



Annual Review 2023

Commitment
Compassion
Change

Vinnies WA offers vital support and guidance to people in need, helping to change the lives of thousands of West Australians.



Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples, as the Traditional Custodians of this land, with deep respect. May Elders, past and present, be blessed and honoured. May we join together and build a future based on compassion, justice, hope, faith, and reconciliation.



This publication may contain images of deceased members of the Aboriginal and Torres Strait Islander community. They are used with the greatest respect and appreciation.

Privacy Statement: The St Vincent de Paul Society (WA) Inc adheres to the Australian Privacy Principles and respects the privacy of the people it assists, its members, volunteers, employees, donors and supporters. As a result, some of the images and names of the people the Society has assisted may have been changed in this publication.

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A message from our State President and CEO

It is with great pleasure that we present our 2023 Annual Review, which looks at Vinnies' achievements over the last financial year, as well as the challenges we faced as an organisation and as a community.



There are very few people who haven't been affected in some way by the rising cost of living, with the most vulnerable members of our community being hardest-hit.

This is clearly reflected in the increasing demand for our Emergency Assistance and Support Program.

In the past financial year, the assistance to households increased by 15 percent and the number of home visitations by our dedicated

members as well as client interactions in our Support Centres increased by 11.5 percent.

Meanwhile, our financial counsellors supported families who have to make tough choices about whether to put food on the table or fall behind on rent or mortgage payments by helping them deal with debts and manage their finances.

Alongside the rising cost of living, mortgage and rental stress are having a devastating

impact on West Australian families and many families are finding themselves on the precipice of homelessness.

In this challenging environment, we work every day to help thousands of West Australians to stay in their home, to find pathways out of homelessness, and to improve their lives.

Against this backdrop, Vinnies can look back on a number of significant achievements over the past financial year, including:

- Strengthening the State President Housing Fund to further support people who are at very high risk of losing their homes due to overdue rent and housing-related bills;
- Launching the Compass program in our Passages Youth Engagement Hubs;
- Upgrading Vinnies Housing Plus properties, including the CROFT units (Community for the Restoration of Family Trust) which are located in Inglewood;
- Expanding and refurbishing our call centre – the Emergency Relief Service Centre – to meet growing demand;
- Launching the Women's Wellness Hub at Vinnies Mental Health Service;
- Completing 13 actions and 45 deliverables as part of our Reflect Reconciliation Action Plan;
- Recording an unprecedented \$20 million in revenue across our stores and the Distribution Centre;
- Raising \$797,013 at this year's CEO Sleepout;
- In partnership with the Ukrainian Association of Western Australia, assisting Ukrainian families who have fled the war in their homeland.

We want to express our deep gratitude to the people who make up Vinnies – our amazing members, volunteers and staff.

The positive impact Vinnies has on people's lives is only possible due to our incredible supporters, sponsors, donors and customers as well as government agencies and partner organisations – we thank you all!

We also want to express our deepest gratitude to the wonderful people that make up Vinnies – our extraordinary members, volunteers and staff.

As we have for so long, Vinnies is committed to continuing to walk alongside vulnerable West Australians in their time of need, because when times are hard, we're here.

With gratitude,

David Kennedy (State President)
Susan Rooney (CEO)

Key achievements



58,000+

West Australians supported



68,195

Emergency Assistance and Support services delivered



\$20 million

in Retail and Distribution Centre sales



Who we are

The St Vincent de Paul Society was founded in Paris in 1833 by a 20-year-old student named Frederic Ozanam. The Society was established by like-minded individuals who wished to put their faith into action to make a difference in the lives of disadvantaged people.

In Perth, Western Australia, the St Vincent de Paul Society was first established in 1865 by John Gorman. Today, the Society consists of more than 3,500 dedicated members and volunteers who assist more than 58,000 West Australians each year by providing a helping hand through food assistance, material aid, budget advice, shelter, advocacy, friendship and support.

Our mission

To live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our vision

The St Vincent de Paul Society aspires to be recognised as a caring charity offering “a hand up” to people in need. We do this by respecting people’s dignity, providing hope, and encouraging each individual to take control of their own destiny.

Strategic plan

Our services

Focusing on our strengths we deliver a range of effective services in partnership with others to meet the needs of the community.

Our people

Our people are our greatest asset. We create environments in which people are engaged, developed and recognised in ways that support their spirituality, beliefs and strengths.

Our sustainability

We create a vibrant, innovative, unified and sustainable organisation.

Our voice

We work tirelessly to create a more just and compassionate Society – one that is engaged with what we do and supportive of our mission.

Our values



Commitment

Loyalty in service to our mission, vision and values.



Compassion

Welcoming and serving all with understanding and without judgement.



Respect

Service to all regardless of creed, ethnic or social background, health, gender or political opinions.



Integrity

Promoting, maintaining and adhering to our mission, vision and values.



Empathy

Establishing relationships based on respect, trust, friendship and perception.



Advocacy

Working to transform the causes of poverty and challenging the causes of human injustice.



Courage

Encouraging spiritual growth, welcoming innovation and giving hope for the future.

What we do

We deliver person-centred care to people who are vulnerable and disadvantaged across Western Australia.

We are funded by a combination of:



Profits from Vinnies retail shops



Grants



Donations



Fundraising and events



Bequests



Corporate sponsorships

We deliver the following programs and services:



Emergency Assistance and Support



Recovery-focused Mental Health Service



Homelessness Services



Housing Plus



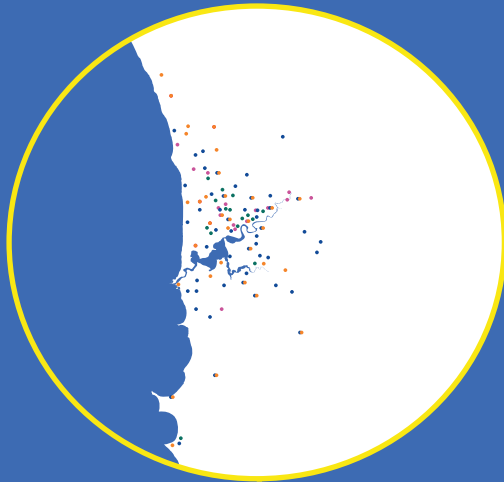
Financial Counselling



Youth Engagement

Vinnies WA offers vital support and guidance to people in need, helping to change the lives of thousands of West Australians.





36

Mental Health and
Homelessness Services locations,
including 28 individual units



34

Housing Plus properties,
including 8 individual units (CROFT)



54

Vinnies shop locations



74

Vinnies Conference
locations

A year in numbers



58,000+

West Australians helped in 2022/23 across Vinnies WA programs and services

Emergency Assistance and Support



45,000+

calls for Emergency Assistance



\$8.4m

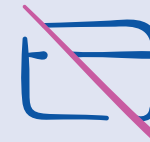
in assistance provided to people in need and program supports



25,321

emergency items delivered to people in need

Financial Counselling



\$2.79m

in debts waived through financial counselling sessions



18,423

face-to-face financial counselling sessions



15,093

National Debt Helpline financial counselling sessions

Specialist Homelessness and Housing Services



6,266

visits from young people to Passages Youth Engagement Hubs



360

distinct clients supported at Tom Fisher House



23,157

bed nights provided through Vinnies Housing Plus program

Vinnies Shops and Distribution Centre



54

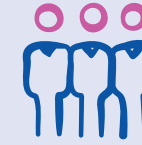
shops in Western Australia



587

tonnes of donations sorted and processed

Recovery-focused
Mental Health Service



3,339

members and volunteers



800,000+

volunteer hours worked



13,702

bed nights provided

United in Reconciliation

The launch of the Society's Reconciliation Action Plan (RAP) Reflect in 2021 served as an important step in allowing us to engage with staff, members, volunteers, and leaders in understanding the importance of reconciliation.

We have worked hard to develop stronger relationships with our Aboriginal and Torres Strait Islander stakeholders, and placed an increased focus on Aboriginal and Torres Strait Islander people we support.

Our Achievements 2023

We are proud of Vinnies' role in working to improve the outcomes for Aboriginal and Torres Strait Islander people through the services we provide. We have made progress towards achieving the actions planned in our first Reflect RAP.

- The most significant change is a greater emphasis on training staff, volunteers and members on our different cultural protocols and Cultural Awareness. By June 2024 we hope to have provided 4000 people with this training.
- Staff, members and volunteers demonstrated a strong desire to build their cultural knowledge and have requested cultural learning activities continue. We will extend current resources and include a variety of internal and external cultural learning opportunities.
- Staff who were not part of the RAP Working Group have contributed new ideas for future RAPs, indicating a heightened awareness of Aboriginal and Torres Strait Islander issues.
- We participated in internal and external National Reconciliation Week (NRW) and NAIDOC activities to enhance our

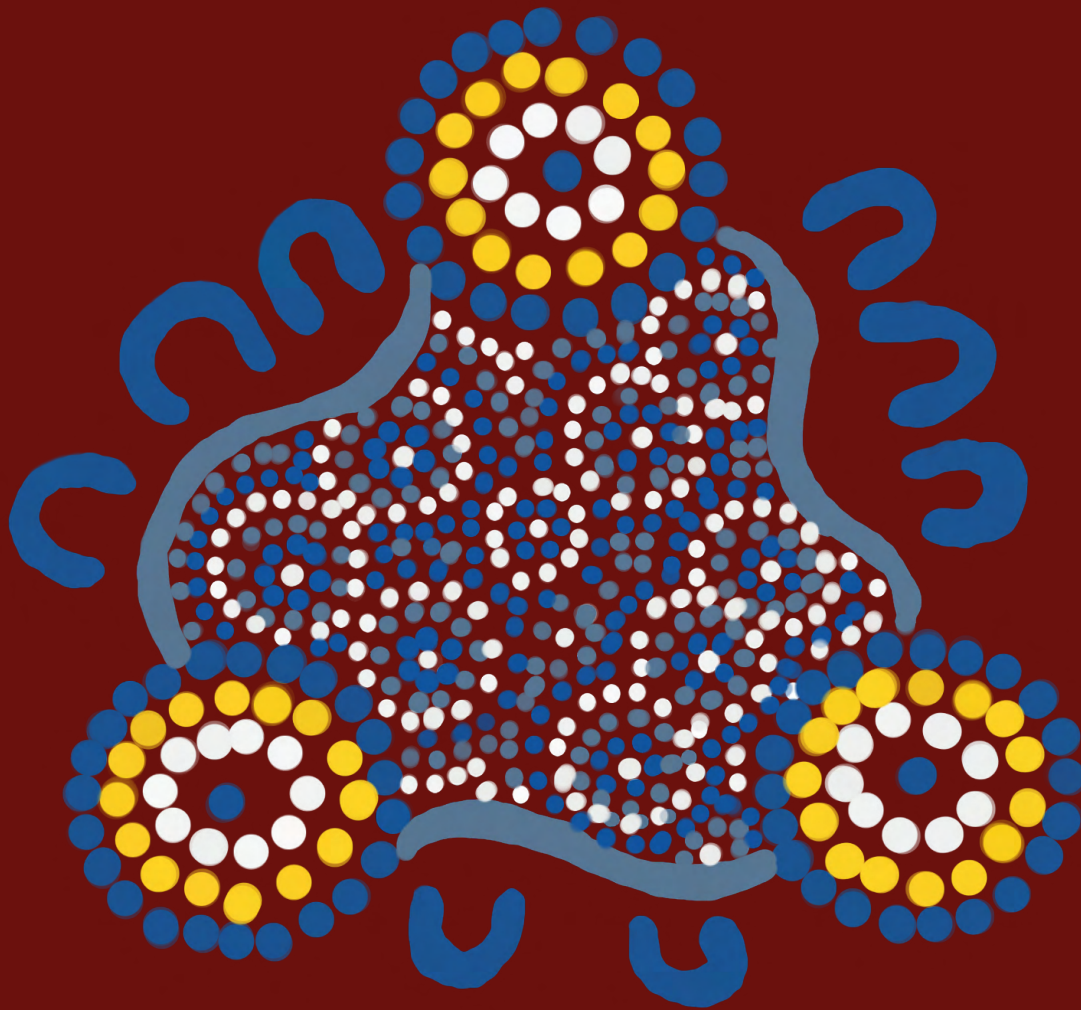
understanding, and increase respect for the experiences and perspectives of Aboriginal and Torres Strait Islander people. Staff also acknowledged the importance of Sorry Day for Aboriginal and Torres Strait Islander people by joining in the National Sorry Day bridge walk.

- A joint smoking and prayer ceremony was held to bless our new call centre and provide healing messages.

Key lessons 2023

In assessing the insights of Vinnies WA under our RAP, several insights were identified.

- Cultural capability is essential to the successful delivery of services to Aboriginal and Torres Strait Islander people.
- Client feedback is of utmost importance and our client survey was well received with many families willing to provide feedback.
- We must continue to determine and update our stakeholders so we can determine who and how we should engage in our reconciliation activities.
- Vinnies' profile and visibility needs to be raised to attract more Aboriginal and Torres Strait Islander staff, volunteers and members.
- We have seen greater uptake in Aboriginal and Torres Strait Islander volunteers, and this needs to continue.
- Our senior leaders must continue to play a part in reconciliation so we can continue to walk together in a profound spirit of reconciliation.



Our Services



Emergency Assistance and Support

Since 1865, home visitation has remained the core work of the St Vincent de Paul Society.

Vinnies volunteer members, known as Vincentians, respond to requests from people in need in their local communities by providing emergency assistance such as food, bill payments and rent assistance while offering advocacy, friendship and emotional support.

For Vincentians, home visitations and working in our Support Centres are an opportunity to provide a person-centred approach, meeting with people to obtain a genuine understanding of their situation and individual needs. There are currently 972 Vinnies members in Western Australia working across our 74 community groups, known as Conferences.

Against a background of the rising cost-of-living and increased housing stress,

our Emergency Assistance and Support Program delivered more services to clients than in previous years. While assistance to households increased by 15 percent, the number of home visitations by our dedicated members as well as client interactions in our Support Centres increased by 11.5 percent. More than half of the requests for assistance were for food (56 percent), followed by clothing (11 percent), and furniture and bedding (8 percent).

In total the Emergency Assistance and Support Program provided 68,195 services.

Vinnies also embarked on a new partnership with Foodbank in the past financial year, which, thanks to the Collier Charitable Fund, provided clients with a \$30 voucher and a six-month referral to Foodbank.

This partnership helped 1,518 households.



State President Housing Fund

The State President Housing Fund was established to support families and individuals at high risk of losing their homes due to overdue rent or other housing and accommodation expenses. The fund was also used to support families in crisis, who were living in temporary accommodation.

Following a review in September 2022, which showed very positive outcomes, the fund was continued with improved guidelines and processes, and more consistent data collection. In total, the fund assisted 145 clients. The value of the assistance was \$221,960, with over \$193,000 spent on providing rent assistance and the remainder helping with utility bills and other essential items.

Service Development

The Service Development function of the Community Engagement Program aims to improve Vinnies' service delivery capacity. It looks for ways of making the Emergency Assistance and Support Program better for clients, including linking with other Vinnies services and programs.

Over the past year, a number of projects have led to improved outcomes for clients, more efficient service delivery and better reporting on their impact.



Emergency Relief Service Centre

In 2023, the Canning Vale call centre was renovated and extended to provide space for double the number of call takers.

The new Emergency Relief Service Centre consists of service support officers, volunteers and community services students, who are able to complete practical assessments over the phone.

The Emergency Relief Service Centre received more than 45,000 calls last financial year, an increase of 13 percent compared to the year before.

Among the highlights was the assistance provided to more than 60 displaced Ukrainian families as part of a partnership with the Ukrainian Association of Western Australia.



972

Vinnies
members in
Western
Australia



74

Conferences



68,195

Emergency
Assistance and
Support services
delivered



13,158

households
assisted

Overseas Partnership Program

Vinnies members fund overseas programs to support people in need through our Twinning and Assist a Student Programs, as well as funding overseas community improvement projects.

The Twinning Program enables West Australian Conferences to collaborate and support their 'twin' Conferences overseas by providing funds for local projects. Typical projects include purchasing computers for students, training looms for weaving, machines to make fishing nets, and the creation of cow and goat banks.

The total funding for Twinning was \$47,800, while \$5,846 supported community projects and \$3,240 was spent on assisting students.

Meet Kelly

The rising cost of living hit Kelly particularly hard. The 46-year-old lives in a rental property with her family, which includes foster children and children from her extended family. With ever-increasing prices for basic necessities, she found it hard to stay on top of her bills.

Kelly reached out to Vinnies for support, with members in her local community listening to her story with empathy and understanding. They provided Kelly and her family with food, and assisted her to pay rent, car registration and a power bill. Kelly also received help and advice from a Vinnies financial counsellor. Thanks to the wrap-around support and the care from local Vinnies members, Kelly now has her finances under control and is able to provide for her family.



Volunteer Services

Volunteers are the lifeblood of Vinnies. Our volunteers fill important roles such as call centre call-takers, administrators, retail assistants, truck offsideers, fundraising event volunteers and retail supervisors.

As is the case in many other organisations, maintaining our volunteer numbers is challenging. Vinnies has focused on retaining volunteers by delivering an experience they find meaningful and rewarding. We also continue to invest in building the volunteer management skills of our staff.

Over the past financial year, the number of volunteers from diverse backgrounds increased, with many new migrants and refugees joining our retail teams, particularly in the South West. Volunteers were also provided with opportunities to engage in other areas of Vinnies' work, such as in the Joondalup Support Centre, where members and volunteers work together to deliver emergency assistance and support services.

In addition, 560 corporate volunteers from companies, schools and universities, built bedframes, made homeware packs, packed food hampers and sorted donated clothing in our Distribution Centre.

Vinnies currently has 2,275 volunteers working across our 54 retail shops and 92 volunteers in other programs. Our volunteer workforce made an extraordinary contribution of over 800,000 hours last year, with volunteers averaging a contribution of eight hours per week of their valuable time.



3,339

members and volunteers



Meet Maria

For Maria, volunteering is a great way of giving back to the community. She regularly gives her time and expertise answering requests for emergency assistance at the Emergency Relief Service Centre. After experiencing a personal tragedy last year, she decided to get out and do something for her community. A short time later, she began volunteering at Vinnies.

"I've never looked back. It makes such a difference to me and it is so rewarding. Once you put the phone down, you can say to yourself, at least the people I've spoken to are going to get a meal, and I've helped them," she says.

Youth Engagement

Vinnies WA provides young people with the opportunity to learn and make a difference in their community.

Vinnies Youth Engagement aims to strengthen our relationship with young people by engaging with schools and universities.

The program was reviewed in late 2022, resulting in the development of a three-year plan to increase the awareness of Vinnies in schools and to support advocacy, particularly in the area of homelessness prevention. The priorities identified in the plan include:

- Increasing the number of new Mini Vinnies and Young Vinnies groups in schools across WA;
- Strengthening the role of schools and universities in supporting the work of Conferences, specifically by increasing opportunities to engage with Vinnies key campaigns and learning about issues relating to homelessness;

- Developing a partnership approach that maintains ongoing engagement and delivers mutual benefits for both Vinnies and school communities.

Over the last financial year, our Youth Engagement program connected with 85 schools, including four schools outside the Catholic education sector, hosted 20 school sleepouts and set up 14 new Mini Vinnies programs.



14

new Mini Vinnies programs

Member Development

The Member Development program assists volunteer members in delivering Vinnies WA's mission in a changing world by managing, designing, developing, coordinating and conducting training programs for members across the state.

In consultation with members, a new training and development framework was developed in the past financial year, providing greater structure to member training, while e-learning training modules have been rolled out to diversify the learning options. Additionally, a training and development e-learning hub has been created for members, which provides access to tailored courses designed to enhance member's skills and knowledge.

Financial Counselling

Vinnies financial counsellors are qualified professionals who offer independent financial advice and advocacy for people in financial difficulty.

The need for financial counselling can arise from a diverse range of reasons. Our financial counsellors work with clients to achieve positive financial outcomes, helping them to avert financial crisis, reduce stress, and to give them their own capacity and confidence to manage their finances. Typically, this involves working with clients to gain a clearer picture of their financial situation, before helping them to make their own choices about the best way to resolve their financial problems.

Vinnies Financial Counselling is a free and confidential service. It is available in Joondalup, the Perth CBD, Rockingham, Mandurah, Bunbury and Busselton.

National Debt Helpline

Vinnies WA operates the National Debt Helpline in Western Australia. This service is often the first point of contact for people in financial crisis, and provides free professional information and advice regarding clients' financial situation and concerns. If a matter is more complex, clients are assisted to access their closest face-to-face financial counselling service.

The National Debt Helpline was part of a successful pilot program called BeBooked, which aimed to remove barriers for clients who need to attend face-to-face appointments. Funded by the Department of Social Services and managed by Financial Counselling Australia, the pilot involved financial counsellors finding appointments for clients with other agencies, instead of clients having to ring around themselves. The pilot proved highly successful, with almost 80 percent of clients attending their appointment.

Day in the life of a financial counsellor

To showcase the important work of financial counsellors, Vinnies hosted three sessions for representatives from Government and the private sector, in which they spent a morning with the National Debt Helpline team, listening to real calls and speaking to the team.

Our financial counsellors work with clients to achieve positive financial outcomes and confidence to manage their finances.



\$2.79m

in debts waived through
financial counselling
sessions



18,423

face-to-face financial
counselling sessions



15,093

National Debt Helpline
financial counselling sessions

Meet John

John suffers from a number of medical conditions that have prevented him from working, making it tough for him to make ends meet. While he received the Aged Pension, the cost of a private rental made it very hard for him to stay on top of his debts.

Owing almost \$36,000 to three different lenders, John reached out to a Vinnies financial counsellor for help. The financial counsellor successfully advocated for John with two banks, who waived a combined \$27,000 in debts. The other lender reduced John's debt from \$8,500 to \$6,000, halted any further interest charges and fees, and agreed to an arrangement where John now repays the outstanding debt in small increments.

With his debts under control, John has felt less stressed and been able to focus on his health, which has begun to improve.





Homelessness Services

Vinnies specialist homelessness services provide support to some of the most vulnerable members of the community. Clients are met without judgement, and treated with dignity and respect. They are provided with a safe and positive place in their time of need, and given help to achieve their life goals.

Vinnies homelessness services operate within a Low Threshold and Change model, enabling people who often can't access other services to be given highly specialised support to find a pathway out of homelessness.

Tom Fisher House

Tom Fisher House is an intensive intervention service for those experiencing long-term homelessness. The service provides free overnight accommodation with few barriers to entry. It is also a place of engagement in

which individuals are offered support to deal with challenges they are experiencing.

On any given night Tom Fisher House accommodates up to 12 adults. This includes both singles and couples - even pets are accommodated. The service provides up to seven nights' stay and is open between 5.30pm and 8am every night of the year.

To provide clients with a comfortable and relaxing space, one room at Tom Fisher House was refurbished to provide a space where clients could retreat to listen to music, participate in quiet activities or private conversations with soothing lighting and an oil lamp to enable them to regroup mentally and physically.

Staff assess each individual's needs, understanding the relationship between trauma exposure, homelessness, mental health, substance misuse and social disadvantage. Their aim is to work towards



3,963

accommodation nights
provided at Tom Fisher
House

finding a pathway out of homelessness and into permanent housing.

Christmas Day 2022 was a particular highlight for clients and staff alike, with Tom Fisher House staying open during the day to give clients an experience that many West Australians take for granted. Clients woke in the morning to find presents under a Christmas tree, followed by a cooked breakfast and delicious lunch. Clients were then able to spend the day relaxing, chatting to staff or taking leisurely afternoon naps, before tucking into leftovers for dinner.

**Clients are provided with
a safe and positive place
in their time of need.**



360

clients supported
at Tom Fisher House

Meet Cath

Cath is a survivor of family and domestic violence, who was caught in a cycle of homelessness when she first arrived at Tom Fisher House. Her physical and mental health were very poor, and life on the streets contributed to her decline.

Cath's time at Tom Fisher House allowed her to regain her strength and confidence by giving her a chance to rest and recover, and to eat nutritious meals. Within a few weeks, Cath connected with a number of services, including a community housing provider.

She has since transitioned into secure and stable accommodation and is doing well.



Passages Youth Engagement Hubs



Vinnies operates two Passages Youth Engagement Hubs, one in the Perth CBD and another in Mandurah, which services the Peel region. The hubs were established more than 20 years ago to address growing youth homelessness by providing a unique specialist engagement service. The two hub locations offer a safe, friendly and non-judgemental space to access support and referrals for marginalised and at-risk young people aged 12 to 25.

Like other homelessness services provided by Vinnies WA, Passages operates using a Low Threshold and Change approach. It does not require referrals or exclude individuals on the basis of behaviours of concern, such as drug use or criminal activity. The service provides essential needs such as food, showers, laundry facilities and access to the internet as well as a range of specialised support services.

Within the hubs, Passages youth workers prioritise building relationships with young people through informal conversations about their support needs and providing intensive support as identified. This may also mean helping them access specialised in-reach services at Passages or referring them to external support services.

Passages is a joint venture between Vinnies WA and the Rotary Club of Perth and Mandurah.



Compass Program

The Compass Outreach Program is an innovative new service run by Passages Youth Engagement Hubs in Perth and Peel. Compass supports young people who have experienced significant and persistent disadvantage due to complex trauma, homelessness, entrenched poverty, poor mental health, justice system involvement, and social exclusion, to navigate and overcome the persistent, systematic barriers they have faced.

Compass incorporates outreach via a youth navigator and a community engagement officer, providing opportunities for young people to engage in education, training, volunteering or employment they have frequently been excluded from. The model is led by the young person, with the youth navigator walking alongside to support them achieve their identified goals, by meeting them 'where they are at'.

In the past financial year, Compass supported 23 young people.

**Compass supports
young people who have
experienced significant and
persistent disadvantage.**

Youth Outreach Legal Project

Due to end in May 2023, the highly successful Youth Outreach and Legal Project (YOLP) has been extended until the end of the year. Initially funded by Lotterywest but now funded by Vinnies, the project is a collaboration between Street Law Centre WA and Passages. The project provides young people with support for legal, health and welfare issues.

Street Law, who provide their services pro bono, support young people across a range of legal matters including fines and infringements, criminal and traffic matters, access to identity documents, criminal injury compensation claims, debts, and restraining orders.

A YOLP youth worker is based at Passages and provides individual case management and advocacy, outreach support including attending court, and referrals to other services. Between November last year and May this year, 24 young persons received support through the program. On 1,260 separate occasions, a YOLP worker linked clients to different services dealing with legal matters, mental health, housing, and alcohol and other drugs.



6,266

visits from young people
to Passages Youth
Engagement Hubs

Meet Mike

16-year-old Mike had been sleeping rough and couch-surfing for three years when he connected with Passages Peel. While he had found somewhere to stay in crisis accommodation, he was struggling with alcohol and drug use, leading him to being evicted. Passages staff helped him reconnect with his father, who took him in. At the same time, they supported Mike in pursuing his interest in a civil construction course, which he finished successfully.

Mike is now working full-time as an entry-level construction worker. His relationship with his dad is going well, and he's looking forward to getting his drivers licence before the end of the year.



Housing Plus

Vinnies Housing Plus program helps break the cycle of homelessness by providing a safe place to call home.

It offers a variety of medium-term housing options in the greater Perth and Mandurah area for families and young people who would otherwise face barriers to housing. Tenants engage with external support workers who help them meet their tenancy responsibilities.

As a registered Community Housing Provider, all rents are capped at a maximum of 30 per cent of assessable income plus Commonwealth Rent Assistance. Homes are move-in ready, fully furnished, and include white goods, bedding and crockery. This provides a seamless transition to stable accommodation for families and young people in crisis who meet the eligibility criteria.

CROFT

Refurbishments to the eight units at the CROFT complex in Inglewood were completed earlier this year, and the first tenants moved into their new homes in June 2023. Vinnies funded the refurbishments of the units after being granted the property from the Board of Community for the Restoration of Family Trust Incorporated (CROFT) in 2021. In total, the complex provides five one-bedroom and three two-bedroom units.

SHERP Grant

In 2022, Vinnies received a grant for \$1.56 million as part of the State Government's Social Housing Economic Recovery Package Grants Program (SHERP). The grants allow social and community housing providers to renovate existing properties or to build new ones.

Vinnies has now completed refurbishment of two properties in Mandurah and another in Bassendean, with work on a further eight Housing Plus properties and a number of units at the Vinnies Mental Health Service in Woodbridge currently underway.



23,157

bed nights provided through Vinnies Housing Plus program



150

people assisted in tenancies



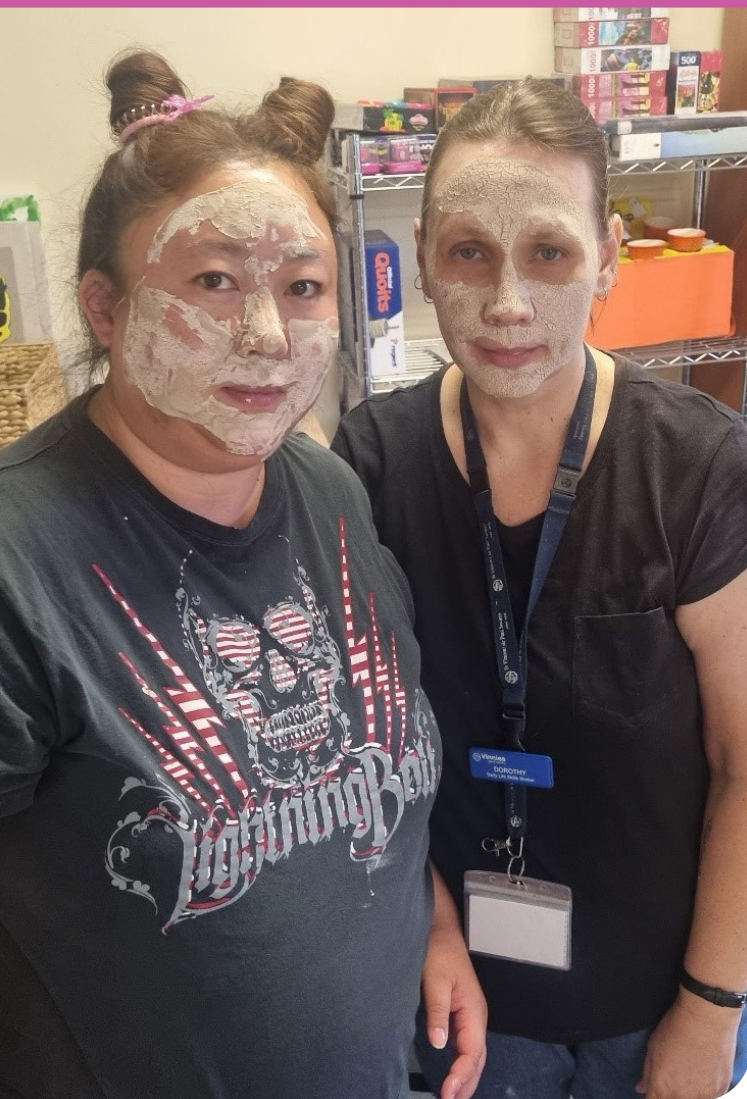
Meet Polly

At just 21 years of age, mother-of-two Polly had no place to call home. She was frequently couch-surfing with family and friends. Her eldest daughter was taken into care, and she found out she was pregnant with her third child. She was unable to find any suitable accommodation, prompting her to reach out for help.

Together with another organisation, Vinnies Housing Plus was able to accommodate her in a unit modified to suit the needs of Polly and her family. Significantly, it meant she could be reunited with her eldest daughter.

Thanks to the continued advocacy from Vinnies Housing Plus, Polly has since been provided with public housing through the Department of Communities, allowing her to finally provide a stable and safe home for her young family.

Mental Health Service



Vinnies Mental Health Service provides recovery-focused supported accommodation for adults with persistent and enduring mental health challenges who may be otherwise at risk of homelessness.

Known as The Village, the service consists of a 28-unit facility with round-the-clock support that promotes recovery and maximises independence. Additional share houses close to The Village can accommodate up to 18 individuals, whose needs are less intensive.

Vinnies Mental Health Service works with people to help build individual life skills, set and reach goals, make informed choices about their recovery journey, and reconnect with family and the community, all while building their capacity and confidence.

Using trauma-informed practice, staff seek to understand the consumer's unique experience and the impact trauma has had in their life, as well as ensuring physical, psychological and emotional safety.

Women's Wellness Hub

In an effort to foster well-being and self-care for consumers, Vinnies launched the Women's Wellness Hub, an initiative that provides a nurturing environment for women to engage in relaxation and connection. Discussions on self-care techniques, stress management, and overall wellbeing have provided attendees with increased confidence and valuable connections with other participants. Always well-attended, the Women's Wellness Hub has been highly successful.

Consumer Social Events

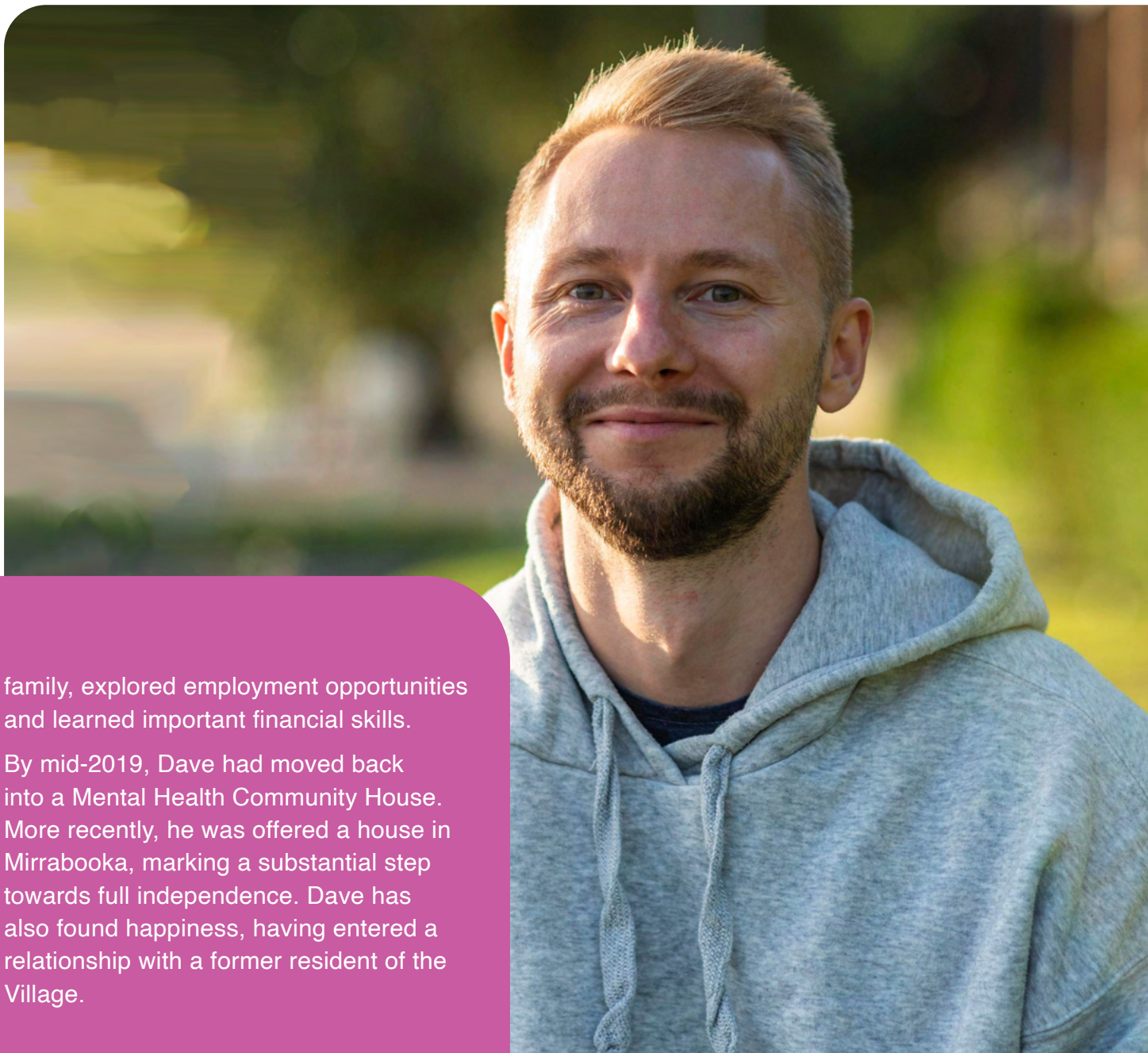
Vinnies holds numerous social events every year, planned with consumers, one example being the Mental Health Week event where,



13,702

bed nights provided to consumers

following a BBQ dinner, Village residents played games and then settled in with some popcorn to watch a movie at an outdoor cinema, created especially for the occasion.



Meet Dave

Dave was living in a Mental Health Community House in 2011, but when his mental health declined drastically, he was hospitalised before moving to The Village the following year. Dave faced a myriad of challenges, ranging from a gambling addiction and frequent drug use to frayed relationships with his family.

During his time at the Village, Dave underwent a remarkable journey of personal growth. He ended his drug and gambling habit, rebuilt relationships with

family, explored employment opportunities and learned important financial skills.

By mid-2019, Dave had moved back into a Mental Health Community House. More recently, he was offered a house in Mirrabooka, marking a substantial step towards full independence. Dave has also found happiness, having entered a relationship with a former resident of the Village.

Vinnies Retail and Distribution Centre

Vinnies operates 54 shops across Western Australia. They provide opportunities for affordable shopping, donations and volunteering, and importantly, provide essential income for our programs and services.

In the last financial year, Vinnies recorded \$20 million in revenue across its stores and the Distribution Centre, an unprecedented result.

Vinnies shops are run by a dedicated team of volunteers and employees who work tirelessly to create an incredible shopping experience for our customers. The roles of our wonderful shop volunteers are varied – some offer a friendly face for everyone who visits, giving people a sense of connection and belonging,

while others use their time and talents to sort and price donated merchandise and to ensure that the merchandise and the shop is beautifully presented.

Distribution Centre

The Vinnies Distribution Centre is the central point for sorting donations, supplying pre-loved items to our retail shops, and providing emergency relief furniture and household supplies to those in need.

A key focus for the Distribution Centre team over the past year was to ensure that emergency relief clients were provided with all necessary items as quickly as possible, and collecting household and corporate donations to be used for this purpose. These items can include furniture, mattresses, bed bases, blankets, pillows and sheets, and kitchen utensils.

Over the past 12 months, a total of 25,321 items were delivered to people in need. Meanwhile, the truck fleet collected donations from 2,045 locations across the Perth metro area. In addition, team members in the Distribution Centre sorted over 587 tonnes or approximately 2 million articles of donated clothing, with a focus on repurposing items and minimising waste.



\$20m

in retail and distribution centre revenue



25,321

emergency items delivered to people in need



Fundraising and Events

Fundraising appeals and events generate vital income for Vinnies programs and services.

Thanks to the exceptional generosity of the West Australian community, Vinnies recorded a remarkable fundraising result of more than \$5 million.

This outcome reflects the success of our appeals and events and the fundraising efforts of our conferences and members of the community. Donations from customers in our shops or from committed regular givers, workplace giving and the support of major donors and bequestors have all played a pivotal role in reaching this significant milestone.

Vinnies is grateful to everyone who has contributed to this outstanding result.

Appeals

Thanks to the incredible generosity of donors, the Vinnies Winter Appeal raised over \$1 million and the Christmas Appeal over \$600,000. These funds are absolutely vital to enabling Vinnies WA to continue to provide critical support to vulnerable and disadvantaged West Australians.

CEO Sleepout

In June, more than 80 committed West Australian business and community leaders raised a total of \$797,013 for Vinnies specialist homelessness services by participating in the CEO Sleepout.

Funds raised are vital to enabling Tom Fisher House and the Passages Youth Engagement Hubs in Perth and Mandurah to continue to operate.

Funds raised are vital to operate Vinnies specialist homelessness services.

Bequests

An important source of funding comes from generous people who leave gifts in their wills. Once loved ones are taken care of, creating a legacy for causes close to your heart is a simple thing to do. It's an act that expresses what you believe in, and one that will have an enormous, positive impact on the future. We are most grateful for the generous donors who supported Vinnies WA through a gift in their will, contributing a much needed \$1,000,634 in income.



\$5m

income from fundraising and bequests

Supporters

National Supporters



State Supporters



Australian Government
Department of Social Services



Australian Government
Department of Industry, Science,
Energy and Resources



Government of Western Australia
Mental Health Commission



Government of Western Australia
Department for Communities



Government of Western Australia
Department of Water



Governance

The governing body of Vinnies WA in Western Australia is its State Council. A number of the members of State Council are elected by their peers in each of the Regional Conferences in WA.

State Council members are elected for a four-year term with elections held when terms expire or when a vacancy occurs. The State President appoints Vice Presidents and Appointed Officers to complement the skills and experience of the elected State Council members, and a number of Advisory Committees support the State Council in carrying out its responsibilities and functions.

State Council Members



David Kennedy
State President



Susan Rooney
Chief Executive Officer



Rev Fr Nino Vinciguerra
State Chaplain



Pauline McIntyre
Vice President 1



Daniel Cloghan
Vice President 2



Keenan Klassen
Vice Youth President



Tinashe Kamangira
State Treasurer



Winston Rennick
Work, Health & Safety Representative

Regional Council Presidents



Fabian Jacobs
Fremantle Region



Allan Rose
Joondalup/
Wanneroo Region



Cathy DeLattre
Osborne Park Region



Dan Kirkwood
Peel Region



John Furlong
Perth Region



Trish Humphries
Queens Park Region



Jack de Gooijer
South West Region



Vivian D'Almeida
Swan Region

Sub Committees

Finance and Risk Committee

Tinashe Kamangira (Chair)

Membership and Conferences Committee (MACC)

Pauline McIntyre (Chair)

Operations Committee

Terry Power (Chair)

Overseas Partnership Working Group (WA)

Winston Rennick (Chair)

Passages Youth Engagement Hubs Committee

Ashley Ladner (Chair)

Spirituality Advisory Committee

Barbara Boggon (Chair)

Workplace Health and Safety Committee

Rebecca Ryan (Chair)

Workplace Health and Safety Member Committee

Winston Rennick (Chair)

Young Vincentians Committee

Luke Coffey (Chair)



Financial Snapshot



\$20.4 million

in Retail and Distribution Centre sales



\$5 million

raised from fundraising and bequests



\$8.4 million

in assistance provided to people in
need and program supports

Statement of profit or loss and other comprehensive income
for the year ended 30 June 2023

	2023	2022
	\$	\$
Revenue		
Fundraising	4,020,278	4,108,336
Government and other grant funding	7,244,041	6,549,740
Retail and Distribution Centre sales	20,427,203	18,017,282
Specialist Community Services contributions	1,242,890	1,220,015
Non-operating activities	1,241,406	3,156,367
Non-recurring income	225,284	1,099,461
Other	644,786	351,475
Total Revenue	35,045,888	34,502,676
Expenditure		
Fundraising, Public Relations and Communications	(2,575,157)	(2,349,895)
Mission enabling	(1,300,666)	(1,354,502)
People in need services	(8,401,125)	(7,489,251)
Retail and Distribution Centre	(14,383,095)	(13,269,295)
Retail and Distribution Centre – Cost of goods sold	(366,635)	(465,502)
Specialist Community Services	(7,092,081)	(6,187,983)
Total Expenditure	(34,118,759)	(31,116,428)
Surplus for the year	927,129	3,386,248
Other comprehensive income	–	–
Total comprehensive income for the year	927,129	3,386,248

Statement of financial position

as at 30 June 2023

	2023 \$	2022 \$
Assets		
Current assets		
Cash and cash equivalents	17,504,760	16,210,213
Trade and other receivables	249,375	246,633
Inventories	307,227	316,828
Other assets	978,908	823,416
Total current assets	19,040,270	17,597,090
Non-current assets		
Property, plant and equipment	22,530,331	22,558,260
Right of use assets	11,870,309	11,516,975
Total non-current assets	34,400,640	34,075,235
Total assets	53,440,910	51,672,325
Liabilities		
Current liabilities		
Trade and other payables	2,412,671	2,597,900
Provisions	1,802,825	1,719,227
Lease liabilities	2,350,535	2,475,465
Total current liabilities	6,566,031	6,792,592

Statement of financial position (continued)

as at 30 June 2023

	2023 \$	2022 \$
Non-current liabilities		
Lease liabilities	10,453,900	9,642,450
Provisions	1,843,317	1,586,750
Total non-current liabilities	12,297,217	11,229,200
Total liabilities	18,863,248	18,021,792
Net assets	34,577,662	33,650,533
Capital funds		
Accumulated funds	34,577,662	33,650,533
Total capital funds	34,577,662	33,650,533

How you can help

Make a financial donation

Credit card donations can be made by visiting our website **vinnies.org.au/wa** or calling **13 18 12**. All donations of \$2 or more are tax deductible. To make a periodical commitment or for more information on our regular giving program, Vinnies Visionaries, please phone **08 6323 7500** or email **donations@sudpwa.org.au**.

Volunteer with us

If you are interested in sharing your skills and time to help people through any of the Vinnies services, great volunteering opportunities exist.

For further information on volunteering please phone **08 6323 7500** or email **volunteer@sudpwa.org.au**.

Leave a bequest

Consider remembering Vinnies in your will. Vinnies is able to provide long-lasting support to people in Western Australia because of the generosity of people who have remembered Vinnies in their will.

To receive an information booklet or speak to someone about leaving a bequest please phone **08 6323 7500** or email **bequests@sudpwa.org.au**.

Fundraising

Fundraising can be a fun way to support West Australians in need. You can request donations in lieu of gifts on your special day or host a fundraising event in your workplace, school or community. For more information please phone **08 6323 7500** or email **fundraising@sudpwa.org.au**.

Donate material goods

Donations of pre-loved clothing and household goods can be made at any Vinnies shop, our State Distribution Centre in Canning Vale or by calling **08 6323 7520** to arrange a free pick up of larger items.

For the location of your nearest Vinnies shops visit **vinnies.org.au/wa**.

Corporate partnerships

Vinnies recognises the importance of developing and retaining strong relationships with the corporate and philanthropic sectors to allow us to continue to support West Australians in need.

Vinnies seeks to engage all partners in long term, strategic and mutually beneficial relationships. To find out more please phone **08 6323 7500** or email **partnerships@sudpwa.org.au**.

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@VinniesWA





St Vincent de Paul Society

(WA) INC

good works

St Vincent de Paul Society (WA) Inc

9 Brewer Road Canning Vale WA 6155

PO Box 1450 Canning Vale WA 6970

P: 08 6323 7500

E: info@svdpwa.org.au

Emergency Assistance **1300 794 054**

National Debt Helpline **1800 007 007**

Donations **13 18 12**

vinnies.org.au/wa

