



St Vincent de Paul Society
NSW
good works

IT'S ABOUT RENEWAL

ANNUAL REPORT
2014/15

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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.

Vinnies changes lives every day...



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**St Vincent de Paul
Society NSW**
ABN: 91 161 127 340
Auditor: Grant Thornton
Primary Bank:
Commonwealth Bank of
Australia
Primary Solicitor:
Hunt & Hunt

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MESSAGE FROM THE PRESIDENT



Dear Friends

It is with great pleasure that I present the 2014/15 Annual Report for the St Vincent de Paul Society NSW.

Our members today continue the work that was started by the Society's founder Frédéric Ozanam in post-revolution France. At the time he was just a young man in his 20s who saw the injustice of poverty and decided to stand up and make a difference. Today, more than 6000 members in NSW continue to visit people in their homes each and every day to ensure that as many people as possible who are experiencing disadvantage are assisted when they most need it.

Last year our members made 199,842 visitations and the Society provided over \$21 million worth of assistance. This assistance meant that every day Australians didn't have to go without food or were able to keep the gas or electricity on, or even the roof over their head.

Importantly the Society in NSW also continued its advocacy work calling on government to change or adapt policies that remained barriers to people accessing employment, housing, education and services.

The Society was at the forefront in regards to the housing affordability crisis and supported NCOSS with its calls on the Baird government prior to the state election to invest significant funds in an Affordable Housing Fund. As a result the Baird government committed to creating a \$1 billion fund that would create more social and affordable housing.

The Society is fortunate to be in a sound financial position with net assets at 30 June 2015 of \$391M. The main components of this are property assets of \$300M, cash assets of \$74M and strategic and other deposits of \$36M. The net operating surplus for the year of \$2.3M was better than the budgeted deficit of \$5M and last year's net deficit of \$3.5M.

Of course all of this work is the result of good governance and I would like to thank my fellow members of the NSW State Council for their commitment, professionalism and support over the 2014/15 financial year.

This will be my last Annual Report as President as I come to the end of my term.

I am very proud of all of the governance, financial and operational improvements that have been undertaken in my time as President. However, I am more proud of knowing that for each and every day of these four years, the Society made a profound difference in the lives of men, women and children across towns and cities in NSW.

I sincerely thank our members, volunteers, staff, supporters, benefactors, trust and foundations for making these good works possible.

Yours sincerely,

A handwritten signature in blue ink that reads "Ray Reynolds". The signature is fluid and cursive, with the first name "Ray" and last name "Reynolds" clearly distinguishable.

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

MESSAGE FROM THE CEO



Dear Friends

The St Vincent de Paul Society NSW continues to be a leading provider of social and community services across NSW with over 100 services covering the areas of homelessness; domestic violence; migrants and refugees; mental health; disability; drug, alcohol and gambling counselling; youth services; food vans and financial counselling.

The 2014/15 financial saw us continue work under our new Client Service Delivery Model for our homeless services. We are seeing some positive results as we intervene early to prevent individuals and families falling into homelessness; and looking at options to rehouse people more quickly. The model puts us in a strong position to respond efficiently and effectively in regards to the NSW Government's *Going Home Staying Home* reforms.

In 2014/15 we also focused on advocacy and social justice. This included work across the State with our members and social justice representatives as they put the Social Justice Statement into action. There are now 100 Social Justice Representatives across the State who are taking a key role in grass roots advocacy. As we raise our voices at the local level we are able to ensure that local voices are heard when it comes to social justice matters.

The Society also implemented the 'Valuing Youth' and Unlocking Our Leadership Potential projects to discuss and reflect on the role of young people and the value of our leaders in the Society now and in the future. These projects have engaged our members, volunteers and employees in strategic conversations, defining successful leadership, youth and young adult involvement in the Society and how we can keep the Society strong, responsive and attractive now and for future generations.

Significant work has also been undertaken on enhancing the Society's key information technology systems which will lead to improved internal processes and practices.

I would like to thank the members of the NSW State Council for their dedication and for the many hours they volunteer their time to advocate on behalf of people who are experiencing disadvantage. I would also like to thank the many members, volunteers and employees who help deliver the Society's vision each and every day.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'M Perusco'.

Michael Perusco
CEO
St Vincent de Paul Society NSW





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OUR HISTORY

THE ST VINCENT DE PAUL SOCIETY IS A MEMBER AND VOLUNTEER
BASED ORGANISATION THAT HAS BEEN ASSISTING PEOPLE EXPERIENCING
DISADVANTAGE IN NSW FOR MORE THAN

130 YEARS

The Society was founded in 1833 by a
20 year old man named

FRÉDÉRIC OZANAM

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,
Frédéric started what is now a world-wide
movement in just 20 short years.

The St Vincent de Paul Society NSW has around

16,000 MEMBERS AND VOLUNTEERS

across the State giving tirelessly of their time. Our local member networks, referred
to as Conferences, are present in over 420 communities across NSW.

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

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

The St Vincent de Paul Society is
also a leading provider of community
support services and has close to 100
Special Works across the State. These
services deal with a range of issues
including homelessness, domestic
violence, mental health, youth issues,
disability, rural assistance, financial
counselling, assisted accommodation,
food provision, refugees and migrants,
rehabilitation and addiction, and other
community support services.

1833

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

1881

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

KEY HISTORICAL DATES

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.

1975

Over 500 Vinnies Centres are in operation in Australia.

1990

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.

2008

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

2013

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

2015

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 GOVERNANCE

STRATEGIC PLAN

The Society has a current Strategic Plan - *Our Society, Our Plan 2013-2018*. The Strategic Plan has six strategic goals:

1. Strengthen our Spirituality;
2. Strengthen our Service;
3. Develop our Membership;
4. Strengthen our Society;
5. Strengthen our Partnerships; and
6. Raise our Voice.

A detailed report highlighting progress against the Strategic Plan can be found on pages 20-23. The full Strategic Plan can be accessed on the Society's website at www.vinnies.org.au under NSW publications.

WHAT WE DO

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

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

A Special Work is a specialised service that is tailored to meet the various needs of the people we assist including: homeless services; assistance to migrants and refugees; home, hospital, prison and detention centre visitation; Vinnies Shops and assistance centres; mental health programs; disability services; drug, alcohol and gambling counselling services; financial counselling; food vans; and rural taskforce assistance.

ORGANISATIONAL STRUCTURE

The Society comprises a number of separate but related legal entities. The Trustees of the Society of St Vincent de Paul (NSW) ("**Trustees**") is a body corporate incorporated under the *Roman Catholic Church Communities' Lands Act 1942* (NSW). In November 2012, the Trustees registered a public company limited by guarantee, named St Vincent de Paul Society NSW ("**the Company**"), and on 1 July 2013 all of the operations of the Trustees were transferred to the Company. A Transfer Deed governs the relationship between the Trustees and the Company and identifies responsibilities and obligations of each entity while the ownership of all real property is retained by the Trustees. The members of the NSW State Council are the same individuals as the directors of the Company. Both entities are registered as charities with the Australian Charities and Not-for-profits Commission (**the ACNC**).

The Board guides and supports the work of the Conferences, Special Works and Vinnies Shops through the Regional and Central Councils.

State Council decisions are binding upon the Regional and Central Councils and Conferences. Each Central Council President sits on the NSW State Council and on the Company Board. A number of advisory committees assist the State Council and Board in carrying out their responsibilities. The details of the current members of the NSW State Council and Board are set out on pages 18-19.

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 under the National Regulatory System for Community Housing. Information about the objectives and activities of Amélie Housing can be found on Page 48.

The three entities at a glance sit and correlate with each other as depicted in the diagram below:



THE PROCESSES OF THE TRUSTEES, DIRECTORS AND ITS MEMBERS

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

The Board's role is to ensure that 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 Diocese within NSW. Trustees are elected for a term of 4 years with elections staged accordingly throughout the four years to ensure transition to Trustee is seamless and that the important works of the Society can continue. There is a President who is also the Chairperson of the board of St Vincent de Paul Society NSW and Amélie Housing.

The President appoints Vice Presidents with specific skills and experiences to complement and manage the strategic planning and direction of the organisation, and key functional areas such as business and finance, fundraising, shops and marketing, and social injustice and advocacy. There are currently 6 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 in the last financial year. The Chairperson through its internal Governance Advisory Committee and external resources evaluates director's skills, experience and training needs. The term of directors of St Vincent de Paul Society NSW is same as for the Trustees.

The Board of Directors of St Vincent de Paul Housing (Amélie Housing) consist of not less than five (5) and not more than nine (9) 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 directors appointed must hold suitable qualification or experience; is considered suitable to support the objects and mission of Amélie Housing; and is also suitable to participate in the ministry of Amélie Housing.

The maximum term of directors of Amélie Housing is six (6) years with election staged at each annual general meeting when one third of the directors will retire from office. The retiring directors who will retire 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 meetings the Trustees and Board of Directors required to attend and attended by them during this financial year is illustrated in the table below:

THE TRUSTEES OF THE SOCIETY OF ST VINCENT DE PAUL (NSW)					ST VINCENT DE PAUL HOUSING		
Number of Meetings Held during the Financial Year					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
Ray Reynolds	5	5	5	5	Ray Reynolds	8	7
Gwen Sampson	3	1	3	1	Beverley Kerr	8	7
Peter Leckie	5	5	5	5	David Morris	8	4
Beverley Kerr	5	5	5	5	Lesley Wyatt	8	7
Kerry Muir	4	4	4	4	Digby Hughes	8	5
Paul Shiel	5	4	5	4	Michael Dureau	4	4
Matthew Kirkham	5	3	5	3	Peter Miller	8	5
Peter McNamara [^]	5	4	5	4			
Rosemary Fisher	5	5	5	5			
Barry Finch	5	5	5	5			
Bob Lulham	5	5	5	5			
Barry Jones	1	1	1	1			
Don Jones	5	5	5	5			
Brian Goodall	5	5	5	5			
Peter Fishlock	5	5	5	5			
Denis Walsh [#]	5	3	5	3			
Alan Ruff [*]	5	4	5	4			
Tony Corkeron	5	5	5	5			
Jim Rogers	5	5	5	5			

[^]Michael McIntyre attended the August 2014 meeting as a proxy for Peter McNamara. ^{*}Anne Stanfield attended the October 2014 meeting as a proxy for Alan Ruff. [#]Alan Raisbeck attended the February 2015 and June 2015 meeting as a proxy for Denis Walsh.



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.

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 finalised and implemented its Governance Policies in 2014 that encompasses a framework for board processes, strategic planning, workforce relation, financial management, quality management and compliance. The Governance Policies set out guidelines to help its board members

and management understand their responsibilities in executing their duties in order to fulfil its vision. Further work to revise the Governance Policies to incorporate ACNC good governance practice and requirements has been initiated by the Governance Advisory Committee.

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 and to provide advice and recommendations for effective and informed decision-making. The committee structure allows trustees and directors access to a broader range of members, staff and external experts than would be the case at State Council and Board meetings.

Audit Risk and Finance Committee

The Audit Risk and Finance (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 agreement applications, investments, compliance with laws and regulations, and evaluation of the internal and external auditors. The ARF Charter that sets out the activities and responsibilities of this Committee.

The Chair of this Committee is the State Council Treasurer and Director, Peter Leckie. The Committee also currently includes two elected State Council members, one external member appointed by the State Council, the State President, Chief Executive Officer and Chief Financial Officer. There were 5 meetings of the ARF held during the year.

The Committee during the year reviewed and made recommendations to the State Council and Board in the following key areas;

- › Internal audit reports from the Internal Audit and Risk Manager
- › Project applications over \$150K. Major projects that were reviewed by the ARF included the Society's new Point-of-sale system, the Customer Relationship Management (CRM) and the Client Information Management System
- › Budget reviews
- › Statutory accounts reviews and management letter reports from auditors
- › Asset Management
- › Investments
- › Financial Reporting packs provided by Management
- › Risk Management Policy and Framework



The Governance Advisory Committee (GAC)

GAC has oversight of the Society's governance practices and principles applying to St Vincent de Paul Society NSW. The GAC was reconstituted in the period 2014-2015 and a charter [known as terms of reference] that sets out key activities and responsibilities of this Committee was approved by the committee in its first meeting on 31 March 2015. The Governance Advisory Committee is responsible to advise and make recommendation to the board in the following areas:

- › Advise the Board on corporate governance and policy determination for the Company. The responsibility extends to all Volunteers, Members, Employees, and Government, Corporate and Public supporters.
- › Implement, monitor, report and review the adopted Governance Policies of the Company.
- › Develop Governance principles and practices appropriate for the Company.
- › Advise the Board in the carrying out its functions in accordance to the Rule of the St Vincent de Paul Society, the Constitution, and Corporations Laws, ACNC Acts and other relevant State and Commonwealth legislation.
- › Monitor the implementation of the Strategic Plan and make appropriate recommendations to the Board.
- › In the event of a serious crisis event occurs which requires the attention of the Board, convening on a timely basis to consider the matter and make recommendations to the Board.

The Chair of this Committee is the State Council Treasurer and Director, Peter Leckie. The Committee also includes 8 members inclusive of the Company Secretary who is the Chief Financial Officer.

The Committee during the year made recommendations to the State Council and Board in the following key areas:

- › Board Review Proposal
- › Board Training
- › Incorporate ACNC Good Governance Practices and standards in its governance policies for the Board
- › Privacy Policy
- › Complaints Handling Policy – Quarterly report
- › Recruitment and Leave Policy

Other advisory committees include:

Centres Committee; Information, Communication and Technology Advisory Committee; Rural Assistance Advisory Committee; Social Justice Committee; Special Works Advisory Committee; Spirituality Committee; State Membership Advisory Committee and the WH&S Committee.

INTERNAL AUDIT AND RISK MANAGEMENT

The primary objective of the Internal Audit and Risk Management function is to enhance the delivery of services and operations of the Society via the coordination of risk management activities and provision of audit services. Independent assessment of risks and controls complements the External Audit activities the Society already has in place, further strengthening the overall governance framework of the Society. The scope of internal audit and risk management covers all operations and programs of the Society.


The activities of the Internal Audit and Risk Management function are governed by the Internal Audit Charter, and headed by the Internal Audit and Risk Manager who reports directly to the Audit Risk and Finance Committee. Its primary function is to assist the State Council and Board. The Internal Audit and Risk Manager is the Chief Audit Executive as outlined in the Institute of Internal Auditors - International Standards for the Professional Practice of Internal Auditing.

Risk Management

The Society has implemented a Risk Management Policy, Framework and Risk Register, which was approved by the State Council and Board in February 2014. St Vincent de Paul Society NSW adopts the risk management principles and processes set out in the International Risk Management Standard ISO 31000:2009.



The primary objective of the Internal Audit and Risk Management function is to enhance the delivery of services and operations of the Society.



St Vincent de Paul Society NSW
is a volunteer-based organisation
that has been assisting marginalised
and disadvantaged people in NSW for
more than 130 years.

The Risk Register was last reviewed and updated in May 2015. The Risk Register identified business risks, contributing factors, risk ratings, internal controls implemented to mitigate the risks and the action plan by the Society to further mitigate the risks. The Risk Ratings in the Risk Register are reviewed at least once a year.

The Society has identified that the greatest risks would be related to the following:

- › Reputational
- › Society governance
- › Disaster recovery / Business continuity planning
- › Workplace health and safety
- › Fraud and theft
- › Child protection

In order to address and mitigate the risks, the Society has established Governance Advisory Committee to oversee the Society's governance practices and principles; re-drafted the whistle-blower policy and complaints handling procedures; conducted training needs analysis for Society Member leadership positions; developed Business Continuity Plan in association with AON; developed and implemented Work Health and Safety Policy; implemented Child Protection Policy and provided child protection training to Members, volunteers and employees who are involved in working with children. The Society continued to implement other key policies including a Code of Conduct, Conflict of Interest Policy and Managing Fraud and Dishonest Behaviour Policy and Procedures.

Various internal audit projects were undertaken to respond to the key risks, in accordance with the Internal Audit Plan approved by the Audit Risk and Finance Committee, to review and improve the internal controls and policy compliance.

Internal Audit

During the year, internal audits were performed, in accordance with the Internal Audit Plan with reference to the Risk Management Policy, Framework and Register. Audits were conducted on the following areas:

- › Internal controls of special work centres
- › Internal controls of Margaret Druitt Day Care Centre
- › Internal controls of twinning partnership with overseas Conferences
- › Compliance of internal policies and external regulations
- › Workplace health and safety
- › Workplace relations and payroll
- › Client assistance payments
- › Credit card payments
- › General operating expenses
- › Capital expenditure
- › No Interest Loan Scheme (NILS)
- › Donations and fundraising
- › Government funding
- › Stock control

Ad hoc audits and investigations were also undertaken as per instructions from the Audit Risk and Finance Committee.

Internal audit reports were presented to the Audit Risk and Finance Committee. Follow up audits were conducted to review whether recommendations in the internal audit reports had been progressively followed up by management.

FINANCE AND ACCOUNTING

The Society's finance and accounting activities are a collaborative responsibility of the State Support Office and the Finance teams at each Central Council across the State, collectively referred to as the Accounting Network.

In the 2014/15 financial year, the current Accounting System, Great Plains underwent a major upgrade to the current version of Great Plains 2013. This upgrade will provide the platform and cater for the Financial Records management of the Society for the next five years.

The Society also outsourced its end to end Motor Vehicle Fleet Management to an external Fleet Management Company in order to streamline the process and provide cost efficiencies. This was implemented for the Society's Fleet of Motor Vehicles in the State Support Office, Support Services, Broken Bay Central Council and Parramatta Central Council.

PROPERTY ASSET MANAGEMENT SERVICE

The Society's property asset management service ensures a professional and consistent approach to property management around the State and undertakes the following functions:

- › Ensures that all statutory property compliances are met
- › Optimises the property resources invested in by the Society
- › Undertakes development work on behalf of the Society
- › Maintains records of all properties and property related matters
- › Provides software to ensure efficient facilities management
- › Provides expert opinion on property matters to the Audit Risk & Finance Committee

In 2014/15 major achievements included: the establishment of a Property Asset Management Policy, the development and implementation of a Business Continuity Plan across the State; and the disposal of surplus property in excess of book value.



PRESIDENT AND VICE PRESIDENTS

1. Ray Reynolds

Ray Reynolds is the President of the NSW State Council. Ray joined the Society over 60 years ago and is a member of the Revesby Conference. Ray was responsible for the Aged & Special Care Services company setup to consolidate aged care. Ray is the chair of the St Vincent de Paul Society Housing Company. Ray worked for Telstra, the Australian Broadcasting Corporation and was the Director, Broadcast Telecommunications for the 2000 Sydney Organising Committee for the Olympic Games.

2. Beverley Kerr

Beverley Kerr is a Vice President of the NSW State Council and President of St Vincent de Paul Society NSW Support Services. Beverley joined the Society 13 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. Peter Leckie

Peter Leckie is a Vice President and the Treasurer of the NSW State Council. Peter joined the Society 15 years ago and is a member of the Rural Task Force. Peter has also been a Regional President and Central Council Treasurer. Peter has a background in accountancy and worked in a multi-national engineering component business for over 30 years rising to the position of Chief Executive Officer.

4. Paul Shiel

Paul Shiel is a Vice President of the NSW State Council. Paul joined the Society 29 years ago and is a member of the Dulwich Hill Conference. Paul has been involved with Ozanam Industries, Night Patrol, Rendu Centre and as a Regional President. Paul owns his own property trading business.

6. Matthew Kirkham

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

7. Peter McNamara

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



CENTRAL COUNCIL PRESIDENTS

8. Barry Finch

Barry Finch is the President of Broken Bay Central Council. Barry has been a member of the Society for 30 years. Barry is the Forestville Conference President, Treasurer Task Force Redfern and President No Interest Loan Schemes, Northern Sydney. He was previously the President Chatswood Region, President of the Broken Bay Disaster Welfare and Centres President. Barry has a background in the baking industry, where he continues to work in a limited capacity.

9. Tony Corkeron

Tony Corkeron is the President of the Sydney Archdiocese Central Council. Tony has been a member of the Society for 55 years and is a member of the Georges Hall Conference. Tony previously served terms as President and Vice President 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 including Shanghai, Thailand and Philippines.

10. Bob Lulham

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

11. Brian Goodall

Brian Goodall is the President of Lismore Central Council. Brian joined the Society ten years ago and is a member of the Kingscliff Conference. Brian was previously Conference Secretary and President and Chairman of the Angela Houses Committee. Brian completed his four year term with the Society during the 2014/15 financial year.

12. Jim Rogers

Jim Rogers has been the Wilcannia/Forbes Central Council President since March 2014. Jim joined the Society nine years ago and has over 40 years' experience in the agricultural industry and is a retired grazier.

13. Rosemary Fisher

Rosemary Fisher is the President of the Armidale Central Council. Rosemary joined the Society 35 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, Armidale Central Council Disaster Recovery President and represented the Armidale Central Council assisting to rewrite the Society's Work Health and Safety Policy.

14. Denis Walsh

Denis Walsh is President of Wollongong Central Council. Denis joined the Society 11 years ago and has been a Conference Secretary, Conference President and Regional President. Denis is a member of the West Wollongong St Therese Conference and is currently a member of the Governance Committee.

Denis has a background in the insurance and superannuation industries and has held many senior positions and was an Associate of the Insurance Institute of Australia.

15. Alan Ruff

Alan Ruff is the President of Parramatta Central Council. Alan joined the Society 16 years ago and is a member of the Rooty Hill Conference. Alan was previously a Conference President and a Regional President. Alan has a background in corporate regulation and held senior management positions with the NSW Corporate Affairs Commission and the corporate regulator now known as the Australian Securities and Investments Commission.

16. Don Jones

Don Jones is the President of Wagga Wagga Central Council. Don joined the Society 35 years ago and is a member of the St Marys The Rock Conference. He was previously the Wagga Wagga Regional President. Don has a background in retail management and was previously employed as the Centre Manager of the Wagga Wagga Vinnies Shops.

17. Peter Fishlock

Peter Fishlock is the President of the Maitland/Newcastle Central Council. Peter joined the Society nine 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.

Key Strategic Goals

The critical areas
the Plan focuses on

Strategies

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

Actions

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

Key Measures of Success

Define what successful
implementation of
the plan will look like,
allowing us to track
our progress

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 2014/15, the Strategic Plan Implementation Committee was merged into the Governance Committee and met each month to oversee the implementation *Our Society, Our Plan Strategic Plan*. A copy of the full Strategic Plan and Action Plan can be found at www.vinnies.org.au/publications.

A number of projects were completed or implemented in 2014/15 that supported the key goals of the Society's Strategic Plan as follows:

STRATEGIC GOAL 1: STRENGTHEN OUR SPIRITUALITY

Key achievement: Developed a new Spirituality Framework

The Society developed 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 Frédéric 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 achievements under this strategy include:

- › An increased number of reflection and festival days were held across Central Council's to support the Framework.
- › Resources and materials were updated and made available on the Society's intranet.
- › The National Council Spirituality Advisory Committee adopted the spirituality framework with the New South Wales State President as the inaugural Chair.
- › A Committee to commence the process of Canonisation for the Society's NSW founder Charles Gordon O'Neill was established.

STRATEGIC GOAL 2: STRENGTHEN OUR SERVICE

Key achievement: Developed a Property Asset Management Policy

Last year the Society developed a Property Asset Management Policy to establish a systematic and consistent asset management approach to the Society's owned property assets, valued at cost at \$284.6m, and comprising 243 properties.

All asset management, including the acquisition, development, operation, renewal and disposal of property to meet the needs of clients (and future growth) will be covered. The exercise will ensure the efficient and proper stewardship of the portfolio, and reduce risk by identifying and planning expenditure.

A Critical Incident and Business Continuity Planning process was established during the year. The purpose is to provide all areas of the Society with a response capability that minimises the impact of critical incidents in coordinated and consistent manner. This reduces risk to people, property and reputation. It also enables the services of the Society to resume as quickly as possible after a serious disruptive event.

A Policy and Framework has now been established, and Business Continuity Plans have been put in place for several key locations, including the State Support Office. The establishment of plans for all Central Councils and Critical Facilities is underway, including the training of personnel and a process for the regular review and updating of plans.

Other achievements under this strategy include:

- › Responded efficiently and effectively to new service delivery models and geographical distribution of services under the NSW Government's *Going Home Staying Home* reforms.
- › Visitation Guidelines have now been published and circulated and this has been supported by the development of the Visitation Toolkit.
- › Special Works Framework is being used to assess all new Special Works and inform service development moving forward.

STRATEGIC GOAL 3: DEVELOP OUR MEMBERSHIP

Key Achievement: Implemented the Valuing Youth project

Initiated the 'Valuing Youth' project to discuss and reflect on the role of young people in the Society now and in the future. The Valuing Youth project has engaged our members, volunteers and employees in strategic conversations, defining successful youth and young adult involvement in the Society and how we can keep the Society strong, responsive and attractive now and for future generations.

During 2014/15, the Valuing Youth project heard the perspectives and ideas of more than 250 members, volunteers and employees. These workshops have identified the barriers the Society needs to address and the exciting opportunities which will strengthen our engagement of young people.

Key Achievement: State Recruitment Drive

A state-wide Recruitment drive was implemented and coordinated by the State Recruitment Team (SRT). The drive saw members and volunteers supported to recruit others within their Conference, Region, Special Work or Central Council. Members of the SRT identify specific needs, bring ideas for engaging new people of all ages, and also involve themselves in face to face recruitment. This has resulted in an increase in new Conferences being formed around NSW including the introduction of new types of Conferences.

Other achievements under this strategy include:

- › Hosted the Rosalie Rendu public lecture series to strengthen our public engagement by bringing together our members, volunteers and the wider community to discuss issues of significant community importance.
- › The State Membership Advisory Committee and Youth Advisory Committee were combined to ensure a coordinated approach to membership. This group now oversee the recruitment activities being implemented across NSW.
- › Conducted further Training Needs Analysis on member and volunteer leadership roles across NSW.

STRATEGIC GOAL 4: STRENGTHEN 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 is 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 to most members, volunteers and employees. The Code was placed on the Society's Intranet to make it readily available to all members, volunteers and employees. Work also commenced on further roll-out of the code including development of training for members, volunteers and employees as well as associated policies for responding to the code.

Other key achievements under this strategy include:

- › Developed a Human Resources Strategy which was prepared after extensive consultation with key stakeholders across the organisation.
- › In 2014/15, delivered over 80 training programs including the Regional Presidents breakfast on leadership which was attended by about 40 leaders and identified key priorities for leadership training.
- › Extensive work was undertaken in regards to the improvement of the Society's Information Technology infrastructure including the upgrade of ShoreTel phone system, new Remote Desktop Service with remote printing capabilities, integration of Broken Hill, Granville, Edel Quinn, Wagga Wagga and Freeman House, Armidale to the Vinnies Network and a user friendly Connect (Point of Sale) system for Vinnies Shops.

STRATEGIC GOAL 5: STRENGTHEN 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 2014/15 the Society saw a 26.5% year on year increase from corporate partnerships including a continuation of the Best&Less partnership who supported the Society through a number of initiatives raising close to \$100,000 for NSW alone. IGA continued their support of the Vinnies Christmas Appeal through their community chest raising over \$80,000 in NSW.

Other key achievements under this strategy include:

- › Developed a new Workplace Giving Program called Work2Give, which will be rolled out in 2015/16.
- › Genworth Australia continued their support of the KEEP program at Vincentian House.
- › Hilton Sydney signed another three year partnership agreement to continue their support of Vinnies Night Patrol and the Matthew Talbot Hostel.
- › Janssen, one of the Society's longest-term partners renews a three year agreement to support Freeman House and SPARK with over \$120,000 per year.
- › AGL continued the third year of the partnership providing \$121,797 to support Conference work in NSW as well as sponsoring the Vinnies CEO Sleepout 2015.
- › New partnerships were developed with SumoSalad, LS Travel, Nine Cares.

STRATEGIC GOAL 6: RAISE OUR VOICE

Key Achievement: Advocacy and Influence

Advocacy

Extensive work was undertaken in 2014/15 to reinforce the Society as an organisation that will advocate and lobby on issues of social injustice. This is done in a number of ways including:

- › Having members on key peak bodies and industry groups such as the Energy and Water Consumers' Advocacy Program, Refugee Council of Australia, National Council of Social Service and the Settlement Council of Australia.
- › Implementing a media strategy to place the Society as an expert voice on social issues including homelessness, housing affordability, and poverty in Australia. This included publishing numerous opinion pieces and undertaking a significant number of print, radio and TV interviews. Opinion pieces in 2014/15 included:
 - 'Why housing is a bricks and mortar issue', Daily Telegraph September 2014
 - 'Housing affordability crisis is making life miserable for many families increasingly forced to approach charities', Daily Telegraph May 2015
 - 'Huge negative that is causing social chaos', Daily Telegraph June 2015

AFFORDABLE HOUSING FUND CAMPAIGN

The St Vincent de Paul Society NSW was at the discussion table in the lead up to 2015's NSW State election along with NCOSS and Infrastructure Partnership Australia advocating for funds in NSW to be invested in the establishment of a government backed social and affordable housing fund that would trigger a significant expansion in investment in social and affordable housing supply.

As a result of this advocacy, the Baird government announced that it would create a \$1 billion Affordable Housing Growth Fund.

St Vincent de Paul Society NSW had advocated strongly over a three year period that investment in social housing should be seen as a form of infrastructure investment. As part of this campaign the Society also:

- › Ran a targeted social media campaign with key messaging
- › Placed key media pieces and commentary in the lead up to the election
- › Ran a grass roots campaign with its members in lobbying local State members for action on housing affordability.

Other achievements under this strategy:

- › Launched the Social Justice Statements in February 2015 receiving widespread media attention at a local and regional level.
- › 82% of Regional Councils now have a Social Justice Representative appointed. These representatives are taking action at a local and regional level on a regular basis including Social Justice in the Pub events, forums, table talks and bring your bills days in partnership with other agencies.
- › The 2015 Social Justice forum was held in July and attended by over 150 members, staff and volunteers.

Why housing is a bricks and mortar issue



MICHAEL PERUSIO

Recent commentary by Reserve Bank Governor Glenn Stevens about the property boom focused on the concern for those people who may be over-extending themselves with borrowings — putting them at risk should the market slow or even bust.

Importantly, some commentary has also emerged about the more serious social impacts of this property boom — those people who are either locked out of the market or, worse still, struggle to keep a roof over their head in what is at times a brutal rental market.

That is why the St Vincent de Paul Society is calling for housing affordability to move from backyard barbecue conversations and media and academic commentary to be put firmly on the political agenda.

We believe recommendations included in a recent report tabled following a NSW Legislative Council inquiry into social, public and affordable housing provide a blueprint for the future, and challenge

both sides of state politics to test this issue at the next state election.

The society is pleased that a number of the recommendations it made to the inquiry earlier this year have formed part of the final report.

These include that the NSW government invest all proceeds from the sale of public housing properties to a dedicated fund for the purpose of creating a new supply of affordable housing; that the NSW government transfer public housing properties to community housing providers via long-term leases, allowing for support to be provided to tenants;

improving their chances of remaining housed and connecting with employment, training and community services; and the inclusion of affordable housing targets for local councils by 2016.

With both an infrastructure Prime Minister and Premier in NSW, there is an opportunity to see investment in social housing as a form of infrastructure investment that contributes to productivity and economic growth.

This is why we advocate that, if the sale of electricity networks in NSW goes ahead, part of the funds generated be invested in social and affordable housing initiatives.

The society is present in 420 communities across the state, with members visiting almost 600 people in crisis every day.

Seeking assistance with rent and housing costs comes only second to requests for assistance with food among the desperate people who turn to us for help.

A blueprint has been laid with tangible actions that will have positive impacts on the housing affordability crisis.

Both sides of politics need to realise that it is now time for action.

Michael Perusio is the chief executive officer of St Vincent de Paul Society NSW.

OUR MEMBERS AND VOLUNTEERS

Across NSW the St Vincent de Paul Society has thousands of dedicated members and volunteers who provide assistance to people experiencing disadvantage each day.

Most members are based in Conferences across New South Wales; others may be part of a youth team, assist in one of our services or be starting out as part of a Mini Vinnies group in Catholic primary schools. The core work of a Conference member is visiting people and assisting them in their homes, hospitals, nursing homes, prisons, detention centres and Special Works. In 2014/2015 Conference members made almost 200,000 visits to people experiencing disadvantage across NSW.

Key activities coordinated through youth teams include respite and activity programs for children and young people such as Kids Camps, Buddies Days, Teen Camps and Teen Days. In addition to these are the Brekky Van, a weekend food van service providing food and companionship; Green Team, a gardening assistance program for predominantly older people or people living with a disability; and Homework Help program providing basic homework support.

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

KEY ACHIEVEMENTS 2014/15



Undertook a **restructure of the membership and volunteer support team** to provide better assistance to our members and volunteer network.



Initiated the **'Valuing Youth' project** to strengthen the role of young people in the Society now and in the future.



Rolled out a new **Conference Visitation Toolkit** to support members in their work.



Conducted a **Training Needs Analysis** on member and volunteer leadership roles across NSW.



Worked with members to **improve methods** for providing assistance and integrating statistics.



Ran **41 Buddies Days, 11 Teen Days, 7 Kids Camps and 4 Teen Camps.**



Organised **21 Green Teams** as well as **99 Homework Help** and **104 Brekky Van programs.**



Undertook 40 occurrences of **Burraydjarr Indigenous Youth Program.**



**IN 2014/2015, 14,512 PEOPLE
VOLUNTEERED CLOSE TO
2 MILLION HOURS OF
THEIR TIME TO THE
ST VINCENT DE PAUL SOCIETY
IN NSW.**

“

That's why I keep doing what I do: we get to see real change being made in people's lives.

”

EMILY

Emily has been the Sydney Regional President for the last year and a half, and involved with Vinnies since 2009. Originally from the Gold Coast, Emily studied political science and social policy at the University of QLD where her passion for social justice grew.

Whilst studying in Brisbane, Emily worked as an after-hours support worker at a domestic violence refuge for women and their children. It was then that she realised the importance of early intervention and prevention work to end the cycle of poverty, prevent homelessness and ongoing trauma.

Emily carried this approach with her when she joined Vinnies and soon started home visitations, visiting and assisting people experiencing disadvantage in their homes. It is this work where Emily says she gets to often meet the people who are affected by the policy she is working on.

In the Sydney region alone Vinnies assists around 1,200 people every month.

“I absolutely love it. It's the highlight of my week. It's a privilege,” she says.

As Emily puts it, she has met many beautiful souls through home visitation. An opera singer living on a busy highway who insisted Emily have a cup of tea with him and his wife while he serenaded them; a world famous fortune teller; and of course the normal mum, dads and kids who greet Emily with a big smile.

“I believe people are doing the best they can with the tools they have been given. We are able to visit many of the

people who have fallen through the cracks, people who the system has failed. We get a unique opportunity to enter their home and provide them with care and support. We provide a safe place for someone to share their story if they wish, to be empathetic and compassionate and of course never judge them for their decisions of the past or present,” says Emily.

Emily says that the best thing about Vinnies is being able to give anyone who needs it a hand up, and an opportunity to stay up.

“That's why I keep doing what I do; we get to see real change being made in people's lives.”

1



2



3



4



OUR EXECUTIVE

1. Michael Perusco – Chief Executive Officer

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

Michael is a member of the NSW Premier's Council on Homelessness and the NSW Council of Social Services. Michael is also a Board Member of the Australian Institute of Health and Welfare and a member of the City of Sydney's Social Sustainability Taskforce.

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

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

Michael Perusco resigned from the St Vincent de Paul Society NSW in August 2015.

2. Dianne Lucas – Deputy CEO

Dianne began working for the Society in April 2012. Dianne has many years experience in senior management roles in the Human Resources, Organisational Development and more recently Information Systems and Communications functions.

Dianne has worked in the NSW Public Service and NSW Local Government sectors, with this appointment being the first in the not-for-profit sector. Dianne holds a number of business qualifications including a Masters in Business Administration (MBA). Dianne is a member of the Advisory Board for CentaCare Wilcannia/Forbes.

Dianne Lucas was appointed Acting CEO, St Vincent de Paul Society in September 2015.

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

Matthew began working for the Society in August 2012. Matthew previously worked for PricewaterhouseCoopers focusing on Aboriginal Primary Healthcare for the Australian Government. With a background in nursing, Matthew has worked in emergency departments in Sydney, remote Aboriginal communities in NSW and Western Australia, as well as international experience with Médecins Sans Frontières in Sudan, Niger, Kurdistan,

France and Somalia. Matthew is currently the Chair of the Board of Directors for Médecins Sans Frontières Australia. He holds a Masters Degree in Health Services Management from the University of Technology, Sydney.

Matthew Cleary resigned from the St Vincent de Paul Society NSW in September 2015.

4. 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. Before joining the St Vincent de Paul Society, Tony was Chief Financial Officer of Fairfield City Council responsible for a range of financial sustainability initiatives. Prior to this, Tony held various financial executive positions with the Commonwealth Bank of Australia and Integral Energy. Tony holds a Bachelor of Business and Graduate Diploma in Local Government Management, Fellow of Certified Practising Accountants Australia (FCPA) and Fellow of Financial Services Institute of Australasia.

OUR EMPLOYEES

WORKPLACE RELATIONS

Workplace Relations is responsible for meeting the workplace relations needs of the Society and almost 1,500 employees across NSW engaged in the Retail Operations, Homeless, 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 Workplace Relations 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 2014/15, 209 job advertisements were placed, 280 new appointments were made and 650 police checks were undertaken by the recruitment team. The Recruitment team also played a key role in the recruitment processes around the *Going Home Staying Home* reform which had implications for staffing in our homeless services across NSW.

INDUSTRIAL RELATIONS

At the start of the 2014/15 financial year, negotiations commenced with the Shop Distributive and Allied Employees Association Union for a new Retail and Distribution Enterprise Agreement. Meetings have been held throughout the

year and both parties have agreed on the final version of this Agreement, ready to go to vote.

Work will continue in 2015/16 to renew the Society's other industrial instruments and to continue the implementation of the Equal Remuneration Order for its Social, Community, Homecare and Disability Services (SCHCADS) Employees.

WORKPLACE HEALTH AND SAFETY

The profile of safety within the Society has been developed further in 2014-15 under the guidance of the WHS Advisory Committee and the supporting Safety Officer and 'return to work' network groups. A key initiative has been the introduction of a WHS training roadshow to Central Council meetings around the state, outlining *due diligence* responsibilities and communicating future directions for safety and wellbeing.

At a more operational level, the year has also seen the production of new policies and procedures for State Council review including those for Smoking in the Workplace, Work Related Violence, Document Control and Personal Protective Equipment.

It is envisaged that in 2015-16 the Society will expand its efforts in supporting worker wellbeing and will also mark the start of a working relationship with our new workers compensation insurer, Employers Mutual. This will provide the added benefit of access to standard e-learning courses that may be utilised across the state.

KEY ACHIEVEMENTS 2014/15



Launched **quarterly HR Information sessions** for managers enabling upskilling and professional development.



Developed a **Human Resources Strategy 2015-18** providing a framework to implement key HR initiatives for the next three years to support the team's vision of being an effective and best practice HR service provider.



Launched a **Leadership Program** for Senior Managers supporting them in leading their teams effectively and positioning the Society to meet challenges and opportunities.

POLICY AND SYSTEMS

A number of key policies have been completed by the Workplace Relations team in 2014/15 and approved by the State Council including: the Leave Policy, Workplace Concerns Policy and Recruitment Policy. These policies (and accompanying procedures) will be communicated to all employees, including through workshops run by the Workplace Relations team. Work on other essential policies and procedures continued throughout 2014/15.

LEARNING & DEVELOPMENT

The implementation of an annual staff training calendar was continued in 2014-2015, with courses being run in regional and metropolitan locations across NSW. This year's calendar saw the introduction of much needed training for staff in Nonviolent Crisis Intervention, Undertaking Project Work, Growing Positive Workplaces, Courageous Conversations, and Legal Issues in Managing Volunteers. The staff training calendar also provided more opportunities for staff to undertake training in First Aid, Child Protection, Mental Health First Aid, and Microsoft Word and Excel.

In 2014-2015 work commenced on the development of a capability matrix for roles within the Specialist Homelessness Services (SHS) at the Society. The SHS Capability Matrix, which describes the skills, knowledge and understandings required by staff working in case management and support work roles throughout the Society, will enable staff to better identify their learning needs and plan for development. The Matrix will be launched in late 2015.

EXECUTIVE TEAM

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

- › Michael Perusco, Chief Executive Officer (resigned August 2015)
- › Dianne Lucas, Deputy CEO (Appointed Acting CEO, September 2015)
- › Tony Smith, Chief Financial Officer
- › Matthew Cleary, Executive Officer, St Vincent de Paul Society NSW Support Services (resigned September 2015)

The Executive Officers of the Central Councils are:

- › Norma Abeyasekera (Armidale Central Council);
- › Ellen Sharp (Bathurst Central Council);
- › Maureen Roast (Broken Bay Central Council);
- › Michael Timbrell (Lismore Central Council);
- › Denise Lucas (Maitland/Newcastle Central Council);
- › Susan Goldie (Parramatta Central Council);
- › Graeme Roche (Sydney Archdiocese Central Council);
- › Mike Riley (Wagga Wagga Central Council);
- › Kelly Morgan (Wilcannia/Forbes Central Council).
- › A new Executive Officer for Wollongong Central Council has been recruited.

Brian Murnane is the CEO of the Society's Registered Housing Company, Amélie Housing.



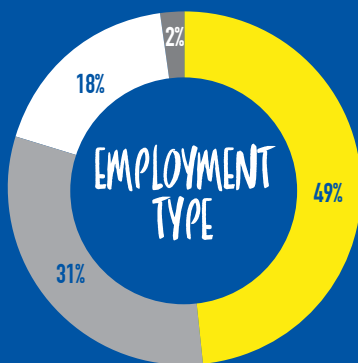
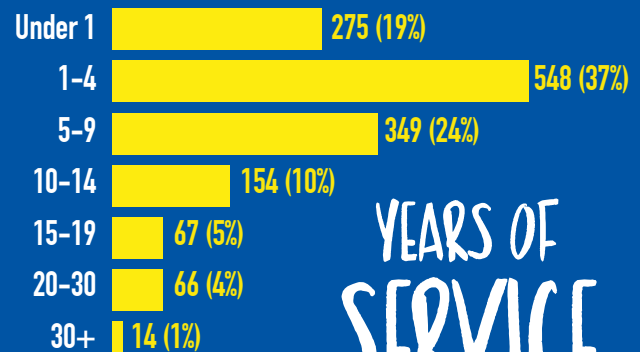


EMPLOYEE SNAPSHOT

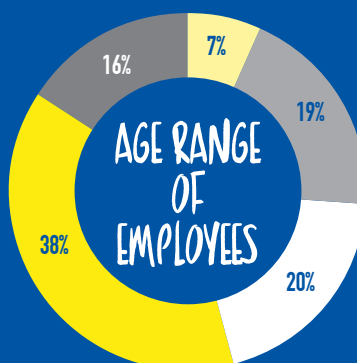


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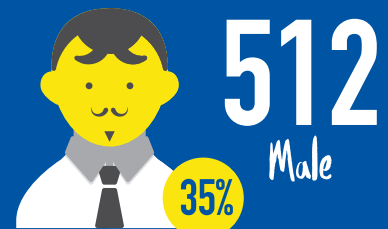
TOTAL EMPLOYEES



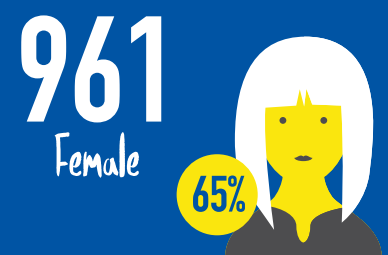
PERMANENT FULL-TIME	→	714
PERMANENT PART-TIME	→	461
CASUAL	→	268
FIXED-TERM	→	30



AGE 18-24	→	102 EMPLOYEES
AGE 25-34	→	284 EMPLOYEES
AGE 35-44	→	291 EMPLOYEES
AGE 45-59	→	564 EMPLOYEES
AGE 60+	→	232 EMPLOYEES



GENDER SPLIT



VALUING ABILITY

The Society believes that by providing supported employees with better opportunities, it shows people with a disability that the Society recognises them as valued employees and members of the community.



In 1965, at just fifteen, Cheryl left school in search of a job. She found an opening at the St Vincent de Paul Society's Central Sorting Centre and fifty years later was still working hard, etching her name as one of the longest serving employees in the Society's history.

In her time with the Society, Cheryl, who has an intellectual disability, spent 24 years working with the Central Sorting Centre, six years with the James Moloney Work Centre in Lewisham involving general packaging and cutting duties, and twenty years at Ozanam Industries in Stanmore.

Ozanam Industries is a Special Work of the St Vincent de Paul Society dedicated to supplying high quality service solutions to the Australian business community. Ozanam Industries proudly employs over 100 Australians with varying forms of disabilities at their West Ryde, Stanmore and Coonamble (Western NSW) sites.

Cheryl is a skilled all-rounder at Ozanam Industries and regularly moves between sections when needed, assisting others in whatever way she can.

The Society believes that by providing supported employees with better opportunities, it shows people with a disability that the Society recognises them as valued employees and members of the community.

After 50 years Cheryl has retired from Ozanam Industries but says that the Society has always felt like a second home. However, never one to rest on her laurels, she has already arranged to do volunteer work at the Prince of Wales Hospital.

Amongst many other things on her to-do list is a visit to Disneyland in the USA and Canada.

CELEBRATING 10 YEARS VINNIES CEO SLEEPOUT

It was another successful Vinnies CEO Sleepout with the event commemorating its 10 year anniversary. The event has become an annual fixture in many CEOs' diaries and since its inception has raised over \$30 million for Vinnies homeless services around Australia.

In its tenth year, over 1200 CEOs participated raising a record breaking \$6.4 million. In Sydney, Newcastle and Wollongong, it was cold wet night where over 275 CEOs braved the torrential rain and raised nearly \$2.3 million. The CEOs were joined by His Excellency General the Honourable Sir Peter Cosgrove AK MC (Retd). The Governor-General used his address at the Vinnies CEO Sleepout to shine a spotlight on women's homelessness and domestic violence.

"This year's focus is on women's homelessness and domestic violence. We cannot, and must not, turn a blind eye to domestic violence. And we cannot let survivors stay on the streets."

"We are all doing something positive, but we need to keep doing more. As CEOs you have power and influence, you create jobs and generate the opportunities that people need to get their lives together. I urge you to use your positions to keep making a difference and keep addressing the problem of homelessness," he told the room.

Martine Jager from RAMS took out the top fundraiser in Sydney raising \$166,000. Other leading fundraisers in Sydney include Nicholas Gray, The Australian on \$130,000; Michael Boyle, Abergeldie Infrastructure \$92,000; and Alison Watkins, Coca Cola Amatil \$76,000.

For the first time CEOs were asked to make some difficult choices about the small comforts the event usually offers. With a budget of \$20 "CEO Dollars" and after speaking with Vinnies Case and Service Managers about the tough decision our clients have to make on a daily basis, CEOs were given a price list to choose whether they would spend their money on food, shelter or warmth.



Alison Watkins, Group Managing Director Coca Cola Amatil, Martine Jager, CEO RAMS and Holly Kramer, formerly CEO Best&Less.

OUR FUNDRAISING AND ENGAGEMENT

FUNDRAISING

During the financial year, the new fundraising and communication structure was implemented. The restructure ensured that the Society was better placed to diversify its income streams and appoint specialists in a number of areas including direct marketing, corporate partnerships, major gifts, trusts and foundations.

Fundraising Appeals

Overall, fundraising performed well and met target in what was a challenging year. Fundraising & bequests increased 2.6% year on year across the State. Newly restructured functions including major gifts raised over \$1.4 million. Direct marketing rolled out the first stage of a three phase regular giving telemarketing campaign resulting in 30% of donors upgrading their regular gift. The Christmas and Winter Appeals raised over \$4.6 million across the state, with the exclusion of major gifts. Over \$14 million dollars was raised through 54,000 generous donations to the Society.

Parish Fundraising

While Parish fundraising remained steady, some Central Councils experienced growth in Christmas appeal fundraising of up to 5%. Over 155,000 appeal envelopes were distributed at Mass and through Parishes generating \$2.5 million.

Community Fundraising

The community fundraising strategy continued to engage the wider public in the issue of homelessness. During the financial year, a number of community and School Sleepouts took place across the State including at the University of Sydney and the University of New South Wales. The Society's City2Surf Charity Gold Partnership, led by Ambassador Joe Hildebrand, helped grow participation and fundraising, exceeding last year's target with over 52 runners raising over \$46,482.26.

Events Fundraising

Events income decreased 16% year on year due to the Hotels Have Hearts Gala Dinner taking place every two years. However, the Vinnies CEO Sleepout, celebrating its special 10th year milestone exceeded all targets raising over \$2.34 million in New South Wales and \$6.4 million nationally. The Governor General, His Excellency Sir Peter Cosgrove and now Prime Minister Malcolm Turnbull joined over 1200 CEOs across the country for this important anniversary. Since 2011, the Vinnies CEO Sleepout in NSW has increased revenue by 53%; the average donation has grown 9.7% and the number of donations received has increased by 42%. In the financial year the Vinnies CEO Sleepout received 12,173 donations with an average gift of \$192.



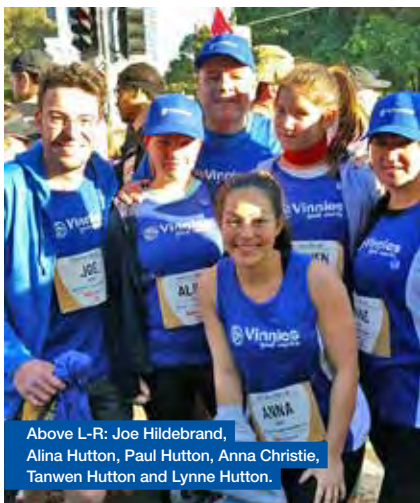
City 2 Surf

Bequests, Major Donors and Trust & Foundations

During the financial year, bequests from our generous Forever Friends and supporters generated almost \$7.4 million dollars in legacies to the Society. Additionally, sixty-nine new confirmed bequests to the Society brought the total number to 775.

The Trusts & Foundations team secured more than \$400,000 in grants, which are supporting projects ranging from the new McCosker House Homeless Resource Centre in Port Macquarie to The Women's Loft project at the Ozanam Learning Centre in Woolloomooloo, or the Compeer program in Western Sydney.

Major Gifts donors with donations of \$5,000 and over contributed a total of \$1,417,113 for the year ending June 2015.



Above L-R: Joe Hildebrand, Alina Hutton, Paul Hutton, Anna Christie, Tanwen Hutton and Lynne Hutton.



IGA

Corporate Partnerships

The Corporate Partnerships fundraising provided a 26.5% increase in corporate donations from the previous financial year due to the generous and dedicated support of financial partners including:

- › Best&Less raised close to \$100,000 for Vinnies in NSW alone.
- › IGA supported the Vinnies Christmas Appeal, raising \$79,156.
- › Third year of partnership with AGL providing \$121,797 to support Conference work.
- › Janssen supported Freeman House and SPARK with over \$120,000.
- › Hilton Sydney and Abergeldie continued their support of Sydney and Parramatta Night Patrols respectively.
- › Australian Stockbrokers Foundation donated \$25,000 to Matthew Talbot Hostel.
- › Sumo Salads raised \$20,000 for Vinnies' homelessness services.
- › Genworth Australia supported the KEEP program at Vincentian House with \$30,000.



Sumo Salad

KEY ACHIEVEMENTS 2014/15



\$14,564,000 in donations across the State.



54,176 donations were made through direct marketing, regular giving and events to State Support Office.



1768 regular donors made **19,046** gifts with an average annual gift of **\$539.38**.



155,000 appeal envelopes raised over **\$2.5 million** in parishes across the State.



\$162.94 is the average donation per fundraising appeal.



12,109 donations made to the Vinnies CEO Sleepout.



775 total bequestors.



\$7.35M in bequest income.

COMMUNICATIONS, MEDIA & MARKETING

Media & Communications

The Society is an important media commentator in regards to social justice issues including homelessness, housing affordability, energy costs, and asylum seekers and refugees. Extensive media work was undertaken in 2014/15 including the Fairer Budget Campaign and advocacy campaign in regards to the establishment of a \$1 billion Affordable housing Fund by the NSW Government.

Media features include Radio National AM, Linda Mottram, Sky News and Sky Business News, Switzer, Ross Greenwood's Money News; news grabs on all commercial AM channels such as 2UE, 2GB, 2SM and the FM stations; commercial news TV networks including Ten News, Channel Seven and Studio 10.

In addition various opinion pieces were placed in 2014/15 acting as an effective advocacy tool.

Marketing

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

KEY ACHIEVEMENTS 2014/15



Vinnies brand awareness increased **50%** in four years*.



2014/2015 SEM Adwords generated over **132,884** impressions, up 55% on last year.



SEM Adwords campaign return on investment was **72%**, generating **\$17** for every \$1 spent.



Grew Vinnies Australia Facebook community to over **81,000 fans** and increased traffic to the website by nearly 500%.



Doubled the Vinnies CEO Sleepout Facebook fan page to over **27,500 likes**.



Increased traffic on the day of the Vinnies CEO Sleepout event increased by 30% on the previous year with over **26,116** visitors on the day of the event.

KEY ACHIEVEMENTS 2014/15



Received more than **230** media enquiries.



Distributed **80** media releases.



Generated more than **1000** media items across television, radio and print.



Generated around **550** media items for the Vinnies CEO Sleepout with a potential audience reach of around **19 million**.



Prepared extensive and effective **social media** campaigns in line with our key messaging.

*Source McNair Research 2014



SOCIAL JUSTICE AND ADVOCACY

The Society's founder, Frédéric Ozanam, was a young man in post revolution France who was deeply troubled by the causes of poverty and was clear in his vision that these needed to be addressed before achieving real change.

The Society today lives out Ozanam's vision and not only assists all those people who turn to us for assistance but raise our voice against injustice, inequality, poverty or exclusion, particularly where these are due to unjust economic, political or social structures or to inadequate or unjust legislation.

The Society strives to change attitudes of those who view people who are marginalised and those who are different with prejudice, fostering respect and empathy; and hopes to promote the rights, responsibilities and development of all people.

In 2014/15 the St Vincent de Paul Society participated in or supported the following:

- › Anti-Poverty Week NSW
- › Jump 4 Kids Catholic Education Office campaign
- › Various ACOSS and NCOSS campaigns
- › Australian Catholic Bishop's Social Justice Statement
- › Homelessness Persons' Week
- › International Year of the Volunteer
- › Mental Health Month
- › National Youth Homelessness Day
- › Refugee Week

KEY ACHIEVEMENTS 2014/15



Implemented a grass roots **Affordable Housing Campaign** which resulted in Vinnies directly influencing the State Government's decision to commit \$1 billion to an Affordable Housing Fund.



Launched the **2015 Social Justice Statement** on the topics of Affordable Housing & Homelessness; Energy Affordability & Cost of Living Pressures; and Refugees and Asylum Seekers



Held the **Affordable Housing Public Forum** at State Parliament House attended by the Minister and representatives of the major political parties which attracted an audience of over 200 people.



Appointed **129 Social Justice Representatives** to Central Council, Regional Council and Conference level.



Ran **local social justice initiatives** including social justice in the pub, bring your bills days, forums, conversation changer table talks and partnerships with other organisations.



Held the **Annual Rosalie Rendu Lecture** which features a keynote speech on topical social justice issues.



Developed **online communication tools** that ensure the social justice network can communicate and act quickly when necessary.

SOCIAL JUSTICE COMMITTEE

The Society's Social justice Committee call for solutions to injustice by engaging government, working with other agencies, raising awareness and empowering local community responses from our members to local issues.

The committee is chaired by Board Director and Vice President for Social Justice, Peter McNamara, and includes members who represent their Central Council.

The 2015 State Social Justice Forums were attended by more than 120 members from across the state that debated and voted on the most important social justice for the Society at the present time.

PUSHING FOR AN AFFORDABLE HOUSING FUND

As part of its advocacy, the St Vincent de Paul Society NSW was at the discussion table advocating for funds to be invested in the establishment of a government backed social and affordable housing fund that would trigger a significant expansion in investment in social and affordable housing supply.

In collaboration with other social service groups including NCOSS, these discussions led to the Baird government's announcement that it would pledge \$1 billion towards the establishment of an Affordable Housing Growth Fund.

The Society believes that making this bold \$1 billion investment sends a powerful message to policymakers, advocates and the community that social and affordable housing must be seen as a priority.

The Society has always said that investment in social housing should be seen as a form of infrastructure investment, so it is a great outcome to see an innovative plan which will increase and revitalise our stock of social and affordable housing.

“

Human rights are not only violated by terrorism, repression or assassination, but also by unfair economic structures that creates huge inequalities.

POPE FRANCIS

Conference members made

199,842

visits to assist people
experiencing disadvantage

Provided almost

\$21 MILLION

worth of financial
assistance last year *

102

SPECIAL WORKS

Provided close to

\$2 million

worth of goods at no cost
from Vinnies Shops

414

Conferences assisting
local communities

Assisted over

400,000

PEOPLE

HOW WE RESTORE HOPE



Provided over
820,000
MEALS

More than
9,000
volunteers contributed over
1.98
MILLION
hours of work to
Vinnies Shops

26,203
MEMBERS &
VOLUNTEERS*

244
Vinnies Shops
and Distribution
Centres

Provided close to
258,000
BED NIGHTS

(*includes youth and Mini Vinnies members)

CENTRAL COUNCIL HIGHLIGHTS

WILCANNIA FORBES

Developed a Social Justice Network with Social Justice Representatives appointed for Conferences and Regions who are working closely with our Central Council Social Justice Representative.



ARMIDALE

Provided 12 scholarships to local Catholic Schools to young people experiencing disadvantage.



LISMORE

Committed \$225,000 to local youth activities.



MAITLAND NEWCASTLE

Ability Links and Early Links continue to expand support to people and children with disability and their families.



WAGGA WAGGA

Established an environmentally friendly food partnership with a local high school to reduce or eliminate food waste.



WOLLONGONG

Refurbished the Nagle Centre's learning centre with new computers and desks for Clemente Australia students.



BATHURST

Developed a new statistical collection software package for Conference members to assist in the recording and reporting of statistics to meet Society reporting requirements.



PARRAMATTA

Acquisition of Loaves and Fishes Pantry a new food assistance service in Blacktown.



SYDNEY

Named as one of three finalists in the 2014 WorkCover NSW SafeWork Awards.



CENTRAL COUNCILS IN DETAIL

ARMIDALE CENTRAL COUNCIL

The Armidale Diocesan Central Council is located in the New England and North West districts of NSW covering 14 Local Government Areas. Mining, manufacturing, food production, educational and infrastructure enterprises contribute to the economy of the Central Council area. Pockets of high and low socio-economic advantage and disadvantage are found throughout the region. Fluctuating prices for agriculture products influence the financial security of residents in the community.

Armidale Central Council provided \$466,149 worth of assistance to the local community including low cost housing, financial assistance, food and general support. Members provide assistance through home visitation, interview rooms at Centres and social visits to hostels, hospitals and private homes.

The Central Council has 4 Regional Councils; 27 Conferences; 220 Conference members; 640 volunteers; 200 Mini Vinnies and youth members; 20 Vinnies Shops; and 1 Distribution Centre.

KEY ACHIEVEMENTS 2014/15

- › Establishment of new Retail Centre to service the Armidale Region with bulky goods, including furniture, whitegoods and collectables.
- › Establishment of a Major Distribution Centre in Armidale to service the 20 Shops across the New England and North West.
- › Upgrades and renovations to the Guyra, Glen Innes and Barraba Shops.
- › Provided 12 scholarships to local Catholic Schools to young people experiencing disadvantage.

BATHURST CENTRAL COUNCIL

The Bathurst Central Council covers an area in excess of 103,000 square kilometres taking in a mix of large towns including Coonamble, Cowra, Dubbo, Orange, Bathurst, Mudgee and Lithgow. The Central Council continues to see high demand also in many smaller towns and villages that have been struggling with the decline of the rural economy.

Bathurst Central Council provided \$769,582 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Central Council has 4 Regional Councils; 26 Conferences; 199 Conference members; 123 youth and young adult members; 597 volunteers; 17 Vinnies Shops and 1 Distribution Centre.

KEY ACHIEVEMENTS 2014/15

- › Developed a new statistical collection software package for Conference members to assist in the recording and reporting of statistics to meet Society reporting requirements.
- › Developed a Strategic Action Plan to implement the NSW Strategic Plan 2013 – 2018.
- › Worked closely with Amélie Housing and Support Services to facilitate the operational transfer of a housing development at Dubbo to Amélie Housing, and the Greene Villa Group Home in Coonamble to Support Services.
- › Implemented training and development of Vinnies Shops volunteers and Coordinators, and introduced better categorisation, rotation and display requirements for stock in our Shops.

BROKEN BAY CENTRAL COUNCIL

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

Broken Bay Central Council provided close to \$1,093,894 in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Central Council has: 5 Regional Councils; 38 Conferences; 518 Conference members; 20 Mini Vinnies and 105 youth members; 1214 volunteers; 27 Vinnies Shops; 2 Distribution Centres and 13 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Restructure of the Central Councils Special Works and introduction of professionalised client servicing model.
- › Undertook large scale volunteer and member training programs.
- › Increased Vinnies Shops sales for the Central Council by 2.7% over the last financial year.
- › Implemented the Society's Strategic Plan across all areas of Broken Bay.

LISMORE CENTRAL COUNCIL

The Lismore Central Council is located in Northern NSW and has a number of areas that experience disadvantage. The Central Council has significant areas which are in high need of services being delivered by the Society Conferences. The services lend support to people experiencing disadvantage in the local community. The Central Council is also receiving the flow on effect from significant population growth in South East Queensland.

Lismore Central Council provided \$2,067,751 worth of assistance in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Central Council has: 5 Regional Councils; 31 Conferences; 432 Conference members; 1200 youth and young adult members; 1764 volunteers; 27 Vinnies Shops; 1 Distribution Centre and 6 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Provided \$219,000 in funding to Fred's Place, a drop in centre for people experiencing homelessness.
- › Provided \$100,000 to McCosker House in Port Macquarie which provides residential accommodations for families and individuals experiencing homelessness.
- › Committed \$225,000 to local youth activities.
- › Purchased Rob's Bag-O-Rags retail rag outlet which supplies rag to various types of industry in South East Queensland and North NSW.

MAITLAND/NEWCASTLE CENTRAL COUNCIL

The Maitland/Newcastle 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.

Maitland/Newcastle Central Council provided \$2,336,473 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Maitland/Newcastle Central Council has 8 Regional Councils; 48 Conferences; 526 Conference members; 645 Mini Vinnies and youth members; 1047 volunteers; 29 Vinnies Shops; 1 Distribution Centre and 9 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Matthew Talbot Homeless Service was the successful tender for the provision of homelessness services for single men and men with children in the region.
- › Undertook major refurbishment of the Matthew Talbot Centre providing a community hub for Centrelink, Hunter New England Health and legal services.
- › Ability Links and Early Links continue to expand support to people and children with disability and their families.
- › Compeer celebrated five years of successful operation in the region.

PARRAMATTA CENTRAL COUNCIL

Parramatta Central Council covers from Granville in the south-east, Kenthurst in the north-east, Warragamba in the south, Richmond in the north and Blackheath in the west, including 7 local government areas. With over 100 cultures represented in the area, the demand for assistance is growing and is diverse in nature. As the population of Western Sydney is set to double by 2036 the Central Council forecasts that the demand for assistance will continue to increase.

Parramatta Central Council provided \$1,179,235 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Parramatta Central Council has 6 Regional Councils; 47 Conferences; 534 Conference members; 186 youth and young adult members; 1528 volunteers; 22 Vinnies Shops and 4 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Acquisition of Loaves and Fishes Pantry a new food assistance service in Blacktown.
- › Partnered with Western Sydney University providing real world experience for undergraduate and postgraduate students at the Caroline Chisholm Centre for Social Justice.
- › Saw a 300% increase in enrolments as part of the Clemente Program which delivers university opportunities to people experiencing disadvantage.
- › Delivered a 16% increase in Vinnies Shops sales on the previous financial year.

SYDNEY ARCHDIOCESE CENTRAL COUNCIL

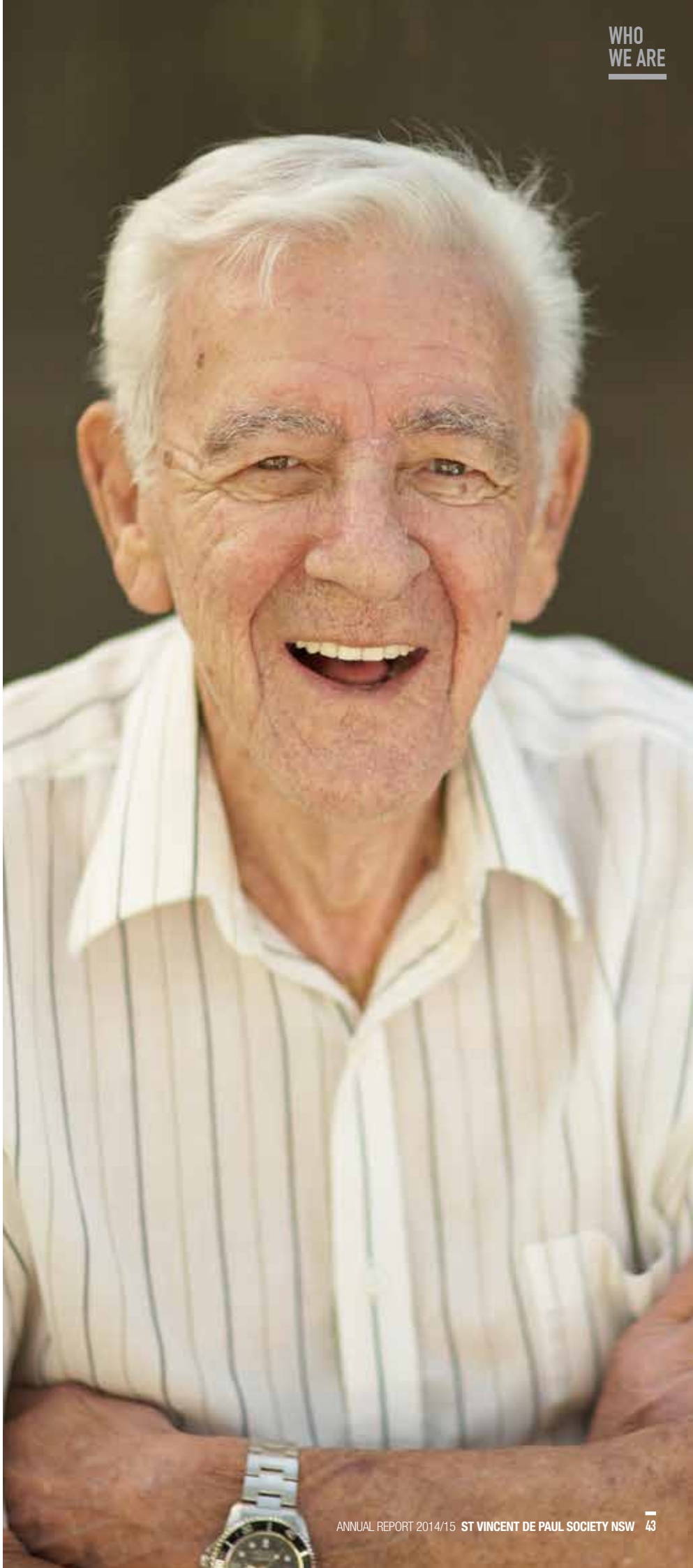
Sydney Archdiocese Central Council covers an area that extends from the lower North Shore of Sydney to Sutherland in the south and from Bondi in the east to Liverpool in the south west. This area comprises some of the most densely populated suburbs in Australia. The people assisted are very diverse from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

Sydney Archdiocese Central Council provided \$2,928,719 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses, and \$645,844 of in kind assistance from its Vinnies Shops.

The Sydney Archdiocese Central Council has 11 Regional Councils; 116 Conferences; 1166 Conference members; 2840 Mini Vinnies and youth members; 3300 volunteers; 41 Vinnies Shops; 1 Distribution Centre and 16 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Conferences directly assisted 12,596 families with financial and material assistance.
- › Raised \$45,000 from the inaugural Balmain Ball organised by local residents supporting people experiencing disadvantage in the local community.
- › Named as one of three finalists in the 2014 WorkCover NSW SafeWork Awards.
- › Relocated Mary MacKillop Outreach to better facilities in preparation for the introduction of National Disability Insurance Scheme.



WAGGA WAGGA CENTRAL COUNCIL

The Wagga Wagga Central Council area extends from Tumbarumba in the east to Griffith in the west and includes the regional cities of Wagga Wagga and Albury. The Murray and Murrumbidgee Rivers are significant geographical features of our area with a number of key Shire's including Leeton, Berrigan and Junee. In this area the largest contributor to annual gross product is agriculture, retail and manufacturing.

Wagga Wagga Central Council provided \$1,170,000 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses.

The Central Council has: 4 Regional Councils; 24 Conferences; 281 Conference members; 365 Mini Vinnies and youth members, 750 volunteers; 13 Vinnies Shops, and 4 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Conferences directly assisted 4869 families with financial and material assistance.
- › Opened a new Vinnies Shop and office complex in Wagga Wagga.
- › Established an environmentally friendly food partnership with a local high school to reduce or eliminate food waste.
- › Forty members of Albury/Wodonga Bhutanese community, settled as part of HSS program, were special guests at a ceremony at Parliament House to celebrate the international settlement of the 100,000th Bhutanese refugee from camps in Nepal.

WILCANNIA/FORBES CENTRAL COUNCIL

Wilcannia/Forbes Central Council covers over half the area of New South Wales extending west from Parkes and Forbes to Broken Hill near the South Australian border, Lightning Ridge in the north and south to Barham near the Victorian border. Severe weather patterns of drought and flooding over the last decade have devastated many farming families businesses. This combined with rising electricity costs has caused families much hardship in all our five Regions.

Wilcannia/Forbes Central Council provided \$561,598 worth of financial assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Wilcannia Forbes Central Council distributed more than \$434,000 worth of EAPA and Telstra vouchers. The Central Council has 15 Vinnies Shops which provided \$18,660 in assistance to 1241 of their clients.

The Central Council has: 5 Regional Councils; 20 Conferences; 167 Conference members; 365 Mini Vinnies and youth members; 539 volunteers; and 15 Vinnies Shops.

KEY ACHIEVEMENTS 2014/15

- › Created a new Conference in Broken Hill with eight new members.
- › Hosted a Centres Gathering bringing together 40 Centre Presidents and Supervisors from an area covering 52% of NSW for valuable training and networking.
- › Implemented a Back to Basics Program, providing training to members and volunteers across Wilcannia/Forbes Central Council.
- › Developed a Social Justice Network with Social Justice Representatives appointed for Conferences and Regions who are working closely with our Central Council Social Justice Representative.
- › Successfully recruited 105 new members and volunteers.

WOLLONGONG CENTRAL COUNCIL

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

Wollongong Central Council provided \$1,462,430 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Wollongong Central Council distributed \$357,100 worth of EAPA and Telstra vouchers.

The Central Council has: 6 Regional Councils; 38 Conferences; 562 Conference members; 425 Mini Vinnies and youth members; 2296 volunteers; 24 Vinnies Shops, 2 Distribution Centres and 23 Special Works.

KEY ACHIEVEMENTS 2014/15

- › Successfully implemented four new homeless services under the NSW Government's reform of Specialist Homelessness Services (SHS).
- › Commenced refurbishment of the Coniston service to include a drop in resource centre, learning centre, meeting space, interview rooms for case work, office for local Conferences and six bedsit units for single males.
- › Refurbished the Nagle Centre's learning centre with new computers and desks for Clemente Australia students.
- › Saw an 11.13% increase on Vinnies Shops profits on the past financial year.
- › Hosted 4th Vinnies CEO Sleepout in Wollongong raising \$112,435 which is an increase of 52.81% on the previous year.
- › The Animation Project has been operating in Campbelltown social housing estates for the past 17 years and is funded by the Society.



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PURSUIT OF HAPPINESS

As he looks back on his life and notches up his 53rd birthday, Mike reflects honestly on the years of wandering the streets in pursuit of something simple that can take some people lifetime to attain — happiness.

Living with chronic mental illness, Mike found himself battling to find help in the darkest years of his life.

"You never think you're going to be homeless," explains Mike.

"The first thing you think is: I failed, and how did I end up here?"

Shortly after his release from prison, Mike struggled to secure a permanent living situation, often judged and misunderstood. With nowhere to turn, he began sleeping rough, an eye-opening experience that saw him end up at the Matthew Talbot Hostel (MTH).

Mike was surprised to find that the MTH was judgement free. For the first time in his life, Mike was able to access support to become empowered enough to deal with his demons face on. He was able to set realistic goals that for years had seemed unattainable.


"When you are on the street you feel like people are judging you all the time by looking at you, whereas in here (MTH) it's like a refuge," says Mike.

One of the biggest challenges Mike faced on the street and during his time in prison was the lack of mental health support services. Mike struggled with mental illness for several years, and after visiting MTH he was finally diagnosed with various mental health disorders and provided appropriate treatment.

Just like other men and women experiencing homelessness, Mike found it a comfort to connect with the staff and services at MTH. Mike describes how finding housing after being placed on parole becomes a fight against other people's judgement. Mike learnt a hard lesson: the fiercely competitive rental market bares no sympathy for those trying to get their life back on track.

As he continues to receive support from the MTH, Mike's main focus is finding a safe home to call his own.

"I hope the next place I find will be my forever home," he says. For Mike, happiness is creating a safe haven free from judgement.



“
You never think you're
going to be homeless.
The first thing you think
is: I failed, and how did
I end up here?”

HOMELESS AND ADDICTION SERVICES

The St Vincent de Paul Society NSW is the leading provider of homeless services in NSW.



Freeman House new building, May 2015.

In 2014/15 the new client service delivery model was implemented to focus on: early intervention and prevention; rapid rehousing; crisis responses; and intensive responses for people with complex needs.

The Society's new model will enable us to intervene early to prevent individuals and families falling into homelessness; rapidly rehouse people who have just become homeless; and find long-term housing solutions for people experiencing chronic homelessness.

The Society developed an overarching Quality Framework for its Support Services ensuring continuous improvement and ongoing excellence in service delivery.

The Society continues to work with government, partner agencies, and other groups to ensure that policy development and decisions result in positive outcomes for the people that we assist.

For a full list of homeless and addiction services go to page 59.

KEY ACHIEVEMENTS 2014/15



Edel Quinn opened a new building including 16 bedrooms, independent living accommodation and a new 30-seat dining room.



Freeman House opened a new building accommodating 24 drug and alcohol rehabilitation beds, six units, six crisis beds and 4 detoxification beds.



Matthew Talbot Hostel **Primary Health Care Clinic** worked with the HIV and Related Programs units to improve access to hepatitis health programs for people experiencing homelessness.



The Ozanam Learning Centre ran the **Training and Outings Program** for over 1400 people experiencing homelessness.



McCosker House provided **accommodation and other housing assistance** to over 140 individuals and families.



Expanded Vincentian House's **Kids Engaged in Education Program** to support children and young people living in the community.



Expanded the **Homework Help program** to include children living in crisis and transitional accommodation.



In collaboration with FaCS piloted a **crisis response project** for families experiencing or at risk of homelessness.



Established a **central intake line** to improve access to SHS and mainstream services.

The Society's support services in NSW provided 820,000 meals and 258,000 bed nights in 2014/15.

AMÉLIE HOUSING

In 2012, the Society established a subsidiary company, St Vincent de Paul Housing Ltd (trading as Amélie Housing). Amélie Housing is registered as a Tier 2 provider under the National Regulatory System for Community Housing.

The Society is now developing more social and affordable housing for people who are experiencing homelessness or are at risk of homelessness. We are exploring ways to leverage our existing housing services and property portfolio, and we are currently reviewing our portfolio to assess its development potential for housing. We are also harnessing our experience in providing 'wrap-around' services supporting people who are experiencing homelessness or at risk of homelessness, our community development expertise, our extensive networks of community partnerships, and other resources such as our strong membership base.

We have established Amélie Housing at a time of tremendous potential for the community housing sector. The strengths of the community housing sector include its capacity to deliver person-centred housing services, alongside the innovative resourcing, development and delivery of social and affordable housing. We see a strengthening of the role of the community housing sector in the delivery of social housing as a way of better meeting the needs of tenants — by delivering more responsive tenancy management and effective service integration, and by creating opportunities for community development.

The capacity of Amélie Housing to meet its objectives is enhanced by the Society's resources and commitments. The Society's will use its property and tenancy management and community development expertise and has properties across both metropolitan and regional areas that are currently tenanted, and we are transferring the management of these properties to Amélie Housing.

Our short-term objective is to rapidly grow Amélie Housing into a NSW-wide and potentially national, Tier 1 community housing provider, by leveraging the Society's existing housing, support services, property portfolio, financial experience and other resources; assisting the NSW Land & Housing Corporation and Housing NSW with housing management issues in specific areas of need; and utilising our linkages with the Society and other Catholic agencies to support and sustain tenancies by providing 'wrap around' services.

Our long-term objectives for Amélie Housing are to:

- Cooperate with the Society in other States in order to establish a national community housing company;
- Undertake the redevelopment of Society property to boost social housing supply to help meet the high level of demand;
- Utilise the services and member networks of the Society to provide support services for tenants and facilities in the communities where our tenants live;
- Work collaboratively with other agencies in the Catholic Church in order to utilise church land to increase the supply of social and affordable housing;
- Using secured debt facilities with recognised lenders (including our parent organisation, the Society) to finance a growth strategy that supports:
- The redevelopment of properties transferred to Amélie Housing (from either the Society or Housing NSW);
- The implementation of innovative models of housing which provide pathways out of homelessness into secure housing; and
- The social and economic development of communities experiencing social exclusion, through community development.

KEY ACHIEVEMENTS 2014/15



Increased the number of properties under management from 144 in June 2014 to 260 in June 2015.



103 dwellings transferred to Amélie Housing under the Going Home Staying Home program.



Obtained Development Approval for **21 units** at Macleay Street Dubbo.



Expression of Interest lodged under the **Premiers Innovation Initiative**.



Signed **Management Agreement with Sisters Housing** to Manage our Wagga Wagga properties.





Amélie Housing
Building hope through housing



REFUGEES AND ASYLUM SEEKERS

The Society provides a broad range of support services for refugees and asylum seekers such as referrals and advocacy, employment support, recreational and educational activities and case work. The majority of people supported are experiencing financial hardship and many are not eligible to receive government assistance and are living without income or any social support.

Programs include SPARK, which partners with primary schools across Western Sydney and engage volunteers and community organisations to support the settlement of newly arrived families by creating opportunities to engage with local communities; the Riverina Humanitarian Settlement Services and North Coast Settlement Service. For a full list of services supporting refugees and asylum seekers go to page 59.

Refugee Support Services is a specialist service supporting asylum seekers living in NSW who are destitute and are at risk of or currently experiencing homelessness. Services provide by RSS include: Pedal Power – providing bicycles to asylum seekers; VASA – Vinnies Asylum Seeker Allowance and Case Work Support; Special Circumstance Support – providing adhoc assistance for accessing temporary accommodation, whitegoods and education support; Front Door Deliveries – grocery and household goods delivered to families homes; and Access to STARTTs counselling for asylum seekers.

KEY ACHIEVEMENTS 2014/15



Provided support to **56 people** via long-term case work assistance and VASA program.



Developed **Front Door Deliveries**, a food home delivery service for asylum seekers.



SPARK developed **One Big Top Circus Program** in collaboration with Circus Monoxide to run two pilot programs in schools in Liverpool and Fairfield.

...
Vinnies
Renews
Rebuilds
Restores
...





Front Door Deliveries

The Society's Refugee Support Services (RSS) is coordinating a grassroots service that sees volunteers run a home delivery service to asylum seekers living in the community. Under the initiative, families receive large hampers that consist of food and basic household items with family size and cultural requirements taken into consideration.

RSS provides case work support and financial assistance for people currently seeking asylum in Australia. Visa restrictions, separation from family and no access to government support mean that many of the men, women and children are living in Australia without any income and means to support themselves and their children.

RSS Coordinator, Karenni Alexander says that as asylum seekers are fearful to return to their home countries and end up living well below the poverty line.

"Many are enduring hardships here in Australia just hoping for the opportunity to move forward in their lives, and provide their children a safe home and future. These families are living in severe financial destitution, at risk of homelessness and struggling to put food on the table," she says.

One of the factors that made this initiative a success is that internal relationships and resources have been put to work. SPARK, which has a large volunteer team that are already working with people from a refugee background, was keen for their volunteers to do a little more towards contributing to the 'greater good'.

"The myth in our community that asylum seekers are illegal has had a terrible impact on the people we work with; they have experienced isolation, shame and prejudice and have at times been refused access to support in the community. A small gesture of care such as Front Door Deliveries has big meaning for the families. They have expressed deep gratitude and happiness when receiving this extra support," says Karenni.

COMMUNITY SUPPORT AND DEVELOPMENT

The St Vincent de Paul Society runs a range of services which provide essential community support and services which prevent people from falling deeper into crisis by providing intervention and support.

These services cover a wide range of initiatives including the provision of food, financial assistance, counselling, referral services, carers and holiday respite, care and assistance centres, a subsidised child care centre, financial budgeting and loan programs.



KEY ACHIEVEMENTS 2014/15



Acquired a new food provision service, **Loaves and Fishes Pantry** in Blacktown.



Saw a **300% increase** in enrolments in our partnership with the Clemente Program which delivers first year university subjects to people experiencing disadvantage.



Assisted over **10,300 people** and provided around 2500 breakfasts and 9000 lunches at Micah House.



Issued over **600 loans** through the No Interest Loan Schemes programs across the state.



Launched the **Animation Project Training Resource Kit and Story** aimed at students and practitioners in community action and development.

FOOD SERVICES

The St Vincent de Paul Society provides essential meal provision services across the State each day through homeless services, refuges and care and support centres. Across the State the Society provided over 800,000 meals via its services.



KEY ACHIEVEMENTS 2014/15



Provided almost **220,000 meals** to men experiencing homelessness at the Matthew Talbot Hostel in Woolloomooloo.



Provided over **7200 meals** through the Bishop Fox Meal Centre in Broken Hill.



Provided **42,379 meals** through the Nagle Centre in Campbelltown.



Distributed over **\$1.5 million** worth of food, grocery and household items through the Sydney Food Barn.



Assisted **3500 people** and provided **1700 meals** through the Vinnies Van, Orange.



Served over **84,000 meals** through Vinnies Night Patrol in Sydney City and Liverpool.

DISABILITY SERVICES

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

The Society's assisted employment services focus on providing skill development opportunities for people living with a disability to gain employment.

The purpose of Ability Links is to increase community connectedness and engagement for people with disability. The program has three key objectives: work with people with disability, their family and carers to plan for their future; work with individuals and their families to support them to achieve their goals; and work alongside communities and mainstream services, supporting them to become more welcoming and inclusive.

For a full list of Disability Services go to page 59.

KEY ACHIEVEMENTS 2014/15



Relocated **Mary MacKillop Outreach** to improved facilities in preparation for the introduction of NDIS.



Provided **employment opportunities** for over 100 people across NSW through Ozanam Industries.



Established five new **Ability Links offices** across the Metro South region including the recruitment of 41 staff.



Together with Settlement Services International, Ability Links Metro South has worked with over **3,000 people** with disability, family members and carers.

Ability Links work with individuals and their families to support them to achieve their goals.

“

The best part is learning,
I'm growing every day. I've
learnt that it's okay to make
mistakes and from those
I just learn more.

PHILIPPA

In her short life, Philippa has experienced a lot of hardship. As a young girl she relocated many times with her mother and attended numerous schools, always struggling to fit in.

At home Philippa was abused by her step-father which added to her anxiety and depression. Philippa left school at 16 and was kicked out of home by her mother, left to face the world on her own. She relocated to a small rural community in NSW hoping to find a job but her lack of education made it difficult to gain fulltime employment, adding to her desperate situation.

At near breaking point, Philippa was referred to a Vinnies service. Philippa became involved with the Vinnies Reconnect program which offers opportunities and support for young people and families to prevent them from falling into the cycle of homelessness.

Working closely with a counsellor and case manager over a number of months, Philippa moved into secure housing and has enrolled in a Business Course via OTEN TAFE network. A Vinnies tutor assists Philippa to stay on top of her assignments and course work.

Philippa is learning to deal with her past trauma in a positive manner and despite having a long way to go, acknowledges how far she has come.

“The best part is learning, I'm growing every day. I've learnt that it's okay to make mistakes and from those I just learn more,” says Philippa.

YOUTH SERVICES

The St Vincent de Paul Society takes a holistic approach to youth issues, providing a range of programs tailored to the varied needs of young people. These programs provide care and support services and a range of social, educational and recreational opportunities to marginalised young people and their families.

Many issues impact on young people and it is a stark reality that more than 17,000 Australian children under the age of 12 have no home, representing 17% of the overall homeless population. A further 10,900 young people aged 12 to 18 are experiencing homelessness.

KEY ACHIEVEMENTS 2014/15



Vinnies Reconnect Program worked with **40 young people and their families** keeping young people connected to their family, school and the community.



Assisted **4,000 young people** through Youth Reach Brookvale.



Served **10,000 cooked breakfasts** to State High School students in Wollongong.



Served over **5,000 breakfasts** to children experiencing disadvantage through the Maitland/Newcastle Breakfast Club.

MENTAL HEALTH SERVICES

The Society is committed to supporting people living with a mental illness through a range of social, recreational and referral services.

The Society has a number of services that address social isolation and encourage community education.

Our key program, Compeer aims to improve the quality of life and self-esteem of adults with a diagnosed mental illness through one-to-one friendship with a caring volunteer. Compeer promotes social inclusion and the reduction of stigma through friendship which is built around mutual trust, respect and understanding.

KEY ACHIEVEMENTS 2014/15



Supported over **310 Compeer friendship matches** across NSW.



Launched the **Compeer Alumni program** which allows participants to continue to be part of the Compeer family once their 'official' Compeer friendship has concluded.



Attracted **\$180,000** in grants for the Compeer Program.



Appointed a Peer Worker (those with lived experience of mental illness) to support **Compeer friends** and make connections with Youth Mental Health services.



Assisted **85 people** and provided over **3000 meals** through Como Social and Leisure Centre.

VINNIES SHOPS

The Society operates approximately 250 Vinnies Shops and distribution centres across NSW.

Vinnies Shops are located in major metropolitan, regional and rural cities and towns, and are run by a dedicated group of staff and volunteers. Shoppers can choose from a wide variety of pre-loved items that include clothing, accessories, furniture, books, music, household items and bric-a-brac. In 2014/15, 6,581 dedicated volunteers gave 1,983,607 hours of service in NSW.

Vinnies Shops also provide material assistance to people experiencing disadvantage in local communities. During the past financial year \$1,925,531 in goods was provided to people and families experiencing disadvantage across NSW free of charge. These goods included clothing, electrical, furniture, kitchenware, manchester and blankets.

Sales from Vinnies Shops in 2014/2015 accounted for 44.9% of total income for the Society. The surplus generated by Vinnies Shops revenue is used to fund St Vincent de Paul Society programs in local communities such as homelessness services, refuges, night patrols, youth work and home visitations.

In December 2014, the Society selected a new retail point of sale solution provider, including software and hardware support services. The process included the identification of market leading solutions, an intensive proposal and bid process, and detailed evaluation criteria to ensure the selection of a solution that best fitted the Society's business requirements. Work is currently underway in implementing the new solution in Vinnies Shops in NSW.

KEY ACHIEVEMENTS 2014/15



6581 volunteers gave over 1.9 million hours of service.



Almost **\$2 million of goods provided for free** to people experiencing disadvantage.



New Shops opened in Rouse Hill and Minto.



Increase in sales of 6% across the State.

OVERSEAS PARTNERSHIPS

The Overseas Partnership and Development Committee oversee the Society's Twinning and Assist-a-Student Programs.

The Twinning program sees Conferences in Australia assist Conferences within the Asia/Pacific Region with financial donations. The Assist-A-Student program provides education scholarships to students across the Asia/Pacific.

KEY ACHIEVEMENTS 2014/15



869 twinning relationships.



\$58,493 for the Assist-a-Student program supporting children's education.



Funded **5 projects** for community housing repair, corn & pig farming and meal support to Hills tribe students.



Seven members of various ages participated in the **Encounter Thailand program** in September 2014.

Provide **assistance for aged care homes** in Fiji and India.



RURAL ASSISTANCE ADVISORY COMMITTEE

The Society is providing much needed assistance and personal support to farming families and rural communities throughout NSW via the Society's Rural Assistance Advisory Committee (RAAC).

In 2014/15 in rural and regional NSW, an army of trucks were mobilised to deliver 8,000 large squares and rolls of hay to struggling farmers affected by the devastating impacts of drought, floods and bushfires.

The assistance was provided with the help of RAAC which provided \$12,500 in fuel to support the Burrumbuttock to Bourke Hay Run. With this support, the group organising the hay run was able to provide over 750 farmers with the equivalent of eighteen truckloads of hay for their use. An additional 19

trucks went to the Brewarrina and Weilmoringle region where 70 farmers received ten bales of hay each for their stock.

The RAAC works closely with people in rural communities gaining firsthand knowledge of the issues these communities are facing day in and day out. In addition to the effects of natural disasters on livelihood, communities are struggling with increases in utilities, fuel and household expenses.

The RAAC not only support local groups working in rural areas but also provides direct assistance with food, water and power bills, vehicle repairs and registration, medical costs, and phone bills. This often unsung assistance is making a huge difference to the lives of many struggling rural families.

THANK YOU TO OUR SUPPORTERS

2GB	Department of Immigration and Citizenship	Services
Abergeldie Complex Infrastructure	Dick Smiths Foods Pty Ltd	NSW Department of Health
Aces Security	Eagleboys	Nudie Foods Australia
AGL	EzyCharge	OSKY Interactive
appazure	Fairfield RSL	Our Big Kitchen
Australian Associated Press	Fitzco Meats	Patchetts Pies
Australian Hotels Association NSW (AHA)	Genworth	Peter Switzer
Australian Stockbrokers Foundation	Helen Coetzee	Pro Trust Pty Ltd
Balmain Ball	Her Excellency Professor Marie Bashir AC CVO	Ranae Smith
Best & Less	Hilton Sydney Hotel	Redemptorist Monastery
Bigpond MSN	Hotels Have Hearts Committee	Rockit Advertising
Blake Paul Kendall - Tabletop Studio Collective	IDC Communications	Scanlon Foundation
Blue Star Print Group	InLink	Schwartz Family Co Pty Ltd
Brother Dan Stafford C.Ss.R	Janssen	Sir William Deane AC KBE, Patron, NSW Support Services
Brumby's Bakery	Joe Hildebrand	SKY Business News
Campbell Soup Australia	JP Morgan	Southern Cross Austereo
Campbelltown Catholic Club	Kimberley Clark Australia Pty Ltd	Staples
Catholic Care	Locale	Sumo Salad
Catholic Church Insurances	LS Travel Retail Pacific	SydneyCare
Catholic Cemeteries & Crematoria	Luna Park Sydney	The Australian
CEO Forum	Macquarie Radio	The Australian Government Regional Development Australia Fund
City of Sydney	Marian E.H. Flack Trust	The Fred P Archer Charitable Trust
Claffy Foundation	Metcash IGA	The Hon. Clover Moore MP
Clubs NSW	Milkcrate Theatre	The Wiggles Pty Ltd
Coca-Cola Amatil	Mount Franklin	TVSN
Commonwealth Bank	MPM Marketing Services	UPL Productions
Create Engage	Nestle Professional	Vinnies CEO Sleepout Ambassadors
CT Partners	Newcastle Permanent Charitable Foundation	Visy
Department of Education, Employment and Workplace Relations	New Horizons Enterprises	Wagga Wagga City Council
Department of Families, Housing and Community Services	Nic Long Photography	WentWest Limited
Department of Health and Ageing	Nine Cares	West's Housie
	NSW Department of Ageing, Disability and Home Care	Wingecarribee Shire Council
	NSW Department of Community	WN Bull Funerals
		Yahoo 7





OUR SERVICES

Homeless and Addiction Services

Amelie House
Cardinal Freeman Centre
Claffy Lodge
Dolores Refuge
Edel Quinn Hostel
Elsie's Refuge
Frederic House
Fred's Place
Freeman House
Gambling Help
Jim da Silva Farm
John Purcell House
Liverpool Men's Refuge
Marian Centre
Marian Villa
Maryfields
Matthew Talbot Centre
Matthew Talbot Hostel
McCosker House
Mingaletta Family Centre
Pathways
Our Lady of the Way
Ozanam Learning Centre
Quamby House
Rosalie House
St Vincent de Paul House
Vincez's Women's Refuge
Vincentian House Family and Women's Services
Vinnies Services Deniliquin

Accommodation Services

Angela Houses
Amélie Lodge
Jacinta Villa
Mackillop Lodge
Margaret House
Mollymook Holiday Flats
St Canice's Respite House
St Jude's Forster
Tom McGee Memorial Holiday Flats

Community support and development

Budget Counselling
Care and Support Cottage
Caroline Chisholm
Social Justice Centre
Financial Counselling
Hunter Homeless
Margaret Druitt Day Care Centre
Louise House
Micah House

Nagle Family Care and Support Centre
No Interest Loan Schemes
St Joseph's Workshop
Rosalie's Garden
The Cleveland Centre
Community Development & Health (CADAH): Animation Project, Claymore Laundromat and Coffee Shop, Kalon House, Rosalie Rendu Volunteer Home Visitation Program

Refugee & Migrant Services

Vinnies Asylum Seeker Allowance Program
Riverina Humanitarian Settlement Services
Migrant and Refugee Support Work
North Coast Settlement Service
Migrant & Refugee Taskforce Bankstown
Refugee Employment Service
Refugee Support Services
SPARK

Youth Service

Illawarra High School Support Program
Vinnies Lodge
Youth Reach Brookvale
Bowral Youth Refuge

Disability Services

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

Food Services

Vinnies Night Patrol Services
Food Barn
Maitland/Newcastle Breakfast Club
Orange Night Patrol Van and Vinnies Café
Orange Food Bank
Bishop Fox Meal Centre
Vinnies Van Parramatta and Mt Druitt

Mental Health Services

Como Social and Leisure Centre
Compeer
Illawarra Social Recreation Program

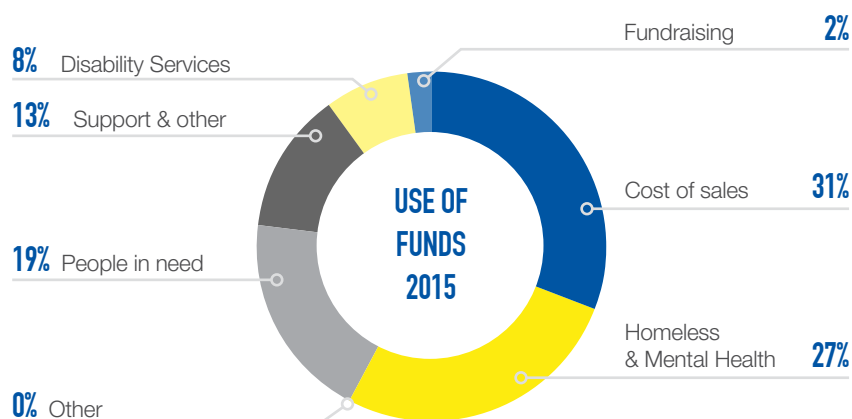
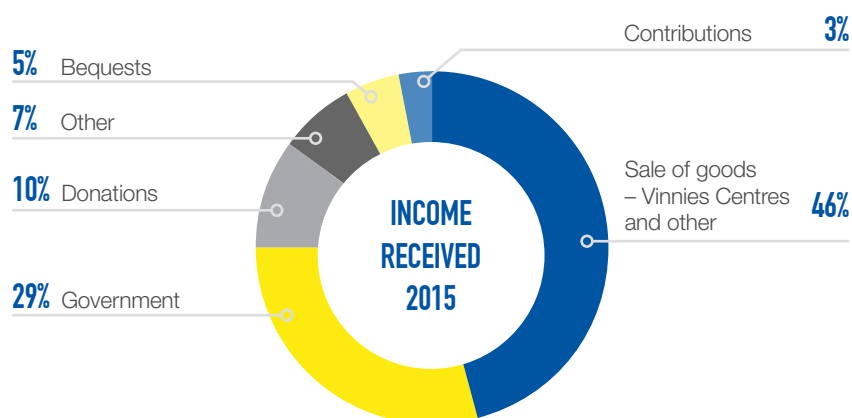
Other Services

Overseas Partnerships
Rural Advisory Committee

Amélie Housing

FINANCIALS

ANALYSIS OF 2015 INCOME AND USE OF FUNDS



KEY FINANCIAL SNAPSHOT

Consolidated net surplus excluding one-offs of \$2.3M (2014 deficit \$3.5M).

Operating income up \$2.7M or 2% above budget and \$9.5M or 7% on last year.

Vinnies Centres sales increased by \$3M or 5% on last year and performed better than budgeted.

Government funding increased by \$1M or 3% on last year and accounted for 29% of total revenues.

Major one-off revenue items of \$3M mainly due to gains on sale of assets (2014: \$11.9M)

Emergency Relief funding for 2015-2016 has been reduced by approximately \$2M per year from \$3.8M.

REVIEW OF OPERATIONS

	2015 Actual \$'000	2015 Budget \$'000	2014 Actual \$'000	2015 vs. 2014	2015 Actual vs. Budget	5 year average %
Revenue	140,328	137,605	130,868	7.2%	2.0%	4.6%
Expenditure	136,899	141,356	133,153	2.8%	-3.2%	4.8%
Operating surplus / (deficit)	3,429	(3,751)	(2,285)			
Transfers to related entities	1,172	1,248	1,172			
Net operating surplus / (deficit)	2,257	(4,999)	(3,457)			
One-off unbudgeted adjustments	3,082	-	11,872			
NET SURPLUS / (DEFICIT)	5,339	(4,999)	8,415			

The significant one-off unbudgeted adjustments in the 2014-2015 financial year are below;

\$'000

1) Government capital grant funding recognised relating to the Freeman House redevelopment	\$800
2) Net gain on sale recognised on disposal of assets	\$2,282
Total	\$3,082

FIVE-YEAR FINANCIAL RESULTS SUMMARY

	2010-11	2011-12	2012-13	2013-14	2014-15	Average change (%)
INCOME (\$'000)						
Donations & appeals	13,199	13,950	13,564	15,442	14,564	
Bequests	9,378	6,785	8,088	5,946	7,382	
Sale of goods & other	57,049	59,519	59,855	62,551	65,506	
Government funding	26,208	28,427	31,275	40,652	41,677	
Client contributions	3,958	4,042	4,125	4,114	3,716	
Other	7,816	9,912	8,986	15,377	10,565	
Total income	117,608	122,635	125,893	144,082	143,410	
Year-on-year change (%) *		4.3%	-3.8%	10.9%	7.2%	4.6%
USE OF FUNDS (\$'000)						
Fundraising costs	2,953	2,723	2,334	3,125	3,138	
Costs for centres of charity and other	37,268	39,184	40,667	41,038	41,633	
People in need	25,901	27,538	28,158	27,853	26,334	
Homeless, mental health and housing	32,717	33,532	36,155	35,796	36,255	
Disability Services	-	-	-	6,955	11,001	
Support and other costs	13,947	15,919	16,506	18,230	18,335	
Impairment and losses on assets	740	829	1,384	436	203	
Restructuring provision	-	-	-	1,063	-	
Total expenditure	113,526	119,725	125,204	134,495	136,899	
Year-on-year change (%) *		5.5%	3.5%	7.5%	2.7%	4.8%
Transfers to related entities	10,571	1,144	1,262	1,172	1,172	
Net surplus / (deficit)	(6,489)	1,766	(573)	8,415	5,339	
Services % of total costs*	84.5%	83.7%	83.8%	83.8%	84.2%	
Services % of total income*	81.5%	81.7%	83.5%	85.3%	82.1%	
Fundraising costs % of total costs*	2.6%	2.3%	1.9%	2.3%	2.3%	
Fundraising & admin % of total costs*	14.9%	15.6%	15.0%	16.0%	15.7%	
Fundraising costs to donations & bequests*	13.1%	13.1%	10.8%	14.6%	14.3%	

* One-off and / or major revenue and expense items have been excluded from 2013, 2014 and 2015.

Operating position

The net operating surplus for the year of \$2.3M was better than the budgeted deficit of \$5M and last year's net deficit of \$3.5M. The Society continues to actively explore ways to increase funding via sales from centres, donations and government funding. There is continued focus on increasing revenue and being more efficient in delivering services will be maintained.

Cash and financial position

The Society is fortunate to be in a sound financial position with net assets at 30 June 2015 of \$391M. The main components of this are property assets of \$300M, cash assets of \$74M and strategic and other deposits of \$36M.

Over the next year, there is budgeted capital expenditure of \$26M. It is expected that cash reserves will reduce by \$6.5M in 2015/2016, but a strong position will be maintained. 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.

The Society's investment advisor, Commonwealth Financial Planning Limited continues to provide advice to the Audit Risk and Finance Committee and Senior Management regarding the Society's strategic reserves. The objective of these reserves 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. During the year the Employee Entitlements Reserve was funded to the level of the liability as at 30 June 2015.

Trends and ratio analysis

Over the last 5 years, operating revenues have increased on average by 4.6% (excluding major one-offs). Over the same time operating expenses have increased by 4.8% on average. These trends 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 % of total income and costs has been generally steady over the last 5 years. On average, fundraising revenue and support costs have been maintained over the last 5 years.

Analysis of results

Sales of goods from Vinnies Centres continue to represent the most significant contribution to total revenues at 45% (2014: 43%). The wider retail sector has had difficult trading conditions over recent years however the Society's Centres performed strongly with sales up by 5% 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 development of a new retail strategy and the implementation of a new Point-of-Sale system.

Government funding increased by \$1M to \$41.7M representing a 29% share of total revenues. Despite the significant funding, 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. During the year the Society was informed its Federal Funding for Emergency Relief efforts has been reduced approximately \$2M per year. The full impact of this will be seen in the 2015-2016 financial year.

Donations and appeals contributed 10% to total revenues (2014: 11%). Donations were down on the previous year as a result of the bushfire appeal. The 10th annual Vinnies CEO Sleepout was a highlight raising in excess of \$2.3M for our homeless services.

Bequests increased by \$1.4M compared to last year and accounted for 5% (2014: 4%) of total revenues. Bequests are unpredictable in nature and difficult to budget. The Society is greatly appreciative of these valued gifts and these funds are applied directly to the purposes intended.

Investment income was in line with the prior year at \$3.9M (2014: \$3.7M), 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 and Disability services costs increased by \$2.5M to \$37M or 27% of total expenditure. Most of this increase was due to the first full year of operations for Ability Links Metro offset by government funding. Funds spent in this area are expected to increase further in the 2016 year as the program reaches full capacity.

Homeless, mental health and housing services costs were in line with the prior year, representing 27% of total expenditure. The need for these essential services remains and the Society is committed to providing better pathways to housing through St Vincent de Paul Housing. The 2014-2015 year was the first year the Society's Specialist Homelessness Services (SHS) operated 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. Expenditure has been maintained at prior year's level despite the significant organisational restructure completed to align to SHS client service delivery.



Peter Leckie
Vice President - Treasurer



Tony Smith
Chief Financial Officer

Dated this 28th day of October 2015

Refer to Annual Report for more information;
www.vinnies.org.au

DECLARATION BY THE NSW STATE COUNCIL

FOR THE YEAR ENDED
30 JUNE 2015

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 2015 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:



Ray Reynolds
President, NSW State Council

Dated this 28th day of October 2015

STATEMENT OF FINANCIAL POSITION

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

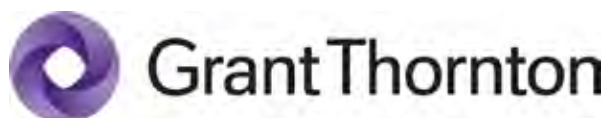
CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
For the year ended 30 June 2015	2015 \$	2014 \$
REVENUE AND OTHER INCOME		
Income from fundraising:		
Donations and appeals	14,564,317	15,441,841
Bequests	7,381,992	5,946,189
Sale of goods - Vinnies Centres	64,044,838	61,015,128
Sale of goods - other	1,461,282	1,535,829
Government funding	41,676,623	40,652,204
Client contributions	3,716,068	4,113,539
Investment income	3,941,248	3,749,718
Other income	4,139,990	2,797,864
Net gain on disposal of fixed assets	2,483,830	8,829,530
Revenue and other income	143,410,188	144,081,842
Fundraising costs	(3,137,929)	(3,124,570)
Costs for Vinnies Centres	(40,403,252)	(40,273,440)
Costs for sales - other	(1,229,635)	(764,745)
People in need services	(26,333,937)	(27,853,002)
Homeless & mental health services	(35,607,168)	(35,516,816)
Disability services	(11,001,114)	(6,954,705)
Housing services	(647,532)	(278,964)
Support and other costs	(18,335,240)	(18,229,633)
Restructuring provision	-	(1,063,014)
Impairment losses recognised on fixed assets	-	(278,644)
Net loss on disposal of fixed assets	(202,891)	(157,274)
Expenditure	(136,898,698)	(134,494,807)
Surplus for the year	6,511,490	9,587,035
Transfers to related entities	(1,171,742)	(1,171,701)
Net surplus for the year	5,339,748	8,415,334
OTHER COMPREHENSIVE INCOME		
Net changes in fair value of available-for-sale financial assets	(17,977)	(346,147)
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	5,321,771	8,069,187

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

CONSOLIDATED STATEMENT OF FINANCIAL POSITION		
As at 30 June 2015	2015 \$	2014 \$
ASSETS		
Current		
Cash and cash equivalents	74,206,569	68,004,958
Trade and other receivables	3,118,970	1,606,967
Other financial assets	9,590,450	16,876,208
Inventories	862,712	899,952
Other assets	618,237	666,182
Current assets	88,396,938	88,054,267
Non-current		
Trade and other receivables	119,940	224,212
Other financial assets	32,906,692	26,716,117
Property, plant and equipment	299,604,731	297,460,710
Intangible assets	609,168	542,649
Non-current assets	333,240,531	324,943,688
TOTAL ASSETS	421,637,469	412,997,955
LIABILITIES		
Current		
Trade and other payables	8,871,243	9,465,147
Other liabilities	10,099,131	5,192,413
Borrowings	224,762	247,140
Provisions	8,802,339	9,681,060
Current liabilities	27,997,475	24,585,760
Non-current		
Provisions	2,184,610	2,278,582
Non-current liabilities	2,184,610	2,278,582
TOTAL LIABILITIES	30,182,085	26,864,342
Net Assets	391,455,384	386,133,613
FUNDS		
Funds for social programs	390,750,045	385,410,297
Investments revaluation reserve	705,339	723,316
TOTAL FUNDS	391,455,384	386,133,613

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

CONSOLIDATED STATEMENT OF CASH FLOWS		
For the year ended 30 June 2015	2015 \$	2014 \$
OPERATING ACTIVITIES		
Receipts from:		
Donations and appeals	14,564,317	15,514,919
Bequests	7,381,992	5,008,722
Government grants	45,844,285	44,717,424
Client contributions	3,716,068	4,113,539
Sale of goods	65,506,120	62,550,957
Dividend income	345,707	315,851
Interest income	3,595,540	3,433,867
Other income	2,632,258	3,675,745
Payments to clients, suppliers and employees	(130,070,933)	(128,702,501)
Net cash provided by operating activities	13,515,354	10,628,523
INVESTING ACTIVITIES		
Proceeds from disposals of property, plant and equipment	6,078,426	17,725,293
Proceeds from long-term deposits	7,285,758	38,393,543
Investments in long-term deposits	(6,208,553)	(21,086,708)
Business combination	(200,000)	-
Purchase of property, plant and equipment	(14,346,996)	(24,622,152)
Net cash provided by / (used in) investing activities	(7,391,365)	10,409,976
FINANCING ACTIVITIES		
Loan repayments received	100,000	100,000
Net cash provided by financing activities	100,000	100,000
Net change in cash and cash equivalents	6,223,989	21,138,499
Cash and cash equivalents, beginning of year	67,757,818	46,619,319
CASH AND CASH EQUIVALENTS, END OF YEAR	73,981,807	67,757,818



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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 2015, 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 2015. We expressed an unqualified audit opinion on that financial report in our report dated 28 October 2015. 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 2015 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, 28 October 2015

A J Archer
Partner - Audit & Assurance

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St Vincent de Paul Society
NSW *good works*

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