



# THE HOME OF

# Hope

“For the first time  
in a long time,  
I have hope.”

—Dave

Supported by  
St Vincent de Paul Society 2022





## ACKNOWLEDGEMENT

The 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. The 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.

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).

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Copies of this report can be downloaded and read online at [qld.vinnies.org.au/annualreport2022](http://qld.vinnies.org.au/annualreport2022) or hard copies can be requested by emailing [communications@svdpqld.org.au](mailto:communications@svdpqld.org.au)

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

## THEME

THE HOME OF  
*Hope*

'The Home of Hope' refers to more than just a physical home.

It refers to our Society's position as a place of care and comfort for Queenslanders in their most challenging times. Through the good works of our Members and Staff, our Society provides shelter and accommodation to vulnerable residents throughout the ongoing state housing crisis while also laying the groundwork for future vital housing support.

For Queenslanders facing homelessness, poverty, family breakdown, financial or personal struggles or who simply seek a listening ear and a helping hand – our Society has and will continue to be a Home of Hope.





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# ARCHBISHOP'S *Message*



**Mark Coleridge**  
Archbishop of Brisbane

**In the last year, there has been a marked increase in the number of homeless people basing themselves in the Cathedral precinct in Brisbane.**

This puts the harsh reality of homelessness before our eyes day after day, and we are asking how best to respond in the light of the Gospel. The question becomes more complex when you add mental illness and addiction to the mix.

What is happening in our Cathedral precinct is happening in many other places around Queensland, which suggests that

the level of homelessness is worse than it was. But it also indicates that lack of public housing has reached a critical point. This is a point I and others have raised with members of the State Government, but the problem remains and may be getting worse.

Governments can't do everything, which is why an organisation like the St Vincent de Paul Society has a crucial role to play. The Society has vast coverage and a large team of Volunteer Members ready to go where others won't or can't go.

The pages of this Annual Report show how true that is of the Society in Queensland.

From a canonical point of view, the Society may not be a formal part of the Catholic Church; but what it stands for and what it does goes to the very heart of what it means to be the Church of Jesus, who said "as long as you do this to one of the least of these, you do it to me" (Matt 25:40). In that sense, the Society will always be a call to the whole Church to be what Jesus calls us to be.

I thank the many Volunteer Members who, often in the humblest way, serve those most in need and therefore serve the Lord himself. I also thank the leadership of the Society in Queensland, praying that the vision of Frédéric Ozanam will always be strong among them and that the intercession of St Vincent de Paul will never fail them.

**The Most Reverend Mark Coleridge**  
Archbishop of Brisbane

**I thank the many Volunteer Members who, often in the humblest way, serve those most in need and therefore serve the Lord himself.**





# ABOUT *This Report*

The St Vincent de Paul Society Queensland (the Society, Vinnies QLD) provides this report as a summary of our operational and consolidated financial performance during the financial year July 2021 to June 2022, including those of our wholly owned subsidiary organisations Ozcare, and Vinnies Housing.

This report highlights the impact the St Vincent de Paul Society has made in Queensland throughout the year as our Members, Volunteers, and Staff work together to graciously serve those in need.

To our generous donors, supporters, and corporate and government funders, we offer our heartfelt thanks – without your financial support, we would not be able to fulfil our good works across the state.

**Lastly, the Annual Report serves as a dedication to our Members, Staff, and Volunteers who work tirelessly in support of our Society's mission – thank you for being there for Queenslanders in need.** The achievements and good works detailed in this report would not be possible without your ongoing commitment.

**This report highlights the impact the St Vincent de Paul Society has made in Queensland throughout the year to graciously serve those in need.**

## WHO WE ARE

The 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. **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, affordable housing and support services to people experiencing housing stress, who are homeless or at risk of homelessness.

# HIGHLIGHTS

## 2021-2022

Our Society is comprised of more than 2,570 Members, 4,908 Volunteers, 610 Staff – and one united vision to support Queenslanders in need.



Provided

**\$355.4M**

in services and support to people in need



Provided

**103,597**

nights of accommodation to Queenslanders in need



Supported nearly

**3,500**

flood-impacted Queenslanders



Distributed

**\$1.2M**

in relief to flood-impacted Queenslanders so far



Supported more than

**18,500**

Queenslanders who identify as Indigenous and/or Torres Strait Islander



Distributed more than

**\$9.8M**

in direct assistance, a 20% increase year on year

Members volunteered more than



**63,551**

hours in support of their communities



Members  
were there for  
Queenslanders



**215,550**

persons assisted\*



Made

**90,125**

visits  
to Queenslanders in need

Welcome to  
**THE HOME OF**  
*Hope*



More than  
**\$2M**

raised by  
participants  
of the 2022  
CEO Sleepout



Supported  
**3,556**

people directly  
through our  
Specialist  
Homelessness  
Services



Of  
those  
3,556 people,

**50%**

went on to secure  
sustainable housing



More than  
**\$12.9M**

raised through  
donations,  
appeals, events  
and bequests



Provided  
COVID-19  
related help  
on more than

**3,100**

occasions



Began a project  
to build

**500**

homes in 5 years  
to double our  
housing stock

\*persons assisted may include support to an individual on more than one occasion.

# WHY WE *Help*

For 128 years, The St Vincent de Paul Society Queensland has been supporting Queenslanders in need.

*Always there,  
and always will be.*

Our purpose and mission are the same today as it was in the founding days of our Society in 19th century France – to serve the disadvantaged and vulnerable in our communities with compassion, respect and love. While times have changed significantly since the early days of our Society, the need for a helping hand has not.

Our Members state-wide put their faith into action by working with Queenslanders in need to provide a hand-up, not just a hand out. 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 generous donors and government funded activities and programs, we aid those we support to establish safe and happy homes, and support the recovery to a prosperous and independent life.

With the support of our Members, Staff, Volunteers, our help reaches right across the state.

Through times of uncertainty, disaster and misfortune, the St Vincent de Paul Society will always be just a call away.

## OUR MEMBERS

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

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



Member Maree and  
Companion Jacinta during  
the 2022 Flood Disaster



# HOW WE *Help*

## Thanks to our supporters:

Donors  
Community and Corporate Supporters  
Retail Customers  
State and Federal Government  
Our wonderful Volunteers



## Our frontline teams:

Community Programs Support Teams  
Housing Support Teams  
Staff



## Are improving the lives of Queenslanders by providing:

- ✓ A safe and secure place to call home
- ✓ Financial assistance for food and essential items
- ✓ Support during natural disasters
- ✓ Access to education, employment, and community services
- ✓ A pathway to drug and alcohol rehabilitation

### It often begins with a single phone call.

Queenslanders in need connect with their local Conference through our helplines or via in person visits, where our Volunteer Members dedicate their time to listen and do all they can to provide a hand up.

Sometimes that help is as simple as a grocery voucher during a tough week; sometimes, the help is something that will forever change lives for the better.

Whether it's helping a family keep food on the table until their next pay cheque, or helping someone escaping an abusive relationship to find a safe place to live, our dedicated Members are there to help.

## WORKING TOGETHER TO STRENGTHEN COMMUNITIES

Our Volunteer Members are not alone – our wider Society, including our Community Program teams, also stand ready to provide professional and tailored support across a range of complex issues such as housing, drug and alcohol

recovery, domestic and family violence, migrant and refugee services, youth issues, education and employment, and more.

By working together, we ensure we can provide the appropriate level of support to Queenslanders from all walks of life, all with their own unique needs.

Our qualified Staff ensure the smooth operation of our Society throughout the state via strategy, finance management, fundraising, public relations, marketing, administration, IT support, communications, recruitment, and 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.

The additional support received from our generous donors, community, and Government partnerships and grants help us continue to keep our helping hand outstretched across every region of the state.

No matter who we are, all of us play a critical part in our Society's mission to ensure Queenslanders have a trusted place to turn for help.

# DAVE'S *Story*



Companion Dave, housing officer Nicole and Vincentian John Harrison

THE HOME OF  
*Hope*

## For the first time in five years, Dave finds hope.

Tourists travel from all over the world to experience the beautiful beaches of the Sunshine Coast. But for five difficult years, Dave wanted nothing more but to escape them.

After losing a partner, brother, and father in the space of 12 months, Dave found himself in a downward spiral that ended with him spending years sleeping rough on the beaches of Queensland's Sunshine Coast.

"Sleeping on the beach, you **never feel safe**. Every night, you never know what's going to happen," he said.

Spending the night exposed to the elements might sound like a nightmare for many, but it's a devastating reality for the more than 21,000 Queenslanders like Dave experiencing homelessness.

After half a decade sleeping rough, Dave made a decision that would change his life dramatically – he reached out for help.

Thankfully, our support Staff and Volunteer Members tackled the familiar challenge of finding Dave safe and secure shelter. Sadly, this is a task our Members and Staff are no stranger to in the wake of the ongoing housing crisis which is devastating Queensland.

In mid-2022, Dave received the call he was hoping for – for the first time in five years, he had a place to call home.

"Vinnies have helped me so much. If it wasn't for them, I'd still be sleeping on the beach," he said.

While his one-bedroom unit isn't exactly a palace, for Dave, it's everything.

"The first thing I bought with my own money was a welcome mat for my front door. My room is beautiful. It's perfect," he said.



"Vinnies have helped me  
so much." – *Dave*

**Dave continues to be supported by the Society across both the Housing Team and the local Conference. He is working on developing his love for cooking and hopes to share his creations with his fellow residents at Rendu Lodge.**

**Dave's story is just one of thousands of Queenslanders experiencing homelessness that our Society has supported over the year.**

**Until every Queenslander has a roof over their head, our Society will continue our mission to support people like Dave to find their own Home of Hope.**



# THE 500 Homes Project

## Society launches biggest project yet in response to the housing crisis.

The state housing crisis continued to worsen throughout 2021-22, with our Members and housing and homelessness support teams working tirelessly to deal with the increasing number of Queenslanders sleeping rough.

With our crisis accommodation and homelessness hostels at capacity, we had to innovate – using backpackers, hotels, and caravan parks as places to house Companions in need.

As the Queensland social housing wait list soared past 50,000 people, it was clear we needed to expand our strategy, to be part of the solution.

What we needed was houses; and in 2021, we began to lay the foundations of our biggest housing development program in our Society's 128-year history in Queensland.

While a significant and challenging program, the goal is simple – our Society in collaboration with Vinnies Housing, aims to build 500 homes over the next five years across Queensland, doubling our existing housing stock for families and individuals in need.

We are working closely with the State Government, who share our concerns with the lack of housing across the state and have been very supportive of the overarching project.

“Homelessness impacts every region of Queensland, from regional towns to major cities,” said Mark Heinrich, Property Development Manager.

**“Achieving the target of 500 homes is just the beginning. The housing crisis facing Queenslanders is enormous and we will continue to look for opportunities to house vulnerable Queenslanders across the state.”**

“These projects are the Society's direct mission response to support the rights of Queenslanders to a safe, secure, and affordable home.”

While there is still a long road ahead, including securing additional funding and land, extensive consultation with Members and, of course, the construction work itself, our Society is optimistic about the long-term impact of this significant housing development program.

In the meantime, our Society is continuing to advocate to our local, state and federal political representatives for further investment in housing stock across the state for our most vulnerable residents.

“One organisation cannot end homelessness alone,” CEO Kevin Mercer said.

“But together, we can dramatically change the lives of thousands of Queensland families by providing them with a supported, safe, secure place to live.”



# STATE PRESIDENT

## Reports



**Dennis Innes**  
Previous State President

### IN GRATITUDE

My term as State President ended at the State Council Meeting held on 28 May 2022, with the incoming State President beginning her four-year journey of servant leadership.

Patricia (Trish) McMahon was elected in November of 2021, providing ample opportunity for a smooth transition. It is worthy to note that Patricia is the first woman to lead the Society in Queensland, and it is wonderful to see the diversity this change brings.

It has been an honour and a privilege to serve the Society in what could best be described as challenging times. The response of Members, Volunteers, and Staff during COVID-19 and the disasters that occurred throughout Queensland has been highlighted by the speed of our response to ensure we have been there every day for those in our community. This response was strengthened by the many who sat on State Council Advisory Committees and by those who have held leadership roles on regional and central Councils.

In conclusion, I wish every success for State President Patricia and the new State Council as they embark on a path of renewed enthusiasm and opportunity.

**Dennis Innes**



**Trish McMahon**  
State President

### STATE PRESIDENT REPORT

I would like to thank Dennis and our previous State Council for their exemplary commitment and excellent leadership of our Society in Queensland throughout the past four years.

As our new State Council commences its term, I see it as vitally important that we remain true to our mission, Society values, and identity as a lay, Catholic fraternity. I am confident this can be done as we embrace new challenges in a creative and adaptive way.

It has been an interesting, and enjoyable few months, settling into the State President's role, and I am looking forward to working with all to ensure we continue to make a difference in our communities.

The challenging times continue and there is a great need for the Society to address the current escalating homelessness issue our state is facing. This crisis is not an easy fix and I believe we need to work together with other organisations to find a workable solution.

I would like to thank all our Members, Volunteers, Staff, donors, and supporters for your continued commitment to our Society, our Mission and those we assist.

**Together, we do make a difference!**

**Trish McMahon**

**“Do not be afraid of new beginnings. Be Creative.  
Be Inventive.”**

*– Blessed Frédéric Ozanam*



# CEO Report

**Compassion without resilience rarely lasts, while resilience without compassion cannot be a force for good in our communities.**

But wherever you can find the St Vincent de Paul Society, you will see compassion and resilience, together in action.

I continue to be amazed by the response of our Society in the face of adversity in the last 12 months, including the ongoing housing crisis, rising cost-of-living, a devastating flood event in early 2022, and the continuing COVID-19 pandemic.

During these challenging times, our Members, working alongside our Staff and Volunteers, and with the encouragement of our supporters and donors, have continued to remain vigilant in providing frontline support to all Queenslanders in need.

## A HOME OF HOPE

The housing crisis remained a critical concern for our Society in the last year, as vacancy rates plummeted to below 1% throughout the state.

While we continued to support those impacted and advocate for further social and affordable housing investments, it quickly became clear that we needed to be proactive and innovative in our response to this crisis.

**During the last year, we've been busy setting the groundwork for what will be the biggest single housing development program in our Society's 128-year history in Queensland – 500 Homes in Five Years.**

You can read more about this exciting housing development program on page 9 of this Report.



**Kevin Mercer**  
CEO

## LOOKING FORWARD

Over the last year, we have also been laying the foundations for the growth of our Society and our outreach with the development of our 2022-2027 Strategic Plan.

A big part of this plan is the growth and development of our Membership, as we look to boost our Conference and Member numbers, expand our reach and explore new opportunities for people to express their faith in action in support of their community.

I must also recognise Dennis Innes for his invaluable contribution as State President over the last four years, as we welcomed Trish McMahon as our first female State President to the role in mid-2022.

We have some very significant times for our Society ahead and I know Trish's guidance and leadership will be a critical part of realising our full potential.

With so many exciting opportunities on the horizon, I look forward to continuing this journey with all of you who raise our Society up as a beacon of hope for Queenslanders in need.

**Kevin Mercer**

**“During these challenging times, our Members, working alongside our Staff and Volunteers, and with the encouragement of our supporters and donors, have continued to remain vigilant in providing frontline support to all Queenslanders in need.”**

*– Kevin Mercer*

# LOCAL SUPPORT *Across Queensland*



## Our Diocese in Queensland

Our Members, Staff, and Volunteers support communities all over Queensland, from major cities to remote towns. Our Society in Queensland consists of eight Diocese who each service their own region of the state.

DIOCESAN CENTRAL COUNCIL	MEMBERS	CONFERENCES	VOLUNTEERS	VINNIES SHOPS	HOMELESS HOSTELS	VINNIES HOUSING PROPERTIES	AGED CARE FACILITIES
Far North Queensland	117	10	319	14	1	19	2
Townsville	247	18	573	19	2	14	2
Rockhampton	231	27	607	26	3	86	1
Northern	472	25	667	21	0	75	4
Brisbane	513	37	747	18	1	35	1
Western Brisbane	418	31	688	18	0	54	1
South Coast	358	27	674	25	0	76	4
Toowoomba	215	27	633	16	2	137	1
<b>TOTAL</b>	<b>2,571</b>	<b>202</b>	<b>4,908</b>	<b>157</b>	<b>9</b>	<b>496</b>	<b>16</b>

\* We also have several domestic violence shelters across the state, the locations have been withheld from this report to protect privacy.





# THE HOME OF

# Hope

We envisioned The Park as more than a shelter – it’s a place to provide new hope, confidence and opportunity to Queenslanders experiencing homelessness on their road to permanent accommodation

– Kevin Mercer



# THE PARK Hotel



Queensland Government

## A HOME OF HOPE IN SPRING HILL

Across from the stunning gardens of the Roma Street Parklands, a former Spring Hill hotel has been converted into a place of hope and shelter for locals experiencing homelessness.

After our Men’s Hostel in South Brisbane could no longer operate under new social distancing regulations, our Society was determined to reinvigorate our approach to homelessness support.

SVDP The Park, which opened in mid-2021, provides much more than just a warm bed to sleep in – our teams work with each resident on their own unique challenges and goals, to understand

them as individuals to help them in securing long-term accommodation.

Our teams provide on-site support, working closely with residents experiencing poverty, domestic violence, mental illness, family breakdown, and addiction. We help them build resilience and life skills with an aim to connect them into their local community.

With up to 79 residents staying at SVDP The Park at any given time, Staff work closely with Members from the Spring Hill Conference to ensure residents have what they need to be comfortable during their stay.

When a resident does find a permanent home, our Members also support them with a Starter Pack of basic household items, linen, and bedding, kitchenware, and more to help them to get settled into their new lives.

Supporting Queenslanders out of homelessness is a significant

undertaking and can often take many helping hands. When Members and our Programs Teams work side-by-side, we can deliver the best outcomes for people in need.

SVDP The Park is a special partnership between St Vincent de Paul Queensland and the Department of Communities, Housing and Digital Economy and is one of our biggest collaborative housing projects to date.

“We envisioned SVDP The Park as more than a shelter – it’s a place to provide new hope, confidence, and opportunity to Queenslanders experiencing homelessness on their road to permanent accommodation,” CEO Kevin Mercer said.

“We have already seen many success stories in The Park’s first 12 months of operation, and I have no doubt we’ll be seeing many more in the years to come.”

# SPIRITUAL ADVISOR'S *Message*



**Sr Mel Dwyer FdCC**  
State Spiritual Advisor

As the year draws to a close, we are reminded of the many opportunities we have had to be of service to those in greatest need.

On countless occasions across all parts of Queensland we have stood in solidarity with those who struggle, proclaiming the message of Christ, **which is that of hope**. We remain people passionately involved in advocating for those who are marginalised. At this time when new forms of poverty are constantly emerging, we have been prophetic, willing to think outside of the box as we dream together of new ways to reach those in need. At the

same time, we must continue to be people who don't just see ourselves as a lay Catholic organisation. We must remember that we are what is left of the Gospel in this moment.

Years from now, we will look back on this significant moment of history and remember all that we have experienced, both in the events of life and in the narrative of the St Vincent de Paul Society. Queenslanders continue to experience various forms of poverty, including the ongoing effects of the COVID-19 pandemic as well as the ever-worsening housing crisis. **Yet at this moment of great challenge there is also a great opportunity to influence the course of history through courageous innovation, as we discern future directions for the Society in Queensland.**

Let us continue to pray for the grace to listen to what the Spirit is saying to us, and to take steps to accomplish even greater things for the good of all those we assist by making a difference not just with our words, but with the witness of our lives.

With gratitude in our hearts for all 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**

**“Trusting in God, we move forward with courage, building unity through discernment, to discover and implement God’s dream for us, and the paths of action ahead.”**

*– Pope Francis*



# OUR Members

Our Members come from all backgrounds and walks of life but are united in their mission to serve their communities and help those in need.

Here are two of our committed Members who dedicate their time and efforts into building a better Queensland.

## NEIL REFLECTS ON 70 YEARS WITH THE SOCIETY

In 1952, a then 18-year-old Neil Bradley was approached by the President of the Ipswich Conference to become a Member of St Vincent de Paul Queensland and help his local community.

Now 88 years old and recently retired from the society, Neil looks back fondly on every moment over the last 70 years and cannot imagine life without the Society in it.

“Being a Member over the last few decades has been incredibly rewarding and is a really important part of my life,” he said.

“A lot has changed over the years – I remember when I was 19, giving a local woman who was struggling to put

food on the table 10 pence to get her through the weekend.

“The look of appreciation on her face is something I will never forget.”

Although retired, Neil is still an active member of the community and looks forward to more young people carrying on his good work, and the support that the Society provides.

**“The next generation of Members is really important in carrying on the genuine work that the Society does,” he said.**

For those who are considering becoming a Member, it’s a great opportunity to meet people and help others, even if it’s just lending an ear.”



Long serving Member Neil

## KATELYN FOLLOWS IN PARENTS’ FOOTSTEPS TO HELP HER COMMUNITY

After just one year as a Member of St Vincent de Paul Queensland, Port Douglas resident Katelyn Hall has already seen what a difference the Society makes in her community.

The 27-year-old was inspired to join by her parents and their work with the Port Douglas Conference.

“I’m incredibly lucky to be surrounded by the best Conference team – their passion for helping our community is what motivates me,” she said.

Katelyn said the Society had helped give her a unique perspective on helping those in need.

“It takes courage to ask for help,” she said.

“It’s important to educate the community that people receiving support are not lazy or to blame – most have just fallen on hard times.”

Katelyn said she was looking forward to growing as a part of the Society.

“I’ve just landed a new role as a Twining Correspondent for a Conference in India and I’m excited to share with them what we do here and learn more about their own community,” she said.

**“I can’t recommend being a Society Member enough – you’ve got nothing to lose but a lot to gain.”**



New serving Member Katelyn



# DIOCESAN Reports

## Far North Queensland Diocesan Central Council



**\$445,241**  
in support

**14,958**  
persons assisted\*



It goes without saying the challenges that most Diocese have encountered have been significant in the past year and this is no different for FNQ. The number of Companions requiring assistance this past 12 months has increased by 61% compared to last year. Our forecast for the next 12 months is not going to decrease, as we deal with the ongoing housing crisis, the cost of living, the loss of homes, and the mental anguish surfacing in the community.

We are very fortunate and blessed to have such a dedicated team of Members, Volunteers, and Staff to provide a 'Hand Up'. They have worked tirelessly this year, and we thank them for their support.

The appointment of a Schools Engagement Officer has seen some great achievements in the schools, with a seven-week intensive learning program and various workshops delivered across the dioceses.

We have had another successful year with our Skilling Queensland in retail program, with a new intake of 13 students with a result of eight students gaining employment. Our Vinnies Shop in Anderson Street, Manunda re-opened after being flooded and with its bright new refurbishment is performing extremely well. We opened our flagship store of 800 square metres at the Showground Shopping Centre with record making days. Despite the pandemic and drastically reduced tourism numbers through FNQ, our retail outlets have been performing very well and providing much needed assistance to our community.

Once again, we had a very successful Community Sleepout raising over \$52,000 towards homelessness in FNQ.

**President: Veronica Innes**  
**Executive Officer: David Monaghan**

## Townsville Diocesan Central Council



**\$659,505**  
in support

**23,298**  
persons assisted\*



The 2021-22 year has challenged and excited us. We have been challenged by the ever-increasing living costs and a housing crisis that seems to be going from bad to worse. We are excited by the acquisition of facilities that will enable the Diocese to more effectively meet the needs of people.

The Society is unable to adequately meet the needs of people. The average family is finding it increasingly difficult to make ends meet. More and more employed people are turning to the Society in an attempt to meet their financial commitments. People on social security are finding it impossible to put adequate meals on the table. The rental situation is dire, especially in an area where there is so little affordable housing.

Government funding received to build resilience in the Winton and Richmond Shires will be used very well.

We are excited to now have a first-class warehouse, retail and Vincentian and administration facilities. This new complex will ensure that the Society will be able to move in a different direction and meet the ever-increasing demand for services. Staff, Volunteers and Vincentians will shortly have a safe workspace.

Successful festivals have been held in Proserpine and Townsville. It was heartening to see so many Volunteers and Vincentians in attendance in Proserpine. One also came away with a sense of how important it is, to do those little things that help to change things for the better, that we might never have imagined.

**President: Allister Crocker**  
**Executive Officer: Sharon Nicholson**



## Rockhampton Diocesan Central Council



**\$677,131**  
in support

**17,952**  
persons assisted\*



The Rockhampton Diocese have been busy assisting Companions throughout the region. Support Centres in collaboration with Foodbank and associated Fairshare, SecondBite, Coles, and Aldi together with some of our local agencies have provided food, clothing and shelter to those in need. We have also worked with several schools to assist families and Companions put food on the table, and provided a total of 350 Christmas Hampers over the festive season.

Our strong youth program continues to engage students with inspiring activities to develop awareness of our mission. Young Vincentian Formation and Training continues to be a main focus for our youth team. Young Members take part in training to create programs for our younger recruits. This process ensures clear transition pathways from school engagement to Conference Membership. The focus with Mini Vinnies Retreats saw us meeting the faces behind the scenes.

Our Vinnies Shops continue to provide a strong fundraising source for our good works. Staff and Volunteers have attended mission sessions and have a good understanding of why we do what we do. Our Reconciliation Action Plan (RAP) engagement continues with many events held across the Diocese for National Reconciliation Week and NAIDOC Week.

With the growing concern of homelessness in our region we have some exciting housing projects proposed for the near future, that would greatly benefit the region.

**President: Peter Dougherty (formerly Philip Cranny)**  
**Executive Officer: Tanya Doherty**

## Northern Diocesan Central Council



**\$1,893,954**  
in support

**39,161**  
persons assisted\*



The last year was an extraordinary year for Northern Diocese as we were faced with many challenges. Through COVID-19, flooding and significant weather events impacting our many communities, the cost of living continuing to rise, and the housing crisis escalating to new highs were just some of the challenges impacting our Conferences and Members, Staff and Volunteers.

Despite the challenges, our Conferences and Members remained committed to providing much needed support to those in need, often having to perform their good works in difficult circumstances. Although all Conferences in the region reported an increase in homelessness support services, there is continued positivity throughout as we have also welcomed 81 new Member's throughout the year which has assisted in keeping up with the demand of support needed in the region. With this increase in new Members, we are keen to see their fresh ideas and enthusiasm in action as our Conferences continue to tackle the challenges in the year ahead.

Northern held our first official CEO Sleep Out on June 23rd which was a great success. The event was held at the Noosa Surf Club, where 50 sleepers spent the night rough on Noosa Main Beach, raising over \$197,000 to support homelessness projects.

Our Reconciliation Action Plan (RAP) has strengthened our work throughout the year as our Murgon Conference continue to engage in the local Cherbourg communities. We have rolled out RAP shirts to all throughout the Diocese who are proud to represent and support the RAP, and plans are in place for future Cultural learning experiences for the year ahead.

**President: Beryl Rowan (formerly John Harrison)**  
**Executive Officer: Lisa Baker**

\*persons assisted may include support to an individual on more than one occasion.

# DIOCESAN Reports

## Brisbane Diocesan Central Council



**\$1,813,671** **34,958**  
in support persons assisted\*



Homelessness has been a continuing challenge throughout the year, with more people sleeping rough in the city and resources stretched to breaking point to meet the growing demand.

With COVID-19 creating further challenges, we worked together with our Conferences and regional Councils to fill in visitation gaps and expanded our use of Microsoft Teams to help our Companion outreach.

While our Fortitude Valley Centre of Charity had to close after 33 years on location, we welcomed the replacement in mid-2022 at a new site nearby.

We also welcomed a new Shop in Virginia – the largest of our 18 Vinnies Shops in the Brisbane Diocese – which has already proved to be a popular destination for local op-shoppers. A new satellite warehouse opening at Geebung also granted us additional space for sorting and storage of donations.

We welcomed the appointment of a part-time youth worker to support school engagement. This school engagement continues to be a great way to encourage community support in young students and we received \$23,000 worth of Christmas Hamper donations from local schools in late 2021 to distribute to our Companions.

Our Mary Immaculate Conference in Annerley celebrated 100 years of service in March 2022 as Vincentians from the region joined Conference Members for a special celebration Mass.

**President: John O’Gorman (Trish McMahon to June 2022)**  
**Executive Officer: Ray O’Donnell**

## Western Brisbane Diocesan Central Council



**\$1,457,060** **33,145**  
in support persons assisted\*



The last year has not been without its challenges as the Western Diocese battled through devastating floods and effects of COVID-19 – all while continuing to support those most vulnerable in the region.

In the first half of the financial year, Indooroopilly was the initial epicentre of the Queensland Government’s COVID-19 household quarantining directive. Conferences across the Diocese worked together, doing a great job supporting those isolating with delivering groceries and pharmacy items to those in need.

February brought forth unprecedented rainfall causing devastating flooding across the Western Diocese. Our Vincentians were there working on the ground, providing hope and support to those who had lost everything. Our Conferences in Ipswich alone distributed more than \$600,000 in assistance from the flood appeal, providing emergency crisis accommodation, and material needs.

Many of our retail shops were also impacted by the floods, with Oxley, Gatton, Grovely, and Sumner Park all having to close for repairs. Our Volunteers and Staff did such an amazing job at cleaning up these stores to return them to their former glory.

Over the last year, we saw the initiation of the St Thomas Aquinas Virtual Youth Conference. This Conference enables Youth from across the State to join and attend online meetings, whilst collaborating and participating in the Good Works of the Society.

It’s an exciting time for our Western Diocese as our St Leonard’s Prison Conference successfully took over operating the MacKillop Gate Ministry (Blue Bags). The Sisters of St. Joseph have provided Blue Bags to released prisoners since 2014 as they re-enter society. Often released prisoners have very little, with no money and no support network to contact for help. These Blue Bags provide them with the everyday necessities they need and is a great initiative to help ex-prisoners as they start to rebuild their lives.

**President: John Hollamby**  
**Executive Officer: Liz Ward**



## South Coast Diocesan Central Council



**\$1,299,822** in support  
**28,978** persons assisted\*



Throughout the year, our Members continued the good works of our Society in the spirit of our founder Frédéric Ozanam, despite COVID-19 continuing to put a strain on our Members and Staff.

In response to the pandemic and the February 2022 floods, our virtual team deftly worked at assisting people impacted.

In January 2022, we saw the retirement of Diocesan President Garry Webb and welcomed John Blake to the role. We offer Garry our special and heartfelt thanks for his great efforts and continued support.

We commenced the pilot De Marillac Pathways Program in March 2022 from our Southport Hub, an exciting program that assists survivors of domestic and family violence, homelessness, or mental health issues to find and sustain meaningful employment.

This program has already shown its worth in providing a 'hand-up', in the spirit of our Society's mission.

The last year also saw the extensive renovation of our Burleigh Shop and our Victoria Point shop moving to a bigger location with built-in facilities for our Members.

In late 2021, we established a South Coast Scholarship Program to assist in furthering the education of locals in need.

At the end of the financial year, we saw another very successful CEO Sleepout at CBUS Stadium, exceeding our fundraising target by raising more than \$655,000.

We have formed a Community Sleepout Committee for 2023 and are looking forward to distributing these funds to support our housing and homelessness efforts in Logan and Springwood Regions.

**President: John Blake (Garry Webb to January 2022)**  
**Executive Officer: Kris Martin**

## Toowoomba Diocesan Central Council



**\$911,257** in support  
**22,192** persons assisted\*



The Toowoomba Diocese has had a challenging year; with drought in some regions, floods in others, COVID-19 still in our midst and the housing crisis causing a large rise in Companions seeking assistance.

As always, our dedicated Vincentians have risen to the challenge.

Despite the challenges, we have much to celebrate – with extensive consultation, our Toowoomba Strategic Plan was established and with mission, vision, and prayer, we will be able to move forward and be sustainable into the future.

We also welcomed Shane Blakeley as our new President at our successful Roma Festival Meeting in March, as we recognise and thank Margaret Lawton for her four years of service in this role.

Our Retail strategy is coming to life with refurbishments in Dalby, Roma, and Chinchilla, while our Youth teams have seen some great growth and development through the Buddies Programs and Camps, Sense Program, and the Ozanam Leadership Program.

Our Vincentian Housing committee remain dedicated to assisting tenants with socialisation and friendship, with several engagement activities such as barbecues held throughout the year, as the committee supports the planning of future housing projects.

With the ongoing support of the Sisters of Mercy, our Education Scholarship program will continue for the next two years and support breaking down barriers of education.

Our Migrant and Refugee Conference, Holy Angels, has been successful in a second grant to provide driving lessons to new arrivals to the region. This has been a very successful program, with many receiving their driver's licence.

**President: Shane Blakeley (Margaret Lawton to March 2022)**  
**Executive Officer: Kathie Brosnan**

\*persons assisted may include support to an individual on more than one occasion.

# 2022 FLOOD

## *Our Response*



### When floods again devastated our state in 1974 and in 2011, our Society was there to help.

When flood waters returned to destroy homes and livelihoods in February 2022, our Society sprang into action to be there once more for our communities, and support Queenslanders on the daunting journey to rebuild their lives.

“We know from experience that the journey to recovery is long – we’re still supporting Queenslanders who lost everything in the 2011 floods,” CEO Kevin Mercer said.

“But long after the waters have subsided and the disaster becomes little more than a memory for most, we will still be there to help.”

Members across south-east Queensland worked tirelessly to secure emergency accommodation and distribute clean clothing, bedding, food vouchers, and more. Our Gympie Conference even worked alongside emergency services

hastily packing emergency hampers to be airlifted to those stranded by flood waters.

We also received incredible support from the community, with more than \$3.1M raised in our 2022 Flood Appeal including a significant and much appreciated donation of \$500,000 from the State Government.

“We had hundreds of calls a week from flood impacted Queenslanders looking for help – many left homeless for the first time in their lives,” Mr Mercer said.

“As terrible as this event was, it was a reminder just how much Queenslanders are there to support each other through our toughest times.

In the last financial year, our Society supported nearly 3,500 people impacted by floods and drought and will continue to be there for Queenslanders on the long journey to rebuild their lives.



Members in Gympie worked with the SES to deliver food and essentials to those cut off by flood water.





**Our state is no stranger to natural disasters. In fact, it was the Great Flood of 1893 that marked the beginning of our Society's community work in Queensland.**



**Member Maree providing much needed support to Jacinta at her flood impacted home back in February.**

## JACINTA'S STORY

When water started seeping into to the bedroom of her Windsor home, Jacinta knew this was no ordinary rain event – after all, she lived on the second floor.

“We didn’t think the waters would rise so high and so fast,” she said.

“My roommates and I had just enough time to stuff a bag with our belongings, grab the cat and float them all on a surfboard out to safety.”

**As a St Vincent de Paul Society Youth volunteer, Jacinta is used to helping others and supporting**

**people experiencing homelessness – having no idea she would end up homeless herself. As someone who helps the community, after losing everything with no place to go it was time for Vinnies to help her.**

While she thankfully was able to secure a place to live with some friends, our Lutwyche Conference was able to support Jacinta with a hamper full of food, groceries and useful vouchers to help her get back on her feet as she began the road to recovery.

## JOANNE'S STORY

One morning, Joanne went to get out of bed – and immediately sank knee deep in flood waters.

Her Beerwah cabin had been ruined and she was now one of the thousands of Queenslanders left homeless by the February floods.

After being rescued by SES volunteers via boat, Joanne found herself with little more than a bag of clothes and valuables, living in a flood evacuation centre with many others impacted across the Sunshine Coast.

After our Landsborough Conference Members met with Joanne and heard her story, she was supported to stay in her room at a Beerwah Hotel and helped her start the process of looking for a new home, now with a secure place to stay in the meantime.

“I’d always known Vinnies as the place you go to buy secondhand goods,” she said.

**“I never thought one day they’d be helping me out of homelessness.”**



**Companion Joanne Moody lost everything when floodwater swept through her Beerwah home.**



# JARROD'S *Story*

## 'LOVED BACK TO LIFE' AT GILLIES HOUSE

Brisbane resident Jarrod has seen addiction destroy entire lives – his own included.

"For everyone I knew who were battling addiction or sleeping on the street, I haven't met a single person that didn't want to change. I haven't met anyone who didn't wish for a better life," he said.

For years, Jarrod sadly battled with addiction, ultimately leaving him homeless on the streets of Melbourne in the peak of the COVID-19 lockdown.

"I remember just thinking there was no escape for me – I wasn't going to make it out."

"I had lost everything, how could I ever start fresh without a place to live? How could I hold a job? How would I ever start again?" he recalled.

A desperate call to one of Jarrod's mentors and old friends became his first step in the escape he never thought possible.

Matt, who had his own inspiring experience overcoming addiction and homelessness, connected Jarrod to the St Vincent de Paul Society Queensland.

With a renewed sense of determination, arriving in Queensland Jarrod was offered a place in residential recovery-based program, Gillies House.

The support team at Gillies House met Jarrod with so much more than a safe place to sleep.

For the first in a long time, he was surrounded with people who wanted to see him succeed and greeted him each



**"How could I ever  
start fresh without  
a place to live?"**

*-Jarrod*

day with care and support as he embarked on his journey to recovery.

**"Vinnies does it different – they just get it right," Jarrod said.**

"That love and encouragement I had at Gillies, that gentle hand on the shoulder – it's unbelievable the difference it's made.

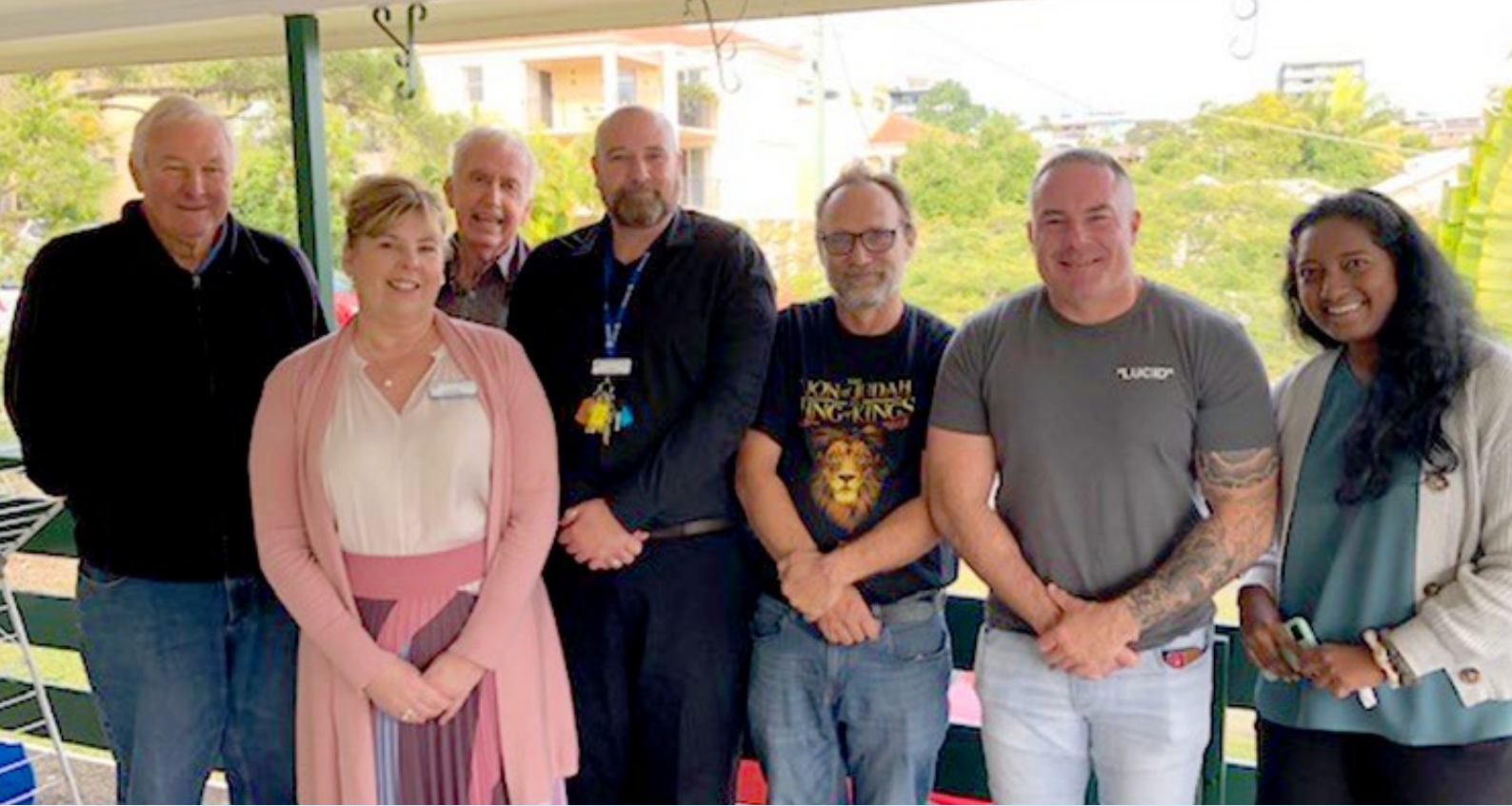
**"I feel like I've been loved back to life."**

After successfully completing the program at Gillies House, Jarrod secured his own apartment and now lives independently working full-time in Brisbane. He continues to be supported by St Vincent de Paul on his journey to rehabilitation and recovery.



Companion Jarrod shares how Vinnies QLD helped turn his life around.





# GILLIES HOUSE

## 40+ Years of Hope

If walls could talk, there's an unassuming six-bedroom house in Auchenflower that could tell you stories of triumph, tears, and tribulations spanning across more than four decades.

After more than 40 years of supporting men working through alcohol and other drug addictions to return to their communities post-rehab, St Vincent de Paul's Gillies House has closed its doors for the last time, making way for a mobile, and flexible support service.

The news was particularly bittersweet for Tyson Ashman who had not only helped countless men on the journey to rebuild their lives as an in-house Client Outcome Facilitator, but recalled his experiences as a client of Gillies House, successfully overcoming his own addictions.

"I've seen countless success stories in just over 12 months working at Gillies," Tyson said.

**"It makes me wonder – just how many people have had their lives changed here over the 40 years?"**

Prior to 2019, the operation of the house was overseen by a volunteer management committee, composed of members like former Chair Tony Foran.

"One can only marvel at the transformations I saw – I must express my gratitude to my fellow committee Members and the Vincentians who laid our foundations over the last 40 years," he said. But when one door closes, another opens, and Tyson is excited to continue rehabilitation support work with St Vincent de Paul Queensland.



"The building may be closed but now, we're hitting the road," Tyson said.

"We've launched the Pre and Post Community Care Team, funded by Queensland Health – a new mobile service that works with people of all genders who are preparing to enter or exit rehab."

"It's a much more flexible service. We can meet people where they're at, and not just in a physical sense.

Tyson said he looked forward to continuing to offer a hand up to others in their journey to recovery.

"I know I felt really supported in my time as a resident of Gillies House and that's what I want others to experience too," he said.

"It's a difficult process and it's easy to lose hope at times.

**"But I can say from the experience of myself and the countless success stories I've seen, anything is possible."**

# THE HOME OF *Housing and Homelessness Support*

Supporting Queenslanders experiencing homelessness to secure housing is a significant part of our mission – but no amount of determination could change the fact that there still is simply not enough affordable and social housing available.

In response to this critical housing crisis, our Society found new ways to innovate and expand the way we deliver homelessness and housing support.

## OUR CHALLENGE

Rental vacancy rates lower than

**1%**

as low as 0.1% in areas of regional Queensland

Social housing waiting list ballooned to more than

**50,000**

Queenslanders – a growth of 80% in just four years

More than

**500,000**



Queenslanders have likely experienced homelessness in their lifetime

Interstate migration to Queensland saw net gain of

**30,939**



people in 12 months, adding to housing pressures and competition

## OUR RESPONSE

The lack of affordable, social, and crisis accommodation remained one of the biggest challenges for our Members, Housing, and Support teams. But despite facing an uphill battle, we persevered to help however we could.

Members turned to hostels, hotels, caravan parks, and sometimes even tents as a last resort to provide accommodation to Queenslanders in need.

Our Society, in collaboration with Vinnies Housing, continued to advocate to our political leaders as we began to lay the foundations of our biggest housing development program to date, 500 Homes in Five Years.



**3,556**

supported by our Specialist Homelessness Services



**103,597**

nights of accommodation provided to vulnerable Queenslanders



**50%**

of those supported by our Specialist Homelessness Services secured sustainable housing



# THE HOME OF *Financial Wellbeing and Support*

As rents continued to soar in the last year, Queenslanders saw no relief at the supermarket registers, fuel pumps, or on their utility bills as costs of living increased across the country.

With JobSeeker returning to below poverty rates with the removal of the coronavirus supplement in early 2021, our Society worked to help struggling Queenslanders keep a roof over on their heads and food on the table.

## OUR CHALLENGE



Cost of living increased by

**6.1%**

in Australia in 2022 – the highest growth since 2009



An estimated

**600,000+**

Queenslanders are living in poverty



**1 in 5** children growing up below the poverty line

The cost of rent in Queensland rose by an average of

**9%** for units **13%** for houses in the last 12 months

## OUR RESPONSE

Rising costs of living, including rental pressures, saw a significant growth in the requests for help we received as more and more lower income Queenslanders found themselves struggling to get by.

Our No Interest Loans (NILs) team saw a record number of requests in the last year, as well as the introduction of a NILs program specifically for vehicles.



**\$9.8M**

provided by our Members for emergency relief



**215,550\***

Queenslanders supported with emergency relief



**\$3.7M**

in food and voucher support provided



**780**

NLS and NLS4Vehicles loans provided across Queensland

\*may include support to an individual on more than one occasion.

# THE HOME OF *Aged Care and Support*

Over the last year, we have seen COVID-19 remain a part of everyday life, continuing to impact the health and wellbeing of some of our most vulnerable Queenslanders and mature-aged residents.

When it came to looking after our Ozcare residents in the aged care facilities, retirement villages, and those in their own homes, our team continued to remain vigilant, taking extra precautions to ensure their health and wellbeing was their number one priority.

## OUR CHALLENGE

Approximately

**50%**

of individuals aged over 60 are at risk of social isolation



**1 in 3**

older Australian report feelings of loneliness

People over

**60**



still at high risk of serious illness from COVID-19 as it remains prominent in the community

## OUR RESPONSE



**88,015**

immunisations administered by Ozcare nurses as part of the School Immunisation and Workplace Flu Vaccination Programs



**8,770**

clients services were delivered through the Commonwealth Home Support Program

**8,941**

clients services were delivered through Home Assist Secure services



**58,957**

answered calls to 1800 Ozcare



**3,000+**

residents supported in Ozcare aged care facilities and retirement villages

**15,000+**

clients supported through aged care, home care, NDIS services, and more



# THE HOME OF *Opportunity, Education, and Employment*

Every individual, irrespective of their background, has the right to earn and learn. Our specialist services empower Queenslanders and assist them to overcome education and employment barriers.

Across the state we continue to deliver various education programs to remove barriers and set Queenslanders up for long term success.

## OUR CHALLENGE

**210,604**

Queenslanders on JobSeeker surviving on below-poverty income



Lack of housing impacting job security for so many Queenslanders



**\$76,745**

is the average cost of a 13 year public-school education for one child in QLD



COVID-19 still causing job uncertainty and stress for many industries



## OUR RESPONSE

Society programs include Skilling Queenslanders for Work (SQW), and the Clemente Scholarship support students with qualifications and training opportunities in an inclusive environment.

Our **Children's Education Fund (CEF)** saw a significant increase in applications, with more than 4,000 students supported with educational expenses, thanks to generous donors who gave more than \$370,000.

In March 2022, the Society launched a new education program on the Gold Coast called **De Marillac Pathways** that works with domestic and family violence victims, generously funded by the St Baker Family Foundation.



**59%**

of Clemente participants completed a full semester in higher education



**\$1.2M**

in financial assistance provided for education and employment purposes

**87%**

of SQW participants attained a nationally recognised qualification

**52%**

of SQW participants found employment

# THE HOME OF *Family Support*

We aim to support families, children and young people become safe, strong, and resilient.

A strong family bond is important for growth and security – but sometimes those bonds can get fractured or broken along the way. Our Society endeavours to rebuild and strengthen family connections through counselling and assistance, while also providing support and shelter to victims of family and domestic violence.

## OUR CHALLENGE

Domestic violence continues to be the leading cause of homelessness for Australian women and children:

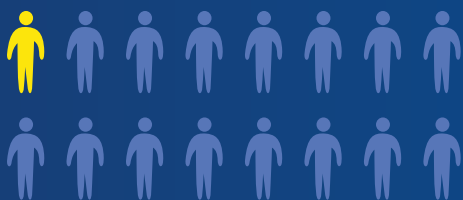
Australians that have experienced domestic violence

**1 in 6** women



and

**1 in 16** men



**41%**

Australians seeking homelessness support had experienced domestic and family violence



## OUR RESPONSE

Our Child and Family Services continues to work with parents and their children to repair family breakdowns and encourage healthy, stronger family bonds.

While this process can be long and full of complex challenges, the end result is worth it.

Our Society throughout Queensland also works with survivors of domestic violence to help them secure a safe place to live. However, the severe state housing shortage saw longer crisis accommodation stay times resulting in fewer opportunities for families to transition from shelters and back into community housing.



**521** families  
**1,185** children  
assisted to strengthen family bonds by our Child and Family Services



**128** women  
**208** children  
escaping domestic and family violence were supported by our women's refuges

**85%**  
parents in this service reported improved parenting and life skills

**96%**  
children reported they felt more safe and secure as a result of our services



# MEET *Leah and Charlotte*



## Domestic violence is the number one cause of homelessness for women and children.

Five years ago, Leah fell pregnant with her then boyfriend. What was supposed to be the beginning of Leah's happy family, quickly turned into a living nightmare.

"He would kick my pregnant stomach. I was terrified for the baby," she said.

Once Leah's baby was born, she experienced real love for the very first time.

Clinging onto hope, Leah thought the baby's birth would mean the end of the violence against her. But it didn't stop. In fact, the violence escalated.

Leah knew that she'd do anything to protect baby Charlotte.

But once Leah's boyfriend became aggressive to baby Charlotte, she knew she had to leave.

**For two frightening years, Leah and Charlotte were homeless, living in their car and spending their days in parks because they had nowhere else to go.**

Thankfully, Leah was brave enough to reach out for help and was connected with her local conference and Members.

With the support of St Vincent de Paul and Vinnies Housing teams, together they were able to help Leah and Charlotte get back on their feet, and into safe and secure housing.

"Vinnies saved my life," said Leah.

"From helping to find a home, to setting us up with some furniture, clothes, and even toys. Thanks to the help I got, I'm now getting to be the mum I always wanted to be.

"I don't know how to say thank you, but every time I look at my little girl I am so, so thankful," said Leah.

Today, Leah and Charlotte continue to be supported by St Vincent de Paul Queensland Members, Housing and Support staff, who are with her each step of the way on her journey to healing.



**"Vinnies saved my life." — Leah**

# THE HOME OF *Community Connection*

During a year of natural disasters, uncertainty, and stress, the Society helped to support not only Queenslanders from all walks of life, but newly arriving migrants, refugees, and those fleeing their war-torn countries.

## OUR CHALLENGE



### Thousands

of refugees flee to Queensland from their war-torn countries

Nearly

### 1,500

people in immigration detention in Australia



### 568

people in community detention in Australia



### 11.5%

Queensland has the highest youth disengagement rate for employment and education

## OUR RESPONSE

Our migrant and refugee services has seen the Society working closely with the Ukrainian Community of Queensland to support arriving families who are fleeing their war-torn country.

In support of our work in the community over the last year, Vinnies Youth experienced growth in all its programs. A virtual Youth Conference, St Thomas Aquinas, was launched in 2022, facilitating Vincentian membership for our army of youth volunteers, and is continuing to expand across our many Dioceses. Our Migration Advice Service provided record breaking support over the last year, assisting with free migration visa advice.

### 95%

of VoRTCS (Volunteer Refugee Tutoring & Community Support) families reported improvements in learning English

### 91.2%

of settlement service clients saw an overall positive improvement in their circumstances



### 1,398

instances of Companion support by a Youth program



### 320

Youth Volunteers giving 8,121 hours of time



### 19,721

school students engaged with Vinnies through social justice service learning or appeals.





## SUPPORT FOR OUR NEW QUEENSLANDERS

The helping hand of our Society is extended to anyone who needs it, including those arriving in Queensland to escape war, poverty, and unrest in their home countries.

After conflicts escalated in Ukraine over the last 12 months, the Ukrainian Community of Queensland (UCQ) received an overwhelming amount of community donations and reached out to St Vincent de Paul Queensland for help with distribution.

Our Society decided to step up our response and include \$35,000 worth of grocery and Vinnies Shop vouchers to UCQ to distribute to Ukrainian refugees – many of whom are arriving here with little more than a single suitcase of belongings at best.

“Many refugees arrive here with little belongings, no support network and no access to Centrelink,” CEO Kevin Mercer said.

“Through our partnership with UCQ, we can help new arrivals get a head start and the vouchers will empower them to make their own choices about what they need most.”

## AN URGENT REQUEST FOR AFGHAN ARRIVALS

It was a Friday morning in August 2021 when our Society received an urgent request from the Department of Communities, Housing and Digital Economy.

Dozens of refugees had arrived in Brisbane from Afghanistan, managing to escape their country after a major Taliban insurgency and arriving with only the clothes on their back.

In response, our Brisbane Members sprang into action, gathering emergency supplies including hygiene products, toothbrushes, toothpaste, shampoos, baby lotions, and clothing, and even books and toys for the younger arrivals.

In less than a day, our Members were able to gather and distribute hampers for all 60 arrivals – a truly commendable effort!

In January 2022, we were able to provide further support to Afghan refugees again; working with the St Peter and Paul Bulimba parish social justice group and the SJ Group to provide laptops to 25 young student migrants in support of the commencement of their TAFE studies.



Vinnies Members packed up 25 laptops which were given to Afghan community representatives. These laptops were then handed over to 25 evacuees from Afghanistan 18-25 years of age who were welcomed to Australia with open arms and who started studying at TAFE in 2022.

“Growing up poor in a family of eight, I never thought one day I would have my own computer. Thank you.”

— Zainab

Afghan refugee



# RECONCILIATION Update

## UNITED IN RECONCILIATION

The launch of the Society's Reconciliation Action Plan (RAP) Innovate in June 2021 served as an exciting and important opportunity for us to grow our community outreach and better include and consider Indigenous people in our ongoing mission to support Queenslanders in need.

Since the start of our Reconciliation journey, we have seen more than 1,100 Members, Staff, and Volunteers from our Society take part in our RAP Sessions, building their cultural awareness and knowledge to better inform their day-to-day support with the Society.

Indigenous Lead, Leon Epong said the journey towards reconciliation was not something achieved overnight, but rather something to build on each day as we set our Society up for long-term changes.

"A big part of our Reconciliation efforts this year were around education and ensuring our Society teams understand why reconciliation is important," Mr Epong said.

"As well as building our educational resources, we've also really started to create more visibility in this space – incorporating Indigenous artworks in our Shops, support centres, clothing, and publications and developing an Acknowledgement and Welcome to Country framework for our organisation.

"With these foundations, we can move to looking at the bigger picture and continue exploring real actions in our communities."



Students from The Murri School at their Year 12 formal which was sponsored by Vinnies QLD

## OUR RECONCILIATION JOURNEY – THE NEXT STEPS

We are looking forward to several exciting opportunities in our reconciliation journey for 2022-23, including:

- Meeting and exploring relationships with the Woorabinda Indigenous Community (south-west of Rockhampton)
- Continuing our engagement with the Cherbourg community, including investigating opportunities through our Vinnies Youth program
- Continuing to grow our youth engagement in Yarrabah in Far North Queensland
- Outreach in Innisfail, including developing towards an Elders Story Telling Program and Whole of Community Meal program

- Continuing the development and implementation of Diocesan level Indigenous Engagement Plans to guide stronger engagement and relationship building with local Indigenous communities
- A four-day, 100km Reconciliation Pilgrimage Walk highlighting the intersection of our Vincentians Spirituality and stories from our Traditional Owners
- A three-day State Council Cultural Immersion Program.





# VINNIES RETAIL *and Volunteers*

## VINNIES RETAIL STORES

Over the last year our retail sector has been faced with multiple challenges including impacts from devastating floods and COVID-19.

Still feeling effects from COVID-19 isolation requirements, our retail stores faced Volunteer shortages, which was only worsened by the floods in February – leading to shop closures and uncertainty of opening hours.

Despite these challenges, our Vinnies Stores across the state collectively broke records, generating over \$37.5M in sales throughout the year, setting us 5% ahead of our mid-year forecast. This amazing result has contributed significantly to the support our Members provide to local communities across Queensland.

Our 50% off sale in June saw over **72,500 thrifty shoppers** come through our doors spending over \$1M! **Making it the most successful retail sale Campaign in Vinnies Queensland history!**

Of course, none of this success would be possible without the amazing work and support from **our Staff and over 4,000**



Volunteer Helen and Shop Manager Debbi from Vinnies Annerley

**Retail Volunteers** who have been there every step of the way, dedicating their time to serve with Vinnies.

Moving forward our goal is to be Queensland's Charity of Choice in the recycled retail space, providing equitable access and a rewarding customer experience for all of our shoppers – all in support of the good works that Vinnies Queensland provides to those most in need.



## MEET PETRUS FROM VINNIES BOONAH!

Petrus is one of the friendly faces you might see when visiting our Boonah store! Petrus says that he really enjoys meeting new people and loves looking after all the pre-loved treasures that come into store.



## MEET CATHY FROM VINNIES MORAYFIELD!

Volunteering for just over a year now at our Morayfield store, Cathy says she has learnt so much about retail since starting and loves merchandising the items. Cathy says it's been a great opportunity to make new friends with other Volunteers and also customers that pop in to get their thrift shop on!





2022 Vinnies QLD CEO Sleepout Ambassadors

# CEO SLEEPOUT 2022

## VINNIES CEO SLEEPOUT RAISES A RECORD BREAKING \$2M

23 June saw leaders in business, community, and government come together like never before – joining forces to make the 2022 Vinnies CEO Sleepout, the best one yet.

For the first time in its 13-year history, the Queensland event saw record breaking participation and fundraising across CEO Sleepouts (Brisbane, Sunshine Coast, Gold Coast) and Community Sleepout events across Toowoomba, Rockhampton, and Cairns.

Thanks to the incredible fundraising efforts of our dedicated CEO and Community Sleepout participants, we raised a record breaking \$2M.

These funds will support our vital homelessness and housing programs, including our goal of building 500 new homes across Queensland to accommodate our most vulnerable residents.

A big thank you to each of the Sleepout participants, those taking part in their own communities and of course our donors and sponsors who put forward their compassion, time, and motivation to join the fight against homelessness in Queensland – making this year our most successful Sleepout yet.



Participants at the CEO Sleepout 2022

**Thanks to the incredible fundraising efforts of our dedicated CEO and Community Sleepout participants, we raised a record breaking \$2m.**



# OUR GENEROUS *Supporters and 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 our good works throughout our communities.

Andre Van Der Merwe  
Ann Giaiotti  
Anton Mogg  
Aurizon Community  
Australian Catholic University  
Australian Government Department of Home Affairs  
Australian Government Department of Industry, Innovation and Science, Energy and Resources  
Australian Government Department of Infrastructure, Transport, Cities and Regional Development  
Australian Government Department of Social Services  
Australian Ursulines  
Awards and Trophies  
Bailey Rodrigues  
Baker Family Charitable Foundation  
Banana Shire Council  
Barbara Mary Ryan and Eva May Ryan Trust Fund  
BDO  
Blue Shadow Group  
BP Australia  
Bradley Reid  
Brisbane City Council  
British And American Tobacco  
Byron Rienstra  
Cabrimi Health  
Cairns Community Sleepout Organizing Committee  
Catherine Kennedy  
Cbus Super Stadium  
CCA (Coca-Cola Amatil)  
Cedric Rodrigues  
Centacare FNQ  
Central Highlands Regional Council  
CEO Institute  
Channel 9  
Chris Munday  
Clark Kirby  
CM & JA Whitehouse Foundation  
Colin Wheeler  
Common Ground  
Community  
Cory Charitable Foundation  
Dan Carroll  
Daryl & Carole Pryke  
Daughters of Our Lady of the Sacred Heart  
David Smulders  
Dean Woodbridge  
Deborah Brown  
Deirdre Cassin  
Desley Sullivan  
Dick Thornton  
Document Solutions  
Dominos  
Estate of Leonard James Dunne

Estate of the Late Brian Robert Daly  
Estate of the Late Cecelia Brazil  
Estate of the Late Cecil John Hogan  
Estate of the Late Desmond John Hickey  
Estate Of The Late Gwendoline Alford  
Estate of the Late Joan Daphne Annesley  
Estate of the Late John Anthony Griffin  
Estate of the Late Mark Francis Downing  
Estate of the Late Mary Margaret Fitzmaurice  
Estate of the Late Mary Monica Harland  
Estate of the late Peter McGennis  
Estate of the Late Timothy Terrence Mahony  
Estate of the Late Walter Joseph Giugni  
Estate of Yvonne Mary Mayes  
Evo Group  
Fernway PTY LTD  
Finkel Foundation  
Fitzpatrick Family Charitable Trust  
Flannery Foundation  
Flinders Shire Council  
Frawley Medical  
G & O Mulcahy Barnett Family Foundation  
Gavin Loyden  
Gelato Messina  
Geoff Rodgers  
Gold Coast City Council  
Good Shepherd Australia and New Zealand  
Grill'd  
Guy Mason  
Herbert Smith Freehills  
Hilary Davern  
Holy Spirit Missionary Sisters  
IGA  
Ipswich City Council  
Irene Patricia Hunt Memorial Trust  
Jamie Preston  
Jano Kotzas  
Jean Goodhind Baker Memorial Trust  
Jeanette Allom-Hill  
Joe Ganim  
John & Gay Hull  
John A Greig  
John Ralph  
John W Cartwright  
Jon Coombes  
Julie-Anne Moran  
Karen Phillips  
Karen Phillips Corporate Communications  
Ken Noye

Keri Juice Blenders  
Lana Hill  
Lander & Rogers  
LawMaster  
Little Company of Mary Health Care Ltd  
Lockyer Valley Regional Council  
Lord Mayor Charitable Trust  
Louise Carrigan  
Malcolm Gray  
Mannu Kala  
Matt Kratiuk  
Max & Judy Bohlscheid  
Melissa Dwyer  
Merlo Coffee  
Micah Projects  
Michael Hill  
Michael Ravbar  
Minh Tran  
Missionary Franciscan Sisters of the Immaculate Conception  
Mitsubishi Development Pty Ltd  
Moira Kelly  
Mt Franklin  
Multicultural Australia  
Nakie Blankets  
National Australia Bank  
National Council of St Vincent de Paul  
National Farmers' Federation  
Next Hotels Brisbane  
Nick Herron  
Nick Jorss  
Noosa Shire Council  
Office of the Lord Mayor  
oOh! Media  
Pandanus Catering  
Patricia Westlake  
Paul Ganim  
Paul Heenan  
Pavetta Foundation  
Pavetta Foundation  
Peter David McGennis Memorial Trust  
Peter Drew  
Peter Ganim  
Pub Choir  
Queensland Country Press Association  
Queensland Government Department Justice and Attorney General  
Queensland Government Department of Children, Youth Justice and Multicultural Affairs  
Queensland Government Department of Communities, Housing and Digital Economy  
Queensland Government Department of Corrective Services  
Queensland Government Department of Employment, Small Business and Training

Queensland Government Department of Health  
Queensland Government Department of Transport and Main Roads  
Queensland Government of the Premier and Cabinet  
Queensland Revenue Office  
Queensland Treasury  
Ray White Surfers Paradise  
Religious of Queensland  
Rob Molhoek MP  
Robert Ell  
Rockhampton Regional Council  
Rodger Whitby  
Rosie's  
RRT (Rapid Relief Team)  
Sally Graham  
Scott Watson  
Sisters of Mercy Brisbane  
Sisters of the Good Samaritan  
Sky News  
Smartcomm  
Southport Yacht Club  
St Baker Family Foundation  
St Joseph's, Biloela  
St Vincent's Health Australia  
St Vincent's Private Hospital Northside  
Stephen Marshall  
Suncorp  
Sunshine Coast Council  
Supre Foundation  
Surome & Genevieve Singh  
Susanne Smith  
Tamara Hall  
The Australian  
The Brand Makers  
The Cory Charitable Foundation  
The Courier Mail  
The John Thomas Wilson Endowment – Perpetual Foundation  
The Lyone Foundation  
The Queensland Federation of Taiwanese Associations  
Tony Houlahan  
Toowoomba Community Sleepout Committee  
University of Queensland  
Victorian Catholic Community  
Vietnamese Community SA  
Village Roadshow Theme Parks  
Visy  
Warren Castray  
Wesley Macdonald  
Westpac Private Bank  
Whitehouse Foundation, CM & JA  
1300MEDICS

# VINNIES HOUSING

## Report



**Greg Coghlan**  
Chair

While the housing crisis and cost of living escalated alongside demand for services throughout 2021-2022, so did our progress on our growth strategy to establish 500 homes over the next five years.

As the Society's subsidiary community housing provider, we have worked closely with the Society's leadership to grow our collective development capability and identify several housing projects. A key highlight has been the achievement of conditional funding approval to deliver a substantial project pipeline which, once successfully negotiated, will result in a 43% increase to our current portfolio and deliver 75% of our targeted growth objective.

We have also worked purposefully with the Society, government, other service providers, religious orders, and the community to advocate and increase support for people experiencing housing insecurity across the state. Again, this year, we have been humbled and are grateful for the generosity of the Society's donors, supporters, and bequestors.

Their caring has enabled many vulnerable individuals and families across Queensland to access safe and affordable housing. We also thank our key funders, partners, and supporters, without whom, we could not provide the scale or scope of services that we offer. Everyone deserves a safe and affordable place to call home.

Throughout the year, we have maintained our compliance with our key stakeholders and funding partners and implemented a range of initiatives to strengthen our governance, risk management, and compliance capability, safeguarding our ability to continue to deliver and grow our housing services and to improve the future outcomes for the people we serve.

To the Vinnies Housing Board, our staff, and the Society's State Council and Executive Leadership Team, your support, your willingness to embrace both change and challenge, and to go above and beyond for the people we assist, and to all that have contributed to making Vinnies Housing a success, thank you.

It is with pride that we join with the Society to present our year in review.



**Sharon Shearsmith**  
CEO

**A key highlight has been the achievement of conditional funding approval to deliver a substantial project pipeline which, once successfully negotiated, will result in a 43% increase to our current portfolio and deliver 75% of our targeted growth objective.**



# OZCARE

## Report



**John Thomas**  
Chairman



**Anthony Godfrey**  
CEO

## DRIVEN BY OUR MISSION

Since the beginning of the pandemic, our staff have worked tirelessly to ensure the safety and wellbeing of our clients. These efforts only escalated when the borders opened at the end of 2021.

We witnessed firsthand the additional requirements placed on our staff. Mandatory vaccinations, screening before shifts, temperature tests, regular Rapid Antigen Testing and wearing of PPE. These precautionary measures have come at a time when the aged care industry was already under pressure from intense media scrutiny and staff shortages.

It is humbling to see the dedication amongst our community and their unwavering commitment to supporting our clients to live their best lives. We are deeply grateful for the genuine care and concern shown by our people in looking after our clients and one another.

## OUR ACHIEVEMENTS

In September 2021, the board and executive announced Ozcare's Strategic Vision for the next five years. Our goal is to become Queensland's leading provider of aged care, community and health services, caring for our community in both a financially and environmentally sustainable manner.

## OUR PEOPLE

We extend our thanks and appreciation to outgoing Director, Professor Susan Dann, who retired from the Board of Ozcare at the end of 2021. We warmly welcomed Robert Baker and Chris McMillian to the board in January.

It is an exciting time for Ozcare with a clear direction for our future. The incredible efforts of our staff and their ongoing loyalty and commitment to our mission and values, and our Ozcare community puts us in a strong position going forward.

In closing, we pay tribute to our Directors and our wonderful team of dedicated people. Thank you for caring for our community.

## Key highlights for 2021-22

- Our unwavering focus on the delivery of high-quality care and effective communication across our 16 aged care facilities to keep residents safe and families well informed throughout the pandemic
- Reassuring clients it is safe to receive services throughout the pandemic and servicing our highest number of Home Care Packages and NDIS participants to date
- The transfer of Delamore Retirement Community from the Missionary Franciscan Sisters of the Immaculate Conception to Ozcare
- Construction progress on Rendu Towers, Ozcare's new flagship vertical retirement village in Newstead
- The commissioning of an additional ward at Canossa Private Hospital to achieve full occupancy.

# VINNIES HOUSING 2018–2023

## *Strategic Plan*

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

### 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 to support those we assist.

# OZCARE 2022–2026

## *Strategic Vision*

A full copy of Ozcare's Strategic Vision 2022-2026 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.



# STRATEGIC PLAN *2017-2022*



## 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

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.

# STRATEGIC PLAN 2022-27

## *Building on Hope*



## GROWTH AND DEVELOPMENT OF MEMBERSHIP

Developing and growing Vincentian spirituality, forming and sustaining faith, and vocational work is critical to our Members' engagement and satisfaction, and the fulfilment of our Mission.



## BUILDING ON OUR HOUSING AND HOMELESSNESS RESPONSE

Through the collaboration of Vinnies Housing, Members, Volunteers, Staff, and partners, the Society will design and build new homes that are safe, secure, and affordable to ensure a true person-centred model is delivered.



## EXPAND AND IMPROVE OUR COST-OF-LIVING EMERGENCY AND DISASTER RELIEF RESPONSE

We will nurture and invest in the critical relationships between Members and Companions, as well as maintain strong funder relations, investment in research, and improved practice in service delivery.



## ADVOCACY AND INCLUSION FOR HIGHLY DISADVANTAGED

We will drive systemic and policy change to achieve positive social impact for highly disadvantaged individuals across the state, and advocate for system changes required to improve the lives of those experiencing disadvantage.



## UNITING OUR PEOPLE IN RESPONSE

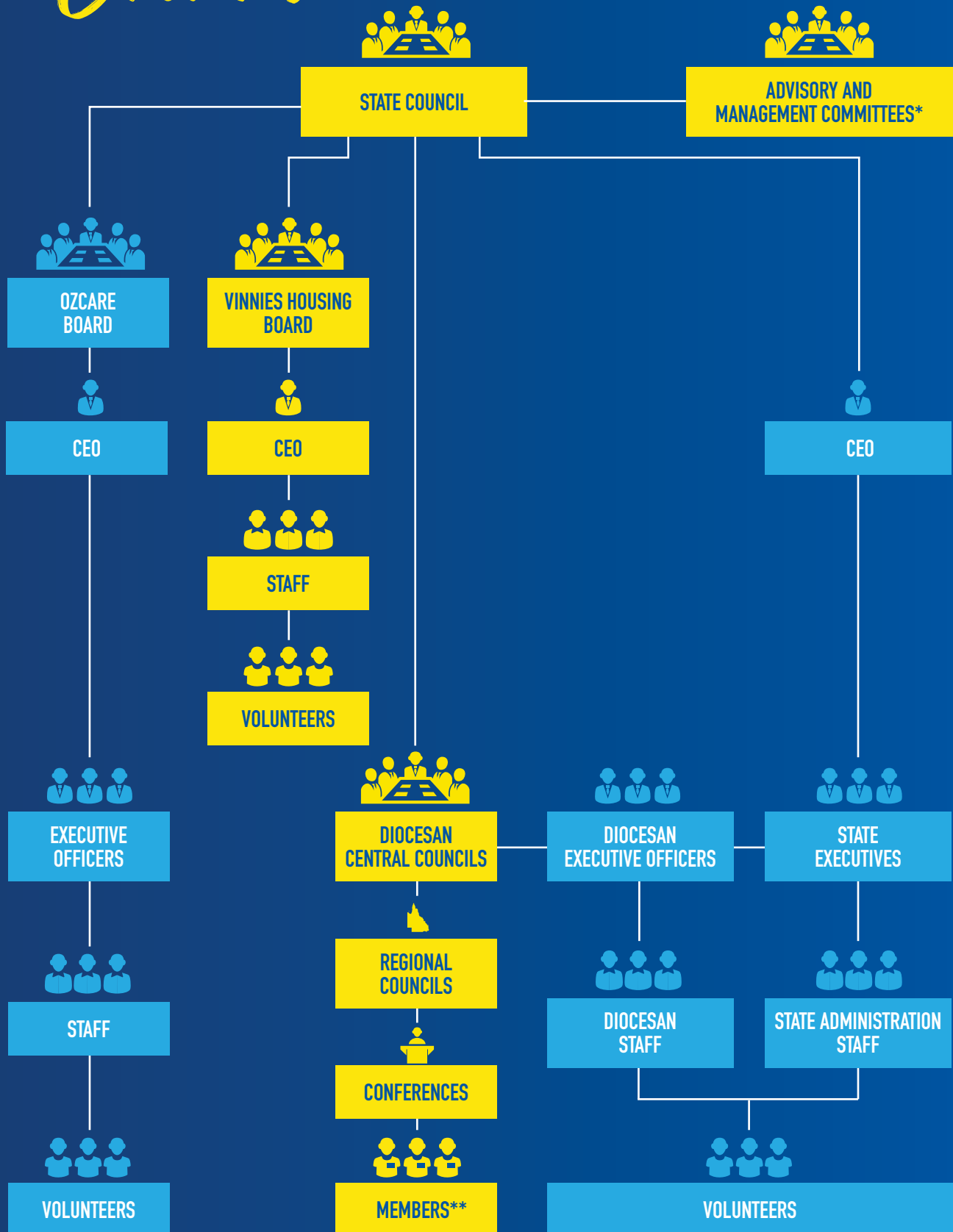
Our Members, Volunteers, Staff, and partners will continue to deliver assistance and support to those in need, in a manner that respects our history and ethos, promotes diversity and inclusion, and offers rewarding experiences.



## INVESTING IN OUR GOVERNANCE AND RESOURCES

Investing in our governance, resources, and communication capability is critical to supporting all our initiatives. We recognise the need for Environmental, Social, and Governance (ESG) responsibility, measuring our social impact, meeting regulatory and legislative compliance, and prioritising our risk management plans.

# 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





This year, we have embraced our courage and resilience to adapt to changing and challenging environments, with a strong focus on our values and connection to mission, ensuring we continue to support our people to do their good works in our communities.

We have implemented our Membership and Volunteer database VIPS (Vinnies Information People System) which allows for direct connectivity to our people through an online portal. Our Society has developed and expanded our learning and development area as we acknowledge the importance of training and investing in our people.

Our commitment to personal health and safety is paramount through our dedication to mental health and wellbeing directives and workplace compliance resources being released and implemented.

## OUR MEMBERS

Our **2,570** Vincentians are the backbone of our Society state-wide, 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 **4,908** Volunteers give their time and expertise to support our good works through our Retail Shops, programs, youth support and offices. Their contribution is invaluable in helping us achieve our good works throughout the community.

## OUR STAFF

Our **610** Staff Members (365 full-time, 215 part-time and 30 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	610	4,908	2,570
Ozcare	3,694	158	N/A

### Associate Life Membership Awards

**FNQ:** Daniel Twomey, Patrick Kelly

**Townsville:** Noel Hardwick, Alan Valentine, Brian Cox, Jean Tanzer, Gordon Ford

**Northern:** Donald Joiner

**Western:** Lindsay Wratten

### Vincentian Cross Award

Matthew Nunan (Brisbane)

## SVDP QLD VALUES AWARDS

### Excellence in Leadership – Valmay Burns, Multi Centre Coordinator (Rockhampton)

For her leadership, commitment, and enthusiasm in supporting the operations of Vinnies Retail Centres and retail growth and development within the Rockhampton Diocese.

### Excellence in Planning and Delivery – Naomi Hird, Retail Operations Manager (Western)

For her responsiveness to challenging circumstances, adaptability, and commitment to ensuring best outcomes and streamlined services for the Western Diocese.

### Excellence in Safety and Wellbeing – The Fundraising, Marketing and Communications Team

For their thorough and pro-active approach to the Safety and Emergency Plans for the 2021 CEO Sleepout, including producing an extremely comprehensive Risk Assessment.

### Excellence in Customer Service – The Migration Advice Service

For their responsiveness, enthusiasm and commitment to delivering free visa advisory support services to residents across Queensland who are unable to afford the professional services of a migration agent or lawyer.

### Excellence in Values – Sandy Hang, VoRTCS Program Coordinator

For her work as VoRTCS Program Coordinator, supporting volunteer tutors to feel connected to our mission, consistently advocating for refugee families within Australia and never giving less than 110% in all she does.

# OUR Governance

The Society relies on 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 join in Conference work. 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 ten meetings (three of which were strategy sessions). Formal meeting attendance is noted below:

STATE COUNCIL MEMBER	NUMBER OF MEETINGS HELD DURING THE MEMBER’S TERM	NUMBER OF MEETINGS ATTENDED
Dennis Innes	7	7
Annette Baker	7	7
Matt Nunan	7	7
John Thomas	7	7
Brian Headford	7	5
Amanda Rickman	7	7
Dan Carroll	7	7
Lachlan Dent	4	2
Stephanie Veitch	3	2
Garry Webb	4	3
John Blake	3	2
John Harrison	5	5
Beryl Rowan	2	2
Philip Cranny	7	6
Margaret Lawton	4	4
Shane Blakeley	3	3
Allister Crocker	7	4
Veronica Innes	7	7
Patricia McMahon	7	7
John Hollamby	7	6
Sr Mel Dwyer	7	4

## 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.



# STATE COUNCIL *and Executive Teams*

## STATE COUNCIL



Left to right: Stephanie Veitch, John Thomas, Matt Nunan, Veronica Innes, Shane Blakeley, Dan Carroll, Annette Baker, Beryl Rowan, Susan Dann, John O’Gorman, Amanda Rickman, Brian Headford, Sr Melissa Dwyer, Philip Cranny, John Blake, Peter Dougherty. Front: Patricia McMahon, Dennis Innes. Absent: John Hollamby, Allister Crocker.

## EXECUTIVE LEADERSHIP TEAM



Left to right: Joe Duskovic, Sharon Shearsmith, Kirstin Hinchliffe, Kevin Mercer, Sam Hill, Jackie Youngblutt, Drew Eide. Absent: Anthony Nowak.

# 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

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	5	5
Gary Searle	5	4
Annette Baker	5	5
Sonya Ryan	5	4
Nicholas O'Connor	5	5

These entities deliver key services to the poor and are governed by skills-based boards appointed by State Council.

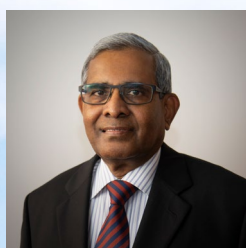


# HOUSING *Board*

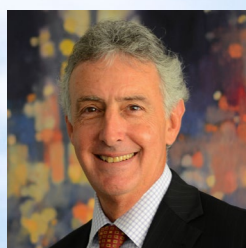


Left to right: Chantel Tse (to Nov 2021), Nick O'Connor, Annette Baker, Sharon Shearsmith, Greg Coghlan.  
Absent: Gary Searle, Sonya Ryan, Paul Luton (from Nov 2021).

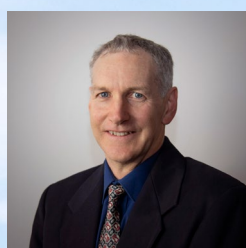
# OZCARE *Board*



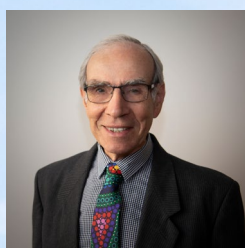
**John Thomas**  
Chairman



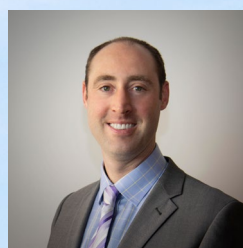
**Robert Baker**  
Non-executive Director



**Peter Driver**  
Non-executive Director



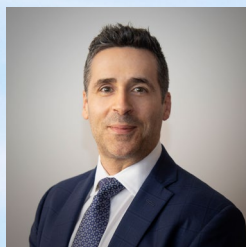
**John Forrest**  
Non-executive Director



**David Masters**  
Non-executive Director



**Christine McMillan**  
Non-executive Director



**Declan Rooney**  
Non-executive Director



**Glynis Schultz**  
Non-executive Director



**Professor Susan Dann**  
Outgoing Director  
(Retired 31 December 2021)



**Sister Mel Dwyer**  
Spiritual Advisor



# TREASURER'S *Report*



**Dan Carroll**  
State Treasurer

In my sixth Treasurer's report I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) achieved a surplus of \$12.7m for the year ended 30 June 2022.

This result, whilst lower than last year which was abnormally affected, has been achieved in the slow recovery of a global pandemic, notwithstanding increasing global economic and geo-political uncertainties.

The year can be seen as two separate halves. In the first half of the year, we continued to battle the economic effects that COVID-19 brought us. Disrupted supply channels, reduced consumer confidence, working from home and mask mandates affected our staff, our customers and our volunteers. We closed certain retail shops due to lack of volunteers, and we put all non-essential capital and operational expenditures on hold.

In the second half, SEQ endured yet another flooding event, our shops operated well, we took advantage of the lowest interest rates offered in a generation and committed to build a new aged care/retirement living facility at Newstead (\$158m), we purchased the adjoining property to our head office (\$6.5m), and re-committed ourselves to our mission of doubling our housing stock within five years.

We see this is as a time of consolidation and expansion. Whilst our internal processes may have significantly changed post-COVID, the Society continues to offer the same dedicated, compassionate service to those seeking assistance in Queensland as we have for the last 125+ years.

**“We see this as a time of consolidation and expansion.”**

*– Dan Carroll*

Our consolidated revenue grew from \$412.8m to \$434.7m, an increase of \$21.9m or 5.3%. This is largely attributed to the increase in operational aged care funding at the newly completed facilities at Mackay and Toowoomba, the recently acquired Southport and Oxley aged care sites, and Canossa Private Hospital. We recall that the Society received some \$5m COVID related payments last year, and we recorded a huge gain on the Society's investment portfolio compared to a small loss this year. We are very appreciative of the many supporters of our fundraising events, appeals and bequests, for without this assistance the Society would not be able to offer the services it does.

Key resource allocation continues to be our Aged Care and Community Care & Health, and the newly acquired Private Hospital, which are Ozcare's core mission.

These services now represent approximately 78% of the group's total revenue.

Net assets at 30 June 2022 total \$488.4m. 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, the integration of pre-existing aged care facilities at Southport, Oxley and Nundah, together with the Oxley private hospital. There are significant capital initiatives for 2022-23, including completing the flagship aged care project at Newstead, and agreeing funding terms with the State Government to commence construction on five new housing projects.

Attention is again drawn to the consolidated position which discloses a net deficiency of working capital totalling \$335.4m. This deficiency arises due to the classification of resident liabilities \$294.1m as a current liability in accordance with Australian Accounting Standards, whereas the assets to which these same liabilities relate (Property, Investment Properties and other investments) are 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. Special thanks are extended to our recently resigned CFO Ms Deb Nisbet who gave 13 years to the Society and made my life as Treasurer so much easier. We are indeed fortunate to have such a sound financial base from which to grow the Society's presence here in Queensland.

**Dan Carroll**



# VALE

May we remember the Vincentians we have lost during the year and recognise their impact on their community, fellow Vincentians and loved ones.

## DIOCESE: TOWNSVILLE

NAME	CONFERENCE
Margaret Laun	Holy Spirit, Cranbrook
Lynda Mullamphy	St Mary's, West End

## DIOCESE: ROCKHAMPTON

NAME	CONFERENCE
Harold Bambrick	St Joachim's, Rockhampton
Laurence Conaghan	St Joachim's, Rockhampton
Marian Filippini	Immaculate Heart of Mary, Bundaberg; Bundaberg Family Support Centre
Patrick Ogden	Sacred Heart, Barcardine
Mary McDougall	St Dymphna's, Mackay
Raymond Gunning	St Mary's, South Mackay; Our Lady of Perpetual Help, Mackay Hostel
Thomas Ryan	St Francis Xavier, West Mackay; Mackay Family Support Centre
Denise Carroll	St Mary's, North Rockhampton
Mervyn Deakin	St Joseph's, Rockhampton

## DIOCESE: NORTHERN

NAME	CONFERENCE
Marie Farendon	St Patrick's, Gympie Conference
Anthony Hickey	Bribie Island Conference
James O'Driscoll	Our Mother of Perpetual Help, Ozanam Villa; Our Lady of Miraculous Medal, Margate
John O'Donoghue	Our Lady of Miraculous Medal, Margate

## DIOCESE: WESTERN

NAME	CONFERENCE
John Bowen	Sacred Heart, Booval
John Vanderbyl	Sacred Heart, Booval
John Thornton	Our Lady Queen of Apostles, Stafford
Peter O'Donnell	Our Lady Queen of Apostles, Stafford

## DIOCESE: FAR NORTH QUEENSLAND

NAME	CONFERENCE
Vincent (Paul) Kneubuhler	St Teresa's, Ravenshoe

## DIOCESE: BRISBANE

NAME	CONFERENCE
Rory McMahon	Our Lady of Mt Carmel, Coorparoo
Gerry Smith	St Elizabeth's, Ekibin
Peter Ham	Real Presence, Nundah
Sylvia de Luca	St Fabian's, Yeerongpilly
Rob Marsh	St Joachim's & St Agnes', Holland Park/Mt Gravatt
Darcy Jeffries	St Paschal's, Wavell Heights
Marion Chisholm	St Paschal's, Wavell Heights
Joseph Serge Florent	St Oliver Plunkett, Cannon Hill
Norm Pledger	St Oliver Plunkett, Cannon Hill
Nigel Richards	St James, Coorparoo
Fr Joseph Visentin CS	Holy Spirit, New Farm
Cheryl Deguara	St Bernard's, Upper Mt Gravatt
Mary Cusack	St Catherine's, Wishart
Carmel Rowan	Mary Immaculate, Annerley
Marie Mitchell	Mary Immaculate, Annerley

## DIOCESE: SOUTH COAST

NAME	CONFERENCE
Maureen Thornton	St Edwards, Daisy Hill
Barbara Anderson	Infant Saviour, Burleigh Heads
Bernice Muir	St Rita's, Victoria Point
Carmel Blewitt	St Rita's, Victoria Point
John Lynch	Holy Family, Runaway Bay
Grace Ogilvie	Holy Family, Runaway Bay
Ian MacLellan	St Mary of the Cross, Birkdale Conference
Kevin Hickey	Infant Saviour, Burleigh Heads

## DIOCESE: TOOWOOMBA

NAME	CONFERENCE
Leona Murphy	St James & St John, Clifton
Ron Caldwell	Sacred Heart, Toowoomba
Michael Bathersby	St Joseph's, Stanthorpe
Rod Hetherington	St Patrick's, St George
John Faulkan	St Mary's, Warwick

**"We cannot better assure our eternal happiness than by living and dying in service of the poor."**  
*— St Vincent de Paul*

# GLOSSARY

## COMPANIONS

The people we provide assistance to. This term reflects our mission to walk alongside those in need to support them on their life journey.

## CONFERENCE

Local groups comprised of Members, focused on supporting their community.

## DIOCESE

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.

## LAY CATHOLIC

Members of the Catholic Church who are not clergy, Bishops, Priests or Deacons. St Vincent de Paul is a lay Catholic society.

## MEMBER OR VINCENTIAN

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.

## PROGRAMS

Services provided by the Society that offer specialist support, including training and education, crisis accommodation, support work, counselling, drug and alcohol rehabilitation, and more.

## VOLUNTEERS

People who contribute their time and efforts to the Society who are not Conference Members. This includes Volunteers in our Shops and Programs.

# 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

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**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

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

/vinniesqld

@vinniesqld

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

/ozcareaustralia



St Vincent de Paul Society  
QUEENSLAND

*good works*