3.5 million since the event started in 2002.

Brother Dan Stafford OAM forged the relationship between HHH and the Society in 2001 and since then they have hosted a fundraising evening every two years. Br Dan continues as an active member of the HHH committee, a group of generous hoteliers.

Former Governor General, Sir William Deane AC KBE (Patron for Matthew Talbot Homeless Services) and NSW Deputy Premier Troy Grant attended this year.

The money has gone towards the Matthew Talbot Hostel Clinic, Ozanam Learning Centre and Vincentian House.

HHH is generously supported by the Australian Hotels Association New South Wales (AHA NSW).

### PHOTO ABOVE:

Thank you to the generous HHH committee members who organised the gala evening.

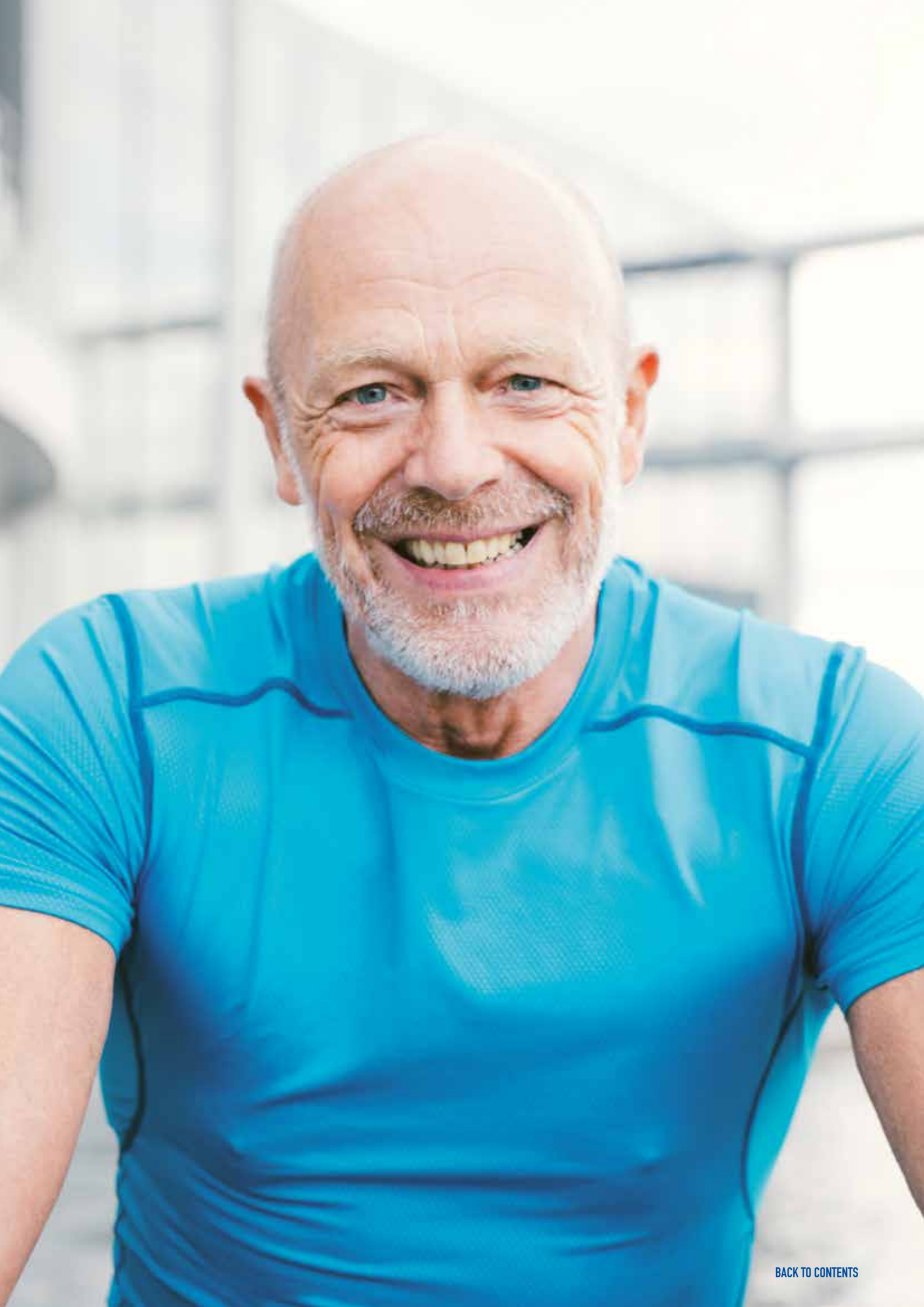
### FRONT ROW FROM LEFT:

Patrick Gallagher, Jack Lucas, Danielle Willis, Br Dan Stafford, Jenny Farrell, Martin Short

### BACK ROW:

John Ryan, Kim Maloney





# OUR GOVERNANCE

## ORGANISATIONAL STRUCTURE

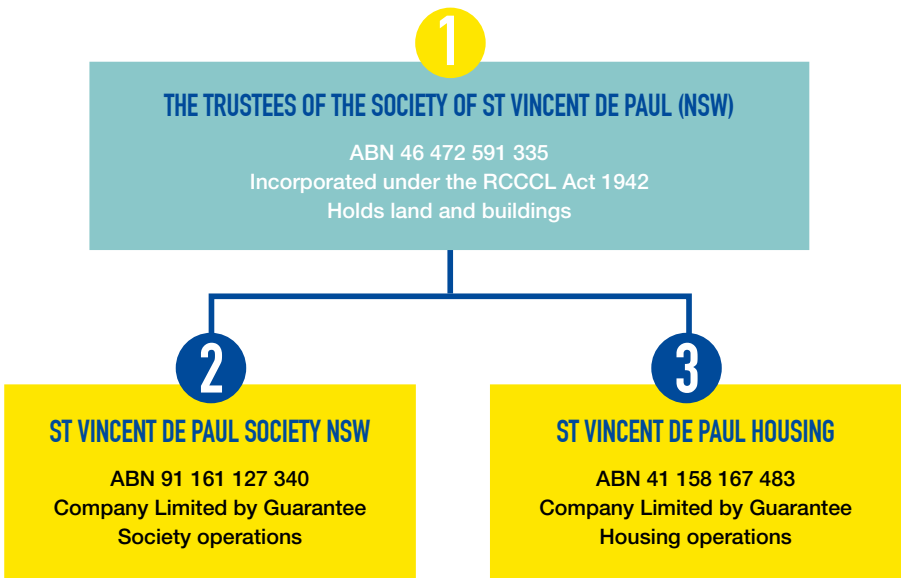
The Society in NSW is comprised of three separate but related legal entities. The Trustees of the Society of St Vincent de Paul (NSW) ("Trustees") is a body corporate incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW). In November 2012, the Trustees registered a public company 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 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 40.

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 16.

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 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 justice 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.

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.

The Trustees appointed new President, Mr Denis Walsh in December. He was elected to the role of Chairperson of St Vincent de Paul Society NSW, and also separately of St Vincent de Paul Housing. Mr Walsh brings with him years of experience in the corporate and charitable sector.

### **In 2015-16 the Board achieved the following outcomes to improve its governance:**

- i. Reconstitution of Board Advisory Committees: the Board reduced the number of Advisory Committees to four to streamline reporting requirements to the Board and to enable the Board to better focus on strategic business and financial planning, and help improve business decisions in its major activities such as Special Works and Vinnies Shops.

The Board Advisory Committees provide advice on oversight of operational matters requiring Board consideration and matters constituted within the terms of reference of each committee. All terms of reference were reviewed during the year and include provisions for independent membership and limited delegated decision-making from the Board.

- ii. Professional Development of our Directors: Board Directors attended a professional development workshop conducted by Grant Thornton on NFP Reform and ACNC. The course content covered ACNC governance standards, financial literacy, accounting for NFPs. Another course offered to the directors was on foundations of directorship from the Australian Institute of Company Directors.

The Board of Amélie Housing is taking steps to establish its Advisory Committees and this is anticipated to happen in the next financial year.

The Board of Directors of St Vincent de Paul Housing (Amélie Housing) consists 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.



## 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:

THE TRUSTEES OF THE SOCIETY OF ST VINCENT DE PAUL (NSW)			ST VINCENT DE PAUL SOCIETY NSW			ST VINCENT DE PAUL HOUSING AMÉLIE HOUSING		
Number of Meetings Held during the Financial Year			5			8		
	No. of Meetings entitled to attend	Meetings attended	No. of Meetings entitled to attend	Meetings attended		No. of Meetings entitled to attend	Meetings attended	
Mr Denis Walsh	5	5	5	5	*Mr Denis Walsh	3	3	
Mr Ray Reynolds	2	2	2	2	*Mr Ray Reynolds	3	3	
Ms Beverley Kerr	5	5	5	5	Ms Beverley Kerr	6	3	
Mr Anthony Corkeron	5	5	5	5	Mr Digby Hughes	6	5	
Ms Rosemary Fisher	5	5	5	5	Mr David Morris	6	3	
Mr Paul Shiel	2	2	2	2	Ms Lesley Wyatt	6	5	
Mr Matthew Kirkham	1	0	1	0	*Mr Jared Ellsmore	1	0	
Mr Peter McNamara	5	5	5	5	Mr Michael Dureau	6	6	
Mr Peter Leckie	2	2	2	2	*Mr Tony Tonna	6	6	
Mr Richard Barton	3	3	3	3	Mr Peter Miller	6	4	
Mr Kerry Muir	5	5	5	5				
Mr Bob Lulham	1	1	1	1				
Mr Barry Finch	2	2	2	2				
Mr Brian Goodall	1	1	1	1				
Mr Peter Fishlock	5	5	5	5				
Mr Alan Ruff	5	5	5	5				
Mr Don Jones	4	4	4	4				
Mr Maurie Ryan	4	4	4	4				
Ms Yvonne Wynn	4	4	4	4				
Ms Jennie Duff	1	1	1	1				
Mr James Rogers	5	4	5	4				
Ms Gaynor Mason	3	3	3	3				

\* Mr Dennis Walsh was appointed Chair in December 2015; Mr Ray Reynolds resigned in December 2015; Mr Jared Ellsmore resigned in October 2015; Mr Tony Tonna was appointed in October 2015

Note: i) There were eight board briefing meetings which have not been included above and  
ii) Proxy and other attendances have also not been included.

## 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., 2012), issued by The National Council of Australia, and by the Statutes of the International Confederation of the St Vincent de Paul Society, approved during the Rome Special General Meeting in October 2003. Members of the Society 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.

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.

## ADVISORY COMMITTEES

The Society has a number of advisory committees to assist the State Council 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 Chair of this Committee is the State Council Vice-President, Treasurer, and Director Mr Anthony Corkeron. 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 seven meetings of the committee held during the year.

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

## ACHIEVEMENTS

- › Endorsement of its Terms of Reference, confirming its advisory role to the Trustees and Board.
- › Implementation and the start-up of the Local Area Coordination Division that will transition people living with a disability to the NDIS.
- › Approval of the 2015-16 Internal Audit Plan with priority areas of focus identified. During the year, the ARF was provided

with 22 internal audit reports for review. It assessed the financial feasibility and risks for 19 project applications covering the sale and purchase of land and buildings, new and lease renewals and major works.

- › Provision of governance oversight of the Social and Affordable Housing Fund (SAHF) bid. It held a number of extraordinary meetings to review the financial, legal and risk management framework associated with the bid.
- › Receipt of a number of significant business cases including the Society's Client Information System, updates regarding the implementation of the new point of sale system, as well as future concepts for the procurement function and financial reporting platform.

### 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, ACNC and other legislation.

The GAC is delegated powers by the Board to approve corporate statewide policies and procedures with final approval reserved for the Board, to make changes in delegations of authority, conduct induction training, recommend best practice ITC governance standards, policies and procedures, and have oversight and review of the company's safety management system and processes. In addition it has powers to review the company's statement of business ethics in relation to operations, and approve recommendations of the Work Health and Safety Committee.

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 during the financial 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 six meetings of the committee held during the year.

### ACHIEVEMENTS

- › Updated Conflict of Interest and Annual Disclosure Statement Policy for Directors and Executive personnel
- › Implemented a new Director of the Board Induction Pack and a three-day training course for Directors by AICD
- › Developed Advisory Committee Terms of Reference template for all committees
- › Introduced new terms of Reference for the Advisory Committee including a number of delegated responsibilities for approval on behalf of the Board (e.g. corporate policies)
- › Endorsed new terms of reference for the Portfolio Review and Approvals Group (ICT committee)
- › Recommended appointment of independent member to the committee who was subsequently appointed by the Board
- › Recommended various policies for approval to the Board.

## OTHER ADVISORY COMMITTEES TO THE BOARD INCLUDE:

### Special Work 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

- › Two independent members appointed to the committee
- › Developed and implemented Special Works Reporting Framework
- › 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 four meetings held during the year.

### ACHIEVEMENTS

- › Developed Centres Operational Manual for all Vinnies Shops
- › Introduced new terms of reference and statewide membership for the Advisory Committee
- › Commenced implementation of Connect point of sale system in Vinnies Shops

Established Retail Managers Conference to improve sharing of knowledge and best practice across the state



## PRESIDENT AND VICE PRESIDENTS AS AT 30 JUNE 2016

### 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 12 years ago and has been a Conference Secretary, Conference President and Regional President. Denis is a member of the West Wollongong St Therese Conference. 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 a Vice President of the NSW State Council and President of St Vincent de Paul Society NSW Support Services. Beverley joined the Society 14 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. Anthony Corkeron

Anthony 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 56 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. Tony helped set up a number of Valvoline entities overseas.

### 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 44 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.

# NSW STATE COUNCIL



## CENTRAL COUNCIL PRESIDENTS AS AT 30 JUNE 2016

### 6. Rosemary Fisher ARMIDALE

Rosemary joined the Society 36 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 President.

### 7. Maurice Ryan BATHURST

Maurice was elected in December 2015. His career has been in education, teaching at a number of schools including as 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 for three years. 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. The late Richard Barton BROKEN BAY

Richard Barton grew up in Manly and was, for many years, committed to helping his fellow man through different community organisations. After becoming a member, Richard soon progressed to Centre President and in February 2016 was elected Central Council President. Richard was a man of ideas and action who had great plans for the growth of Broken Bay, especially with respect to educating youth about the role of the Society and our need for their help and support. Sadly he passed away in August 2016 after a battle with cancer. During his illness Barry Finch replaced him as Alternate Central Council President.

### 9. Yvonne Wynen LISMORE

Yvonne Wynen was elected President in November 2015. She joined the Society four years ago and was previously President of Mary Immaculate Conference Bellingen. Yvonne, along with husband Frank, runs a successful tourist accommodation business in Bellingen. She has a background in sales and marketing management and is also a qualified personal trainer. She has put that role on the backburner so she can devote her time to her position as President.

### 10. Peter Fishlock MAITLAND/NEWCASTLE

Peter joined the Society 10 years ago as a member of the St Pauls Rutherford Conference. 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 has a background in engineering and sales and also as a small business owner.

### 11. Alan Ruff PARRAMATTA

Alan joined the Society 17 years ago and is a member of the Rooty Hill Conference. Alan was previously a Conference President and a Regional President. Alan has a background in corporate regulation and held senior management positions with the NSW Corporate Affairs Commission and the corporate regulator now known as the Australian Securities and Investments Commission.

### 12. Anthony Corkeron SYDNEY ARCHDIOCESE

Anthony has been the President of Sydney Archdiocese Central Council since 2014.

### 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 has been the President since March 2014. He joined the Society 10 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.

### THANK YOU

Ray Reynolds, Brian Goodall, Don Jones, Matthew Kirkham, Peter Leckie, Bob Lulham and Paul Shiel and for their service to the State Council.





# 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.**

In 2015-16, the Strategic Plan Implementation Committee met each month to oversee its implementation.

A copy of the full Strategic Plan and Action Plan can be found at [www.vinnies.org.au/publications](http://www.vinnies.org.au/publications)

A number of projects were completed or implemented in 2015-16 that supported the key goals of the Society's Strategic Plan.

## STRATEGIC GOAL 1: STRENGTHEN OUR SPIRITUALITY

### **Key achievement: Developed a new Spirituality Framework**

The Society implemented a new Framework for Spirituality — Grounded in Faith, Living in Hope, Growing in Love. The Framework is intended to develop the heart of the Society and the heart of spirituality. At the heart of the Society are voices of influence including Blessed Frederic Ozanam, Sister Rosalie Rendu, Saint Vincent de Paul, Charles O'Neill and Pope Francis, while the heart of spirituality encompasses prayer, reflection, liturgy and Catholic social thought. The Framework is founded in scripture, The Rule and other Church documents and establishes a Trinitarian faith in the development of the virtues of faith, hope and love but with a strong practical Vincentian flavour.

#### **Other key achievements:**

- › An increased number of reflection and festival days were held across Central Councils to support the Framework.
- › Resources and materials were updated and made available on the Society's intranet.
- › A new National Prayer Card put forward to National Council was approved for use across the whole of Australia.
- › A Spirituality Workshop for staff was developed
- › Spirituality presentation and reflection was included in the induction for Local Area Coordination program teams.

## STRATEGIC GOAL 2: STRENGTHEN OUR SERVICE

### **Key achievement: Developed and commenced implementation of a Property Asset Management Policy**

The Society has developed a property asset management policy. It has been implemented across the Society to establish a systematic and consistent asset management approach to the Society's owned property assets, valued at cost at \$284.6 million, and comprising 243 properties. All freehold properties have now been reviewed and the Board has approved a number of asset principles and strategies for implementation in 2016-17.

### **Child Safe Organisation Strategy**

In 2015, the Society engaged Child Wise to conduct an organisational needs assessment for the Society. Child Wise is a leading national organisation devoted to the protection of children and young people.

Child Wise has established Twelve Standards for a Child Safe Organisation to create a framework for building open, aware, safe and accountable organisations. The needs assessment, including site visits, questionnaires, face-to-face interviews and a desktop review, was completed and a

detailed report received. The State Council has endorsed the summary of findings and recommendations and a high level implementation plan.

#### **Other key achievements:**

- › 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.
- › Visitation Guidelines have been rolled out for implementation to every Central Council with a Visitation Toolkit.
- › A review of the current Special Works Framework is underway with the planned development of two categories of Special Works.
- › A review of complaints handling systems has commenced to ensure our processes and systems meet the needs of the communities we serve and our key internal and external stakeholders.

## STRATEGIC GOAL 3: DEVELOPING OUR MEMBERSHIP

### Key Achievement: Implemented the Valuing Youth project

The Society commenced the implementation of the 'Valuing Youth' project. It has engaged our members, volunteers and employees in strategic conversations, defining successful involvement and engagement in the Society and how we can remain strong, responsive and attractive now and for future generations.

#### Other key achievements:

- › Completed first phase of implementation of "Unlocking Leadership Potential" which includes the creation of a Leadership Induction Toolkit as well as a Mentoring and Succession planning model and program.
- › Intensive focus on Conference renewal over the past 12 months including reflection, formation and training, recruitment and strategic planning to identify and action renewal opportunities that align with the Vincentian Charism.

## STRATEGIC GOAL 4: STRENGTHENING OUR SOCIETY

### Key Achievement: Roll-out of Code of Conduct for members, volunteers and employees

In 2012-13 the Society developed its new Code of Conduct for all members, volunteers and employees. It was designed to promote the organisational values of professionalism, transparency, accountability, collaboration, respect, confidentiality, compliance and lawfulness.

In 2013-14 a hard copy of the booklet outlining the Code was made available for members, volunteers and employees and was also uploaded onto the Intranet. Work also commenced on further roll-out of the Code including the development of training and associated policies for responding to the Code.

#### Other key achievements:

- › Developed a Human Resources Strategy which was prepared after extensive consultation with key stakeholders.
- › The Board endorsed the approach to the development of the Society's Five Year Service Delivery Plan. This plan will be developed in 2016-17 and will establish key service priorities for the Society to continue to respond to current and future client needs.
- › Supported the ongoing implementation of the new point of sale system in each Vinnies shop via the activities associated with the integration between the POS and our accounting system, Great Plains, which has improved both the management of Vinnies Shops but also the internal controls environment. It is expected to be completed end-October 2016.

#### Learning and Development (L&D)

- › The L&D team has been restructured to better support the training and development needs of the wider organisation. A workshop with the team was held in September 2016 to establish and prioritise activities, and to further develop deliverables against current resources.
- › A whole organisation strategy for members, volunteers and staff is currently underway with the aim to establish a clear plan to better support and strengthen our workforce.

#### Information and Communications Technology

- › At the end of 2015 the ICT strategic plan was developed with a number of key aims, activities and programs highlighted to ensure that ICT meets the Organisational Strategic Agenda by 2018.
- › In 2016, the IT area was restructured to improve capability and capacity within the team. This includes the establishment of an ICT steering group and the implementation of a technical change management process.
- › A project management office has also been developed to ensure appropriate risk management and delivery of all programs.
- › The ICT Activity Plan is almost complete and this will allow the steering group to monitor and review the progress of delivery to a successful end.
- › A major ICT infrastructure and architecture review is scheduled to take place this year to address the core infrastructure needs of the organisation now and into the future. A business case is being developed with the hope to start the review November 2016.
- › To support the growing needs of the Local Area Coordination (LAC) program, a number of smaller pieces of work have commenced e.g. email upgrade, RDS atomisation and network stability, with completion due by end- 2016.



## STRATEGIC GOAL 5: STRENGTHENING OUR PARTNERSHIPS

### Key Achievement: Building sustainable corporate partnerships

The Society has identified that building sustainable corporate partnerships is vital for the funding of existing and new initiatives across our service delivery. The Corporate Partnership team continued to roll out a strategy to develop corporate partners engaged through the Vinnies CEO Sleepout and corporate sector.

In 2015-16 the Society saw a 27.9 per cent year-on-year increase from corporate partnerships including a continuation of the AGL partnership which supports the Society's Conference work. A new corporate partnership with Sydney Airport was developed to expand the reach of Kids Engaged with Education Program (KEEP) providing a donation of \$136,000.

### Other key achievements under this strategy include:

- › Launched the new Workplace Giving Program called Work2Give to new and current corporate supporters.
- › Genworth Australia continued their support of KEEP at Vincentian House.
- › Hilton Sydney continued their third and final year of the current agreement to support Vinnies Night Patrol and the Matthew Talbot Hostel. In addition Hilton Sydney sponsored the Matthew Talbot Hostel 50th anniversary commemoration during Anti-Poverty Week in October and the Hotels Have Hearts gala fundraising dinner in May.
- › Janssen, one of the Society's longest standing partners, continued to support Freeman House and SPARK with a \$150,000 donation to provide an additional \$30,000 to increase support to the SPARK program.
- › New partnerships were established with Sydney Airport, Empired, Count Charitable and a one off donation from the IDC Communications IT Industry Awards.

## STRATEGIC GOAL 6: RAISING OUR VOICE

### Key Achievement: Embedding social justice

In 2015-16 the Society continued to advocate on core social justice priority areas. Our Social Justice Representatives also focussed on the core message that social justice is the 'hand up' in our everyday Conference work. We did this in a number of ways:

- › Reinforcing the three pillars of social justice diagram that explains the multitude of ways members can engage with social justice.
- › Developing a social justice bulletin to communicate social justice issues.
- › Considering key advocacy messages within our social justice priority areas that resonate with our members, volunteers and staff so that members feel confident to speak out about these issues.

These include:

#### Affordable Housing and Homelessness

- › Adoption by the Commonwealth Government of a Commonwealth Social and Affordable housing fund.
- › Adoption by the State Government of modified planning laws to require that affordable housing comprise at least 15% of all major developments .

#### Refugees and Asylum Seekers

- › Adoption of an internal and external campaign to inform:
  - a. Society members and
  - b. the general public about current challenging circumstances for asylum seekers and the structural changes needed to correct these challenges.
- › A campaign to remove all children and their families from offshore detention and to re-assess conditions in Alternative Places of Detention.
- › Energy Affordability and Cost of Living Pressures
- › Agreement by State Government to extend the use of EAPA vouchers to caravan parks, retirement villages and other gas users.

- › Approval by State Council to work with the Energy and Water Ombudsman to develop and run an internal member campaign to promote flexible use of EAPA vouchers.
- › Investigation into Energy Efficiency Standards for social and affordable housing, by the Social Justice Committee and the State Support Office team.

### Other key achievements:

- › Began the development of affordable housing and homelessness, and asylum seekers and refugees strategies that align our service and our advocacy.
- › 82 per cent of Regional Councils have appointed a Social Justice representative to take regular action at a local and regional level – Social Justice in the Pub events, forums, table talks and Bring Your Bills days, in partnership with other agencies.

# LOCAL PRESENCE, COMMUNITY OUTREACH

**The Society is proud to be a member and volunteer organisation that has been assisting people experiencing disadvantage in NSW for over 130 years.**

What distinguishes the Society is its local presence and community outreach, which comes to life through the dedicated work of our 25,000-plus members and volunteers, who are present in 390 communities across NSW. It is our relationships with the people we serve that help us to understand the root causes of their poverty, their marginalisation, their disadvantage, and inspire us to act and speak out against injustice in their situations.

The Society's members reach out to encounter the most vulnerable members of our community wherever they may be—visiting almost 600 people each day in their homes and hospitals, prisons, nursing homes and support centres—providing vital emotional support, referral services and material assistance.

Our members visited around 160,000 people and distributed over \$20 million in financial assistance to people in crisis.

Our 15,000 volunteers make an immense contribution, enriching and extending the Society's assistance to people living in cities, towns and regions right across NSW.

In 2015-16 they donated close to 300,000 hours of their time, contributing to the works of the Society in a great variety of ways:

- › Vinnies Shops
- › Programs for disadvantaged children and young people including Buddies Days,





Kids Camps and homework programs

- › Youth engagement through Mini Vinnies groups in Catholic primary schools as well as high school and university Conferences.
- › Programs and services like Compeer (a friendship program for people living with mental illness), SPARK for newly arrived refugee families and their children, and a range of other programs which complement the work of our services.

Driven by the aspiration to transform people's lives, the Society is committed to being the agency of choice for today's members and volunteers. In 2015-16 the Society invested in three priority areas that resulted in a number of key achievements:

## LEADERSHIP DEVELOPMENT

- › Launched the Society's 'Unlocking Leadership Potential' program with Central Councils participating in conversation sessions with key leaders throughout 2016. Participants reported they have grown in confidence as a leader, particularly as a person who supports other leaders.
- › Hosted the Annual State Leadership Breakfast on 4 June 2016, with regional leaders from all 10 Central Councils participating in lively leadership discussions.
- › Released results of the Survey of Regional Council Presidents, highlighting our leaders' experiences, strengths, challenges and aspirations for the future.

## ATTRACTING YOUNGER AND MORE DIVERSE VOLUNTEERS

- › Launched the Valuing Youth Strategy, adopting an innovative model of delivery that has brought over 50 members, volunteers and employees together to deliver new initiatives that welcome people of all ages to join the Society.

## INNOVATION & FLEXIBILITY

- › Developed a Conference Financial Wellbeing service delivery framework for piloting, designed to help measure and demonstrate the meaningful impact of our assistance to people.
- › Piloted innovative and flexible Conference models and volunteering activities, such as the new Rendu Rhythms music Conference.



# RAISING VOICES TOGETHER

**Audrey has never looked back since she joined Rendu Rhythms, cheering up mealtimes at the Nagle Centre through song.**

Audrey is a passionate volunteer who sings in the Rendu Rhythms music group, run by the Society in Campbelltown as an outreach Conference.

Its purpose is to bring people together to perform for those in need, by bringing joy to those going through hard times. A bunch of talented musicians and singers, they play well-loved music from the Beatles, the Eagles, Abba, and many more.

"I've lived in Campbelltown most of my life. I've always had empathy for helping people who are less fortunate than myself, particularly with older people, people with dementia, and the homeless," says Audrey.

"My heart goes out to them and I like seeing that I've made a difference to their day.

"I saw an advertisement online looking for performers for a new singing group through the St Vincent de Paul Society and I thought, "why

not give it a go?". I got on so well with everybody- we're like kindred spirits. We all have a passion for music and just want to help others."

The group practices every Thursday night for two hours and performs once a month at the Nagle Centre Campbelltown.

When they started many of the diners would just eat their meals and leave.

But now, Audrey says, you can see the difference.

"They are staying longer and there are many more smiles on their faces. It's working-we're actually reaching them."

"We're all like a family. I feel like if I don't go then I am letting everyone down. I feel totally uplifted when I arrive."

Rendu Rhythms continues to grow in size and popularity and now performs at a range of venues bringing joy to those going through hard times or just needing a boost.





# OUR EXECUTIVE

## 1. Dianne Lucas - Acting CEO

Dianne Lucas was appointed Acting CEO in September 2015 after the resignation of CEO Michael Perusco in August.

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.

## 2. 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.

## 3. Christine Callaghan - Executive Officer, St Vincent de Paul Society NSW Support Services

Christine was appointed Executive Officer Support Services in November 2015, replacing Matthew Cleary who resigned in September. Prior to joining the Society Christine was District Director for Family and Community Services in Nepean Blue Mountains with portfolios of child protection, disability and housing services. She has also led mental health services in West London and was Director of Clinical and Nursing Services at Justice Health, providing healthcare to people in custody across NSW.

## 4. Norma Abeyasekera - Executive Officer for Employee Development and Systems

Norma commenced this second role in January. She oversees a number of departmental areas within State Support Office including Information & Communications Technology (ICT), Project Management Office (PMO) and Learning & Development (L&D).

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 Board positions.

## 5. Katrina Armstrong - Executive Officer, Local Area Coordination (LAC) program

Katrina was appointed to this role in February. She has nearly 30 years' experience in the disability sector across a range of operations and program management roles. She led and coordinated the development of a number of business cases for the closure of large residential centres in NSW and implemented a new Award and staffing structure across government operated group homes and respite centres. Most recently Katrina was responsible for a number of individually funded NSW disability programs including the delivery of over 1000 new accommodation support places over a five-year period.

Katrina holds a Bachelor of Arts.

# OUR EMPLOYEES

Human Resources is responsible for meeting the workplace relations needs of the Society and over 1,500 employees across NSW engaged in the retail operations, homelessness, addiction, disability, family, childcare and Support Services, as well as State and Central Council employees. This includes supporting recruitment, induction, payroll, advisory support, work health and safety and industrial relations coordination.

The Learning and Development and Change functions also work in partnership with the Human Resources function, in facilitating the development of employee capacity and skills and the management and support of ongoing organisational change, throughout the Society.

## RECRUITMENT AND SELECTION

In 2015-16, 304 job roles were advertised, 495 new appointments were made (including 115 for the Local Area Coordination program) and 629 police checks were undertaken by the HR Operations team. SCOUT, the new online recruitment system, has assisted in streamlining and improving the recruitment process further.

## INDUSTRIAL RELATIONS

In December 2015 all employees under the Social, Community, Homecare and Disability Services Award (SCHCADS) were transitioned from the SACS/SVDP rates of pay to the SCHCADS transitional pay rates. Employees under SCHCADS will continue to receive full Equal Remuneration Order (ERO) increases each December.

The new Retail and Distribution Enterprise Agreement was approved in December 2015 and is in place until 30 June 2018.

The new Frederic House Enterprise Agreement is currently under development and negotiation with the relevant stakeholders and work will continue to renew the Society's other industrial instruments.

## WORKPLACE HEALTH AND SAFETY

2015-16 has been a period where review and evaluation of the Society's approach to safety came to the fore. The internal changes in governance reporting within the Society led to a re-assessment of the ongoing role of the WHS Advisory Committee and whether an alternate steering mechanism was required to meet the Society's needs. An outcome from this reflection in early 2016 was the proposal to convene a special WHS Forum in September, where Executive Officers, safety officers and other key people could come together to discuss our WHS management system and work together on a new strategy. This in turn has resulted in a new safety leadership group being nominated to drive this strategic work.

Other activities across 2015-16 included the completion of the WHS Roadshow presentations at Central Council meetings, a review of basic workers compensation/return to work processes and the drafting of a standard business continuity and emergency response framework.

## POLICY AND SYSTEMS

Our policy work has continued this year, with a Policy Project group set up within the HR team to develop policies for further consultation and approval. As in previous years, policies will be communicated through a mixture of direct communication and training where appropriate. SCOUT training is being provided to managers through a pilot implementation process to ensure a smooth transition and to enable our managers to realise the full benefits of this great tool.

## ACHIEVEMENTS

This year saw the **implementation of the HR Strategy 2015-18.**

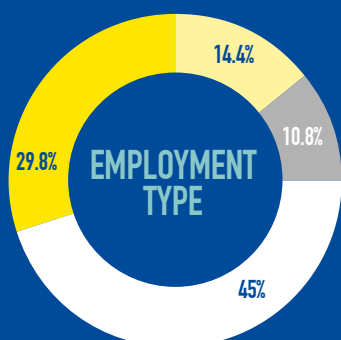
It provides clear direction for the next three years through five delivery strands:

Employment Lifecycle Engagement, Safety, Develop Our People, Leadership and Change.

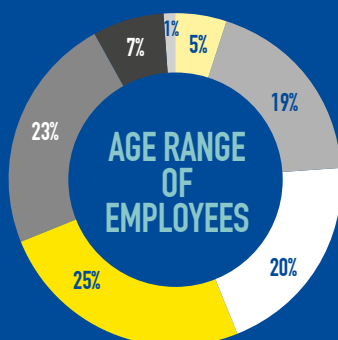
The launch of the **Local Area Coordination program** as part of the National Disability Insurance Scheme (NDIS) rollout required the recruitment of over 100 employees between May and July. This was successfully achieved, allowing the program to go live on 1 July, to start implementing this once-in-a-lifetime generational change.

We **implemented SCOUT**, a new web-based recruitment system. This will greatly improve the candidate and hiring management experience, and the candidate experience for applicants. With improved visibility and reporting capabilities, it replaces a manual and outdated process.

# EMPLOYEE SNAPSHOT



PERMANENT FULL-TIME	→	697
PERMANENT PART-TIME	→	462
CASUAL	→	223
FIXED-TERM	→	168



AGE 17-24	→	83 EMPLOYEES
AGE 25-34	→	299 EMPLOYEES
AGE 35-44	→	307 EMPLOYEES
AGE 45-54	→	393 EMPLOYEES
AGE 55-64	→	353 EMPLOYEES
AGE 55-64	→	103 EMPLOYEES
AGE 75+	→	12 EMPLOYEES

## GENDER SPLIT

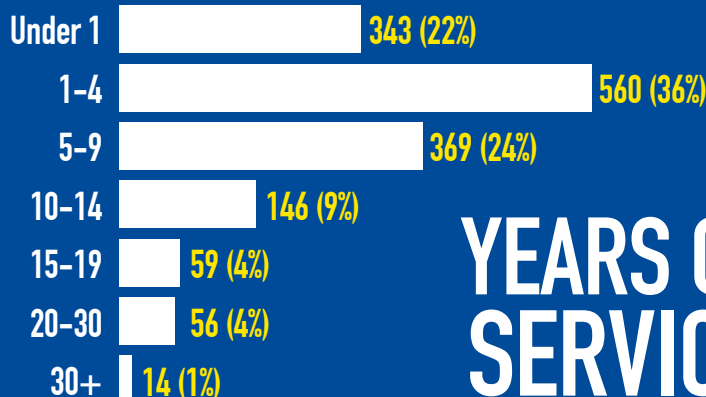
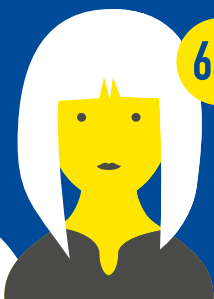
539  
MALE

35%



65%

1011  
FEMALE



YEARS OF SERVICE

## LEARNING & DEVELOPMENT

We recognise the importance of building and developing capabilities of our employees to meet current and future needs. In 2015-16 we continued to invest significantly in employee development.

### Training Calendar

1323 participants attended 116 courses on Microsoft, first aid, trauma-informed care, Stronger Together Performance Development, Code of Conduct, child protection and leading effective teams.

## INDUCTION

A new revised one-day Employee Welcome workshop was introduced incorporating Code of Conduct training, and covering key organisational policies and procedures. This one-day orientation to the Society is designed to engage new employees with the vision, mission and ethos of the organisation and enable them to begin building their understanding of our organisation's structure, people and operations. Development has begun on a 13-week induction program to enhance the experience of new employees as they commence their employment and to assist managers in supporting their new starters to be job-ready.

## LEADERSHIP DEVELOPMENT

During 2015-16, Learning and Development offered an in-house leadership program for senior managers at the State Support Office, SVDP Support Services and, in 2016, the Local Area Coordination Program. Senior managers were supported in building their visions, clarifying their goals for their portfolios and developing their collaborative leadership skills.

In addition, a series of leadership workshops were delivered for interested employees.



## TEAM DEVELOPMENT

Through the implementation of thinking preference profiling of individuals and teams using the Herrmann Brain Dominance Instrument (HBDI), Learning and Development provided targeted support to teams in various locations across Society in 2015-16. The HBDI provides people with insight into their own thinking preferences and an understanding of how their thinking preferences influence their communication styles and the way they work together in teams.

### Analysis of learning and development needs

In 2015-16, work commenced on a learning needs analysis focusing on employees working in homelessness services across the Society. The analysis will be based on the capabilities identified through the Society's Specialist Homelessness Services (SHS) Capability Matrix, completed in 2015.

## EXECUTIVE TEAM

The Executive team has delegated authority from the Board for the overall operational management and performance of the Society.



## COMMITTED TO HELPING OTHERS

**Jackson is a Linker for Ability Links, supporting people with disability, their families and carers live the life they want, as valued members of their community.**

Linkers assist people connect with their local community. They focus on empowering people so that they have the confidence, skills and support systems to continue to pursue their goals and engage with their local community long after they have finished working with Ability Links.

Jackson has been involved with the Society since his early high school days at a Catholic school in Northern NSW. He developed a keen sense of social justice during his school days and wanted to continue to helping those less fortunate.

Jackson uses a wheelchair and knows first-hand the difficulties many people face when they are trying to participate in the wider community. Many everyday activities that most people take for granted can be more of a challenge to people with disabilities—that's where Linkers like Jackson come in.

"Ability Links is a relatively new program started by the NSW Government and run by the Society. There are Linkers like me all over the state," says Jackson.

"I've been working for Ability Links for about 11 months and currently assisting around 10 people, all whom have different goals and skills. I offer support for anything from enrolling into tertiary education to identifying a hobby which someone may not have had the confidence or access to do previously.

"Every day is different. I get to assist people who might have difficulties participating in their community, create and achieve goals, improving their happiness.

"One of the reasons I like my job so much is the feel-good moments where you get to help someone achieve the goal they had set for themselves."

# HISTORICAL DATES

## 1833

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

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.

# THANK YOU TO OUR SUPPORTERS

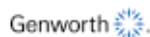
2GB  
3rd Space  
Abergeldie Complex Infrastructure  
AGL  
Ainsworth  
appazure  
Aristocrat  
Australian Associated Press  
Australian Hotels Association NSW (AHA)  
Australian Liquor Marketers Pty Ltd  
Australian Stockbrokers Foundation  
Bally Technologies  
Beam Suntory  
Blue Star Print Group  
Brother Dan Stafford C.Ss.R  
Campbell Arnott's  
Cambridge Stud  
Carlton United Breweries  
Carriageworks  
CB Richard Ellis  
CCM Travel  
CEO Forum  
Claffy Foundation  
Coca-Cola Amatil  
Collier Charitable Fund  
Commonwealth Bank of Australia  
Create Engage  
Dan Murphy's  
DHL  
Diageo  
Ellerston Capital  
Empired  
EzyCharge

Festival Hire  
Five Dock Volkswagen  
Genworth  
Global Gaming Solutions  
Goulburn Valley Juice  
Gresham Partners  
Grinders Coffee  
Hilton Sydney Hotel  
Hotels Have Hearts Committee  
InLink  
International Gaming Technology (IGT)  
Janssen  
JLL  
John T Reid Charitable Trusts  
JP Morgan Chase  
Kristina Kenneally  
Largardere Travel  
Lion  
Marian EH Flack Trust  
Moonee Valley Racing Club  
Mount Franklin  
MPM Marketing Services  
New Horizons Enterprises  
Newcastle Permanent Charitable Foundation  
Nine Cares  
Our Big Kitchen  
Pack & Send Kings Cross  
Peter Switzer  
QBE Foundation  
Ranae Smith  
Ray White  
Redemptorist Monastery

Samuel Smith & Son  
Schwartz Family Co Pty Ltd  
Schweppes  
Sir William Deane AC KBE, Patron,  
Matthew Talbot Homeless Services  
SKY Business News  
SNP Security  
Smeg  
Southern Cross Austereo  
Sydney Airport  
Staples  
Ted's Cameras  
The Australian newspaper  
The Wiggles Pty Ltd  
Treasury Wine Estates  
TVSN  
Vinnies CEO Sleepout Ambassadors  
Visy  
WentWest Limited

## GOVERNMENT PARTNERS

Department of Education and Training  
Department of Social Services  
Department of Health  
Department of Immigration and Border Protection  
National Disability Insurance Agency  
NSW Department of Ageing, Disability and Home Care  
NSW Department Family and Community Services  
NSW Department of Health





# HOW WE HELPED

OVERALL THE SOCIETY ASSISTED NEARLY  
300,000 PEOPLE

## CONFERENCES

390 CONFERENCES ASSISTED LOCAL COMMUNITIES



PROVIDING OVER \$20 MILLION WORTH OF FINANCIAL ASSISTANCE

10,392 MEMBERS VISITED NEARLY 161,000 PEOPLE, SPENDING 3,685,420 HOURS ON VISITATIONS

## VOLUNTEERS

15,000 VOLUNTEERS CONTRIBUTED IN TOTAL CLOSE TO 300,000 HOURS



VINNIES VANS IN WOLLONGONG, ORANGE, SYDNEY & PARRAMATTA SERVED 115,000 MEALS

9,381 VOLUNTEERS CONTRIBUTED OVER 1.9 MILLION HOURS OF WORK TO VINNIES SHOPS

## SUPPORT SERVICES

25 SPECIAL WORKS

PARTICIPANTS 64,764  
VOLUNTEERS 752  
BED NIGHTS 123,230  
MEALS 246,460

# OUR SERVICES

## HOMELESSNESS AND ADDICTION SERVICES

Amelie House  
Bowral Youth Refuge  
Cardinal Freeman Centre  
Claffy Lodge  
Dolores Refuge  
Edel Quinn Hostel  
Elsie's Refuge  
Frederic House  
Fred's Place  
Freeman House  
Gambling Help  
Illawarra Homeless Coordination Services  
Jim da Silva Farm  
John Purcell House  
Killara Refuge  
Liverpool Men's Refuge  
Marian Centre  
Marian Villa  
Maryfields  
Matthew Talbot Centre  
Matthew Talbot Health Clinic  
Matthew Talbot Hostel Woolloomooloo  
Matthew Talbot Homeless Services  
Newcastle  
McCosker House  
Mingaletta Family Centre  
Pathways  
Our Lady of the Way  
Quamby House  
Rosalie House  
St Jude's  
St Vincent de Paul House  
Vincez's Women's Refuge  
Vincentian House Family and Women's Services  
Vinnies Lodge

## ACCOMMODATION SERVICES

Angela Houses  
Amélie Lodge  
Jacinta Villa  
MacKillop Lodge  
Margaret House  
Mollymook Holiday Flats  
St Canice's Respite House  
St Mary's old age accommodation  
Tom McGee Memorial Holiday Flats

## COMMUNITY SUPPORT AND DEVELOPMENT

Budget and financial counselling  
Care and Support Cottage  
Caroline Chisholm Social Justice Centre  
Community Development & Health (CDAH)  
Home Visitation Program  
Illawarra High School Support Program  
Louise House  
Margaret Druitt Day Care Centre  
Mary O'Leary Centre  
Micah House  
Nagle Family Care and Support Centre  
No Interest Loan Schemes  
Ozanam Learning Centre  
Rosalie's Garden  
St Joseph's Workshop  
The Cleveland Centre  
Vinnies Services Deniliquin  
Wingecaribee Across Target Group  
Multipurpose Homelessness, Accommodation and Support Service  
Youth Reach Brookvale

## REFUGEE AND MIGRANT SERVICES

Inner City Case Management Team  
Migrant and Refugee Support Work  
North Coast Settlement Service  
Migrant & Refugee Taskforce Bankstown  
Refugee Support Services  
Riverina Humanitarian Settlement Services  
SPARK

## DISABILITY SERVICES

Castlereagh Industries Coonamble  
Greene Villa, Coonamble  
Margaret House  
Mary MacKillop Outreach  
Ability Links  
Stanmore Ozanam Industries  
West Ryde Ozanam Industries

## FOOD SERVICES

Bishop Fox Meal Centre  
Loaves and Fishes Food Pantry  
Maitland/Newcastle Breakfast Club  
Orange Soup Kitchen  
Orange Food Bank  
SACC Food Barn  
Vinnies Night Patrol Services - Orange, Liverpool, Sydney  
Vinnies Vans - Parramatta and Mt Druitt, Sydney, Wollongong

## MENTAL HEALTH SERVICES

Como Social and Leisure Centre  
Compeer  
Illawarra Social Recreation Program

## AMÉLIE HOUSING

Charles O' Neill, Albury  
Marillac Housing, Albury  
Mount St Vincent Village, Burraneer  
Village Court, Lewisham

# FINANCIALS





# ANALYSIS OF 2015-16 INCOME AND USE OF FUNDS

## KEY FINANCIAL HIGHLIGHTS

### Consolidated net surplus

excluding gains on sale of \$7.9M (2015: \$3.0M).

**Operating income** up \$16.6M or 12% on last year.

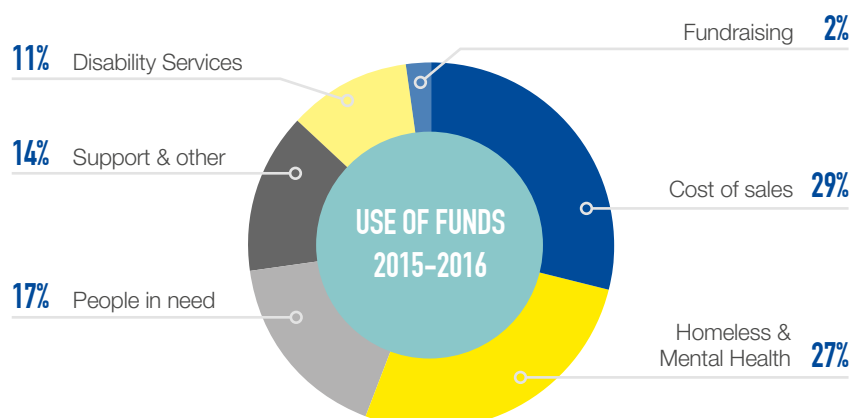
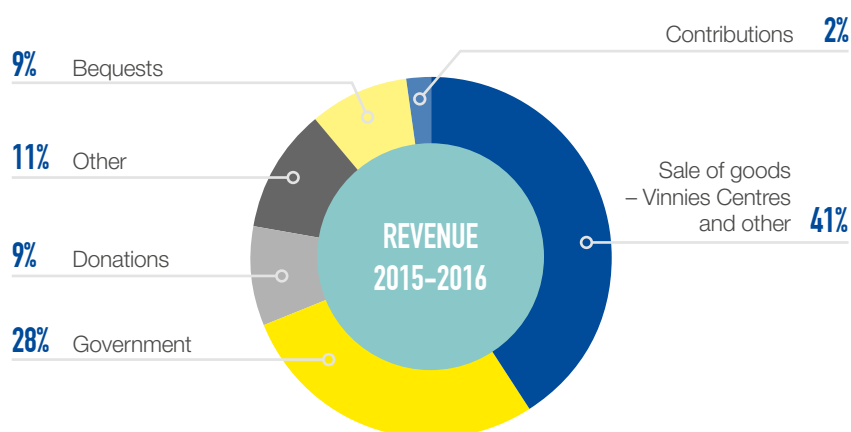
### Vinnies Centres sales

increased by \$2.8M or 4% on last year and performed better than budgeted.

### Government funding

increased by \$5.4M or 13% on last year.

**Bequests exceeded budget expectations** by \$7.4M, well above five year average used for budget purposes.



## REVIEW OF OPERATIONS

	2016 Actual \$'000	2016 Budget \$'000	2015 Actual \$'000	2016 vs. 2015	2016 Actual vs. Budget	5 year average %
Revenue	157,700	141,082	141,129	11.7%	11.8%	6.6%
Expenditure	(148,668)	(145,740)	(136,899)	8.6%	2.0%	5.8%
<b>Operating surplus/(deficit)</b>	<b>9,032</b>	<b>(4,658)</b>	<b>4,230</b>			
Transfers to related entities	(1,143)	(1,378)	(1,172)			
<b>Net operating surplus/(deficit)</b>	<b>7,889</b>	<b>(6,036)</b>	<b>3,058</b>			
Significant one-off items						
Net gains on sale	8,894	4,716	2,281			
<b>NET SURPLUS/(DEFICIT)</b>	<b>16,783</b>	<b>(1,320)</b>	<b>5,339</b>			

## FIVE-YEAR FINANCIAL RESULTS SUMMARY

	2011-12	2012-13	2013-14	2014-15	2015-16	Average change (%)
<b>INCOME (\$'000)</b>						
Donations & appeals	13,950	13,564	15,442	14,564	14,506	
Bequests	6,785	8,088	5,946	7,382	14,536	
Sale of goods & other	59,519	59,855	62,551	65,506	68,196	
Government funding	28,427	31,275	40,652	41,677	47,125	
Client contributions	4,042	4,125	4,114	3,716	3,695	
Gains on sale of assets	471	1,134	8,830	2,484	8,947	
Other	9,441	7,852	6,547	8,081	9,589	
<b>Total income</b>	<b>122,635</b>	<b>125,893</b>	<b>144,082</b>	<b>143,410</b>	<b>166,594</b>	
<b>Year-on-year change (%) *</b>		<b>2.1%</b>	<b>8.4%</b>	<b>4.2%</b>	<b>11.9%</b>	<b>6.6%</b>
<b>USE OF FUNDS (\$'000)</b>						
Fundraising costs	2,723	2,334	3,125	3,138	3,559	
Costs for centres of charity and other	39,184	40,667	41,038	41,633	43,159	
People in need	27,538	28,158	27,853	26,334	25,581	
Homeless, mental health and housing	33,532	36,155	35,796	36,255	40,205	
Disability services	-	-	6,955	11,001	16,286	
Other costs	15,919	16,506	18,230	18,335	19,825	
Impairment and losses on assets	829	1,384	436	203	53	
Restructuring provision	-	-	1,063	-	-	
<b>Total expenditure</b>	<b>119,725</b>	<b>125,204</b>	<b>134,496</b>	<b>136,899</b>	<b>148,668</b>	
<b>Year-on-year change (%) *</b>		<b>4.1%</b>	<b>7.4%</b>	<b>2.8%</b>	<b>8.7%</b>	<b>5.8%</b>
Transfers to related entities	1,144	1,262	1,172	1,172	1,143	
<b>Net surplus / (deficit)</b>	<b>1,766</b>	<b>(573)</b>	<b>8,414</b>	<b>5,339</b>	<b>16,782</b>	
Services % of total costs*	84.3%	84.8%	83.9%	84.3%	84.3%	
Services % of total income*	82.0%	84.1%	82.4%	81.6%	79.4%	
Fundraising costs % of total costs*	2.3%	1.9%	2.3%	2.3%	2.4%	
Fundraising & admin % of total costs*	15.7%	15.2%	16.1%	15.7%	15.7%	
Fundraising costs to donations & bequests*	13.1%	10.8%	14.6%	14.3%	12.3%	

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

# FINANCIAL OVERVIEW

## Operating position

The net operating surplus for the year of \$7.9M was better than the budgeted deficit of \$6M. The net surplus included bequests of \$14.5M which was well in excess of the \$6.2M budgeted based on the last five year average. Excluding bequests income which is unpredictable in nature, there is an underlying operating deficit of \$6.6M. The Society continues to actively explore ways to increase sales from centres, donations and government funding.

## Cash and financial position

The Society is fortunate to be in a sound financial position with net assets at 30 June 2016 of \$408M. The main components of this are property assets of \$303M, cash assets of \$82M and strategic and other deposits of \$40M. Over the next year, there is a budgeted net deficit of \$8.8M, and net capital expenditure of \$4.7M. The Society during the 2016-17 year will be preparing a Five Year Service Delivery Plan which will result in a Financial Plan. This plan will ensure the Society's resources are allocated to priority areas identified by the Board.

The objective of the Society's Strategic Reserve is 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. The Society maintains a rolling cash flow forecast and funds are invested with major financial institutions to diversify risk in line with the Investment Policy.

## Trends and ratio analysis

Over the last five years, operating revenues have increased on average by 6.6% (excluding gains on sale). Over the same time operating expenses have increased by 5.8% on average. These trends in expenses are likely to continue as demand for our assistance grows due to rising cost pressures and competition for funding. The ratio of service delivery costs as a percentage of total income and costs has been generally steady over the last five

years. The ratio of fundraising revenue and support costs as at percentage of income and costs are in line with the five year average.

## Analysis of results

### Sales of goods from Vinnies

**Centres** continue to represent the most significant contribution to total revenues at 41% (2015: 45%). The wider retail sector has had difficult trading conditions over recent years however the Society's Centres performed strongly with sales up by 4% on last year and better than budgeted and costs being held at prior year's level. There is growing competition in the low cost clothing market which is placing pressure on sales in some areas. A number of initiatives are in the process of being implemented to ensure Centres continue to make a strong contribution to the Society's work. These include the implementation of a new point of sale system which is due to be completed in October 2016. A new retail strategy is also in the process of being developed.

**Government funding** increased by \$5M to \$47M representing a 28% share of total revenues. Excluding one-off gains and bequests it shows Government funding is growing as a percentage of total income. The main increase during the year was due to the Society being awarded a significant contract from the National Disability Insurance Agency (NDIA) for the Local Area Coordination transitioning services as part of the National Disability Insurance Scheme. During the 2015-16 year unbudgeted funding of \$4.9M from NDIA was recognised, and this will increase significantly next year.

Despite significant funding being received from Government, many of our services are not fully funded and the shortfalls are sustained by revenue generated from Vinnies Centres, donations and appeals and client contributions.

**Donations and appeals** contributed 9% to total revenues (2015: 10%). Donations were in line with the previous year. The Vinnies CEO Sleepout was again a significant success raising

\$1.9M for crisis accommodation and specialised services for those experiencing homelessness, as well as early intervention and prevention services.

**Bequests** increased by \$7M compared to last year and accounted for 9% (2015: 5%) of total revenues. The Society is very appreciative of these valued gifts, which included a number of individually significant bequests. Bequests are unpredictable in nature and difficult to budget. These gifts are applied directly as per the instructions of the Estate and have supported greatly the charitable activities of the Society.

**Investment income** was in line with the prior year at \$3.9M (2015: \$3.9M), comprised of interest and dividend income. The performance of the Strategic and Employee Entitlement Reserves was in line with expectations. The Society has significant capital commitments over the next financial year, as well as declining market interest rates so investment income will be monitored to ensure the return on funds is maximised.

**People in need costs** were \$25.6M or 17% of total expenditure. These costs represent a wide range of direct client support activities including the work of our Conferences and their members, as well as our many Special Works.

**Disability Services and Information Linkages and Capacity (ILC) building activities** increased to \$16.3M or 11% of total expenditure. The increase from the prior year is mainly due to the new Local Area Coordination (LAC) program as part of the NDIA government contract awarded to the Society in January 2016. This is an area which will increase significantly next year as the program ramps up activities as part of the initial contract to June 2018. Furthermore, the existing Ability Links programs in Maitland Newcastle and Metro South have increased their activities from the prior year.

**Homeless, mental health and housing services** expenditure has increased from the prior year to \$40M or 27% of total expenditure. The need for these essential services remains and



### Analysis of results (continued)

the Society is committed to providing better pathways to housing through St Vincent de Paul Housing. The 2015-16 year was the second full year the Society's Specialist Homelessness Services (SHS) operating under the new framework established by the Government's Going Home Staying Home reform which sought to provide a better balance between intervening early to prevent homelessness whilst improving crisis responses.

On 17 August 2016, The Trustees of the Society of St Vincent de Paul (NSW) and Amelie Housing lodged a submission to the Department of Family and Community Services. This was in response to the Request for Proposal (RFP) regarding the Social and Affordable Housing Fund (SAHF) initiative of the NSW State Government. Affordable housing and homelessness is a key social justice priority area identified by the Society and the SAHF proposal will deliver around 500 dwellings and support services to many people experiencing disadvantage. The proposal requires a mix of newly constructed and acquired dwellings and this will be funded by a combination of direct equity and funding contributions by the St Vincent de Paul Society and debt funding by financial institutions. The outcome of the tender is not expected to be known until November 2016.



**TONY CORKERON**  
Vice President - Treasurer



**TONY SMITH**  
Chief Financial Officer

Dated this 22nd day of October 2016

Refer to Annual Report for more information;  
[www.vinnies.org.au](http://www.vinnies.org.au)

## FINANCIAL STATEMENTS

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

#### CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ending 30 June 2016	2016 \$	2015 \$
<b>REVENUE AND OTHER INCOME</b>		
Income from fundraising:		
Donations and appeals	14,505,562	14,564,317
Bequests	14,535,881	7,381,992
Sale of goods - Vinnies Centres	66,869,276	64,044,838
Sale of goods - other	1,326,691	1,461,282
Government funding	47,124,608	41,676,623
Client contributions	3,694,700	3,716,068
Investment income	3,967,589	3,941,248
Other income	5,622,196	4,139,990
Gain on disposal of fixed assets	8,947,416	2,483,830
<b>Revenue and other income</b>	<b>166,593,919</b>	<b>143,410,188</b>
Fundraising costs	(3,559,282)	(3,137,929)
Costs for Vinnies Centres	(42,669,271)	(40,403,252)
Costs for sales - other	(489,397)	(1,229,635)
People in need services	(25,580,539)	(26,333,937)
Homeless & mental health services	(38,691,686)	(35,607,168)
Disability services and capacity building	(16,285,750)	(11,001,114)
Housing services	(1,513,501)	(647,532)
Other costs	(19,825,886)	(18,335,240)
Loss on disposal of fixed assets	(53,087)	(202,891)
<b>Expenditure</b>	<b>(148,668,399)</b>	<b>(136,898,698)</b>
<b>Surplus for the year</b>	<b>17,925,520</b>	<b>6,511,490</b>
Transfers to related entities	(1,142,936)	(1,171,742)
<b>Net surplus for the year</b>	<b>16,782,584</b>	<b>5,339,748</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net changes in fair value of available-for-sale financial assets	177,248	(17,977)
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>16,959,832</b>	<b>5,321,771</b>

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

CONSOLIDATED STATEMENT OF FINANCIAL POSITION		
As at 30 June 2016	2016 \$	2015 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash and cash equivalents	81,616,147	74,206,569
Trade and other receivables	1,988,349	3,118,970
Other financial assets	17,480,556	9,590,450
Inventories	825,662	862,712
Other assets	1,401,636	618,237
<b>Current assets</b>	<b>103,312,350</b>	<b>88,396,938</b>
<b>Non-current</b>		
Trade and other receivables	74,460	119,940
Other financial assets	40,912,578	32,906,692
Property, plant and equipment	303,135,132	299,604,731
Intangible assets	409,312	609,168
<b>Non-current assets</b>	<b>344,531,482</b>	<b>333,240,531</b>
<b>TOTAL ASSETS</b>	<b>447,843,832</b>	<b>421,637,469</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Trade and other payables	10,758,086	8,871,243
Other liabilities	17,140,188	10,099,131
Borrowings	209,929	224,762
Provisions	9,224,486	8,802,339
<b>Current liabilities</b>	<b>37,332,689</b>	<b>27,997,475</b>
<b>Non-current</b>		
Provisions	2,095,927	2,184,610
<b>Non-current liabilities</b>	<b>2,095,927</b>	<b>2,184,610</b>
<b>TOTAL LIABILITIES</b>	<b>39,428,616</b>	<b>30,182,085</b>
<b>Net Assets</b>	<b>408,415,216</b>	<b>391,455,384</b>
<b>FUNDS</b>		
Funds for social programs	407,532,629	390,750,045
Investments revaluation reserve	882,587	705,339
<b>TOTAL FUNDS</b>	<b>408,415,216</b>	<b>391,455,384</b>

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

CONSOLIDATED STATEMENT OF CASH FLOWS		
For the year ended 30 June 2016	2016 \$	2015 \$
<b>OPERATING ACTIVITIES</b>		
Receipts from:		
Donations and appeals	14,505,562	14,564,317
Bequests	14,535,881	7,381,992
Government grants	51,837,069	45,844,285
Client contributions	3,694,700	3,716,068
Sale of goods	68,195,968	65,506,120
Dividend income	414,190	345,707
Interest income	3,553,398	3,595,540
Other income	6,698,298	2,632,258
Payments to clients, suppliers and employees	(136,971,969)	(130,070,933)
<b>Net cash provided by operating activities</b>	<b>26,463,097</b>	<b>13,515,354</b>
<b>INVESTING ACTIVITIES</b>		
Purchase of property, plant and equipment	(19,873,065)	(14,346,996)
Proceeds from disposals of property, plant & equipment	16,453,122	6,078,426
Investments in long-term deposits	(15,796,662)	(5,245,305)
Proceeds from long-term deposits	-	7,285,758
Purchase of AFS investments	(1,364,843)	(2,261,525)
Proceeds from disposals of AFS investments	1,442,762	1,298,277
Business combination	-	(200,000)
<b>Net cash (used in) investing activities</b>	<b>(19,138,686)</b>	<b>(7,391,365)</b>
<b>FINANCING ACTIVITIES</b>		
Loan repayments received	100,000	100,000
<b>Net cash provided by financing activities</b>	<b>100,000</b>	<b>100,000</b>
Net change in cash and cash equivalents	7,424,411	6,223,989
<b>Cash and cash equivalents, beginning of year</b>	<b>73,981,807</b>	<b>67,757,818</b>
<b>CASH AND CASH EQUIVALENTS, END OF YEAR</b>	<b>81,406,218</b>	<b>73,981,807</b>

DECLARATION  
BY THE NSW  
STATE COUNCILFOR THE YEAR ENDED  
30 JUNE 2016

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

- a) The consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:
  - i) Giving a true and fair view of its financial position as at 30 June 2016 and of its performance for the financial year ended on that date; and
  - ii) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013, and
- b) 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 22nd day of October 2016





Level 17, 383 Kent Street  
Sydney NSW 2000

Correspondence to:  
Locked Bag Q800  
QVB Post Office  
Sydney NSW 1230

T +61 2 8297 2400  
F +61 2 9299 4445  
E info.nsw@au.gt.com  
W www.grantthornton.com.au

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

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2016, the summary statement of profit or loss and other comprehensive income and summary cash flow statement for the year then ended, related notes and the responsible accounting officer's declaration, are derived from the audited financial report of The Trustees of the Society of St Vincent de Paul (NSW) ("the Society") for the year ended 30 June 2016. We expressed an unqualified audit opinion on that financial report in our report dated 22 October 2016. Those financial reports, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

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

### Responsibility of the Trustee for the financial report

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

### Auditor's responsibility

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

### Independence

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

### Auditor's Opinion

In our opinion, the summary financial statements derived from the audited financial report of the Society are consistent, in all material respects with that audited financial report.

Our audit opinion states that the financial report of the Trustees of the Society of St Vincent de Paul (NSW) is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the Society's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.

GRANT THORNTON AUDIT PTY LTD  
Chartered Accountants

Sydney, 22 October 2016

A J Archer  
Partner - Audit & Assurance

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St Vincent de Paul Society  
NSW  
*good works*

**Street address:**

Charles O'Neill State Support Office,  
2c West Street, Lewisham NSW 2049

**Mailing address:**

PO Box 5, Petersham NSW 2049

**Phone:** (02) 9568 0262

**Email:** [vinnies@vinnies.org.au](mailto:vinnies@vinnies.org.au)

**Web:** [vinnies.org.au](http://vinnies.org.au)