



GOOD WORKS

PHILANTHROPY REPORT

2020-2021



St Vincent de Paul Society
VICTORIA

good works

OUR IMPACT

Across Victoria, the St Vincent de Paul Society's 13,000+ volunteers are building compassionate communities. They provide practical assistance to help make ends meet by putting food on tables, heating homes in winter, educating young minds, listening in times of crisis and much, much more.



\$9.5m

MATERIAL ASSISTANCE PROVIDED BY CONFERENCES & VINNIES SHOPS



\$3.0m

BUSHFIRE GRANTS AND SCHOLARSHIPS GIVEN OUT



74,591

HOME VISITS



561,398

MEALS PROVIDED BY SOUP VANS



53,424

ASSISTANCE CALLS RECEIVED



3,212

HOURS PROVIDED FOR STUDENT TUTORING & LEARNING

All figures appearing in this report are from the financial period ending 30 June 2021.

Our organisation's official name is the St Vincent de Paul Society Victoria. However, over the years and throughout this document we have used abbreviations and variations. The most recognisable of these are: the St Vincent de Paul Society, the Society, Vinnies Victoria and Vinnies.

Images appearing in this report are representative of our good works over the past 12 months during COVID-19. Where necessary, stock images have been used to protect the identity and privacy of the people we have assisted.

OUR MISSION

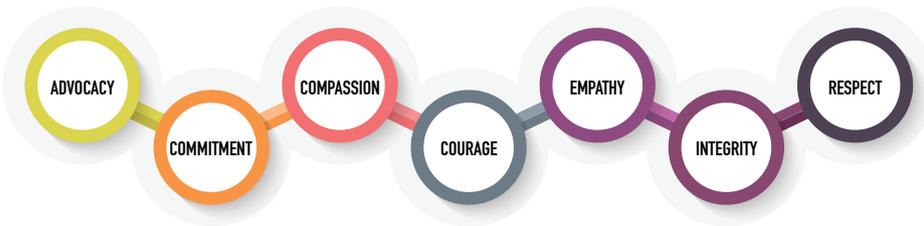
The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

OUR VISION

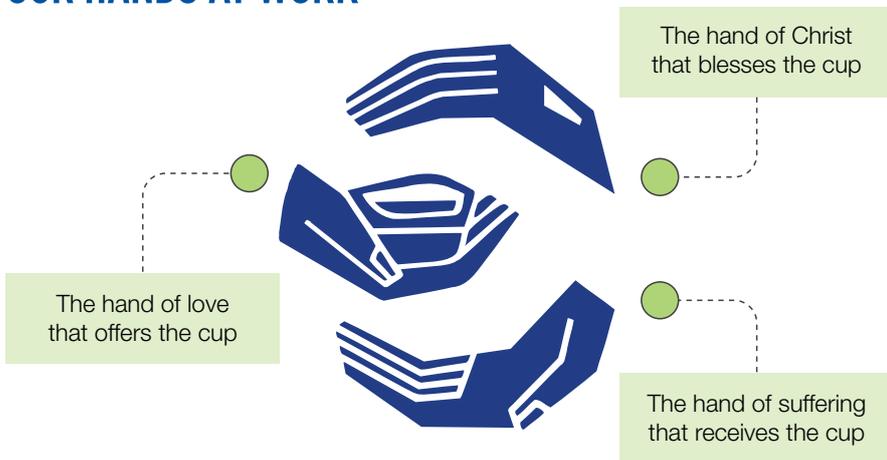
The St Vincent de Paul Society aspires to be recognised as a caring Catholic charity offering a ‘hand up’ to people in need.

We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

OUR VALUES



OUR HANDS AT WORK



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The St Vincent de Paul Society Victoria's Philanthropy Report editorial team would like to thank the community of writers and photographers who are captured in our year in review, as well as the people who have graciously shared their stories with us.

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ABOUT US

OUR WORKS

Frederic Ozanam was a 20-year-old student in 19th century France who, along with his fellow students, met regularly “for large and lively discussions about the social teachings of the Gospel”. One night during one of these meetings, Frederic and his peers were challenged by someone in the crowd. “What is your church doing now? What is it doing for the poor of Paris? Show us your works.” That moment had a profound effect on Frederic.

Frederic and his colleagues took up the challenge and provided practical assistance to people who were struggling and, as a result, the St Vincent de Paul Society was born in Paris on 23 April 1833.

His vision became a worldwide movement and, 21 years later on 5 March 1854, the St Vincent de Paul Society arrived in Melbourne, Australia, brought here by Fr Gerald Ward who, like Frederic, had also witnessed a changing community following the discovery of gold in central Victoria in 1851, resulting in the state’s population doubling. Women and children were often the casualties of the goldfields, as men determined to strike it rich often couldn’t take their families with them and, in some cases, abandoned them altogether.

Today, through its wide network of members and volunteers, the Society’s work continues to provide practical frontline support, advocacy and friendship to the most vulnerable members of our community. This work is provided through our conferences – or local volunteer groups – and is known as Home Visitation.

Our other special works include a network of Vinnies Shops, Soup Vans, Education Programs, Prison Visitation, No-Interest Loan Schemes and VincentCare Victoria.

For 167 years, the St Vincent de Paul Society has focused on serving people in need by connecting with them and personally working through their issues to provide the best possible assistance.

In Victoria, we have more than 13,000 members and volunteers providing assistance to people whose daily struggles can include putting food on the table, paying essential utilities and ensuring their children remain at school to obtain an education. Each person needing assistance is provided with care and compassion.

We also have a wide network of caring committees, which are volunteer-led and respond to, and advocate for, people in need. Examples include the Overseas Development Committee, which supports people in developing countries; the Social Justice & Advocacy Committee, which facilitates research, advocacy and supports new settlers. The Emergency Response Liaison Committee also coordinates an important, locally led response to natural disasters.

We are extremely grateful to the network of members and volunteers who are the backbone of our organisation.

To find out more visit vinnies.org.au.



“LET US DO WITHOUT HESITATION WHATEVER GOOD LIES AT OUR HANDS.”

Blessed Frederic Ozanam, St Vincent de Paul Society founder

CONFERENCES

VINNIES SHOPS

SOUP VANS

EDUCATION

CALL CENTRES & NILS

YOUTH & SCHOOL ENGAGEMENT

VINCENTCARE

OUR GOOD WORKS IN THE COMMUNITY INCLUDE:

Vinnies conferences are local groups across Victoria that provide assistance and support to people in need.

In response to incoming welfare calls, our conference members connect with people requiring assistance. Our members listen, assess and provide personalised support specific to their needs. Support is also provided to families of prisoners through our Prison Visitation program.

Vinnies Shops are located across Victoria and, having been established in 1926, are one of the state's oldest and most respected social enterprises.

Our shops provide a major source of income for our local welfare programs, and are supported by an extensive network of volunteers and material donations from the community. New life is given to pre-loved goods, while we also stock a range of new, affordable products for low-income shoppers; and provide a direct source of material aid for people experiencing hardship.

Vinnies Soup Vans operate at nine locations in metropolitan and regional Victoria. The first soup van service was established in 1975 by dedicated university students and has been operating ever since.

The soup van service is run almost exclusively by volunteers, delivering meals, hampers, friendship and support to people experiencing poverty and homelessness. Shared meals create an environment for regular, face-to-face conversations, which can help people experiencing crisis to survive, recover and ultimately regain their independence.

Vinnies believe that education equals opportunity. We recognise the importance of education on a person's future and are committed to impacting long-term improvement by providing education support to anyone who wants extra help.

Our education programs promote learning, opportunity, compassion, diversity and commitment. We aim to create learning spaces that are safe and fun in order to promote the social, emotional and academic confidence of the young people who attend.

Vinnies call centres provide people with access to assistance and support. A generous group of volunteers give their time to listen, record and pass requests on to local volunteers who provide welfare assistance as required. Our call centre volunteers are an important first point of contact and offer support to people in crisis.

Vinnies NILS is a no-interest loans program providing safe, fair and affordable credit for people living on low incomes to purchase essential goods. It is designed to give vulnerable people a hand up and the dignity of controlling their own finances.

Vinnies has a rich history of engaging with young people to build values-based leadership skills, facilitate fundraising, lead advocacy, run volunteer programs and much more. We also run Mini Vinnies programs for primary school students and College Conferences for secondary school students.

Vinnies Youth members continue their commitment to the Society by mentoring school-age children through camps and days out to develop their confidence and provide respite to families currently assisted by Vinnies.

Established in 2003 by the Society to provide a range of accommodation and social services to people who are experiencing hardship throughout metropolitan and regional Victoria. VincentCare has developed service delivery through hubs which comprise a different mix of accommodation, support and health services driven by the needs of the catchment population. These include:

- Hume Community Hub
- Inner Melbourne Community Hub
- Northern Community Hub

OUR SERVICES

GOOD WORKS

The St Vincent de Paul Society is an organisation with a rich history of serving people in need, providing practical assistance with friendship and respect. People are at the heart of everything we do and we will continue to work toward developing a more just and compassionate society for all.

A lot of things were put on hold in Victoria during the lockdowns last year, but not the work of the St Vincent de Paul Society Victoria (Vinnies Victoria). Our services adapted and carried on, dedicated to delivering assistance to vulnerable groups in our community, and especially people impacted by the pandemic.

Across the organisation, volunteers and employees worked tirelessly to reconfigure our services to ensure that we could continue to deliver our 'good works' where most needed. New groups of callers emerged who had never asked for our help in the past, such as stranded international students, and the focus of need shifted to different areas in the community. While our employees worked from home, some of our volunteers had to take a step back and those who could, stepped up to do more.

The personal stories featured throughout this report are only a snapshot of the thousands and thousands of lives transformed by Vinnies thanks to our generous supporters, partners and donors.

The pandemic presented the toughest of challenges – including, and not limited to, the ongoing shutdown of our social enterprise and revenue-raising network of Vinnies Shops during lockdowns – but the resolve of everyone at our organisation rose to meet them. As we hopefully make our way towards the end of this pandemic, we won't forget what is possible to achieve if the will and commitment are there – and these forces for good are always here at Vinnies Victoria.



PLAY ME

The St Vincent de Paul Society Victoria is an organisation comprising a network of volunteers throughout the state whose key focus is helping to alleviate hardship and move people out of disadvantaged circumstances. We do this through our core work around homelessness, food insecurity, cost of living and education. These core services are supported financially by our social enterprise, Vinnies Shops. Assistance this year also incorporated the continued distribution of funds to people affected by the 2020 bushfires.

\$3.0M BUSHFIRE ASSISTANCE

Our support for bushfire-affected communities will continue as long as is required. Vinnies Victoria completed the distribution of funds for bushfire recovery, rebuilding grants and provided higher education scholarships.

\$1.0M HOMELESSNESS

Our homelessness programs focus on preventing vulnerable people from becoming homeless and supporting them on their journey. We provide assistance with accommodation costs, a rental assistance program to promote self-sufficiency and a no interest loans scheme for household items. These programs continued using COVID-safe measures throughout much of last and this year.

\$5.0M FOOD CRISIS

Our programs provide nutritional meals, food vouchers and hampers to vulnerable people. Our programs include soup van services, aid delivered via our network of statewide conferences. In the last year, our soup vans switched to contactless delivery of meals to our friends on the street and people experiencing food insecurity in hotels, boarding houses and towers, delivering 560,000+ meals.

\$3.2M COST OF LIVING

Our programs focus on alleviating and lifting people out of adverse circumstances. Through various means our services provide support and assistance to people in need, as well as advocating on their behalf. During the pandemic, our signature home visitation program conducted by volunteers went from 'home visits to phone visits', along with contactless delivery of material aid.

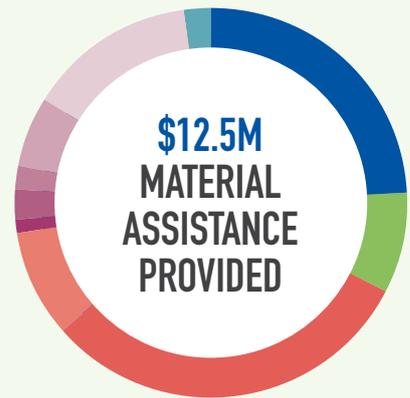
\$0.3M EDUCATION

Our programs promote learning, opportunity, compassion, diversity and commitment. We aim to create learning spaces that are safe and fun. We promote a growth mindset that develops the social, emotional and academic confidence of the young people who attend.

SOCIAL ENTERPRISE

A key part of our work is our Vinnies Shops that generate income to fund the Society's programs, but also play an essential role in our community by recycling pre-loved goods and sending tonnes of apparel away from landfill every year. The closure of our Vinnies Shops was one of our biggest challenges during the pandemic.

* Note: The work of our subsidiary, VincentCare Victoria, has also been included throughout this report to showcase the breadth of services undertaken within the respective pillars.



- BUSHFIRE ASSISTANCE**
\$3,049,761
 - Bushfire Relief
- HOMELESSNESS**
\$1,046,401
 - Accommodation & transport
- FOOD CRISIS**
\$3,871,682
 - Food vouchers
 - Food purchases
- COST OF LIVING**
\$1,733,157
 - Medical
 - Household goods
 - Utilities
 - Other assistance
 - Welfare & material aid
- EDUCATION**
\$268,529
 - Education

CONFERENCES AT WORK

GOOD ASSISTS

Our conference members, associate members and volunteers are the foundation of our ‘good works’ in the community. They are happy to share what they have (food, clothing, shelter, advice and friendship) and assist people to get back on their feet but, more importantly, they empower people to decide where their future direction lies and work hand in hand with them to realise it.

If you need assistance, please call 1800 305 330.



EASTERN CENTRAL COUNCIL

20,899
ADULTS & CHILDREN ASSISTED

\$984,807
ASSISTANCE PROVIDED BY CONFERENCES



NORTHERN CENTRAL COUNCIL

19,107
ADULTS & CHILDREN ASSISTED

\$783,892
ASSISTANCE PROVIDED BY CONFERENCES



SOUTHERN CENTRAL COUNCIL

42,012
ADULTS & CHILDREN ASSISTED

\$1,557,016
ASSISTANCE PROVIDED BY CONFERENCES



WESTERN CENTRAL COUNCIL

36,184
ADULTS & CHILDREN ASSISTED

\$1,439,098
ASSISTANCE PROVIDED BY CONFERENCES



GIPPSLAND CENTRAL COUNCIL

17,466
ADULTS & CHILDREN ASSISTED

\$1,427,080
ASSISTANCE PROVIDED BY CONFERENCES



NORTH EASTERN CENTRAL COUNCIL

29,371
ADULTS & CHILDREN ASSISTED

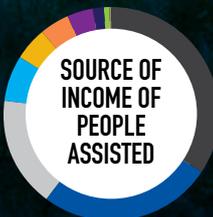
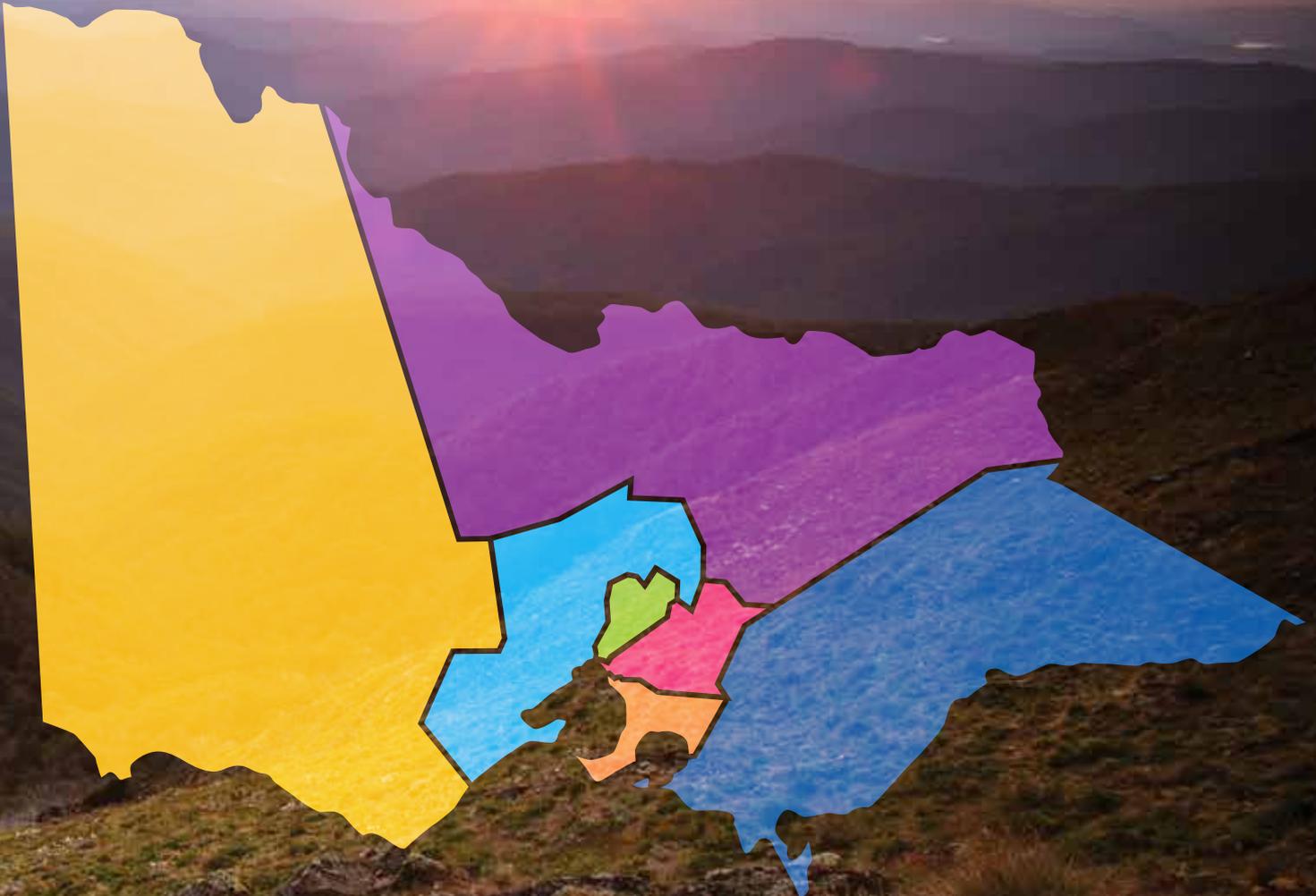
\$1,115,720
ASSISTANCE PROVIDED BY CONFERENCES



NORTH WESTERN CENTRAL COUNCIL

23,707
ADULTS & CHILDREN ASSISTED

\$866,472
ASSISTANCE PROVIDED BY CONFERENCES



- 34.33% Disability support
- 26.07% JobSeeker payment
- 16.82% Parenting payment
- 6.86% Other/not determined
- 5.03% Age pension
- 4.40% No income
- 3.80% Other government
- 1.76% Salary & wages
- 0.76% Youth allowance
- 0.17% WorkCover



- 82.92% Previous caller
- 15.08% Self-referred/friend
- 1.06% Church or similar
- 0.65% Non-government agencies
- 0.29% Government department

MESSAGES FROM OUR LEADERS

Last year, on these very pages, I wrote: “The year 2020 had barely begun when bushfires, which had been raging since December, took hold across Victoria, New South Wales, Queensland, South Australia and the ACT.”

That same month – in fact, the reports tell us, on 7 January 2020 – a new and a terribly far-reaching tragedy was also unfolding. It was a novel coronavirus called COVID-19.

STATE PRESIDENT'S MESSAGE

Now, as I write, we are well on our way (albeit after being in lockdown for more than 260 days) to a 'new' life once we reach our vaccination targets, which are thankfully within sight.

Few would be surprised that the last 12 months have brought us many challenges. Our conferences, soup vans, education programs – members, volunteers and employees – have all had to 'think outside the square' in order to continue our work.

For a period of time we have had to also shut down one of our main social enterprises, our Vinnies Shops, and stand down our managers and volunteers. However, no matter how hard we have found things, there have been many in the wider community who have done it even harder than us.

The plight of people who didn't qualify for hardship payments, including international students stranded here without part-time work to keep them going has been particularly moving for me. To see them queueing just to get food to survive must move even the hardest hearts.

On the flipside, the response, including from our own younger members, to help them has been magnificent, and businesses which have joined us to help provide free food and meals. The resultant community spirit is something we should all cherish.

It is this spirit that we have tried to imbue in our three-year Strategic Plan – a plan that had to initially be put on hold because of the events of 2020 and 2021.

This plan will govern for the next three years, and is flexible enough to be adjusted if our priorities change. Its main priority is to ensure that the Society is ready and prepared to better serve and look after many people in the community who require assistance in so many ways.

It is underpinned by the Society's mission and values, and emphasises the importance of retaining our heritage and commitment to developing the spirituality of members and volunteers.

A key priority of the plan is to assist the Society's members and volunteers in their vital work and to support them as required. Without our valuable members and volunteers we cannot meet the growing demand for help. In this world of uncertainty, ensuring that the Society will be here whenever the next emergency hits can be the difference between hope and hopelessness.



Kevin McMahon
State President



Following a year that changed the world, in 2020-2021 one thing has always remained unchanged and that is St Vincent de Paul Society Victoria's mission and purpose as an organisation; to offer a 'hand up' to people in need.

With a view to strengthening our capacity to do this and to ensure our longevity in serving people who need us in Victoria, in 2020 we committed to bringing closer together the operations of the St Vincent de Paul Society and its subsidiaries, VincentCare Victoria and VincentCare Community Housing.



CEO'S MESSAGE

We believe that together, we can do more. We believe that bringing the strength and experience of our local volunteers and membership to work more closely with our homelessness, family violence and housing services will provide enhanced support to individuals and families to develop or regain personal capacity, and to reconnect with their communities of choice.

With a rich heritage and history such as ours, we regularly look back to the wisdom of our founders whose words continue to remain relevant and resonate strongly today.

Our Founder, Blessed Frederic Ozanam once said, "It is your duty by age and office in the Society of St Vincent de Paul [sic], to reanimate it from time to time by new inspirations which, without harm to its primitive spirit, foresee the dangers of too monotonous a uniformity."

This is the thread that connects our work to the people we have assisted for 167 years – and will continue to assist for 167 more years to come. This thread is also what can be found in our new three-year Strategic Plan, which will enable us to maximise our combined strengths to work towards a common goal of 'empowering more Victorians'.

The plan reflects our commitment to create opportunities for individuals to achieve lasting change through our services provided by all members, volunteers and employees.

We are approaching our next season, honouring our strong history and traditions while also paying close attention to today's challenges and looking towards the future to plan how we will innovate to remain relevant and work in ways that best serve people in need.

With more than three million Australians living below the poverty line, we know our work is needed and we are committed to bringing our best and working together to empower more Victorians.

A handwritten signature in black ink that reads "Sue Cattermole". The signature is written in a cursive, flowing style.

Sue Cattermole
Chief Executive Officer

STRATEGIC PLAN

EMPOWERING VICTORIANS

The St Vincent de Paul Society Victoria’s Strategic Plan is for the next three years, and we recognise that it needs to be flexible enough to be adjusted if needs demand changes to our priorities.

The plan’s main priority is to ensure that we are ready and prepared to better serve and look after the many people in the community who call on us for assistance, in so many ways.

It is underpinned by our mission and values, and emphasises the importance of retaining our lay Catholic heritage and commitment to developing the spirituality of members and volunteers.

STRATEGIC PRIORITY AREAS TO BE...	OUTCOMES FOCUSED 
<p>Strategic Goals As an organisation...</p>	<p>Respond to the need for immediate assistance and enhance the work of conferences and other services, by creating initiatives that support people to achieve longer-term outcomes, by advocating for change and by a greater focus on the provision of social housing.</p>
<p>Objectives We will achieve this by...</p>	<p>Person-centred improvements to our immediate and longer-term impact</p> <ul style="list-style-type: none"> • Integrated delivery: Design and implement an integrated service delivery model that enables our current services to work together in responding to immediate and long-term need through information sharing, referral and partnership across the group and with external partners. • Long-term outcomes: Research and pilot ways to use a proportion of our resources in areas such as housing, employment and education to support people to build and improve their capacity to participate as fully as possible in society. • Measuring impact: Create meaningful ways to measure the impact and outcomes of everything we do so that we more deeply understand people’s needs and can continually improve our ability to address all types of poverty. • Influence: Maximise our trusted brand through research to inform, design and drive our advocacy which underpins our social justice aim to create a more equitable, just and compassionate society. <p>Preparing for the future</p>
<p>Outcomes What does tomorrow look like if we achieve all of these things?</p>	<p>More Victorians:</p> <ul style="list-style-type: none"> • Have access to the essentials of everyday life. • Are safely housed. • Feel socially connected. • Can more confidently participate in society.

VALUES DRIVEN



Attract people with the right skills, who have aligned values and are committed to helping people. We provide a welcoming, supportive and safe place for everyone.

Valuing our people, culture and mission

- **Mission and spirituality:** Create meaningful opportunities for all of our people to engage with our lay Catholic traditions, our mission of living the Gospel message, and our aspiration to offer 'a hand up' to people in need.
- **Sustainability of membership and volunteers:** Attract and retain increased numbers and greater diversity of members and volunteers and improve engagement through innovative participation methods.
- **Group identity and culture:** Work together to align our group identity and culture. This will enable us to be person-centred, values driven, embracing of diversity and bring up excellent and commercially smart.
- **Capability building:** Develop a workforce plan to improve our capability to deliver excellent services, including investment in leadership across the group.

OPERATIONALLY EXCELLENT



Improve how we work to enable ease of experience, access for people obtaining our services and ease of service delivery by our people.

Enhancing operational effectiveness and efficiency

- **Technology:** Invest in and adopt user-friendly technology, to improve the experience for people accessing our services and the efficiency of delivery by our people.
- **Improve efficiency:** Reduce overheads, realising efficiencies and cost savings through systems design and integration, process re-design and capability improvements so we can divert more funds to assistance.
- **Governance:** Invest in strong governance structures to become as effective and efficient as we can.
- **Environmental sustainability:** Do more of our work in a way that is environmentally friendly.

COMMERCIALY SMART



Excel at being commercially smart without moving away from our charitable roots. We maximise our strong, trusted brand and reputation to create greater opportunities for sustainable revenue generation.

Ensuring financial sustainability

- **Retail growth:** Development and execution of a retail strategy that expands our presence in the community and increases our available resources.
- **Fundraising growth:** Growing our donor base and our corporate partnerships to deliver greater support for our work.
- **New income streams:** Explore opportunities for new streams of income generation.
- **Government funding:** Attract additional government funding where opportunities align with our strategic goals.

Honouring our history and tradition, we look towards the future and plan how we will innovate to remain relevant and work in ways that best serve people in need. *{Innovate: Update, renew, modernise, revolutionise, transform, renovate, be flexible.}*

Across the group – members, volunteers and employees, are more engaged, diverse and connected to our values.

The experience of people receiving our services is improved.

More resources are available to assist more people who come to us for help.

HOMELESSNESS

GOOD CARES

The St Vincent de Paul Society's homelessness programs prevent vulnerable people from becoming homeless and supporting them on their journey out of homelessness and to regain independence.

Our programs include: assistance with accommodation costs, a rental assistance program to promote self-sufficiency and a no-interest loans scheme to assist with the purchase of essential household goods.

DIANA'S JOURNEY TO A BRIGHTER FUTURE

Every so often, Vinnies has the great pleasure of revisiting the story of someone we assisted.

Diana's story is an uplifting one and far removed from when Vinnies first met her four years ago, when she and her teenage son were living in their car in north-west rural Victoria after fleeing life-threatening family violence. At the time, her son was trying to complete his high school studies and Diana was being treated for cancer.

Vinnies moved Diana and her son into secure accommodation, assisting her with rental payments for a year, helping to organise police protection orders and supplementing food and utility bills.

"Vinnies was just so caring, I was so grateful for their support," said Diana.

Several years on, she has now divorced her husband, her son has qualified as a carpenter, and Diana is well, although she has ongoing health implications.

Diana found work in a local pet shop but the pandemic put an end to that when she was forced to self-isolate due to the suppressed immune system she was left with following her cancer treatments.

Remarkably talented and deeply resourceful, Diana set about trying to find work she could do at home and taught herself ceramics. She has now set up her own company and is making a living from a garden studio, called DC Ceramics Studio.

Diana's story speaks to the fact that family violence is one of the leading causes of homelessness and to the particular financial pressures faced by women escaping such situations.

She set up her business to counteract the fact that she had to leave her marriage with next to nothing financially, and had to empty her small superannuation fund during lockdown.

Diana embodies our aim to provide the helping hand people in crisis need to get themselves back on their feet, and then find a pathway to self-sufficiency. This outcome for Diana shows what Vinnies hopes for all the people we assist, but we realise that it will be a long road.

In a further twist, Vinnies has been able to assist Diana again by sharing her story in a video at this year's Vinnies CEO Sleepout. At Diana's request, we put a call out to CEOs in the audience to come forward if they could offer Diana pro bono business development support.

We are happy to report that three CEOs have offered to help Diana grow her business, and she has had a series of successful meetings and new commissions as a result.



PLAY ME





CHANGING LIVES

VincentCare began working with 54-year-old 'Jay'* for the first time in April 2020 during the COVID-19 pandemic. Following the loss of his mother, Jay became homeless and slept rough for many months in a pavilion near the Melbourne Zoo.

He was experiencing very poor mental health and was using alcohol to self-medicate. As COVID-19 restrictions were implemented, park rangers moved him on, providing him with the contact details for VincentCare's Engagement and Coordination program.

The team provided Jay with emergency accommodation, placing him in a hotel. Jay was allocated case management support through the Crisis Support Outreach Team and a worker began engaging and supporting Jay to find suitable accommodation, develop a case plan and work with him on his goals and support needs.

A number of the housing options proposed to Jay such as rooming houses were confronting to him and, due to issues in the hotel, he returned to sleeping rough for a short period. It became clear that Jay was particularly vulnerable and would require intensive coordinated support to find and sustain appropriate accommodation. Jay applied for social housing and explored the possibility of private rental; expressing interest in settling down in the Sunbury area because his aunt resided there.

Jay applied for VincentCare's Sunbury Gardens, a community rooming house that accommodates singles aged 55 and over. Due to the quiet nature of Sunbury Gardens, its community setting and large open spaces, this option was seen by Jay as a viable one. VincentCare then approved his application.

Jay moved into Sunbury Gardens at the start of December 2020, after over five months in emergency accommodation. Jay continues to receive support from his case manager and is thankful for all the support VincentCare has been able to provide him through a particularly difficult period.

**Name and image have been changed to protect the person's identity.*

To read more about our work in homelessness visit:

www.vinnies.org.au/homelessness-vic

VINNIES CEO SLEEPOUT

GOOD SLEEPS OUT

The St Vincent de Paul Society Victoria’s annual flagship fundraiser, Vinnies CEO Sleepout, was held on Thursday 17 June 2021. The event saw 206 business and community leaders sleep rough on one of the longest nights of the year to raise awareness and much-needed funds to help change the lives of Victorians experiencing homelessness.

As homelessness in Victoria is expected to rise by 13% due to the pandemic, according to the Equity Economics report, our theme this year was Remove the Risk of homelessness.

For the second year running, due to the state’s COVID-19 restrictions, Vinnies Victoria hosted an online event featuring powerful stories of people who have experienced the trauma of homelessness firsthand and, with the help of Vinnies, are now looking forward to a better future.

Australia’s much-loved actor, David Wenham, generously donated his time to host Vinnies Victoria’s one-hour broadcast and shared his own personal connection with Vinnies.

Nationally, Vinnies raised an incredible \$9.2 million through the support of its 1,613 participating business and community leaders. In Victoria, our CEOs raised more than \$1.3 million to assist people who are homeless in our community.

Victoria’s highest fundraiser for the sixth year running was CEO of Gandel Philanthropy Vedran Drakulic OAM, raising an amazing \$168,125. Vedran’s commitment and support to this event and Vinnies Victoria have been outstanding.

This year Vedran was nominated, and won, the FIA National Awards for Excellence in Fundraising’s Volunteer of the Year and he was also the highest fundraiser for the Vinnies CEO Sleepout nationally.

CEO Sleepout Manager Rachel Drill said, “Although we had hoped to re-connect in person with our amazing CEOs and supporters at a physical event this year, it just wasn’t meant to be. However, we had planned for that eventuality and adapted to an online format, which has received fantastic feedback from our CEOs.

“We were very grateful for David Wenham’s involvement, who was perfect as MC, especially with the personal story of his father being a Vinnies volunteer for more than 50 years. As always, we are indebted to the people who were willing to share their lived experience of hardship and how Vinnies was able to support them getting to a better place.

“The vast majority of our CEO audience told us that hearing the personal stories of people Vinnies has helped was an ‘exceptional’ part of the event. The people Vinnies assists are always at the heart of all our work, which we could not do without the incredible support of our CEO Sleepout community.

“The impacts of COVID have affected everyone so to see so many community and business leaders sleep out in their cars, backyards or couches – including our own CEO, Sue Cattermole, was incredibly impressive.”

Funds raised will support the Vinnies’ homeless services providing shelter, food, clothing and other support for people experiencing homelessness, or at imminent risk of losing their home. We are extremely grateful to everyone who participated.



To learn more about Vinnies work – and its positive impact on some of Victoria’s most vulnerable – watch the stories presented on the following page.

For more information on our work with the Vinnies CEO Sleepout, visit: www.vinnies.org.au/ceo-sleepout-vic



DAVID WENHAM

David has had a personal affinity with Vinnies because his father, Bill, was a volunteer for more than 50 years.

“My dad was a real inspiration in so many ways, but his commitment to helping out people who needed a hand in the community is something that’s with me every day. I’m supporting Vinnies because I know the incredible impact they can make in one family’s life. They made a huge difference to my father when he was a child and that spurred him on in adulthood to give something back through ‘good works’ for Vinnies.”

View David’s personal story



PLAY ME



KARRYN & DALLAS

A couple who was unsure of the future and found themselves living in a tent and expecting a baby; to being resettled into a three-bedroom house and raising their son, all through the help provided by Vinnies volunteers.

View Karryn and Dallas’ story



PLAY ME



DANDENONG: HIDDEN HOMELESSNESS

Our volunteer James takes us on a challenging journey in Greater Dandenong where 40% of the population are from groups deemed ‘most at risk of homelessness’. Our local soup van service brings hope to people living in the area.

View our Spotlight on Dandenong



PLAY ME



MOJ

Moj is a refugee who arrived here in 2010 as an unaccompanied young teen after losing his family during the war in Afghanistan. Moj has received support from Vinnies with rent, food and utility bills, and he has also given back by volunteering at his local Vinnies Shop. His story touched the hearts of many when it appeared in the ABC documentary Miriam Margolyes’ *Almost Australian*. Following his appearance, Repco reached out to see how they could help and now Moj has a job that he loves with a work family to support him too.

View Moj’s story



PLAY ME



FOOD CRISIS

GOOD FEEDS

The St Vincent de Paul Society's programs for the prevention of food insecurity provide essential meals, hampers, food vouchers and food parcels to vulnerable people.

Our programs include our soup van services that provide meals and friendship to people experiencing homelessness as well as food aid through our core work of home visitation.

THANK YOU VANNIES, BUT I'M OKAY NOW

As Ben approached the Vinnies soup van hub in North Melbourne, a mixture of emotions uncoiled inside him. It had been a long and, at times, desperate three years, during which he had gone from business executive to unemployed and homeless.

While our volunteers are accustomed to people dropping in to ask for assistance, Ben surprised the 'Vinnies' by saying that he wanted to thank them for providing food for a year – but he no longer needed it because he was back on his feet. "I was so pleased to say that. I wanted the groceries to go to someone else who needed it now," said Ben.

In 2017 when Ben's marriage of 27 years broke down and he moved out of the home he shared with his wife and daughter, his life took an unforeseen turn. He had been earning \$130,000 per annum, but then he found himself unable to hold down employment. "When I went through three jobs in a year, I realised I was burnt out," he said.

Ben, 57, began couch surfing or sleeping rough.

"I didn't have any addictions previously, but I started drinking every day. Alcohol helps you sleep when you're cold on the streets, even though you know it's not good for you," he said.

Ben also had suicidal thoughts. "I truly hit rock bottom, but my daughter was constantly in my mind and that gave me the drive to keep going."

Thankfully another agency assisted Ben into a social housing unit and he was put in contact with a mental health team and services, including Vinnies.

"Vinnies was brilliant," he said. "Every week, the soup van would provide me with food and that was a massive help." The hampers consisted of fruit and vegetables, tinned food, rice, pasta, bread and other staples.

Ben began exercising and using less alcohol. "The more I felt physically fit, the stronger I became mentally," he said.

"The fresh fruit and veg from Vinnies were particularly helpful, as well as the beans and tuna." Ben swears by making vegetables and salads the bulk of meals, accompanied by some protein.

Ben's story is testament to Vinnies' belief that accessing nutritional food is vital to people's ability to recover physical and mental well being. He eventually felt well enough to work again and soon landed a position as the national business manager for a company. "It's going fantastically well, and I'm enjoying working again."

Ben is back in touch with his ex-wife and spends some "beautiful days" with his now 19-year-old daughter.

"It's great to feel as if I've come out the other side of this, and to know that there is help out there for people in trouble through organisations such as Vinnies."





STILL SERVING AT THE O CAFÉ

Housed inside the accommodation and homelessness resource centre at Ozanam House, the O Café is a vital resource for VincentCare’s clients and people experiencing homelessness who access the service.

The O Café provides people experiencing homelessness with a space to remain connected with the community.

The team of employees, volunteers and peer-support workers provide a safe and supportive environment for anyone wanting a chat over a hot cuppa.

Before the pandemic, a normal day at the O Café began with a self-serve breakfast from 8.00am–10.00am, as well as time to charge their phone, connect with others or speak with employees.

From 10.30am–1.00pm, residents could sit and order a free barista-made coffee made by client volunteers who are a part of the Client Volunteer Program.

The program provides an opportunity for VincentCare clients to participate positively in our community through volunteering. It is a platform for meaningful and purposeful participation within the organisation and in the wider community.

In February 2021, the new ‘O Café Breakfast Coffee Service’ was initiated, which included a barista-made coffee service providing the delicious brew to Ozanam House residents.

By April, six new baristas were trained and on board serving coffees to residents.

During lockdown we adapted the O Café to provide an outreach window service for our Homeless Resource Centre clients supporting more than 50 people every day.

This essential service, run by dedicated employees, allows vulnerable people access to lunch packs, coffee, tea, masks, hand sanitiser, and hygiene packs, and welfare support information – all through a window keeping clients connected and informed.



To read more about our work in food crisis visit:

www.vinnies.org.au/food-crisis-vic

COST OF LIVING

GOOD SUPPORTS

The St Vincent de Paul Society's Cost of Living programs focus on alleviating hardship and lifting people out of adverse circumstances. Through various means our services provide support and assistance to people in need as well as advocating on their behalf.

INDEPENDENCE, COURAGE AND HOPE

Camille* is a mother of three who was living in a rural town. After leaving an abusive relationship, she wanted to rebuild her life and was referred to VincentCare's Financial Counselling and Capability at Hume Community Hub.

While she wasn't in extreme financial distress – working full time in the health industry – Camille couldn't shake the nagging worry of the debts she held with a credit agency.

She was also seeking the removal of a utilities company default listing which would allow her to access competitive utility options from energy providers as well as needing assistance with school fees that were in arrears.

During the first chat with the program's Financial Counsellor, Melissa Malyon, Camille shared that with only her salary to keep the household running, she was feeling the financial strain.

Melissa guided Camille to complete a statement of financial position that gave a true picture of her income, expenditure, assets and debts.

Based on the assessment of Camille's financial situation, Melissa was able to suggest a range of options for her to consider that could assist with her situation. Rather than ruthlessly cutting back on all fronts, Melissa encouraged Camille to take small steps that would help her save more.

On Camille's behalf, Melissa submitted a well-supported debt waiver request to the credit company for four debts totalling more than \$19,000. She also contacted the utilities company with a robust request for the removal of the default listing.

"It's a great feeling to be able to negotiate a debt waiver and the best part is informing the client that they will no longer be pursued by creditors for payment," Melissa said.

"Having debts waived is a huge weight lifted, it enables them to have a fresh start and improve their wellbeing significantly. Having debts waived for our clients are a crucial part of their recovery from the trauma they have suffered."

Camille was overjoyed on receiving the news that both these requests were successful. "Thank you so much, Melissa. I've come home from a hard shift at work and this has just picked me back up again."

For Camille, these outcomes have been life-changing. Camille told Melissa that she didn't think an outcome like this was possible, and the program had given her hope for the future and changed her life.

Camille's dream is to one day purchase her own home, which had seemed such an impossibility before now.

"It's so wonderful, I can't believe it! I did a happy dance around my lounge room. I have hope – hope that I can be independent and can work towards an awesome life for my kids and me. What you guys do is give independence, courage and hope to us women."

In 2020-2021 the Financial Counselling and Capability program assisted 304 clients and has successfully negotiated a remarkable total of over \$224,000 in debt waivers for clients.





VINNIES STEPS IN TO HELP

Theresa* had to pull out of her university degree when she had a child a few years ago. A second child came soon after but unfortunately the relationship with her partner broke down, leaving her and the children homeless and, with support, staying in a hotel.

“It was a horrible time, really hard,” said Theresa. “I didn’t have a lot of immediate support as my family didn’t live nearby.”

The family was moved into a flat by a housing officer who put her in touch with Vinnies Victoria. After calling our assistance line, members arrived with a lounge suite, coffee table and beds. “Vinnies basically decked out my whole flat,” said Theresa. Vinnies also provided vouchers for Vinnies Shops, supermarkets and Big W.

Theresa said that before the pandemic restrictions began, the members would come inside for a chat to see how things were going and say hello to her children. “Everything we would chat about from one visit to the next, they would always remember. That’s really nice. It makes you feel that you’re not forgotten,” she adds.

When her youngest child turned eight, Theresa was moved from a single parenting payment to JobSeeker, a drop from \$700 a fortnight to around \$420. Theresa is willing to work, but because her children are still too young to be left alone, she has not been able to find local employment that fits around school hours.

The coronavirus supplements made the adjustment affordable during 2020, but since the supplements have been removed, JobSeeker payment now remains at only \$50 per fortnight above its pre-COVID level.

“It’s a juggle between choosing what not to pay each week and ringing up to get extensions on every bill that’s due,” Theresa said.

Vinnies will be there to support Theresa’s goal every step. “Vinnies has been a godsend,” she said. “They are the people you can call who always help.”

To read more about our work in cost of living visit:

www.vinnies.org.au/cost-of-living-vic

EDUCATION

GOOD TEACHES

The St Vincent de Paul Society has always identified education as a key pathway out of poverty. Our education programs offer essential one-to-one support to students and families. We also offer tutoring programs, reading clubs and sporting programs to support the social, emotional and academic development of the young people we serve. In addition, Vinnies Youth members also support children and teens through camps and days out.

WHEN EAMON MET MICHAEL

During the pandemic, Vinnies Victoria's Education programs were quick to adapt to an online format that saw students team up with volunteers to work on their reading and homework in weekly one-to-one sessions.

At the same time, Michael Whalley, who plays Ron Weasley in the *Harry Potter and the Cursed Child* stage show in Melbourne, became a learning assistant with one of the programs after the show was suspended due to COVID-19. He was teamed up with Eamon, aged 8, who had joined the program to get help with reading.

"After the Harry Potter show had to shut down in early 2020, I began thinking of what else I could do with my time and skills that were useful. I saw the Vinnies advert looking for volunteers and knew that was it," Michael said.

Michael and Eamon would meet for an hour every Tuesday and soon found that they had a shared passion for animals and pets, which directed their strength-based learning activities. Michael said they played word games about Eamon's favourite subject and would research any animals that Eamon wasn't familiar with, which appealed to his love of science while also improving his reading skills.

There are seven education programs running throughout Victoria that help hundreds of students a year with their schoolwork – as well as the all-important social and emotional development that underpins all learning.

Michael said at the time, "I really enjoy working with Eamon and I'm learning a lot, Eamon knows more about science and maths than me!

Getting a small person's view on the world is very healthy and humbling."

Likewise, Eamon loved working with Michael. "I like how we have lots of fun with books. He's funny too."

When the Harry Potter show resumed in early 2021, Michael sadly had to suspend his volunteering duties due to the show's commitments – but not before Vinnies got the pair together in the same room for the first time at last.

The education team was delighted to host a special Harry Potter themed event in May at its Heidelberg West Reading Club, organised by the team leader Jack Stammers. Michael and Eamon, who dressed in a Gryffindor costume, bumped elbows and had a few minutes together to discuss their favourite Harry Potter books.

Michael told Eamon, "It's great to finally meet in person. Doesn't this feel strange, after all that time hanging out in front of our computers?"

Once they were joined by the other students, Michael read to the group from his first edition of *Harry Potter and the Philosopher's Stone*.

The event was topped off by the visit of another very important guest who flew in via the wizardry of Zoom from London – none other than Professor Sprout from the Harry Potter films, AKA Miriam Margolyes. Miriam regaled the young people with tales of how the films were made and the students in turn delivered a special thank you by singing *A Kookaburra Sits in the Old Gum Tree* – much to Miriam's delight.





FROM HOMELESSNESS TO HORTICULTURE

VincentCare believes supporting people to recover from a homelessness experience, starts with returning to secure housing, but continues with assistance to develop or regain personal capacity and community connections.

Based on that belief, the Homelessness Recovery Model at Ozanam House was initiated to create opportunities for people to reconnect with their communities and establish new pathways that enable recovery and growth.

Garry – a former client volunteer, who has experienced homelessness himself – has been one of the biggest advocates for creating an inclusive culture to enable and empower people experiencing homelessness. He strongly advocates that focus on housing alone is not enough for people who have experienced homelessness.

Garry said, “At VincentCare I’ve accessed and learnt to use meditation and mindfulness, and eat things that are healthy for me instead of just going for the easy option. They’re all helping you build yourself back up.”

He adds, “I’d access just about everything. The Client Volunteer Program has helped me re-engage with people, the art therapy and fitness program – they all helped me. These were all ingredients in making me who I am today.”

Garry is now proudly a qualified horticulturist and gives back by volunteering his time as a community volunteer, hosting gardening groups and guided meditation sessions with residents at Ozanam House.

In a heart-warming interview, Garry talks about his life-changing experiences at VincentCare and volunteering at Ozanam House.



To read more about our work in education visit:

www.vinnies.org.au/education-vic

SOCIAL ENTERPRISE

GOOD ADAPTS

A key part of the St Vincent de Paul Society's work involves one of the largest and oldest social enterprises in Australia, our Vinnies Shops. Our 100+ shops, warehouses, call centres and logistics generate income to fund the Society's programs, but also play an essential role in our community by recycling pre-loved goods, building communities through volunteering and providing individuals with support, training, skill development and jobs. Our shops provide an overarching support system to all the services we provide.

THE COVID IMPACT

In the 2020-2021 financial year, Melbourne was in lockdown three times, and in response to the Victorian Government directives to close retail outlets across Victoria, Vinnies Shops sadly had to shut the doors of our 109 shops for extended periods.

Although our metro shops were closed for a total of 130 days in that period, thankfully not all the lockdowns were state-wide, so our regional Vinnies Shops kept the flag flying for us through nearly all of last year.

Executive General Manager Commercial Services, Jeff Antcliff said, "It has been a tough year for the retail teams but the bright spot has been that whenever restrictions lifted and our teams had the opportunity to get back to work, they have returned in droves to support their communities and be with their mates."

Overall, the closures had a significant financial impact on Vinnies Victoria's operations and without the direct government support to the employer that was available last year through the JobKeeper program, we regrettably had to stand down our retail staff for a time during 2021. Central office staff also incorporated a reduction of their fortnightly working hours.

"I would like to acknowledge the great work of our shop managers who have supported our volunteer teams throughout the toughest of times," adds Jeff.

One other positive note has been the success of Vinnies Victoria's eBay shop, which launched in 2019, and has gone from strength to strength during the pandemic – demand has increased eight to nine-fold.

Vinnies' eBay has benefitted from a number of recent donations of designer wear and is ready for business 24/7. Jeff said that the operation has grown from a "Harry Potter-style room under the stairs" to a warehouse.

Reflecting on the last year's success in the *Sydney Morning Herald* recently, Jeff said that the eBay shop has had many international customers too, "We can see it by where we are sending goods ... into Venezuela, Russia – they love Nike." A rare Salvador Dali-designed ashtray was sold to a collector in Singapore for \$960.

"Sales have been strong and we sold a single item in April for \$8,000."

Looking ahead, Vinnies has two new shops – Braybrook and Derrimut – fully stocked and ready to open as soon as government restrictions allow.

"Even though it's been a tough year, considering all the lockdowns, when we have been able to open, sales have exceeded expectations because we know that Vinnies is such a well-loved retail brand in the community.

"We're looking forward to reconnecting with our customers and communities safely again – and to a brighter year ahead," said Jeff.





45 YEARS OF LEE

Following in Frederic Ozanam’s footsteps, a consortium of parents, who had children with a disability, saw the need to help their children who were about to complete schooling but had little or no prospect of gaining employment.

As a result Ozanam Enterprises was established in 1976 and, 45 years later, is still providing work and training opportunities to people living with a disability.

Employees are Ozanam Enterprises’ greatest asset. One such employee is Lee Buchanan who has been a cherished member of the Ozanam Enterprises family since inception – having worked there for 45 years!

“I started here (Ozanam Enterprises) in October 1976, right after I finished school – the very next day,” says Lee with a proud smile.

Over so many years, Lee has been engaged in several activities including assembling boxes and pulling switchboards apart but her favourite activity is helping with laundry, “It’s a fun one. It’s my favourite job.”

Lee is happy to share her experiences, “I really enjoy working here. We generally clock in at 9.00am and do warm-ups at 9:30am. I enjoy doing warm-ups with the team. Then we work and have a morning tea together. We have the ‘Employee of the Month’ award and I love that everyone gets together for that. Sometimes we have special lunches – like Soup Day. Pumpkin soup is my favourite!”

Meg Emmerton, Communications & Training Officer at Ozanam Enterprises said, “Lee is a bit of an iconic employee here. It just astounds me how long she’s been here. It’s very impressive. She’s so passionate. She comes in, does a great job and is friends with everybody.”

Despite the disruption of the pandemic over the past 18 months, Lee says that she fondly looks back on her time at Ozanam Enterprises, the great bunch of people she has worked alongside and the marvellous friendships she has formed – with joy and gratitude. She chuckles and adds, “My support worker here says ‘see if you can do 55 more’ and I smile each time!”

To read more about our work in social enterprise visit:

www.vinnies.org.au/social-enterprise-vic

BUSHFIRES

GOOD REBUILDS

Vinnies Victoria has completed the distribution of more than \$5.5 million worth of recovery and rebuild grants to bushfire-affected communities, including 38 higher education scholarships, a new \$250,000 sports facility and the appointment of two trauma counsellors at a Mallacoota school – with the support of funding from Victoria’s Jewish community.

These good works – funded by the people of Victoria through our Bushfire Appeal – also included \$3 million in small grants to people who experienced loss during the fires.

“IT’S ALL GONE” – HENRY’S LONG ROAD TO RECOVERY

Henry Sonogan had spent 40 years building up his farm in Buchan, near Bairnsdale, but it only took one night over New Year in 2020 for the ferocious bushfires to wipe it out.

Henry was in Melbourne visiting family at the time and the impact on the 250-acre property he has owned since 1974 was confirmed in a call from his brother who lives locally.

“It’s all gone Henry, you’ve lost everything,” he was told. Henry had to wait a soul-destroying week before he was allowed back to view the destruction himself.

“The roof of my house was in the front yard, having been lifted and dumped by the force of the blaze. I built the house myself in 1994. It was double brick, with all the gutters cleaned and surrounds cleared for fires, so it was devastating that it all went up,” said the 72-year-old.

Tree stumps glowed at night in the distance, burning for months afterwards, he adds.

Starting from scratch at his age presented a profound physical and emotional challenge, but Henry’s resilience is something to behold.

“The farm was my life’s work, but there are people worse off than me. I’m still here. I’ve still got the land, there’s grass growing now,” he said. “I’ve got no major health issues. The physical work keeps my mind active, so I just keep going.”

Henry lost a lot of machinery, but one shed survived housing his tractor, so he was able to

begin the clear-up himself immediately. “I would have collapsed if my tractor had gone too,” he said.

Henry received a recovery grant from Vinnies, along with kitchen supplies and clothing, including all-weather gear. “The Vinnies grant was marvellous because I’ve needed so many bits and pieces, like a microwave, a washing machine and then fencing material,” he said.

“The fencing was the first priority so I can get the animals back.”

Progress has been slow due to high demand for builders and the impact of COVID-19 on supplies. “The small grants have helped because I’ve had to put in a septic tank and do lots of plumbing. It’s taken most of the year to get a plumber in for a shower and toilet,” he said.

Henry hopes to return the farm to income generation at some point, but for now he’s focused on rebuilding sheds and accommodation, even though his insurance claim has not been enough to build a comparable home. Henry is currently living in temporary accommodation..

“Thanks to all. The donations have made a real difference, especially knowing they came from the public who wanted to help.”





ELLIE'S DREAM IS NOW A REALITY

In August 2020, Vinnies Victoria launched a \$250,000 Bushfire Education Scholarship fund thanks to the generosity of our funding partners, the Jewish Community Council of Victoria.

Students who had been impacted by the devastating 2019-2020 bushfires that tore through East Gippsland and Victoria's high country and whose recovery had been made all the worse by the impact of the pandemic – were invited to apply for the \$8,000 tertiary studies grants. Due to the volume of applications, Vinnies expanded the scheme, and 38 grants to the value of \$304,000 were awarded.

One of the recipients was Ellie Curven, from Corryong, who has “wanted to be a teacher since I could first talk”.

After applying to the fund, Ellie was accepted by Charles Sturt University to study a Bachelor of Education. “I couldn't believe it when I received the grant. I am very appreciative of Vinnies and the funders,” she said.

“This scholarship not only allows me to comfortably relocate to university, which is 1.5 hours away, but also helps alleviate the costs associated with studying, such as equipment, stationery, books and placement costs. It also allows me to reduce my work shifts, all of which means I can completely concentrate on my studies to become the best teacher I can be. I aspire to make a difference in my community and this grant will help me with the education I need to achieve that.”

“The bushfires have continued to have a profound effect on myself, and my family's lives, but we are gradually recovering, and being awarded the scholarship helps me to keep focused on moving forward.

“This photograph was taken in December 2020, and I'm smiling because I felt a bit lighter and brighter the closer we got to the end of that horrible year. It has been reassuring and appreciated to know that people care and haven't forgotten about what happened to us.”

To read more about our work in bushfires visit:

www.vinnies.org.au/bushfires-vic

HIGHLIGHTS

GOOD MOMENTS

There are many activities that occur throughout the year. On this page we share just a few more of our special Vinnies moments from the people we've helped and the people helping us to continue our good works.



Ozanam Enterprises are back on deck and ready to serve.



Vinnies Oakleigh is the first shop to go live with solar panels following an innovative project developed by the St Vincent de Paul Society Victoria.



"The fire kept coming at different times and from different places... Vinnies was very generous."

Norm & Ingrid



Tambo kids were so excited that they jumped for joy with the donation of a new school bus.



Conference member Joan Williams, 86, couldn't do regular visits during COVID, so like many other volunteers, she switched her 'home visits' to phone visits', making calls from her house during lockdown like all our members delivering food and cost of living assistance.



Congratulations to the 2020 Footsteps of Frederic graduates.



A new and expanded assistance centre was opened in Bairnsdale.



Congratulations Vinnies Shops!





Vinnies Youth provided food and material assistance to 700 stranded international students.



"I'd like to raise some money for children who won't get many presents under the tree."

Hugo



Casey Young Vinnies distributed Easter goodies to the families they support, making it special for the children and teenagers in the community.



Celebrating National Volunteer Week at Ozanam House.



Vinnies Victoria's Reflect Reconciliation Action Plan was launched across the organisation.

"The Vinnies reading club changed my life. The tutors told me to never give up and, with their help, I completed my dream of going to university."

Minara



With a bag full of clothes and toys, Avyn is an avid thrifter and regular at Vinnies Bacchus Marsh.



Donations from IGA to the Fitzroy Soup Van Hub helped people struggling to put food on the table.



A new \$250,000 sports facility is ready to go in Mallacoota following the funding support from the Jewish Community Council or Victoria.



AGL team donates in-demand goods and helps prepare nutritious food and hampers before joining Vinnies volunteers to distribute them.



Woodards employees volunteered their time in the bookshop and raised \$3,582 towards supporting individuals and families in need.



HOW WE HELPED

GOOD HELPS

74,591

HOME VISITS MATERIAL
AID GIVEN



252

CONFERENCES



107,599

ADULTS ASSISTED



3,128

MEMBERS



81,147

CHILDREN ASSISTED



11,422

VOLUNTEERS STATEWIDE



\$8,174,085

CONFERENCE ASSISTANCE GIVEN



348

YOUNG VINNIES MEMBERS



5,438

HOUSEHOLDS ASSISTED
BY FOOD RUNS



561,398

SOUP VANS MEALS



\$38,940

CONFERENCE FURNITURE
ASSISTANCE (AMART)



80,683

SOUP VANS HAMPERS



\$190,036

VINNIES \$25 CARDS USED



3,212

TUTORING HOURS



109

VINNIES SHOPS



2,141

STUDENTS ASSISTED



\$43,785,368

VINNIES SHOPS INCOME



1,369

EDUCATION VOLUNTEERS



\$1,733,157

VINNIES SHOPS WELFARE PROVIDED



53,424

CALL CENTRE ASSISTANCE CALLS



3,048,171

VINNIES SHOPS CUSTOMERS SERVED



310

VINNIES NILS LOANS



53,973

SOUP VANS VOLUNTEER HOURS



\$347,844

VINNIES NILS LOAN VALUE



PHILANTHROPY

GOOD SHARES

The St Vincent de Paul Society Victoria is extremely grateful to everyone who supported us throughout a difficult year. Our services required a bit of rethinking to ensure the most vulnerable people in our community continued to receive the best support we could provide and this was made possible by you. A sincere thank you from us to you for your continuing support.



“We couldn’t have done it without you’ is not a cliché, in our world it is true. We are constantly amazed at the loyal and generous support of our donors and partners. You walk alongside us in supporting those we assist. We regularly discuss what a huge team we would have if we could see the entire ‘village’ that makes this all possible. Please know that you are valued and needed and a vital part of our ‘Good Works’. Thank you.”

**Andrew McKenzie, General Manager,
Marketing & Fundraising**

“As team leader of eight education programs across Victoria, I wish to sincerely thank the 1,369 volunteers who gave their time, love of learning and emotional support to 2,141 students who participated in our online programs last year. The time and attention of our volunteers equates to 3,211 hours of social, emotional and academic support. Many students attended all four Zoom programs offered each week, which helped ease the isolation and loneliness of school closures. Consequently, the ‘Good Work’ of developing social, emotional and academic skills and confidence continued for these amazing young people throughout the lockdowns.”

**Dr Linette Etheredge, Team Leader
Education Programs**



“We truly value our supporters who make the decision to include a gift in their will. A legacy isn’t just helping one person, it is about helping many. It is never about the amount, it is simply that they have thought of giving to others. Bequests were impacted by the pandemic, however, we were still very fortunate to receive \$3.2 million in legacy income, of which 14 bequests were directed to support youth, education, homelessness programs, soup vans and specific regions. We are very blessed to have people in our community who think of others.”

**Sharon Wangman, Manager
Gift in Wills & Estates**

“To everyone who has contributed to the Soup Van program, thank you. With your wonderful donations and support, the Soup Vans served more than 550,000 meals last year, an increase of more than 100% on previous years. No individual should go hungry and with the generosity of our donors and corporate partners, along with the dedication of our volunteers and staff, we were able to support more people in need than ever. Through the challenging last year our Soup Vans continued to serve food and friendship every day, without fail, as we have done for 46 years.”

**Melissa Walton, President
Vinnies Soup Vans**





"Thank you for the generous bequest that helped create the Geelong Hub, which is an extremely valuable asset to the community, housing our Assistance Centre, Call Centre, No Interest Loans and a pantry. The hub has helped hundreds of individuals and families through its programs. And a big thank you to the local businesses and contributors who generously donate food, toiletries and other essential items to local conferences to people in need throughout the year."

Sarah Cromie, General Manager Membership & Special Works

"Faafetai, Terima kasih, Gracias, Gamsahabnida, Vielen Dank, Grazie, Merci, Diolch, Thank you. No matter how you say these two small words they cannot express my deep gratitude for the commitment our shop teams have shown every day. Thank you for embracing the many changes and stepping up to challenges with a 'can do' attitude and good humour. Thank you for your commitment to the health and safety of yourself, fellow team members, those we serve, our donors and our customers. Thank you for the calm Vinnies way you have worked and supported each other."



Jeff Antcliff, Executive General Manager, Commercial Services

"In a year where businesses and community groups faced enormous challenges, Vinnies Victoria is delighted and grateful for the ongoing support we continued to receive. More than 50 community groups fundraised for a Vinnies cause that matters to them. Students at 19 schools across the state slept out in backyards, cars or on couches and other locations to fundraise in support of people experiencing homelessness. Our corporate supporters and their employees gave generously through Workplace Giving donations, via material aid such as blankets and hygiene products, and where possible, through volunteering. Thank you!"

Andrea Reginato, Manager Corporate & Community Relations



"I would like to recognise Telstra, in particular Ben Burge, for all the support that he has given to get the St Vincent de Paul Society certified carbon neutral, including costs associated with certification and carbon offsets. I would also like to thank Deloitte Australia, particularly John McKenzie and Wibishana Rockwood for their help in auditing for the certification. Our gratitude also goes out to Jemena Electricity Network, especially Andrew Davis and Usman Saadat, for the contribution of a significant number of laptops used to assist low-income and vulnerable households during home schooling."

Gavin Dufty, Executive Manager Policy & Research



"We would like to thank Impact for Women, a charity that donates toiletries and pamper packs for our clients at Olive's Place fleeing family violence - along with Beaumaris Primary School for taking children of our clients into the school. Thank you too to Hume and Moreland City Councils for working collaboratively with us around rough sleepers, along with the Ibis Fawkner Hotel, which has assisted by taking clients into their hotel. Finally, we send our gratitude to Juno, an organisation providing support for women who are homeless. We could not have done our vital work during the pandemic without all your support."

Tony Clarke, Manager VincentCare's Northern Community Hub



THANK YOU

GOOD GIVES

The St Vincent de Paul Society Victoria is grateful for the generous support received from the community. Thank you to all our supporters who have generously donated their skills, gifts-in-kind and critical funds towards our work over the past year.

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ESTATES & BEQUESTS

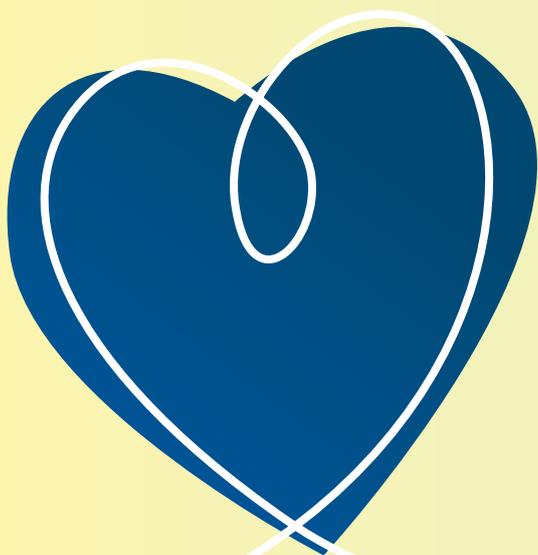
- Dibbs & Massie Foundation
- Estate Antonia Rasen
- Estate Barbara Joan Nielsen
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- Estate Peter Mahoney
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- Estate S.T.A.F. Margaret Joan Widdicombe
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HOW YOU CAN HELP



The St Vincent de Paul Society receives minimal government support and relies on the generosity of individuals, groups and businesses who are committed to building compassionate communities.



MAKE A DONATION

Credit card donations can be made by visiting our website or calling the donation hotline.

 www.vinnies.org.au

 13 18 12

 donation@svdp-vic.org.au



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Vinnies assists thousands of people thanks to the generosity of people who remember us in their Will.

 03 9895 5821

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CORPORATE PARTNERSHIPS

Your business can become involved with Vinnies by introducing Workplace Giving, participate in the Vinnies CEO, Corporate and/or Community Sleepouts; and explore tailored ways to give.

 03 9895 5872

 corporate@svdp-vic.org.au



DONATE GOODS

Donations of quality clothing, furniture and household goods can be made to any Vinnies Shop.

 1800 621 349

 material.donations@svdp-vic.org.au



VOLUNTEER YOUR TIME

Interested in volunteering your time to support a Vinnies program? Get in touch.

 1300 736 933

 volunteer@svdp-vic.org.au

All donations of \$2 or more are tax deductible.



St Vincent de Paul Society
VICTORIA
good works

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