



St Vincent de Paul Society  
QUEENSLAND  
*good works*

# EVERYONE DESERVES A *Home*

St Vincent de Paul Society Queensland  
Annual Report 2020–21

*“The support the Society  
provided was not something  
I took for granted –  
it made me want to be  
a better person.”*

James, former resident of the  
South Brisbane Men’s Hostel



## ACKNOWLEDGEMENT

St Vincent de Paul Society Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of Australia. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business and service. We pay our respects to ancestors and Elders, past and present. St Vincent de Paul Society Queensland is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, and seas.

## OUR MISSION

We are a lay Catholic organisation that aspires to live the Gospel message by serving Christ in the poor with love, respect, justice, hope, and joy, and by working to shape a more just and compassionate society.

## OUR VISION

We aspire to be recognised as a caring lay 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.

## THEME

'Everyone Deserves a Home' reflects on our Society's mission to support those experiencing or facing homelessness, especially during the housing crisis impacting Queensland's most vulnerable during 2020-21. This statement is not just reflected through our Members supporting individuals experiencing homelessness, but also in our state-wide advocacy to call for a greater investment in social and affordable housing throughout the state.

St Vincent de Paul Society Queensland is an entity incorporated by "Letters Patent" under the Religious, Educational and Charitable Institutions Act 1861 (Amended 1895) (Qld).

Produced by Callum Johnson, Communications and Media Coordinator and Sophie Kellett, Communications and Media Manager, St Vincent de Paul Society Queensland, October 2021.

Copies of this report can be downloaded and read online at [qld.vinnies.org.au/annualreport2021](http://qld.vinnies.org.au/annualreport2021) or hard copies can be requested by emailing [communications@svdpqld.org.au](mailto:communications@svdpqld.org.au)

**Cover photo:** James Neilson, Companion. Photographed by: RDW Photography.

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For more information about how the Society manages privacy information please refer to our Privacy Policy on our website: [www.vinnies.org.au/QLDprivacypolicy](http://www.vinnies.org.au/QLDprivacypolicy)

**St Vincent de Paul Society Queensland ABN:** 14 211 506 904



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AT VINNIES OUR

# Helping Hands

ARE NEVER TOO FAR AWAY

Alienated, destitute, and alone, James' experience with homelessness was not unlike the 21,000+ Queenslanders who find themselves without a place to call home each night.

*"When my life collapsed and I ended up on the streets, I assumed there was no help out there for me – that I was on my own."*

A referral to Vinnies Men's Homeless Hostel in South Brisbane didn't just give James a place to sleep – it helped him realise he did not have to walk his journey alone.

"The team there were so supportive and understanding – they helped me get serious about breaking my addiction," he said.

When he checked out of the Hostel, James checked into rehab and began the long and difficult process of turning his life around.

"Life still has its ups and downs – but since my time at the Hostel, I've managed to find secure accommodation and have really grown as a person.

"I'm in a much better place – but I don't know if I would be here without the help of Vinnies."

As Queenslanders faced another year of the COVID-19 pandemic, and a severe housing crisis spread across the state increasing rates of homelessness, it can be easy to wonder how much difference one organisation like St Vincent de Paul Queensland can really make.

**But for people like James, that difference can mean the world.**



# About THIS REPORT

The St Vincent de Paul Society Queensland (the Society) provides this report as a summary of our operational and consolidated financial performance during the financial year July 2020 to June 2021, including those of our wholly owned subsidiary organisations Ozcare, and Vinnies Housing.

This report details the growing need throughout local Queensland Communities for ongoing support, and highlights the impact the St Vincent de Paul Society has made throughout the year as our Members, Volunteers and Staff graciously serve those in need.

Throughout, we offer our heartfelt thanks to our generous donors, and corporate and government funders, whom without their financial support we would not be able to fulfil our good works across the state.

Lastly our Annual Report serves as a dedication and thank you to our Members, Volunteers and Staff who work tirelessly to support the mission of the Society and serve throughout our local Queensland communities.

## WHO WE ARE

St Vincent de Paul Society has been operating in Queensland since 1894 as an international, voluntary, lay Catholic organisation dedicated to providing support and assistance to people in need.

We exist as a Member first organisation devoted to the prevention of poverty and homelessness, and work to holistically support those experiencing disadvantage regain sustainable independence by providing them with a hand up, not just a hand out.

Our Vincentians (Members belonging to community-based Conferences), Volunteers and Staff work together to assist those in need with a variety of support services often uniquely tailored to the individual or family unit.

Our support varies from our in-home-visits, housing and homelessness support, domestic violence assistance, welcoming people to our support centres, through to generous Government and Society-funded specialist services and programs, providing material aid given directly or through our Vinnies Retail Shops.

However, the support our Members give to our Companions (those we serve) extends far beyond what could ever be captured on paper. The value of a hot meal, a heartfelt listening ear, warm embrace, community connection or sense of belonging is indeed, immeasurable.

In the spirit of the St Vincent de Paul Society, our wholly owned subsidiary Ozcare supports Queenslanders to live their best lives through the provision of compassionate, professional and personalised aged care, community and health services.

Vinnies Housing is our second wholly owned subsidiary whose mission is to relieve poverty, distress, and disadvantage through access to housing. This is achieved through a renewed and strengthened focus on the provision of subsidised housing options and affordable housing and support services to people experiencing housing stress, who are homeless or at risk of homelessness.

## OUR HISTORY

**1833**

St Vincent de Paul Society is founded in Paris by Frederic Ozanam

**1854**

First Australian Conference founded in Victoria

**1894**

First Queensland Conference founded in St Brigid's, Red Hill, Brisbane

**2019**

The Society celebrates its 125-year anniversary in Queensland

**2017**

Vinnies Housing established

**1996**

St Vincent's Community Services established, now known as Ozcare

## A MESSAGE FROM THE

# Archbishop



The St Vincent de Paul Society serves those in need, in season and out of season. But this season has been strange and stressful in a particular way. When COVID-19 first appeared in the early months of last year, none of us imagined that we would be in for a marathon with no apparent finishing-line. It has been hard on us all, but especially hard on some.

Inevitably those who are neediest have been the most vulnerable. This is true world-wide in this time of pandemic, and it is true in this country. The government has been willing to help, but no government can do everything in such a situation.

It really does require that the entire community play its part. But it places special demands on the St Vincent de Paul Society, who have risen to the challenge with the resilience and generosity that have long typified the Society. A new creativity has been called for all round, and on that score the Society has been outstanding.

Among the most vulnerable in this situation are those experiencing homelessness. In a society such as ours, the level of homelessness is shocking, and many wonder how that could be. Yet, homelessness is a complex phenomenon, and governments alone cannot meet the need.

That is again where the St Vincent de Paul Society has proven vital. Long at the coalface, the Society can understand the complexity of homelessness, especially at a time like this, and respond to it adequately.

This Annual Report tells only part of the story of the Society in Queensland through this year. The full story is known only to God. It is a story of serving God in serving the needy, of worshipping the God who identifies with the hungry, the thirsty, the sick and the homeless (compare – Matthew 25:31-46).

I thank all who have contributed to the work of the Society through this extraordinary year and pray that theirs will be the reward promised to good and faithful servants (compare – Matthew 25:21-23).

### **The Most Reverend Mark Coleridge**

Archbishop of Brisbane

*"Long at the coalface, the Society can understand the complexity of homelessness, especially at a time like this, and respond to it adequately."*

# Highlights

IN THE 2020-2021 FINANCIAL YEAR:

OUR MEMBERS WERE THERE FOR QUEENSLANDERS IN NEED ON

**181,455**  
OCCASIONS



PROVIDED

**\$258**  
**MILLION**

IN SERVICES AND SUPPORT  
TO PEOPLE  
IN NEED



DISTRIBUTED  
MORE THAN

**\$8**  
**MILLION**

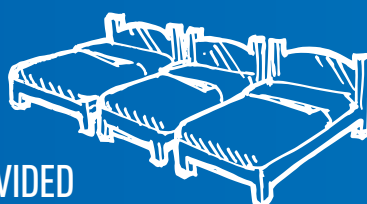
IN DIRECT  
ASSISTANCE



PROVIDED

**101,527**

NIGHTS OF ACCOMMODATION DURING THE  
STATE-WIDE HOUSING CRISIS



WE PROVIDED  
VULNERABLE LOCAL  
QUEENSLANDERS WITH

**\$3.1 MILLION**

IN FOOD SUPPORT,  
INCLUDING FOOD PARCELS  
AND VOUCHERS



RAISED MORE THAN

**\$11.6 MILLION**

WITH THE SUPPORT OF  
THE COMMUNITY THROUGH  
DONATIONS, APPEALS,  
EVENTS AND BEQUESTS

# Why WE HELP



During a heated debate in 19th century France, Catholic student Frederic Ozanam was heckled on behalf of his faith. “You, who pride yourself on your Catholicity, what are you doing now for the poor?” his peers taunted. With those words echoing in his mind, Ozanam began a movement that would become The St Vincent de Paul Society – a Society dedicated to serving those in need.

**Today, the same St Vincent de Paul tradition continues in the spirit of our founders and is reflected in the hearts and deeds of our Vincentians (Members) throughout Queensland.**

While times have changed significantly since the early days of the Society, the need for a helping hand has not. Poverty, family breakdown, homelessness and loss are still daily realities for our local communities throughout Queensland. Our purpose and mission have not altered and exists today as it did in the 19th Century: **to prevent people from falling into poverty, and to assist those who are suffering by offering a hand-up.**

Today we do this by working with our Companions (those we serve) to sustain and progress their independence founded on a safe and stable place to live. Supported by our gracious donors and government funded activities and programs, we aid those we serve to establish safe and happy homes and support the recovery to a prosperous and independent life.

On the day that poverty is eliminated, true equality and justice is achieved, **the St Vincent de Paul Society may no longer be needed.**

**However, until that day we will continue to work together to support and empower those in need.**

## OUR MEMBERS

Without our Members, our mission would not be possible. In their good works, Members aspire to follow the examples set by Jesus, St Vincent de Paul and Frederic Ozanam by serving those in need with love, respect, justice, hope, and joy.

While our Members have unique reasons for serving with the Society, all share the core value of **compassion for their community.**

## WHAT BEING A VINCENTIAN MEANS

“Being a Vincentian means faith in action. Works of goodwill for those less fortunate are a blessing, and a mandate from our Lord himself. It is a privilege and a great opportunity to belong to this wonderful organisation”

– **Mario Martins, St Joseph’s Conference, Childers.**

“Learning more about the Society and seeing the dedication of others made me want to give more of myself. The best reward is seeing the tears of gratitude in our Companions’ eyes. We give hope to those who may have lost it.”

– **Dilar Francisco, St Peter’s Conference, Caboolture**

*“As a Vincentian, I get the opportunity to grow in my faith while opening the door to the vulnerable in my community”.*

**Maureen Farrington, Noosa**





# How WE HELP

## SUPPORTING QUEENSLANDERS

For Queenslanders in need, help is just a phone call away. Our Members dedicate their time to listen to the enquiries of people coming to the Society for help, and to respond as best they can.

From providing vouchers to help keep food on the table for a family until their next pay cheque, to helping people escaping abusive relationships or living on the street, our dedicated Members, with support from our Volunteers and Staff, are there for anyone who needs them.

Through our Helpline or in-person visits, our Members provide those in need with a hand up, not just a handout.

## WORKING TOGETHER TO STRENGTHEN COMMUNITIES

The Society's Programs offer professional support across a range of key issues, such as housing and homelessness, drug and alcohol recovery, support for family challenges, migrant and refugee services, youth issues, education and employment, and more.

When our Members, or referring agencies, hear from someone who may require unique specialist assistance for their situation, our Programs can provide tailored, longer-term avenues of support.

Our qualified Staff support the Society's mission through implementing strategy, finance management, fundraising, public relations, marketing, administration, IT support, recruitment, and much more.

Our Volunteers are also integral to our mission, providing their time to help run our Vinnies Shops throughout Queensland or assist in our many Programs, education, and youth services.

We are blessed to have our Members and Volunteers donating their time and energy. Similarly, we are so grateful to the generous support of our community through donations, partnerships, sponsors and grants.

The Society's mission could not reach as many Queenslanders in need without all of us working together. We all play a part allowing the Society to continue its good works in the community, ensuring that Queenslanders in need have a trusted place they can turn to for help.

*Volunteer Refugee Assistance Program (VRAP) Tutor Georgie Desailly with student Hassib Abdul-Kani. The VRAP Program assists Townsville migrants to build their English skills and settle into their new life.*



## THANKS TO OUR GENEROUS SUPPORTERS:

- ♥ DONORS
- ♥ COMMUNITY & CORPORATE SUPPORTERS
- ♥ RETAIL CUSTOMERS
- ♥ STATE AND FEDERAL GOVERNMENT



## YOU ARE IMPROVING PEOPLE'S LIVES BY SUPPORTING THEM WITH...

- ✓ A SAFE AND SECURE PLACE TO CALL HOME
- ✓ FINANCIAL ASSISTANCE TO PAY FOR FOOD AND ESSENTIAL ITEMS
- ✓ SUPPORT DURING NATURAL DISASTERS
- ✓ ACCESS TO EDUCATION & EMPLOYMENT SERVICES
- ✓ A PATHWAY TO DRUG AND ALCOHOL REHABILITATION



STATE

# President REPORT



*“Charity must never look to the past, but always to the future, because the number of its past works is still very small and the present and future miseries that it must alleviate are infinite.”*

**Blessed Frederic Ozanam**

**These words from our founder reflect the challenges we have seen in the last year due to the ongoing COVID-19 pandemic. Throughout this pandemic, we remained committed to our mission to support Queenslanders in need.**

I would like to thank our Members in all Conferences across their state for their invaluable support to their communities this year. Not only do they distribute material and financial aid, but also provide support that money can't buy through their companionship, encouragement and hope.

Their work is delivered in the spirit of love to each other and to the Members of the community they support in times of need.

I would also like to thank the Members in various leadership roles, including my fellow State Council Members. Without this continued leadership, the Society cannot continue to follow in the examples set by Jesus in serving those in need in challenging times.

I also recognise and give thanks to the Volunteers who dedicate their time, as well as the Staff, our CEO and State Spiritual Advisor who work together to guide and support the good works of the Society.

We would not have been able to meet the needs of our Companions last year without the support of our generous donors. As just one example, our state CEO Sleepout events have raised a combined \$10 million over the last decade to support our housing and homelessness response – an incredible example of the community working together to help those in need.

Our partners and supporters in State and Federal Government as well as in our community and businesses have also been invaluable in providing help through our Conference work and programs and we look forward to continuing our fruitful relationships and collaborations.

Thanks to the initiatives and quick responses from our Volunteers, Staff and management teams, our retail arm was able to bounce back from long stretches of closure in 2020 to achieve sales of over \$37 million to go towards supporting our mission.

Of course, this result would not be possible without the donation of goods from each community, or the tremendous support of our retail customers throughout the year.

In closing, I would like to offer my heartfelt thanks to all those who have offered their service, contribution or donation to our Society. Wherever you are, or however you have helped, your contribution positively impacts the lives of our Companions throughout Queensland. That truly is good works.

**Dennis Innes**

State President

# Chief

## EXECUTIVE OFFICER REPORT



Such is the unique nature of St Vincent de Paul Queensland, that the work of our Society and our Members often shines the brightest when times are at their toughest.

**As the COVID-19 pandemic continued to impact Queenslanders in new and unexpected ways, I remain thankful and humble to see our Members, Volunteers and Staff adapting through the chaos to ensure our most vulnerable Queenslanders are not left behind.**

At this time, I also reflect on the struggles our Society's fore bearers would have experienced during the Spanish Flu pandemic of 1918 – with not a smartphone or digital communication tool in sight!

### A NEW CRISIS ARISES

Our Society is no stranger to responding to the needs of those experiencing or at risk of homelessness, but 2020-21 proved to be one of the most challenging years yet.

Interest rates at record lows, mass migration to Queensland from southern states and growing social housing demand formed a perfect storm that led to one of our state's worst and ongoing housing crisis in a decade.

Our Members across the state heard from people struggling to keep up with rising rent prices or facing imminent homelessness, as our crisis accommodation centres reached capacity with limited options for residents looking to transition.

Despite our best efforts, a crisis this significant requires a serious investment from the State Government. Our Society was part of a successful state-wide advocacy campaign earlier in 2021, leading to a \$2.9b commitment from the State Government for housing and homelessness. You can read more on this on page 21 of this report.

### A RETURN TO POVERTY FOR JOBSEEKER RECIPIENTS

As challenging as COVID-19 has been, a \$550 a fortnight Corona virus supplement to JobSeeker rates went a long way to protecting many from financial hardship during late 2020 and early 2021.

But on 1 April, 2021, the JobSeeker rate returned to below-poverty rates, with recipients expected to live off just \$44 a day; simply not enough to cover food and rent.

Combining the low JobSeeker rate with the housing crisis, the right to basic housing has sadly become unaffordable for many.

With Queensland facing new, unique challenges, our Members will continue to offer hope and a hand up to the most vulnerable in our communities.

### ACHIEVEMENTS

While the year has been filled with challenges, it has also brought many highlights and achievements worth celebrating:

- After the 2020 lockdowns, our Vinnies Shops came back strong thanks to the support of our loyal customers, donors, Volunteers and Staff.
- Our Members adapted and found new safe ways to continue to assist Companions during lockdowns.
- Advocacy from our Society and across the sector helped to secure a \$2.9 billion commitment to housing and homelessness from the State Government.
- Ensuring November 2020's Annual General Meeting was accessible online meant more regional Members could participate and celebrate the good works of the Society.
- In February 2021, our Members approved Ozcare's exciting new aged care and retirement village development at Newstead in Brisbane.
- We raised a record \$1.8 million in our 2021 Vinnies CEO Sleepout in June to support our homelessness services and responses. Thank you to all our corporate supporters who participated or gave generously at such a critical time.

### LOOKING TO THE FUTURE

The COVID-19 pandemic was something no one saw coming, and we have had to be agile and adaptable to continue the Society's mission in an ever-changing environment.

As we work on a new Strategic Plan for the Society and consider the challenges and opportunities of 2022 and beyond, it's important to recognise our blessings today.

Along with invaluable support from our donors and partnerships, the Society is blessed to have such an array of compassionate Members, Volunteers and Staff who are ready to lend a helping hand to Queenslanders whenever and wherever it's needed.

#### Kevin Mercer

Chief Executive Officer



# Spiritual

## ADVISOR'S MESSAGE

### BECOMING THE LIVING GOSPEL

*"The only task worthy of our efforts is to construct the future."*

(Teilhard de Chardin)

The emerging needs in our society, particularly around the housing crisis and the alarming rate of homelessness, have seen thousands of Queenslanders face incredibly challenging times during 2021.

However, it is during moments when people have their backs against the wall that the St Vincent de Paul Society continues to offer not just a hand out, but a hand up. This year has been no exception as we have stood in solidarity with those who struggle, striving to live our faith in action.

We carry on the mission of Blessed Frederic Ozanam who sought to alleviate people's poverty not just by short term efforts, but through commitment to lasting improvement. Day in and day out we remind our Companions that their situation in life, is not their life.

If Frederic Ozanam were here today, he would not be satisfied with maintaining the status quo. Ozanam would be at the forefront of responding to emerging social needs in our country and would be passionately advocating for those who are constantly marginalised.

*Dare I suggest that perhaps he would tell us that it is no longer enough just to "do a little good", but that we have to "do the Gospel".*

As part of the St Vincent de Paul Society we are blessed to have the opportunity to really embrace the core of our mission, not just living the Gospel, but **becoming the living Gospel**. We do this in imitation of Jesus. Jesus was not just generous with people; He was passionate about helping them.

Jesus was not passive, He was prophetic. Jesus did not wait for people to come to Him, He went to the people and welcomed them as they were, not as He wanted them to be.

In our service with the Society may we always keep before our eyes the words of Jesus who reminds us, "whatever you do to the least of my brothers and sisters, you do to me".

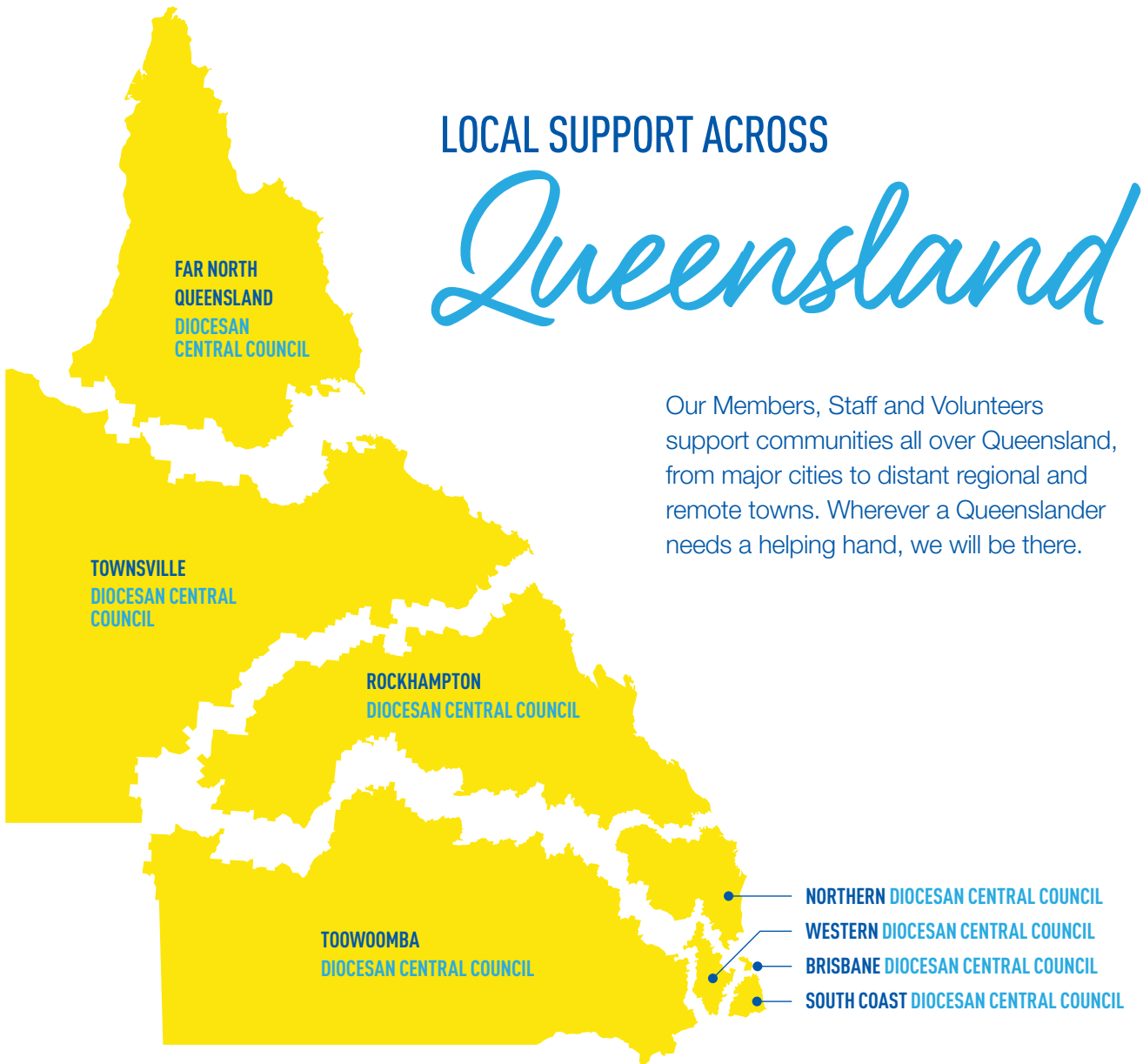
With gratitude in our hearts for all that God has enabled us to do this year, let us renew our enthusiasm to be guided by the Spirit; let us listen deeply to the needs of our Companions; and let us strive always to be the hands and feet of Christ throughout Queensland.

Be blessed,

**Sr Mel Dwyer FdCC**  
State Spiritual Advisor

## LOCAL SUPPORT ACROSS

# Queensland



Diocesan Central Council	Members	Conferences	Volunteers	Vinnies Shops	Homeless Hostels	Vinnies Housing Properties	Aged Care Facilities
Far North Queensland	123	11	289	13	1	18	2
Townsville	255	24	570	20	2	12	2
Rockhampton	217	27	567	22	3	93	1
Northern	490	25	594	19	0	75	4
Brisbane	519	37	744	17	1	37	1
Western Brisbane	426	30	893	17	0	51	1
South Coast	377	26	717	22	0	76	4
Toowoomba	236	27	712	16	2	137	1
<b>TOTAL</b>	<b>2,643</b>	<b>206</b>	<b>5,086</b>	<b>146</b>	<b>9</b>	<b>499</b>	<b>16</b>

## HOW MUCH IS \$40

# Worth?

When Far North Queensland resident Sean\* first approached our Tully Conference, he had less than \$5 to his name and didn't know how he would afford to eat that week.



**Our Members provided him with a \$40 food voucher to make sure he wouldn't go hungry as he waited for his next pay. The next time Sean returned to the Conference, he wasn't asking for help - he wanted to know how he could repay our Members for their kindness in his time of need.**

**Sean became a Volunteer at the local Vinnies Shop, forming strong relationships with his fellow Volunteers, Conference Members and his community. Sean is now financially independent and gainfully employed, but the bonds he formed with our Society remain to this day.**

**A \$40 voucher may be worth \$40. But to have a trusted team you can rely on to listen, understand and help when times are tough? Now that, is priceless.**



*\* Name changed by request*

# A HELPING HAND FOR QUEENSLANDERS *Everywhere*

*“Help honours when, to the bread that nourishes, it adds the visit that consoles, the advice that enlightens, the friendly shake of the hand that lifts up sinking courage. It treats the poor man with respect.”*

**Blessed Frederic Ozanam**

In 2020-21, more than 2,600 Society Members across eight regions of Queensland (referred to as Diocese) provided over \$7.3 million of support to people in need across 181,455 occasions.

This support comes in many forms, through direct provision of food, clothing, essentials and furniture, through vouchers and also support through rental assistance, accommodation for those at risk of homelessness, assistance for emergency bills, and more.

Their good work is possible thanks to the generosity of the community; from financial donors, customers and Volunteers at our Vinnies Shops, physical donations from community organisations, the ongoing support of State and Federal governments, programs and grants and our partners and sponsors.

With our Members on the front line, supported by our Staff, Volunteers, donors, government, and other grant providers, we are able to answer the call of our state’s most vulnerable, wherever they are.

In this section, the leadership team in each of our eight Diocese reflect on their key achievements, challenges and changes throughout the year.

*“Without the help I received from Vinnies, I don’t know where I’d be. Through struggles with addiction and homelessness, after everything I’ve been through, they’ve made me feel like a normal life is possible again.”*

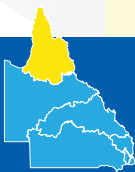
**Formally homeless Companion from Ipswich, who was supported by our Members in early 2021 to find a home.**

*Our Brisbane Members and staff raced to gather emergency supply packs for newly arrived Afghanistan refugees.*



# Diocesan REPORTS

## FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL



**\$357,464**  
IN SUPPORT ON

**9,416**  
OCCASIONS

It was a very challenging year for the Far North community, with the ongoing COVID-19 pandemic having a major impact on tourism.

Despite the pandemic and reduced tourism numbers, our Vinnies Shops have traded well, and we are looking forward to the opening of a new Shop in central Cairns, which will be one of the largest in Queensland.

We would like to recognise Rob Doyle for his servant leadership during his time as President, and officially welcome Veronica Innes to the position which commenced in May 2021. We also welcomed our new Youth representative Benjamin Smith who has been keen in engaging young people in the Ozanam way – faith in action.

By combining our resources with Members from Townsville, we were able to extend our opening hours to take calls from Companions in need; a great opportunity to work together with our Diocesan neighbours.

With Cairns in a record low vacancy rate, we greatly welcomed FNQ donations of \$56,875 towards our 2021 Vinnies CEO Sleepout, most of which from the generosity of local builder, Kenfrost Homes.

We awarded Associate Life Memberships to Leo Carrol and Kevin Langtree, with almost 100 years of combined service to the Society.

The Reconciliation Action Plan sessions have helped strengthen our knowledge of First Nations People and has spurred us to engage and develop our own reconciliation actions now, and as we continue into the future.

We have had another wonderfully successful year for the Skilling Queenslanders for Work program and look forward to continuing this program through 2022.

**President:** Veronica Innes (Rob Doyle to May 2021)  
**Executive Officer:** David Monaghan

## TOWNSVILLE DIOCESAN CENTRAL COUNCIL



**\$546,751**  
IN SUPPORT ON

**17,842**  
OCCASIONS

The Vinnies Refugee Asylum Seeker Program (VRAP), operating in Townsville from our Blessed Rosalie Rendu Conference, secured a \$20,000 grant from the Department of Transport and Main Roads.

This grant has enabled the Conference to assist asylum seekers and refugees to work towards obtaining their drivers licences. By having access to transport, they will be in a better position to compete for sustainable employment and continue becoming independent in their community.

Our VRAP Volunteers and Members also make the effort to assist their Companions in attending places of worship which goes to the heart of what it means to be a Vincentian – meeting the needs of all people, wherever they are.

We also celebrated the works of Member Peppy, as she recognised 30 years of outreach to the nearby Indigenous community at Happy Valley. Alongside a growing list of Volunteers, including Members, she helps to run a soup kitchen and engage in meaningful conversation with the residents.

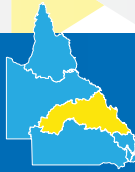
Member Pat and her small team of Volunteers in Collinsville also received the Collinsville Volunteer of the Year Award – working with the Diocesan President, they were able to provide hampers to families in the Collinsville area.

We also welcomed our new Executive Officer, Sharon Nicholson and our new Retail Operations Manager, Travis Hagenbruch. May we all be blessed by their work in our Diocese.

**President:** Allister Crocker  
**Executive Officer:** Sharon Nicholson  
(Edwina Wagland to June 2021)



## ROCKHAMPTON DIOCESAN CENTRAL COUNCIL



**\$543,641**  
IN SUPPORT ON

**17,478**  
OCCASIONS

Throughout the financial year, we continued to support residents of Yeppoon impacted by the 2019 bushfires, as well as those impacted by the ongoing COVID-19 pandemic.

In 2021, our St Joseph's Biloela Conference celebrated an incredible 50 years of supporting the community.

Our Centres of Charity in Rockhampton continue to perform well, as fundraising efforts continue to support the good works of our Members.

2021 saw the inaugural Young Ozanam Leadership Opportunities (YOLO) youth retreat in Longreach, which empowers young participants with skills and experiences to become compassionate community leaders.

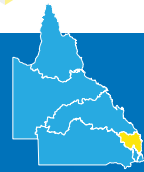
We also welcomed the implementation of the new Religious Education Curriculum to further our Rockhampton Vinnies Youth Team's strong relationship with the Diocesan Catholic Education Office. We hope this partnership will increase participation in our school social justice sessions and advocacy awareness.

Over the last financial year, we saw the creation of our Diocesan Newsletter, to better communicate with our Conference Members, doubling as an informative training platform.

Mission sessions held across the Diocese by Director of Mission Samantha Hill were very appreciated by all who attended and were a great reminder of why our work within the Society is so important.

**President:** Philip Cranny  
**Executive Officer:** Tanya Doherty

## NORTHERN DIOCESAN CENTRAL COUNCIL



**\$1.47 MILLION**  
IN SUPPORT ON

**34,069**  
OCCASIONS

We delivered a bigger, better and brighter new Family Support Centre and Vinnies Retail Shop in the Caboolture and Morayfield community, with first day sales at the Morayfield Shop claiming a record for the state!

Our Reconciliation Action Plan (RAP) has strengthened our work throughout the year as our Murgon Conference engaged in the local and Cherbourg communities. This was through a range of initiatives including Christmas toy giveaways, community yarning circles with Traditional Owners and other support for the communities.

Despite concerns over COVID-19, our Membership numbers have remained strong. The Sunshine Coast has also been heavily impacted by the rental shortage, and housing support remains a critical issue.

Our Diocese spent a record \$500,000 on education costs in the last financial year, helping well over 1,000 children on their education journey.

We distributed 1,178 hampers to support families at Christmas and our food division at Gympie continued to support eleven schools with our breakfast program.

We also held a series of Member Workshops to equip and empower our Members on issues such as domestic violence, mental health and drug and alcohol awareness as well as building our new Member orientation.

Conferences from across our Diocese worked with the Department of Housing to re-home 84 Companions from the homeless hub at Birtinya, by supplying furniture, bedding, fridges and cooking utensils.

**President:** John Harrison  
**Executive Officer:** Stuart Roche

# Diocesan REPORTS

## BRISBANE DIOCESAN CENTRAL COUNCIL



**\$1.5 MILLION** | **29,428**  
IN SUPPORT ON OCCASIONS

Our 37 Conferences have braved the pandemic lockdowns by finding creative ways to continue supporting people in need, and each other. We have kept connected via Teams and Zoom meetings, and have also successfully upgraded our banking system and bookkeeping software, which will provide us with more efficient ways of offering assistance.

We also set up an online Orientation Session to assist with ensuring new Members are well-versed in the history, mission and purpose of the Society.

We ran a "Hand Up" Workshop which explored better ways to empower people to find a way out of their current circumstances.

Our Youth Programs have provided many opportunities for a large number of young people in our Diocese. We have more than 50 young Volunteers who support our programs such as Soccer Stars, Sense Youth Mentoring, Ozanam Leadership Program, Kids Camp, Buddies Day, and more.

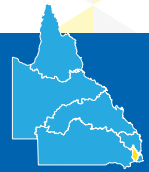
We are very fortunate and blessed to have a team of extremely committed Members, Volunteers and Staff who work together to bring about the best outcomes for those we assist.

As one of our long-term Companions, estranged from her family, was diagnosed with terminal cancer, our Vincentians took her out for regular meals or companionship, to show she was not alone. It was a blessing to know that the Vincentians were able to be there and comfort her in her last moments of life.

The care and support provided by our Vincentians is about authentically living the Gospel and caring for the people we are called to help.

**President:** Patricia McMahon  
**Executive Officer:** Ray O'Donnell

## WESTERN BRISBANE DIOCESAN CENTRAL COUNCIL



**\$1.12 MILLION** | **28,667**  
IN SUPPORT ON OCCASIONS

Like most, the Western Diocese has faced challenges this year as we adapt our support to ensure continued assistance for those in need. In early June 2021, we welcomed the official opening of a new model of social housing in Ipswich, Aunty Jill Davidson Place.

This pilot program combines a housing model from the Queensland Government, with on-site support delivered by Vinnies Staff at the 20-unit centre. Two of the floors are dedicated to people transitioning out of homelessness where our team are in close contact.

As we deal with the ongoing housing crisis and look at innovating how we support those experiencing homelessness, this project has already proved a promising collaboration.

John Hollamby was commissioned as our new President during a well-attended South West Regional Festival Mass in September last year, which also saw the induction of nine new Members and the commissioning of Regional President Chris Hall.

Our new Gatton Centre of Charity opened in August 2020 to better support the Lockyer Valley community, with a blessing ceremony held in December and our Karalee shop was blessed by Fr Thomas Zaranski in November 2020.

We were fortunate to receive a large corporate donation of mattresses from Emma Sleep, and Sealy as well as corporate donations from local organisations. Schools across the regions supplied Christmas hampers to our Companions, with an estimated value of more than \$100,000 distributed to families across the diocese for Christmas.

Our Youth team launched the Soccer Stars Program in September, engaging with 10 new Companions. We look forward to continuing this program in 2021-22.

**President:** John Hollamby (Peter Madden to July 2020)  
**Executive Officer:** Liz Ward

## SOUTH COAST DIOCESAN CENTRAL COUNCIL



**\$845,659** | **22,828**  
IN SUPPORT ON | OCCASIONS

While all our operations were affected by COVID-19, we still had many things to celebrate throughout the year, including the opening of our first Community Hub in Southport.

The Frederic Ozanam Community Hub will enable us to provide a greater range of services under one roof to support our Companions. This includes all Society-run programs on the Gold Coast as well as external service providers.

June 2021 also saw the delivery of our most successful Vinnies CEO Sleepout event yet – which raised more than \$650,000. Along with significant bequest and donations, we now have a pool of funds to support a new housing project on the Gold Coast.

This will be especially useful as the Coast has been hit very hard by the ongoing rental shortage.

Our Rendu House in Arundel is now fully operational and recently celebrated one year of providing housing accommodation for mature women.

When COVID-19 regulations suspended our retail operations, we've had to review and develop new retail recovery strategies and plans to assist us through the pandemic and beyond. We did see the launch of a new Southport Shop which was an exciting development during an uncertain time.

**President:** Garry Webb  
**Executive Officer:** Kris Martin

## TOOWOOMBA DIOCESAN CENTRAL COUNCIL



**\$865,371** | **21,089**  
IN SUPPORT ON | OCCASIONS

Drought still impacted the Toowoomba and Darling Downs community in the last financial year, with all but one Local Government Area in the region suffering from drought conditions.

Our Drought Coordinator and Conference Members put in many hours of work and kilometers travelled to support people impacted. Our Members enabled those affected to access support from our disaster fund or the Federal Government's Drought Community Support Initiative.

While good rains in recent months have given hope for times ahead, a full recovery of the region will likely take years.

After a difficult six-week closure for our Diocesan shops during lockdown due to the ongoing COVID-19 pandemic, our shops have bounced back and now are all making or exceeding budget targets. We also welcomed a new Regional Operations Manager to the diocese, Adam Bruggeman.

We have started plans for the Madonna House project to replace the existing retail centre and provide for the Diocesan Office, Family Support Centre and housing units. This is very exciting, as it has been anticipated for a long time and extra retail space will be highly beneficial.

The lack of affordable housing in the region has been an increasing problem for our Conferences and our Housing and Homelessness Services. We are seeing an increasing number of people struggling to find accommodation and with our own crisis accommodation options full, we are finding it very difficult to support Companions to find long-term solutions.

**President:** Margaret Lawton  
**Executive Officer:** Kathie Brosnan

FOUR GENERATIONS LATER,

# Riley

CARRIES ON THE  
VINCENTIAN TRADITION



Riley at a previous Vinnies CEO Sleepout event.

For Riley Chisholm, supporting her community is more than just giving back, it's a family tradition.

Riley is the youngest of four generations of Vincentians, starting with her great grandmother Audrey who was part of the Society in Tasmania.

"Audrey inspired her daughter Gwen and Marion (my grandmother) to join who then called on me to become involved," she said.

"Growing up, they taught me, and constantly demonstrated, that even the smallest bit of compassion can change someone's day – sometimes, their whole life.

When Riley turned 18, she continued the family tradition by joining the Society at the St Paschal's Conference in Brisbane, joining her grandmother, mother, aunts, and uncle!

During her eight years with the Society, Riley said she has met countless inspirational and amazing people.

"No matter where my fellow Members and Volunteers have come from, or how old they are, we all have the same goal – providing a hand up," she said.

"By helping Companions, I've been able to get a greater understanding of my community and how different our neighbours' experiences can be to our own."

In addition to her home visitations and community support at St Paschal's, Riley's volunteer work with Vinnies Youth led her to becoming the Chair of the new Programs Committee to oversee and advise State Council on the Society's program work.

Riley said her work with Vinnies Youth was very rewarding.

"Going to a Soccer Stars day and seeing a Companion kick their first goal, or seeing kids face their fears during a camp brings a smile to my face every time I think about it," she said.

"My work with the Society has pushed me out of my comfort zone and has ignited a passion in me for advocating for young people in our communities.

*"They would always go above and beyond to help; it really inspired me to want to follow in their footsteps and make a difference."*

Riley Chisholm (far left) and her fellow family members and Vincentians, grandmother Marion, mother Karen and aunt Melinda.





Riley and the Vinnies Youth team at the Australian Catholic Youth Festival in Sydney

*“As a Society, we work together as a team to help change the lives of all who need it.”*

Riley Chisholm

### MY FONDEST MEMORY WITH THE SOCIETY

“At one Vinnies Youth camp, I was teamed up with a young boy from the Sunshine Coast. He enjoyed himself but was very shy and quiet throughout the camp.

The next year, I was teamed with him again. After the first day of camp I swear he was a different kid – he was totally transformed!

He was constantly laughing and making jokes, leading his team and facing his fears throughout all the activities. When he graduated, I could tell how proud he was of his achievements. I was very proud too!”

Members of the St Pascal’s Conference in Brisbane, including Riley and family.



Riley in Paris with a statue of St Vincent de Paul as part of a World Youth Day pilgrimage.



# Housing AND HOMELESSNESS



## EVERYONE DESERVES A PLACE TO CALL HOME

One of the most significant and ongoing challenges we faced as a Society in 2020-21 was a state-wide housing crisis that saw rent prices soaring and many Queenslanders unable to find affordable housing. With a clear need for further State investment in social housing options, our Society and our Members worked hard to help ensure vulnerable Queenslanders had a place to stay.

### OUR *Challenge*



QCOSS (Queensland Council of Social Service) estimates

**14,700**

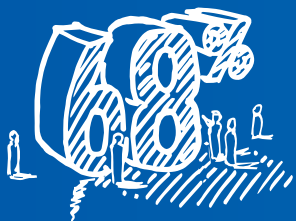
QUEENSLAND FAMILIES ARE IN **VERY HIGH NEED** FOR HOUSING

### RENT PRICES SOARING

across Queensland thanks to the biggest population boom in 16 years



**30,000** MOVING FROM INTERSTATE IN 2020



MORE THAN **47,000**

people on the Queensland **SOCIAL HOUSING REGISTER** A 68% INCREASE FROM 2017.

### OUR *Response*

It was a challenging year for our homelessness and housing services with Hostels forced to reduce numbers or find alternative arrangements due to social distancing rules, and our crisis accommodation at capacity due to lack of other affordable housing options for residents.

We were able to support 2,863 people through our homelessness services in the last financial year, including 1,119 Aboriginal or Torres Strait Islanders people, and 505 minors under the age of 16.

Thanks to the support of the Queensland Government, we were able to provide more than 100,000 nights of accommodation, 87,179 of which was crisis or emergency accommodation, as well as assist 1,408 people to secure longer-term housing in a highly competitive market.

**2,863**

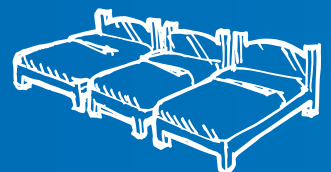
LOCAL QUEENSLANDERS SUPPORTED BY OUR **HOMELESSNESS PROGRAMS**



Of which 1,408 Queenslanders supported to secure long-term sustainable housing.

**101,427**

**NIGHTS** OF ACCOMMODATION PROVIDED



# EVERYBODY DESERVES A *Home*

*"We can find no social or moral justification, no justification whatsoever, for lack of housing."*

Pope Francis

In the background of the chaos that was the COVID-19 pandemic, a storm was brewing that would leave our state's most vulnerable residents struggling to secure one of the most basic human needs – a home.

Pandemic job losses, low interest rates, lack of social or affordable housing supply, mass migration from southern states and a return to the pre-pandemic poverty rates for JobSeeker saw Queensland face one of its biggest housing crises in years.

Throughout the financial year, our dedicated Members and Staff worked tirelessly to help those impacted by this crisis, supporting Companions (those in need) to find and apply for homes or assisting with financial support for those facing an increase in rent.

But as our crisis accommodation and homelessness shelters quickly filled, rent prices continued to increase and affordable housing became scarcer throughout the state, it was apparent a solution to the crisis would go far beyond what we could provide as a Society.

## WELCOME TO



**To draw government attention to this critical issue, we partnered with social service peak body QCOSS (Queensland Council of Social Service) and 11 other concerned charities and organisations in a state-wide advocacy campaign.**

'The Town of Nowhere' campaign highlighted the importance of investing in affordable and social housing for the 21,000+ Queenslanders going homeless each night – the all-too-easily forgotten residents of the Town of Nowhere, a town that would be the fifth largest town in Queensland.



CEO Kevin Mercer (far left) and other organisation representatives meet with Queensland Treasurer Cameron Dick (third from left) to discuss the campaign ahead of the State Budget

## A \$2.9 BILLION RESPONSE

After months of campaigning and in-person meetings with State representatives, we're happy to say the State Government listened. The June 2021 State Budget included a \$2.9 billion commitment to social housing and homelessness support. This included \$1.9 billion for boosting social housing supply over four years and the establishment of a \$1 billion Housing Investment Fund for future needs.

Will this commitment resolve the crisis? Unfortunately, not. The Town of Nowhere campaign estimated we would need an investment of \$4.1 billion to build thousands of houses to home those considered high need alone.

## BUT, IT'S A POSITIVE STEP IN THE RIGHT DIRECTION

As our Members and Staff continue to tirelessly help those desperate for somewhere safe to sleep each night, St Vincent de Paul Queensland will continue to advocate and work towards a future without homelessness.

## MYA'S STORY

Evicted from her home in Ipswich in early 2021, Mya\* and her eight-year-old daughter were just two of the thousands of Queenslanders hit hard by the state housing crisis. Unable to find an affordable home despite several attempts, Mya and her daughter were faced with no other choice than sleeping in their car. For the first time in their lives, they were homeless.

"I felt like giving up, but I knew I had to be strong for my daughter," Mya said.

After nearly three months of sleepless nights, Mya turned to Vinnies for help. It was shortly after, she received a life-changing call – we had found her a home.

*"The Vinnies team were a Godsend – my daughter is back at school and we're doing so much better!"*

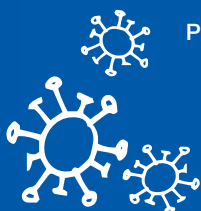
\* Name changed by request



## EVERYONE DESERVES CARE AND SUPPORT

This financial year, the COVID-19 pandemic threatened the health of some of our most vulnerable Queenslanders, in particular mature-aged residents. The team at Ozcare remained vigilant in keeping their residents and clients safe in their aged care facilities, retirement villages and in their homes.

### OUR *Challenge*



People aged 60 and older at high risk of  
**SEVERE ILLNESS FROM  
COVID-19**



**1 IN 5**  
older Australians report  
**FEELINGS OF  
LONELINESS**



**COVID-19  
PANDEMIC  
FORCES OLDER  
AUSTRALIANS  
INTO INCREASED  
ISOLATION AND  
SOCIAL  
DISTANCING**

### OUR *Response*

Thanks to our generous government funding, more than 4,000 older Australians were supported by the Society to receive services from the Home Assist Secure program, which helps people aged 60 years and older feel safer by improving accessibility and security in their home.

The Society's subsidiary Ozcare supported more than 9,000 clients over the age of 65 to live safe and independent lives in their own homes through the Commonwealth Home Support Programme and Home Care Packages.

**12,522** OLDER AUSTRALIANS  
SUPPORTED BY THE  
**COMMONWEALTH  
HOME SUPPORT  
PROGRAMME**



**OZCARE RUN  
16 AGED CARE FACILITIES  
THROUGHOUT QUEENSLAND**

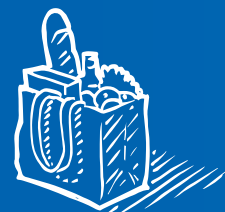
**4,044**

older Australians received  
added security and peace of mind via



**HOME ASSIST SECURE**

**2,047** senior Queenslanders  
supported to stay in their  
homes through  
**OZCARE'S HOME  
CARE PACKAGES**





# Opportunity

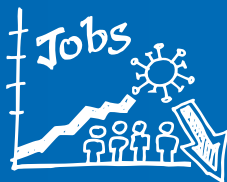
FOR EDUCATION & EMPLOYMENT



## EVERYONE DESERVES THE RIGHT TO LEARN AND EARN

Our specialist services empower Queenslanders experiencing disadvantages to become self-sufficient and remove barriers to education and employment. While a hand-out can help someone survive the day, a hand-up can help to set them up for life.

### OUR *Challenge*



**HIGH  
UNEMPLOYMENT  
RATES** IN AUSTRALIA



**14.1%** YOUTH  
UNEMPLOYMENT RATE IN  
**QUEENSLAND**



**COVID-19** CAUSING  
**UNCERTAINTY  
AND STRESS**  
IN MANY INDUSTRIES

### OUR *Response*

Clemente and Scholarship programs continued to support people facing financial, social and academic barriers in order to access education and training opportunities. Despite the barriers and difficulties faced by participants, 70 per cent of Clemente participants remained engaged in higher education.

Our innovative Community Voices program, which helped socially isolated job seekers to connect through music, came to an end with one final concert in March 2021 with some incredible outcomes. More than 80 percent of the participants reported an improvement in their education and employment opportunities after being involved in the program.

Thank you to the Queensland and Federal Governments, the Australian Catholic University, Sisters of Mercy Brisbane, Collection House and Micah Projects for their ongoing support of our education programs.

**\$837,198**

in financial assistance  
provided for

**EDUCATION &  
EMPLOYMENT  
PURPOSES**



**\$403,481**

from the Children  
Education Fund  
to support

**2,536**

**STUDENTS**

FACING  
DISADVANTAGES  
WITH ESSENTIAL  
SCHOOL RESOURCES

**76%** OF  
**SKILLING  
QUEENSLANDERS  
FOR WORK**

students attained a nationally  
recognised qualification.



# Family SUPPORT

## EVERYONE DESERVES A SAFE AND LOVING FAMILY UNIT

As Queensland faced a year of lockdowns, social isolation and job losses the rate of domestic violence and mental health issues increased. The Society continued its work to strengthen family and community connections, while providing shelter and support to victims of family and domestic violence.

### OUR Challenge

1 in 6 Australian women have experienced



**PHYSICAL OR SEXUAL VIOLENCE FROM A CURRENT OR PREVIOUS PARTNER**

In 2020-21, Queensland Police recorded more than



**400 CASES**

of domestic violence a day  
**A 6% INCREASE FROM 2019-2020**

Our research partnership with the University of Queensland found the number of people seeking emergency relief from the Society experiencing domestic or family violence had



**INCREASED BY 227%**

from 2019 to 2020.

### OUR Response

Early-stage research indicated COVID-19 has had a significant impact on the mental health and wellbeing of young Australians. In response, our State Youth Advisory Committee worked with Diocesan Councils to train our Youth Volunteer Members in Youth Mental First Aid Support.

We also continued our partnership with the Department of Children, Youth Justice and Multicultural Affairs. Here we worked with parents to help address the issues that have led to child protection concerns and help ensure the children are safe as families are reunited.

The Society worked to help the increasing number of **VICTIMS OF DOMESTIC VIOLENCE THROUGHOUT THE PANDEMIC.**

Our four women's refuges provided support and shelter to

**436 WOMEN**

escaping domestic violence.



**364 FAMILIES and 968 CHILDREN**

assisted by our Child and Family services in creating safer, stronger families.



**99%** of children supported via our Tertiary Family Support Services achieved improved safety outcomes.

**84%** of parents assisted by our Child and Family services reported improved parenting and life skills.

DOMESTIC

# Violence

## THE HIDDEN PANDEMIC

As the COVID-19 pandemics caused lockdowns, forced isolation and job losses throughout Australia, there was another serious pandemic happening behind closed doors – the ongoing rise of domestic violence.

Alarmingly, more than 60 per cent of Australian domestic and family support providers reported an increase in the number of requests for help.

### DOMESTIC VIOLENCE AND HOMELESSNESS

If you ask anyone to picture homelessness, the image is often the same – an individual, often male, sleeping by themselves in the street.

But homelessness often impacts entire families – nearly 18% of those supported through our Society's homelessness services in the last financial year were under the age of 16.

Homelessness and violence are all too often linked – in fact, domestic or family violence are the lead cause of homelessness for women and children.

### SAM'S STORY

When an abusive relationship had become violent, Townsville resident Sam had little choice but to escape with her two daughters in tow, ages 1 and 3 at the time.

"We needed to leave – but we had nowhere to go," Sam said.

Facing homelessness, Sam turned to Emma Cox from our Society's Youth Homelessness Support program.

Emma assisted Sam in successfully applying for community housing to secure a safe, supported home so her family could begin the healing process.



Sam and her two daughters fled an abusive relationship and were supported to secure a safe home.

*"Emma also helped me understand the abuse I was receiving wasn't my fault - that my daughters and I deserved better,"*

she said.



# Community

PARTICIPATION



## EVERYONE DESERVES COMMUNITY CONNECTION

During a year of isolation and uncertainty, the Society helped many to feel more comfortable and confident in the communities they live in, including newly arrived migrants and refugees and young Queenslanders.

### OUR *Challenge*



More than  
**40%**

of Australian  
refugees surveyed said

**THE PANDEMIC BROUGHT BACK  
TRAUMATIC MEMORIES**

### YOUTH DISENGAGEMENT RATE

in employment and education was



**37%  
HIGHER**

in Queensland than the national average

Nearly **1,500 PEOPLE**  
in immigration detention and

**526**

**IN COMMUNITY DETENTION  
FACILITIES IN AUSTRALIA**



### OUR *Response*

Our Vinnies Youth program, which connects and engages young Queenslanders with their community and volunteer mentors, grew throughout the last financial year with a 20% increase in the number of young people supported!

These Youth programs are an invaluable way to lift the spirits of children, teens and young adults who may be facing difficult times, through fun activities and growth opportunities.

Meanwhile, our migrant and refugee support services had an interesting year as they pivoted to online support. This was an opportunity to funnel resourcing focus on existing clients and Companions as migration numbers slowed due to COVID-19. Our Migration Advice Service also celebrated its 10 year anniversary of providing free migration visa support and advice.

Our VoRTCS (Volunteer Refugee Tutoring and Community Support) program achieved some great outcomes. 86% of participating families reported improvements in education, and 70% reporting improvements in community participation, an impressive percentage, given the lockdown and social distancing requirements as a result of the ongoing COVID-19 pandemic.

**A HUGE THANK YOU TO OUR AMAZING  
VOLUNTEERS, ORGANISERS AND SPONSORS  
FOR HELPING FACILITATE THESE IMPORTANT  
COMMUNITY CONNECTIONS.**

**501 YOUNG**

Queenslanders supported by

**VINNIES YOUTH**

**87.2%**

of Settlement Service  
clients reported an overall

**POSITIVE IMPROVEMENT**

in their circumstances

**327**

Youth  
Volunteers

**DEDICATED  
6,740 HOURS**

to supporting young  
Members of their  
community

## COMMUNITY SUPPORT FOR OUR

# Refugees

## AND MIGRANTS

The St Vincent de Paul Society's history of supporting refugees, migrants and asylum seekers goes back more than 100 years.

There are written reports of the Society supporting new immigrants to settle and integrate in Australia from as far back as 1910.

To this day, our Society works closely with refugee and newly-arrived individuals and families, to support them to settle into life in Australia and encourage education, independence and familiarity with navigating life in a new country.

### CAMPAIGN RESULTS IN FREEDOM FOR DETAINEES

In March 2021, 50 imprisoned men stepped out of a Brisbane hotel – for some, it was their first taste of freedom in more than eight years.

This was a positive result of a long advocacy campaign to free many residents of hotel detention into the Brisbane community, one backed by the Society's Social Justice Committee and the Queensland State Council.

In November 2020, a letter was sent from State President Dennis Innes and CEO Kevin Mercer to 153 State and Federal Queensland representatives, encouraging the release of the residents from hotel detention with a bridging visa to allow them to live freely in their community.

As we continue to encourage the release of the remaining men in immigration detention, our Society Members in Brisbane have also worked to help many of the released men settle into the community.

### VORTCS CELEBRATES DEDICATION OF VOLUNTEERS

The VoRTCS (Volunteer Refugee Tutoring and Community Support) Program aims to provide refugees with education and support to help them settle into their new community and learn more about the language and customs of Australia.

Coordinator Sandy Hang said the program faced its share of challenges in 2020-21, but was delighted with the dedication and enthusiasm of Volunteers as they adapted to online tutoring to support their families.

Since its inception in 2004, VoRTCS Volunteers have supported more than 1,400 refugee families to become more comfortable and independent when participating in their communities and be supported in following new educational, social and vocational opportunities.

### VRAP CONTINUES TO SUPPORT TOWNSVILLE COMMUNITY

As COVID-19 led to a reduction in new refugees in Queensland, the Townsville-based VRAP Program (Volunteer Refugee Assistance Program) used the time to focus their efforts in other areas.

Throughout the financial year, VRAP continued their work in supporting refugees in the Townsville community through tutoring, community engagement and general support, while also forming stronger connections with local churches, schools and community groups.

*VRAP Tutor Kathleen Joyce has been working with the Abdul-Kani family for a year and a half.*



*The VoRTCS crew celebrate multiculturalism at the Luminous Lantern Parade in South Brisbane*



# VINNIES HOUSING *Report*



During the past financial year, the demand for housing services has surged, and as rental prices soared extremely low vacancy rates impacted many Queensland towns.

Thousands of Queenslanders faced housing crisis and uncertainty for the first time, and our most vulnerable were increasingly being pushed out of the market.

We joined with the Society and others within the social services sector to call on all levels of government to invest in social housing and community support to provide a minimum safety net, preventing people from falling through the cracks.

In June 2021, we welcomed the Queensland Government's 'Queensland Housing Strategy Action Plan 2021 – 2025' which aims to build 6,365 much needed new social and affordable homes across the state over the next 4 years. Vinnies Housing will seek to partner with the Queensland Government, corporates, philanthropists and the community to develop and deliver a proportion of these planned residences.

During the fourth year of operation for Vinnies Housing, the pandemic delayed the advancement of some of our initiatives, yet we continued to progress our growth strategy. This strategy aspires to double our existing housing footprint and is underpinned by principles of person-centred and place-based housing services.

In conjunction with the Society, we've commenced development work on a pipeline of planned construction projects within priority regions across Queensland. In addition, we have developed a tenant participation and community engagement framework which aims to improve tenant outcomes through connection to individual and community focused support.

These initiatives provide the foundations for solid growth and service objectives to be attained in the coming financial year.

Among the key highlights for the year, was establishing locally based Staff in housing hotspots within the Cairns and Townsville regions to support the local expansion of our housing response.

We were also pleased to work with the Society to open Rendu House, a new housing response for older women experiencing the housing crisis within the Gold Coast area. We sincerely thank our CEO Sleepout supporters, as it is their generosity which enables projects like Rendu House to be delivered to those in need.

We also give thanks to our key funding partners, and supporters, without whom, we could not provide the scale or scope of services that we offer. We appreciate the ongoing commitment of the Queensland Government to create a vibrant and robust

community housing sector, and to reform service delivery to better meet the needs of Queenslanders.

This year, we offer a special and sincere thanks to Centacare for their ongoing commitment to providing specialist support services to women and children experiencing family and domestic violence.

We also give thanks to the Sisters of the Good Samaritan for responding to the needs of vulnerable women and children and their transitioning of their good works to the Society and Vinnies Housing to continue our partnership.

We also acknowledge the commitment and support of inaugural Directors, John Forrest, Michael Forde and Terry Boyd, who retired during the year. Board succession planning continues to be a key focus for us and we will continue to make several skills-based appointments over the coming year, with the approval of the Society's State Council.

Lastly, to the Vinnies Housing Board, our Staff, the Society's State Council and Executive Leadership Team, and to all those who have contributed to making Vinnies Housing a success, thank you.

Thank you for your support, and your willingness to go above and beyond for the people we assist. It is with pride that we join with the Society to present our year in review.

**Greg Coghlan**

Chair

**Sharon Shearsmith**

Chief Executive Officer

# OZCARE Report



2021 will be remembered as the year Ozcare celebrated 25 years of caring for our Queensland community. Established on 1 July, 1996 as St Vincent's Community Services, we started our journey with 600 employees and have grown to employ more than 3,800 Staff across 44 locations. Inspired by the Vincentian spirit, we are proud to now support more people than ever before.

## OUR ACHIEVEMENTS

This year saw the smooth transfer of the De Paul Villa Aged Care Complex to Ozcare on 1 July 2020, including an aged care facility and retirement village at Southport on the Gold Coast.

In December 2020, we also welcomed the transfer of Canossa Health Services, which included a hospital, aged care facility and retirement village at Oxley in Brisbane and aged care facility in Trebonne in Far North Queensland.

We are honoured to continue the wonderful legacies of the Southport Catholic Parish and the Canossian Sisters.

We are pleased to report that we successfully opened and sold Stage 1 of our first retirement village development in Hervey Bay, and Stage 2 is now under construction. Work has commenced on our Newstead development, comprising of two retirement towers, an aged care facility, commercial offices and retail space.

We also look forward to the extension of Currimundi Gardens, our retirement village on the Sunshine Coast, with a further 15 independent living units and clubhouse.

We are proud of our commitment to regional Queensland and ensuring that everyone has access to compassionate, professional and personalised care, no matter where they live. We demonstrated this commitment by offering 16 aged care facilities from tropical Port Douglas in Far North Queensland to the Gold Coast. More than 53% of residents in our aged care facility are fully or part concessional.

In our community, we are proud to service the highest number of Home Care Package clients that we have been responsible for to date, and our NDIS participants continue to increase the numbers of hours of NDIS Support they receive. These two areas remain a key focus for us.

As the pandemic has seen our operations faced with lockdowns, visitor and mask restrictions, our Staff have risen to the challenge to ensure our clients remain safe, healthy and connected to their loved ones and their communities.

## OUR PEOPLE

We extend our heartfelt thanks to outgoing directors June Chandler and Matthew Vanderbyl, who retired from the Board of Ozcare at the end of 2020, as well as Mike Gilmour who resigned in August 2021. We thank them for their invaluable contribution of time, expertise and guidance.

It was a pleasure to welcome John Forrest and David Masters to the Board in January. We thank all our directors for their continued support to ensure Ozcare can continue to grow and succeed.

To our Staff and Volunteers, thank you for your resilience, flexibility and dedication to enriching the lives of our clients with quality care and support and joy, warmth, laughter, love and smiles. It is a wonderful team driven by Ozcare's mission.

**John Thomas**  
Chairman

**Anthony Godfrey**  
Chief Executive Officer

# VINNIES HOUSING 2018-2023

# Strategic Plan

A full copy of the Vinnies Housing Strategic Plan can be found at [qld.vinnies.org.au/strategicplan](http://qld.vinnies.org.au/strategicplan)

## STRATEGIC THEME 1: OUR SPIRITUALITY

Support all of our Members and Staff involved in Vinnies Housing to become fully engaged in and committed to our Mission of serving Christ and the poor through a true understanding of their needs

## STRATEGIC THEME 2: OUR STORY

Enhance the outcomes of our work through engagement with our people and the community, enriching and celebrating our collective successes

## STRATEGIC THEME 3: OUR PARTNERSHIPS

Develop and grow our partnerships to ensure sustainability and positive outcomes for all stakeholders.

## STRATEGIC THEME 4: OUR GOVERNANCE

Maintain appropriate, effective and efficient governing and support structures to enhance values, culture and operations consistent with those of the Society.

## STRATEGIC THEME 5: OUR SUSTAINABILITY

To strengthen our performance and capacity to sustainably resource our organisation to enable us to continue to effectively support those we assist.

# OZCARE 2022-2026

# Strategic Vision

In 2021, the Board and Executive Management of Ozcare reviewed the Strategic Plan for 2018-2021 and developed a new Strategic Vision for 2022-2026. A full copy of Ozcare's new Strategic Vision can be found at [ozcare.org.au](http://ozcare.org.au) The key areas of focus for this Vision include:

## STRATEGIC THEME 1: AGED CARE LIVING

To grow and further enhance our aged care facilities to meet the needs and expectations of our ageing population.

## STRATEGIC THEME 2: COMMUNITY CARE

Further develop and grow our services to support a greater number of older Australians and people living with a disability to live independently at home for longer.

## STRATEGIC THEME 3: RETIREMENT LIVING

To strengthen our model of integrated aged care through co-locating retirement villages with aged care facilities and supporting village residents with community care services.

## STRATEGIC THEME 4: HOSPITAL

To integrate and grow the hospital's services to attract health specialists and meet the needs and expectations of the local community.

## STRATEGIC THEME 5: PEOPLE

To maintain high levels of employee engagement and support the attraction and retention of Staff.

## STRATEGIC THEME 6: BRAND

To position Ozcare top of mind with older Australians and their family members as a trusted provider.



The team at Ozcare Noosa Heads celebrated Ozcare's 25th anniversary earlier in 2021.



# SVDP QLD 2017-2022 Strategic Plan

A full copy of our Strategic Plan 2017-2022 can be located at [qld.vinnies.org.au/strategicplan](http://qld.vinnies.org.au/strategicplan)

Throughout the year, our organisation continued to be guided by the 2017-2022 Strategic Plan. This Plan is a foundation that strengthens our organisation and Members to be more effective at delivering support to those in need.



## STRATEGIC THEME 1: OUR SPIRITUALITY

To support and develop our people to ensure a spiritually focused and fully engaged Membership can deliver on our mission of serving Christ in the poor through a true understanding of their needs.



## STRATEGIC THEME 2: OUR STORY

To enhance the journey and support provided to the people we assist, and sharing our success with our people and the community.



## STRATEGIC THEME 3: OUR PARTNERSHIPS

To develop and grow our partnerships to ensure sustainability and positive outcomes for the organisation and those we assist.



## STRATEGIC THEME 4: OUR GOVERNANCE

To ensure that appropriate, effective and efficient governing and support structures are in place across the organisation and are regularly reviewed, to enhance the values, culture and operations of the Society.



## STRATEGIC THEME 5: OUR SUSTAINABILITY

To strengthen our performance and capacity to sustainably resource our organisation, to enable us to effectively support those we assist.

# UNITED IN Reconciliation

The St Vincent de Paul Society Queensland shares a vision of an Australia in which Aboriginal and Torres Strait Islander perspectives, languages, philosophies, and cultures penetrate the marrow of our institutions, organisations, communities, and the lives of all Australians.

## RECONCILIATION ACTION PLAN INNOVATE COMMITS TO GROWTH

In June 2021, we officially launched the next stage of our Reconciliation Action Plan – RAP Innovate.

The RAP Innovate is a sign of our commitment in building reconciliation. This is done by engaging with our Aboriginal and Torres Strait Islander Companions and local community Elders, while educating and informing our Members, Volunteers and Staff on the histories and cultures of our First Nation Australians.

As part of our RAP Innovate, we will be holding Reconciliation Community Events across our eight Queensland Diocese, partnering with Aboriginal and Torres Strait Islander organisations to help attendees learn from and engage with local Elders and the community.

The RAP Innovate builds on our Society's first stage of the Action Plan, RAP Reflect, which was launched in early 2019.



## OUR JOURNEY SO FAR

Since the development of our RAP Reflect and RAP Innovate, we have achieved much on our reconciliation journey, including:

- RAP and cultural awareness sessions to inform and educate Staff, Volunteers and our Members (over 800 attendees so far)
- Development of resources such as SharePoint, Cultural and Acknowledgement of Country Guides and prayer booklets
- Increased focus on Welcome and Acknowledgement of Country during events and meetings
- Further engagement with Aboriginal and Torres Strait Islander representatives, communities, and businesses
- Increased recognition of reconciliation and Indigenous artworks across our service centres, Shops, and uniforms.

We are inspired about the work that lies ahead, and we look forward to achieving even more under our RAP Innovate, in partnership with Reconciliation Australia.



The Murgon Conference was proud to be part of the Cherbourg Christmas event for the first time in 2020.



At the launch of the RAP Innovate were Leon Epong, Annette Baker and Matt Nunan.



A wall in Cherbourg shares the story of the community.

## NEW OPPORTUNITIES IN REMOTE COMMUNITIES

One very exciting development for our Society is exploring opportunities to outreach to remote Indigenous communities, an area we have not had previous significant involvement in.

Our journey in this area began in late 2020 in the small remote community of Cherbourg, a town 262km north-west of Brisbane where more than 98% of its 1,300 residents identify as Aboriginal and Torres Strait Islander Australians.

Keen to provide direct support to the community, our nearby St Josephs Murgon Conference Members met with the Cherbourg Council to discuss our Society's works and how they can serve the Cherbourg community.

They were met with enthusiasm and support, which is a fantastic development. The Cherbourg community are often wary of outside help, no thanks to a 120+ year history of discrimination and forced resettlement from white Government authorities.

While still early days, our St Josephs Murgon Members have been welcomed and we look forward to providing more support, in partnership with our state's Aboriginal and Torres Strait Islander communities.

## THE RECONCILIATION PRAYER

*Holy Spirit, we pray that the St Vincent de Paul Society be a place in which the First Peoples of Australia are welcomed and deeply respected. May the Elders be blessed and honoured.*

*May this sacred land of ours truly inspire us to come together as one. Renew our hearts as we heal one another and build a future based on mercy, justice, faith, hope, and love.*

*May we listen and learn from each other as we walk together in a profound spirit of reconciliation.*



The Society's Executive Leadership team visited Cherbourg in July 2021.

Members of the Murgon Conference at the Cherbourg Christmas celebrations.



# OUR People



This year has been a challenging one. We have been humbled and grateful for the dedication and adaptability shown by our wonderful Members, Volunteers and Staff who have remained connected to our mission.

This year we have focused on enhancing our connection with our people through various initiatives, including our monthly People Post newsletter, implementing our online performance and 'My Plan', with monthly check-ins and leading online learning management systems and training to support and develop our people.

The safety of our people is our priority and we have ensured our COVID-19 responses have adapted to changing health directives. Mental Health and Wellbeing directors were created to support managing mental health and wellbeing in the workplace.

## OUR MEMBERS

Our Vincentians are the backbone of our Society, operating through Conferences, support centres, programs and committees across the state.

They are the frontline for when Companions turn to the Society for assistance.

## OUR VOLUNTEERS

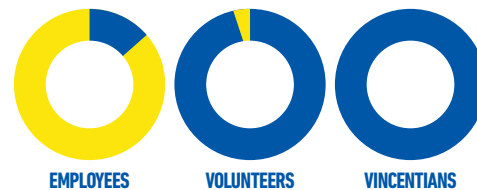
Our 5,086 Volunteers give their time and expertise to support our good works through our Centres of Charity (Retail Shops), programs, youth support and offices. Their contribution is invaluable in helping us achieve our good works throughout the community.

The majority of our Volunteers work in sorting, pricing, displaying and selling donated goods at our 146 Vinnies Shops across the state, where proceeds go towards funding our ongoing community support.

## OUR STAFF

Our 593 Staff Members (340 full-time, 222 part-time and 31 casual) provide expert support services to our Members, Volunteers, clients and customers.

Committed to our values and mission, our employees are diverse and driven professionals who strive to support our good works and those we assist within our communities.



	EMPLOYEES	VOLUNTEERS	VINCENTIANS
• SVDP/VINNIES HOUSING	593	5,086	2,643
• OZCARE	3,815	254	–
<b>TOTAL</b>	<b>4,408</b>	<b>5,340</b>	<b>2,643</b>

## ASSOCIATE LIFE MEMBERSHIP AWARD

**FNQ:** Leo Carroll, Kevin Langtree

**Rockhampton:** Harold Bambrick, Raymond Gunning

**Northern:** John O'Donohue, Ben Clutterbuck, Theresa Todman

**Brisbane:** John Campbell, Bevan Muldoon

**Western:** Brian Mealey, Margaret Kelso, Bernard (Ben) De Zylva, Marina De Zylva, Michael Waterhouse

**Toowoomba:** Carmel Davies, Roderick Hetherington.

## VINCENTIAN CROSS AWARD

Gilbert Luk (Brisbane), Annette Baker (Northern), June Chandler (Northern).

## SVDP QLD VALUES AWARDS

**Excellence in Customer Service** – The Virtual Assessment Team for their response to the COVID-19 pandemic and virtual assistance for Companions in need.

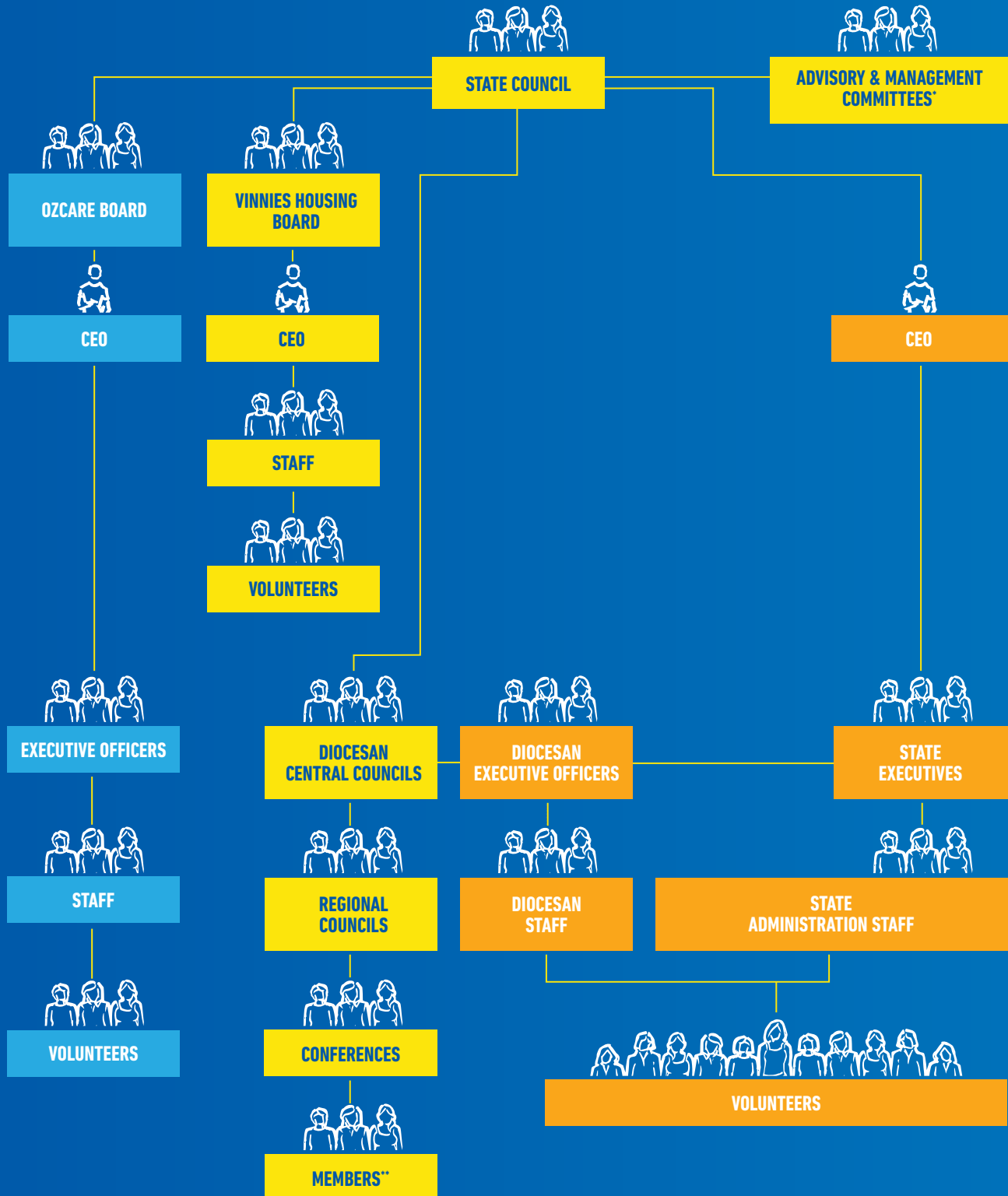
**Excellence in Leadership** – Retail Operations managers for their leadership and commitment for our retail recovery during the pandemic.

**Excellence in Planning and Delivery** – Employee Katherine Phillips for her high standards of work and the encouragement she impacts to others to reach their goals.

**Excellence in Safety and Wellbeing** – People and Safety for their adaptability and rapid response to changing business landscapes and support to our people.

**Excellence in Values** – Volunteer Helen Bale for her empathy, compassion and dedication to the Community Voices Program.

# Organisational CHART



\* Society Advisory and Management Committees are made up of Members, Volunteers, external professionals and Society Staff.  
 \*\* Made up of Conference Members, Associate Members, and Volunteer Members.

# OUR GENEROUS *Supporters* & PARTNERS

On behalf of the Society and everyone we have helped throughout the year, we would like to extend our deep and sincere gratitude to the following individuals, businesses, and organisations for supporting us to deliver good works throughout our communities.



Amazon	Dan Carroll, CEO Sleepout 2021 ambassador	Estate of the Late Ralph Thomas Sheehy	Mary O'Keeffe Charitable Trust	Queensland Government Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
Andrew Bell	Daryl & Carole Pryke	Estate of the Late Raymond Anthony Plunkett	Matt Kratiuk, CEO Sleepout 2021 ambassador	Queensland Government Department of Transport and Main Roads
Andrew Robinson	Debbie Smith, CEO Sleepout 2021 ambassador	Estate of the Late Rex & Eileen O'Regan Memorial Trust	Mercy Community Services	RACQ Foundation
Anthony Nunan	Department of Justice and Attorney General – Office for Women and Violence Prevention	Estate of the Late Timothy Terrence Mahony	Merlo Coffee Roasters	Rapid Relief Team
Australian Catholic University	DNR Capital	Farnbank Pty Limited	Micah Projects	Rob M McCosker & Estate of John L McCosker
Australian Government Department of Home Affairs	Document Solutions	Feed Appeal	Michael Healy	Rob Molhoek MP, CEO Sleepout 2021 ambassador
Australian Government Department of Industry, Science, Energy and Resources	Domino's	Fitzpatrick Family Charitable Trust	Michael Kirkman	Rosies
Australian Government Department of Infrastructure, Transport, Regional Development and Communications	Ellendale	Flannery Foundation	Mount Franklin	Simon Betteridge
Australian Government Department of Jobs and Small Business	EPIC Assist	Flinders Shire Council	Multicultural Australia	Secondbite
Australian Government Department of Social Services	Estate of the Late Ann Jeanette Coleman	Frawley Medical	Nadia Tucker	Sisters of The Good Samaritan
Australian Government Department of the Environment and Energy	Estate of the Late Catherine Anne Hutton	Frizelles Sunshine Automotive Group	National Australia Bank	Sisters of Mercy Brisbane
Banana Shire Council	Estate of the Late Conrad Michael Hilton	Geoff Rodgers, CEO Sleepout 2021 ambassador	National Farmers' Federation	Sky News
Benevity - The Australian Online Giving Foundation	Estate of The Late Doreen Mavis Lee	Give Back Health Pty Ltd	Next Hotels Brisbane	Smartcomm
Brisbane City Council	Estate of The Late Edward Cecil Kitson	Glass Media	Nick Herron, CEO Sleepout 2021 ambassador	St Baker Family Foundation
Byron Rienstra, CEO Sleepout 2021 ambassador	Estate of the Late Edward William & Girle May Baxter	Gold Coast City Council	Noosa Shire Council	St Vincent's Health Australia
Cairns Regional Council	Estate of the Late Ellenor Mary Power	Community Enterprise Foundation	Office of the Lord Mayor	St Vincent's Private Hospital Northside
Campbell Arnott's	Estate of the Late Francis David Goudge	Good Shepherd Microfinance	OMD Brisbane	Stephen Tait, CEO Sleepout 2021 ambassador
Cbus Stadium	Estate of the Late Gillian Sally Russell-Davis	Grill'd	oOh! media	Stockland
Channel Nine - Nine Cares	Estate of the Late Ivor Morton	Hannah Moore	Order of Our Lady of Mount Carmel	Sundale Community Foundation
Chris Munday, CEO Sleepout 2021 ambassador	Estate of the Late John Jendra	Herbert Smith Freehills	Palmer Foundation Pty Ltd ATF	Sunshine Coast Council
Clark Kirby	Estate of the Late Juanita Elizabeth Butcher	Hervy Bay RSL	Pandanus Catering	Sunshine Coast University
Cloncurry Shire Council	Estate of the Late Margaret Frances Burke	Hilary Davern	Paul Taylor	Supre Foundation
CM & JA Whitehouse Foundation	Estate of the Late Mary Nympha Marrucci	IGA	Pavetta Foundation	Tania Olsen Designs
Coca Cola Amatil	Estate of the Late Maureen Anne Campbell	Ipswich City Council	Peter David McGenniss Memorial Trust	Terence Smith
Colin Wheeler, CEO Sleepout 2021 ambassador	Estate of The Late Maureen Diana Franek	Irene Patricia Hunt Memorial Trust	Peter Drew	The Australian
Collection House	Estate of the Late Mercia Mary Bignell	Jamie Preston, CEO Sleepout 2021 ambassador	Queensland Association of School Tuckshops (QAST)	The Blueshore Charitable Trust
Community	Estate of the Late Michael Higgins	Joe, Peter & Paul Ganim	Queensland Government Department of Children, Youth Justice and Multicultural Affairs	The CEO Institute
Community Enterprise Foundation	Estate of the Late Noelle Cynthia Schollenberger	John Casey	Queensland Government Department of Communities, Housing and Digital Economy	The Worth Foundation
Container Exchange	Estate of the Late Pamela Mary Hopsick	John Phillips Corporate Communications	Queensland Government Department of Employment, Small Business and Training	The Ursalines
Containers for Change	Estate of the Late Patricia Mary Hunt	Kenfrost Homes	Queensland Government Department of Health	Townsville City Council
COS (Complete Office Supplies)	Estate of the late Patrick Bernard O'Brien	Keri Juice Blenders	Queensland Government Department of Local Government, Racing and Multicultural Affairs	University of Queensland
Cory Charitable Foundation		Kevin Cronin		Vaughan Bowen
Creativity Australia		LawMaster		Visy
		Lions Club - Brisbane (MacGregor)		Warren Castray
		Logan City Council		WasteFlex
		Lord Mayor Charitable Trust		White Magic
		Lorraine Lovatt, CEO Sleepout 2021 ambassador		Whitehouse Foundation, CM & JA
		Mackay Regional Council		WISE Employment
		Margaret Cooper		Youth Family and Community Connections
		Mark & Kathleen West		

# VINNIES CEO Sleepout 2021

Our 2021 Vinnies CEO Sleepout in June took business and community leaders from across Queensland out of their comfort zone as they helped raise a record \$1.8 million for our homelessness support services across the state.

More than 400 participants spent the night on the ground at either our former Men's Hostel in Brisbane or the CBUS Super Stadium on the Gold Coast, or in their own homes and backyard across regional Queensland.

As well as raising vital funds to support Queenslanders in need of a home during our state housing crisis, the Sleepout was an opportunity to educate and inform participants on the realities of homelessness and how we can all work together to help.

Our sincere gratitude goes out to all participants, sponsors, and organisers for making the 2021 Sleepout our most successful year in the event's 12-year history in Queensland.



## AARON'S STORY

The 2021 Vinnies CEO Sleepout held special significance for first time participant and Urban 3mpire CEO Aaron McCauley – it was a reminder of just how far he had come since his own experiences being homeless.

“Back in 2017, I fell in with the wrong crowd and ended up losing nearly everything – spending nights sleeping in my car and too afraid to ask for help,” Aaron said.

“I’ve since come to terms with what I’ve been through, and I’m so grateful to have made it out.”

*“The CEO Sleepout was a real reminder that there are still thousands of Queenslanders out there who still don’t have a place to call home.”*



# OUR Governance

The Society relies on the Queensland State Council to effectively govern the various activities and relationships that make up our organisation.

**Good governance is embedded in the practices and procedures that help the Society's people do their work effectively, and openly in an environment where their roles and responsibilities are clearly understood.**

## LEGAL STRUCTURE

The full name of the Society is "St Vincent de Paul Society Queensland" and it is incorporated by Letters Patent pursuant to the Religious Educational and Charitable Institutions Act 1861. This entity is charged with responsibility for providing the organisational structure and support for its Members to carry out the Society's charitable work in Queensland.

## MEMBERSHIP

The Society has three categories of Membership. Conference Members (also called Vincentians) join in Conferences. They seek to live out their faith and voluntarily offer their time, expertise, and support for the delivery of our good works. Conferences may be established within a parish, town, suburb, school, workplace or social group.

Associate Members also live out their faith in action but do not attend Conference meetings.

Volunteer Members are those who respect the ethos and mission of the Society and who volunteer in any of its works or programs.

Any person registered as a Conference Member has voting rights in relation to the affairs of the Society.

## STATE COUNCIL

The State Council consists of the President and Vice Presidents, Diocesan Central Council Presidents, State Treasurer, Youth Representative, Spiritual Adviser and State Secretary. The State Council established a State Administration Office, overseen by the Chief Executive Officer, to which it delegates various corporate and operational functions.

To assist with decision-making, the State Council is also supported by advisory committees established to manage activities requiring specific capability and expertise. The State Council is ultimately responsible for the overall governance of the Society, its subsidiaries and all its Councils and Conferences.

The President of State Council is the Society's representative on the National Council of The St Vincent de Paul Society in Australia.

## REMUNERATION

State Council Members do not receive payment for their services. Their positions are voluntary. However, some Members of State Council are provided with the use of a fleet vehicle to facilitate travel and are reimbursed for costs they incur to attend meetings, or in the course of performing the duties associated with their roles.

During the financial year, State Council held eight meetings, with additional meetings scheduled to enable reporting and oversight in relation to the COVID-19 crisis. Meeting attendance is noted below.

STATE COUNCIL MEMBER	NUMBER OF MEETINGS HELD DURING THE MEMBER'S TERM	NUMBER OF MEETINGS ATTENDED
DENNIS INNES	8	8
ANNETTE BAKER	8	8
MATT NUNAN	8	8
JOHN THOMAS	8	7
AMANDA RICKMAN	8	7
MATTHEW VANDERBYL	5	3
DAN CARROLL	8	7
LACHLAN DENT	8	7
GARRY WEBB	8	8
JOHN HARRISON	8	7
PHILIP CRANNY	8	8
MARGARET LAWTON	8	8
ALLISTER CROCKER	8	7
ROB DOYLE	7	7
VERONICA INNES	1	1
PETER MADDEN	1	1
PATRICIA MCMAHON	8	8
JOHN HOLLAMBY	7	6
SR MEL DWYER	8	7

State Council Members also attended two Governance workshops during the period.

## RISK MANAGEMENT

State Council oversees the establishment, implementation, and review of the Society's Risk Management Framework. The framework includes the following documents: Risk Management Policy; Risk Management Strategy; Risk Register. The Society's Risk Management Policy sets out the principles that the State Council and all levels of the Society need to comply with in managing risk.

The Audit and Risk Committee is the key advisory committee with oversight of the Society's risk management practices, including the quarterly reporting of risks by management to State Council.





ST VINCENT DE PAUL SOCIETY QUEENSLAND

STATE  
*Council*

(PICTURED ABOVE)

(Above L to R) Allister Crocker, Margaret Lawton, Rob Doyle (term ended May 2021), Lachlan Dent, Amanda Rickman, John Harrison, John Thomas, Veronica Innes, Annette Baker, Phil Cranny, Dennis Innes, Sr Mel Dwyer, Brian Headford, Garry Webb, Matt Nunan, Dan Carroll, Patricia McMahon. *Not pictured: John Hollamby.*

ST VINCENT DE PAUL SOCIETY QUEENSLAND

STATE  
*Executive* TEAM

(PICTURED BELOW)

(Below L to R) Joe Duskovic, General Manager Governance and Risk; Jackie Youngblutt, General Manager Programs; Kirstin Hinchliffe, General Manager People and Safety; Sharon Shearsmith, CEO Vinnies Housing; Drew Eide, General Manager Operations; Anthony Nowak, General Manager Fundraising, Marketing and Communications; Deborah Nisbet, General Manager Finance and Business Services; Kevin Mercer, Chief Executive Officer. *Not pictured: Samantha Hill, Director of Mission.*



# VINNIES HOUSING AND OZCARE

# Governance



The Society has two subsidiaries, Ozcare and St Vincent de Paul Society Queensland Housing (Vinnies Housing). The two subsidiaries are registered charities with the Australian Charities and Not-for-Profits Commission (ACNC), requiring the entities to meet certain governance standards to remain registered with the ACNC. These entities deliver key services to the poor and are governed by skills-based boards appointed by State Council.

**The Society established St Vincent's Community Services in 1996, with the organisation later taking the name Ozcare. From 1 September 2016, the Society resolved to adopt a new Ozcare Constitution and governance structure.**

Governance principles were developed and are now reflected in Ozcare's Constitution. Under a Member's Charter, certain powers otherwise exercisable by the Board of Ozcare are reserved to State Council with certain powers also reserved to Conference Members of the Society.

Vinnies Housing was established to enable a state-wide housing and homelessness response under the direction of a skill-based Board appointed by State Council. It is a public company limited by guarantee and similar to Ozcare, is a part of the Society's governance framework. A similar governance structure was adopted for Vinnies Housing where certain powers are reserved for State Council when it commenced operating on 1 July 2017.

All proposed governance arrangements and principles of Ozcare and Vinnies Housing must be in accordance with The Rule of the St Vincent de Paul Society in Australia as amended from time to time.

## OVERARCHING GOVERNANCE PRINCIPLES

1. The following governance principles apply to the subsidiary governance framework:

- (a) Ozcare and Vinnies Housing operate as subsidiaries of the Society;
- (b) Ozcare and Vinnies Housing strategy is to be consistent with, and directed by, the Society strategy and mission; and
- (c) Ozcare and Vinnies Housing Boards to be solely responsible for:
  - (i) regulatory responsibility under the Aged Care Act 1997 (Cth); and Housing Act (Qld) respectively;
  - (ii) other regulatory responsibilities arising from their operational activities;
  - (iii) their own solvency and financial sustainability (to the extent required of directors under the Corporations Act 2001 (Cth)).

**2. Subject to identified regulatory constraints, the Society will maintain capacity to direct key strategic operational decisions of the Ozcare and Vinnies Housing Boards that:**

- (a) relate to the Society strategy and mission;
- (b) relate to the Society values and status as a lay Catholic organisation; and
- (c) impact on the financial or other operational activities of the Society. The Boards of Ozcare and Vinnies Housing consist of at least five and not more than nine directors where:
  - (i) a majority of the directors must be Vincentians; and
  - (ii) all directors are appointed by the Society.

## QUALITY STATEMENT

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015). Vinnies Housing is a registered Tier 2 community housing provider under the National Regulatory System for Community Housing.

VINNIES HOUSING DIRECTOR	NO OF MEETINGS DURING THE TERM	NO OF MEETINGS ATTENDED
GREG COGHLAN	6	6
MICHAEL FORDE	3	3
GARY SEARLE	6	5
ANNETTE BAKER	6	6
JOHN FORREST	3	3
TERRY BOYD	3	2
SONYA RYAN	6	6
NICHOLAS O'CONNOR	6	6



## OZCARE AND VINNIES HOUSING

# Boards of Directors

### VINNIES HOUSING BOARD (PICTURED ABOVE)

(L to R) Company Secretary Chantel Tse, Nick O'Connor, Chair of Tenancy Outcomes Committee Annette Baker, CEO Sharon Shearsmith and Board Chair Greg Coghlan. *Absent: Chair of Projects Advisory Committee Gary Searle, Sonya Ryan.*

### OZCARE BOARD (PICTURED BELOW)

(Front Row L to R) Declan Rooney, John Thomas (Chairman), Professor Susan Dann and David Masters. (Back Row L to R) John Forrest, Sr Mel Dwyer, Peter Driver and Glynis Schultz.



## FINANCIAL SUMMARY



# TREASURER'S Report



**In my fifth Treasurer's report I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) achieved a surplus of \$26.9m for the year ended 30 June 2021.**

This result compares most favourably to the \$16.6m surplus recorded last year, and has been remarkably achieved in the continuance of a global pandemic, and associated economic and political uncertainties.

At the peak of the COVID-19 breakout last year, we closed our retail shops, put all non-essential capital and operational expenditures on hold, and sent staff home to work remotely. Our Companion visits changed, as did the way Ozcare provided care to their residents, and State Council met fortnightly to control any possible financial or operational damage to the Society.

Since that time, our shops have reopened and traded at record levels, our aged care offering has expanded, we've seen a record number of people seeking assistance, and our many donors and stakeholders continue to support our activities. Whilst our processes may have significantly changed in the wake of COVID-19 as "the new normal", the Society continues to offer the same dedicated, compassionate service to those seeking assistance in Queensland as we have for the last 125+ years.

Our consolidated revenue has grown from \$348.0m to \$416.8m, an increase of \$68.8m or 19.7%. This is largely attributed to the increase in operational aged care funding at the newly completed facilities at Hervey Bay and Toowoomba, the recently acquired Southport and Oxley aged care sites (\$38m), and Canossa Private Hospital (\$8m), and increased sales from our retail shops (\$7m) despite being closed for 6 weeks of last year.

We must also appreciate the positive impact on revenue of the Federal Government COVID related payments (\$5m) and the gain on the Society's investment portfolio (\$5m turnaround). We are equally appreciative of the many supporters of our fundraising events, appeals and bequests received.

Key resource allocation continues to be our Aged Care and Community Care & Health, and the newly acquired Private Hospital services, which are Ozcare's core mission. These services represent approximately 75.0% of the group's total revenue (75.5% last year).

Net assets at 30 June 2020 totalled \$483.9m. The Society continued to expand its delivery of core aged care facilities including the completion of retirement living and aged care developments at both Hervey Bay and Mackay, as well as the acquisition of pre-existing aged care facilities at Southport and Oxley, together with the Canossa private hospital. There are significant capital initiatives for 2021-22, including the flagship aged care project at Newstead, and a replacement of our Peel Street hostel operations which are now deemed not fit for purpose in the current COVID environment.

Attention is drawn to the consolidated position which discloses a net deficiency of working capital totalling \$258.6m. This deficiency arises due to the classification of resident liabilities \$261.1m as a current liability in accordance with Australian Accounting Standards, whereas the assets to which these same liabilities relate are required to be disclosed as non-current assets. This deficiency position is similar to other aged care providers and is detailed in note 1 of the accounts.

Finally, I take this opportunity to personally thank all our Staff, Volunteers, committee Members (particularly the Finance and Investment, and Audit and Risk Committees) and external advisors for your hard work during the year, and for contributing to our outstanding financial result. We are indeed fortunate to have such a sound financial base from which to grow the Society's presence here in Queensland.

**Dan Carroll**  
State Treasurer

# Vale

We remember those dedicated Vincentians and Volunteers we have lost during the year. May they rest in God's loving arms.

## FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
Margaret Cleary	St Brigid's, Cairns
Kathleen Galea	FNQ Shop
Guiseppe (Joe) Chillemi	St Therese's Conf-Edmonton
John Desmond (Des) Browne	St Brigid's Conference Manunda
Patricia (Pat) Houston	Holy Cross Conference, Trinity Park
Clare Kelly	FNQ Skilling for QLD Program

## TOWNSVILLE DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
Charlie Boyd	St Anthony's Deeragun
Brian Roche	Our Lady of Perpetual Help Townsville
Len Bourke	St Columba's, Charters Towers
Les Mayes	Holy Spirit, Cranbrook

## ROCKHAMPTON DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
Loyola Durkin	St Louise de Marillac, Rockhampton and Wandal Centre
Brian Hicks	St Jude's, Mackay and Macalister Street Centre and Canberra Street Depot
Kevin Naske	Holy Rosary, Bundaberg
Dora Bradford	Our Lady Star of the Sea, Gladstone and Gladstone Centre
John Shelton	Mary Immaculate, Emu Park and Emu Park Centre
Barbara Sands	St Dymphna's, Mackay
Kenneth Cherry	St Joseph's, North Mackay
Peter Llewellyn Mills	St Joseph's Conference
George Borg	Macalister Street Centre
Alan Wehmeier	North Rockhampton Centre
Gregory Gaskin	St Joseph's, Rockhampton
Veronica Harris	North Rockhampton Centre
Mary Irwin	Biloela Centre
Gary Cocks	Canberra Street Depot
Louise Ryan	North Rockhampton Centre
Lorraine Harrison	St John of God, Rockhampton, and Staff Gladstone Road Depot

## NORTHERN DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
Peter Williamson	St Peter's, Cooloom
Edward (Ned) Hammond	Our Lady of Dolours, Yarraman
Paini Tinei	Our Lady of Miraculous Medal, Woody Point

## WESTERN DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
John O'Dea	St Mary's, Gatton
Shirley McCorkindale	St Ambrose's, Newmarket-Herston
Owen Wildie	St Mary's, Ipswich
Frank Underwood	St Mary's, Ipswich
Allan Barbeler	Gillies House Committee
Penelope Corbett	Kenmore Centre
Keith Williams	Sacred Heart Booval
Kevin Herzig	Our Lady of the Sacred Heart Darra-Jindalee

## BRISBANE DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
John Lovett	All Saints, Albany Creek
Nigel Richards	St James, Coorparoo
John Griffin QC	Our Lady Help of Christians Hendra and VH Tenancy Outcomes Committee

## SOUTH COAST DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
John Lynch	Holy Family, Runaway Bay
Mary Shinnock Spoor	St Matthews Church, Cornubia
Morag Archibald	Beenleigh Centre

## TOOWOOMBA DIOCESAN CENTRAL COUNCIL

NAME	CONFERENCE/VINNIES CENTRE
Patricia (Trish) Seaby	St Mary's, Warwick and Warwick Centre
Michelle Smith	St Patrick's Allora
Greg Long	Sacred Heart, Wilsonton
Jennifer Howard	Taroom Centre

## GLOSSARY

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<b>COMPANIONS</b>	The people we provide assistance to. This term reflects our mission to walk alongside those in need to support them on their life journey.
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<b>CONFERENCE</b>	Local groups comprised of Members, focused on supporting their community.
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<b>DIOCESE</b>	A Catholic term for the regions that our Society services. St Vincent de Paul Queensland has eight Diocese: Brisbane, Western (West Brisbane/Ipswich), South Coast (Gold Coast), Toowoomba, Northern (Sunshine Coast and surrounds), Rockhampton, Townsville and Far North Queensland. Each region has its own Diocesan President.
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<b>LAY CATHOLIC</b>	Members of the Catholic Church who are not clergy, Bishops, Priests or Deacons. St Vincent de Paul is a lay Catholic society.
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<b>MEMBER OR VINCENTIAN</b>	Referring to a voting Member of a Conference, who provide direct support to Companions depending on their needs. Also referred to as Vincentians, they are the core providers of our Society's good works in the community.
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<b>PROGRAMS</b>	Services provided by the Society that offer specialist support, including training and education, crisis accommodation, support work, counselling, drug and alcohol rehabilitation, and more.
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<b>VOLUNTEERS</b>	People who contribute their time and efforts to the Society who are not Conference Members. This includes Volunteers in our Shops and Programs.
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# Contact US

Copies of the report can be downloaded at [qld.vinnies.org.au](http://qld.vinnies.org.au) or hard copies can be requested by emailing [communications@svdpqld.org.au](mailto:communications@svdpqld.org.au)

## ST VINCENT DE PAUL SOCIETY QUEENSLAND

### State Administration

10 Merivale Street South Brisbane,  
QLD 4101 Yuggera & Turrbal Country  
PO Box 3351 South Brisbane QLD 4101

**P** (07) 3010 1000  
1800 VINNIES (1800 846 643)  
**E** [state.admin@svdpqld.org.au](mailto:state.admin@svdpqld.org.au)  
**W** [qld.vinnies.com.au](http://qld.vinnies.com.au)

## OZCARE

### Corporate Office

66 River Terrace, Kangaroo Point,  
QLD 4169 Yuggera & Turrbal Country,  
PO Box 912 Fortitude Valley Q 4006

**P** 1800 Ozcare (1800 692 273)  
**E** [info@ozcare.org.au](mailto:info@ozcare.org.au)  
**W** [ozcare.org.au](http://ozcare.org.au)

## VINNIES HOUSING

### State Administration

10 Merivale Street South Brisbane,  
QLD 4101 Yuggera & Turrbal Country  
PO Box 3351 South Brisbane QLD 4101

**P** (07) 3010 1000  
**E** [state.housing@svdpqld.org.au](mailto:state.housing@svdpqld.org.au)  
**W** [qld.vinnies.com.au](http://qld.vinnies.com.au)



# HOW YOU CAN *Help*



To offer a financial donation or leave a gift in your Will email: [qld.donations@svdpqld.org.au](mailto:qld.donations@svdpqld.org.au) or call **13 18 12**



For general information visit: [qld.vinnies.org.au](http://qld.vinnies.org.au) [ozcare.org.au](http://ozcare.org.au)



For help, to volunteer or donate furniture/goods call: **1800 VINNIES | 1800 846 643** or for help or to volunteer **1800 OZCARE | 1800 692 273**

Be a part of our online community at [www.vinnies.org.au](http://www.vinnies.org.au)

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[ozcare.org.au](http://ozcare.org.au)

/ozcareaustralia



**St Vincent de Paul Society**  
QUEENSLAND  
*good works*