



St Vincent de Paul Society NSW
ANNUAL REPORT 2010-2011



St Vincent de Paul Society
NSW
good works



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The Annual Report of the St Vincent de Paul Society NSW is produced by the Community and Corporate Relations Team of the St Vincent de Paul Society NSW, November 2011.

Written and Edited by: Yolanda Saiz, Communications Manager, yolanda.saiz@vinnies.org.au

Supervising Editor: Julie McDonald, Manager, Community and Corporate Relations, julie.mcdonald@vinnies.org.au

Designed by: Claudia Williams, Publications and Design Coordinator, publications@vinnies.org.au

Statistics collated by: Jey Natkunaratnam, Senior Statistics Officer, jey.natkunaratnam@vinnies.org.au

Responsibility for this document rests with the Provisional Board of the St Vincent de Paul Society NSW.

Privacy Statement: Because the St Vincent de Paul Society NSW respects the privacy of the people it serves, the names of any clients featured in this report have been changed and pictorial models used.

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St Vincent de Paul Society
NSW
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The Cardinal's message



Dear friends,

This year the St Vincent de Paul Society has continued to work tirelessly to assist people in need and combat social injustice across NSW. The Society assists the most marginalised people in our community whilst respecting their dignity, sharing their hope, and encouraging them to take control of their own destiny.

In December, Queensland, northern NSW and Victoria were devastated by floods, one of our greatest natural disasters in history. Australians responded with their usual big-heartedness, giving generously to relief appeals and volunteering at evacuation centres.

Agencies like the Society were quick to provide assistance such as food, clothing, petrol vouchers, furniture, bedding and linen to people affected by the disaster. Long after the headlines have disappeared, the Society continues to offer assistance, compassion and friendship to these communities.

In an environment of upheaval around the world, and debate raging at home about our assistance to migrants and refugees, the Society has continued to be a strong voice calling for a world where each life is treated with the human dignity it deserves.

This work could not have been done without the hard work and support of thousands of the Society's members, volunteers and supporters, who together change people's lives for the better every day.

I am immensely grateful for the enormous good work done by the Society and its dedicated members, volunteers and staff over the last twelve months. The friendship and practical help that the St Vincent de Paul Society provides to so many in need keeps the light of Christ's love burning brightly in our community and gives hope and encouragement to all of us.

+ George Card. Pell

George Cardinal Pell
Archbishop of Sydney

The President's message



Dear friends,

Earlier this year I accepted the position of President of the NSW Provisional Board. Having joined the Society as a young boy in 1954, I have been fortunate enough to experience many facets of the Society's good works in our service to the poor.

I am proud to present the 2010/11 St Vincent de Paul Society NSW Annual Report

which clearly demonstrates that the Society continues to make a real difference to the lives of people in need. The Society provided crucial assistance to more than 680,000 people in NSW alone, heeding the Vincentian call to feed, clothe, house and assist our brothers and sisters who are forced onto the margins of society.

Our Conferences and services are busier than ever, as more and more people struggle to make ends meet and cope with the demands of modern day life. High electricity accounts are the main source of concern for the majority of Conferences throughout NSW. Some accounts run into the thousands of dollars and represent a huge challenge to our resources.

Through home visitation, a tradition that has stood the test of time for 150 years, Conference members visit people in their homes, providing support, friendship and material assistance. Importantly, members also visit people who may be experiencing deep isolation and loneliness in hospitals, prisons and detention centres. In the financial year, members made more than 215,000 visitations as part of their day to day commitment to social justice.

In addition to this, the Society continues to assist people in need through its Centres of Charity and a range of services including: homeless services; assistance to migrants and refugees; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery; and food vans. In 2010/11 our Centres and services assisted more than 210,000 people.

The Audited Finance Report for 2010/2011 as accepted by the NSW Provisional Board shows a total income of \$117,607,700. Expenditure was \$113,526,183 with a surplus for the year of \$4,081,517. Transfers to related entities was \$10,570,277 leaving a net deficit of (\$6,488,760).

In the financial year, the Society recognised a loss on the transfer of Canberra/Goulburn Central Council properties to National Council with a carrying value of \$6,453,805 and an additional loss of \$3m in relation to the change in the terms of a loan to National Council to a non-repayable grant. Both of these non-cash transactions have resulted in the above stated deficit for New South Wales.

I have been appointed in my role as President of the NSW Provisional Board for a period of 12 months from 19 July 2011. Within this period, I will hold an election for a new President of State Council to fulfill the request from the National President made to me in his letter of appointment.

In the meantime, I would like to thank all members of the NSW Provisional Board who have shown great support and enthusiasm for the challenges that lie ahead.

To all our members & volunteers, a sincere thank you for all of the wonderful work you carry out on behalf of the Society. Your dedicated efforts are certainly appreciated by our clients and the Society.

We cannot do our work at the State level without the tremendous support we receive from the staff in the Charles O'Neill NSW State Support Office at Lewisham. They are ever ready to advise and support wherever possible.

I would also like to make special mention of our supporters: donors, benefactors, trusts and foundations. Without your generosity and continued support, these good works would not be possible. Your contribution ensures that the Society continues to give voice to those who are voiceless, standing with them and advocating for them.

Together we can ensure that the Society continues to give voice to those who are voiceless, standing with them and advocating for them.

We must continue to remember that as Vincentians we cannot close our eyes to the growing division in Australia between the affluent and the increasingly poor in our society.

Yours sincerely,

Ray Reynolds

Ray Reynolds
President, Provisional Board
St Vincent de Paul Society NSW

Mission and Vision

Our Mission:

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

Our Vision:

The St Vincent de Paul Society aspires to be recognised as a caring Catholic charity offering a 'hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our logo

Our logo, which was designed by Australian sculptor Tom Bass, represents the hand of Christ that blesses the cup; the hand of love that offers the cup; and the hand of suffering that receives the cup.



What we do

The St Vincent de Paul Society is a volunteer-based organisation that has been assisting the marginalised and disadvantaged in NSW for 130 years. People are assisted by the Society either by Conference members or through one of our Special Works. A Special Work is a specialised service that is tailored to meet the needs of a specific client base.

The Society runs a number of services including: homeless services; assistance to migrants and refugees; home, hospital, prison and detention centre visitation; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery; and food vans.

Regulatory Structure

The St Vincent de Paul Society is incorporated under the Roman Catholic Church Communities' Lands Act 1942. The Society is a non-government Public Benevolent Institution and is endorsed to access the following tax concessions: GST Concession from 1 July 2005, FBT Exemption from 1 July 2005 and Income Tax Exemption from 1 July 2000.

The Society is endorsed as a Deductible Gift Recipient and is an approved service provider registered with: Department of Human Services NSW; Department of Families, Housing, Community Services and Indigenous Affairs; Department

of Immigration and Citizenship; Department of Health and Ageing; Department of Education, Employment and Workplace Relations; Department of Ageing, Disability and Home Care; Office of Fair Trading; Department of Commerce; and the Department of Health NSW.

The Rule and International Statutes approved in October 2003 govern the operations of the Confederation of the St Vincent de Paul Society. Members have an obligation to abide by the Rule.

Organisational Structure

The St Vincent de Paul Society is a volunteer-based organisation comprised of Conferences and Councils.

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

In 2010/11 the Society had 418 adult and 215 Youth and Young Adult Conferences which are supported and governed by 59 Regional Councils which in turn are supported and governed by 10 Central Councils.

A State Council provides over-arching support for the work of the Conferences, Special Works and Vinnies Centres. State Councils are formed to provide a link between Central and Regional Councils and Conferences within the State. A decision of the NSW State Council is binding upon all of the Councils and Conferences in that State. Each Central Council President sits on the State Council along with specified office bearers. All State Councils are represented on the National Council.

In addition, Advisory Committees are set up to assist Councils in managing those activities which require more attention and expertise. The Society in NSW has a number of committees established including the Audit, Risk and Finance Committee, Centres Committee and the CEO Sleepout Committee. Advisory Committees make recommendations to the Council to which they are attached.

On 13 July 2011, it was resolved that the NSW Provisional Board be formally abolished on 19 July 2011. A new Provisional Board has been appointed representing the members and volunteers and to oversee the direction and strategic guidance of the Society in NSW. It is planned that elections for a new State Council President will be held within 12 months.

The current NSW provisional board consists of:

Ray Reynolds (NSW Provisional Board President); Beverley Kerr (Vice-President - Homeless Services); Gwen Sampson (Vice-President - Centres); Alicia Webster (Vice-President - Youth); Peter Leckie (Vice-President - Treasurer); Kerry Muir (Armidale Central Council President); Gillian Ferguson (Bathurst Central Council President); John Donnelly (Broken Bay Central Council President); Kevin Walsh (Lismore Central Council President); Col Parker (Maitland/Newcastle Central Council President); James McLaughlin (Parramatta Central Council President); Barry Jones (Sydney Archdiocese Central Council President); Des Goonan (Wagga Wagga Central Council President); Vince Toohey (Wilcannia/Forbes Central Council President); and Cynthia Fenemore (Wollongong Central Council President).

We take this opportunity to thank the former Provisional Board for their contribution and efforts throughout the 2010/11 financial year. The previous Board consisted of Mr Syd Tutton (Provisional State President); Ms Beverley Kerr (Chair); Mr John D'Souza, Mr Tony Thornton and Mr Tony Muir.

The Society would like to make special mention of Syd Tutton, former National President of the St Vincent de Paul Society who sadly passed away on 12 December 2010. Syd was a member of the St Vincent de Paul Society for more than 40 years and will be remembered for living his life as a man of faith dedicated to social justice.

Senior Staff

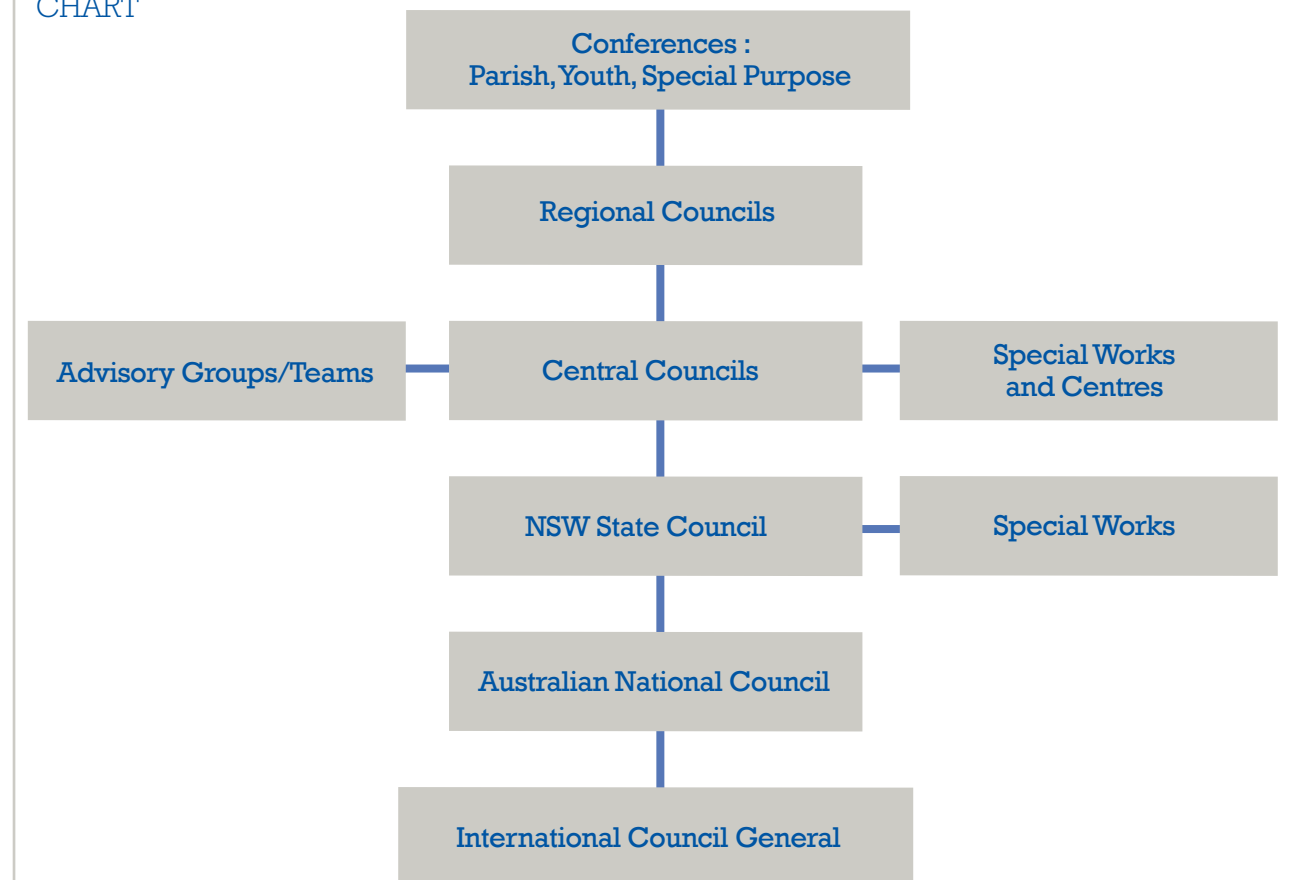
The names and positions of Senior Staff who assist the Society in its mission:

- Graham West, Chief Executive Officer (appointed 14 February 2011)
- Peter Miller, Chief Financial Officer
- Jonathon Campton, Special Works and Operations Manager (appointed 2 May 2011)
- Helen Stirling, Executive Officer, Matthew Talbot Homeless Services

Central Council Executive Officers:

- Andrea Turner (Armidale Central Council)
- Frank Moes (Bathurst Central Council)
- John Kelly (Broken Bay Central Council)
- Alan Walsh (Lismore Central Council - retired 28 September 2011)
- Michael Timbrell (Lismore Central Council - appointed 28 September 2011)
- Denise Lucas (Maitland/Newcastle Central Council)
- Tony Hoban (Parramatta Central Council - appointed 14 February 2011)
- Graeme Roche (Sydney Archdiocese Central Council)
- Jo-Anne O'Brien (Wagga Wagga Central Council)
- Kelly Morgan (Wilcannia/Forbes Central Council)
- Debbie Nixon (Wollongong Central Council)

ORGANISATIONAL CHART



We assisted
682,029
people

We made **202,344**
home visitations and
15,134 visitations to
hospitals, prisons,
nursing homes and
Special Works

Conferences gave
\$16,319,848 worth
of financial support
in cash, vouchers
and goods

We have **23,922**
volunteers and
members
who worked
2,297,453 hours

We gave a total
of **\$3,156,776**
worth of donated
goods at no cost to
people in need

We spent over
\$58 million
assisting people
in need including
homeless and mental
health services

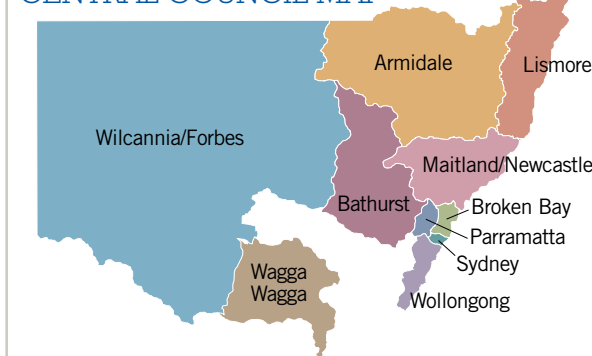
Membership and Assistance

ORGANISATION

Number of:

Central Councils	10
Regional Councils	59
Conferences	418
Youth & Young Adult Conferences	215
Vinnies Centres	253
Special Works	103

CENTRAL COUNCIL MAP



ACCOMMODATION AND MEAL SERVICES PROVIDED BY SPECIAL WORKS

Number of:

Special Works providing accommodation services	45
Beds available in accommodation services	1,144
Total bednights provided	313,963
Meals provided (across all services in NSW)	714,653

CONFERENCE VISITATIONS

Home visitations by Conference members and volunteers	202,344
Average visitations per Conference member and volunteer	33
Hospitals, prisons, nursing homes and Special Works visitations	15,134
Financial support given to clients	\$16,319,848

MEMBERS AND VOLUNTEERS

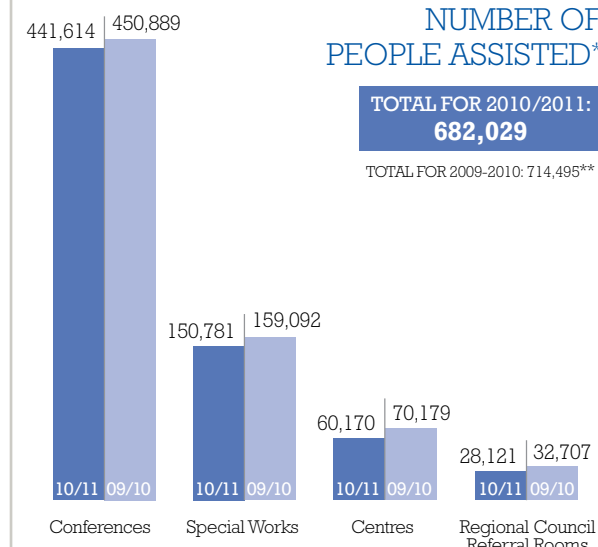
Number of members and volunteers	Members	Volunteers	Total	% of Total
Councils	24	216	240	1%
Conferences	4,375	1,770	6,145	26%
Youth and Young Adult Conferences	4,009	675	4,684	19%
Special Works	393	3,582	3,975	17%
Vinnies Centres	-	8,878	8,878	37%
Total	8,801	15,121	23,922	

Volunteer hours by activity type	Total hours
Councils	840
Conferences	108,325
Youth and Young Adult Conferences	914
Vinnies Centres	1,993,943
Special Works	193,431
Total volunteer hours	2,297,453

Number of members and volunteers below 50 years of age	% of Total
Conference members	445 10%
Vinnies Centres volunteers	1,180 13%
Number of new members and volunteers	
Conference members	492
Vinnies Centres volunteers	1,653

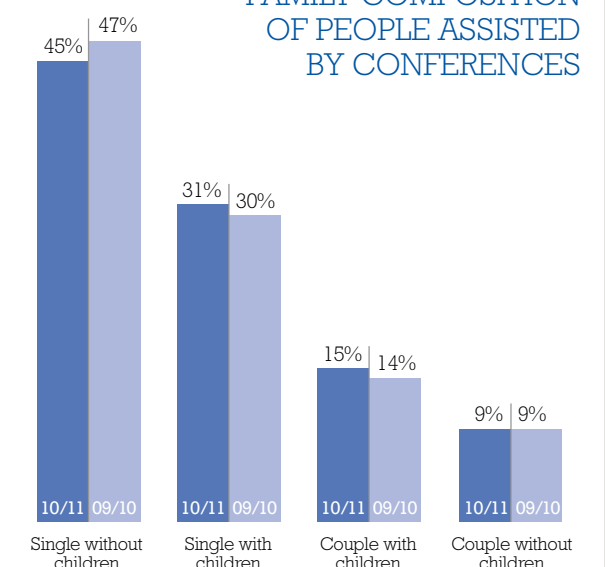
On average, each member/volunteer spent 96 hours in 2010/2011 volunteering for the Society.

NUMBER OF PEOPLE ASSISTED*

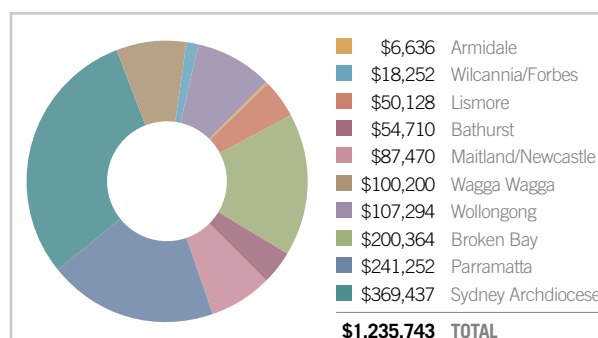
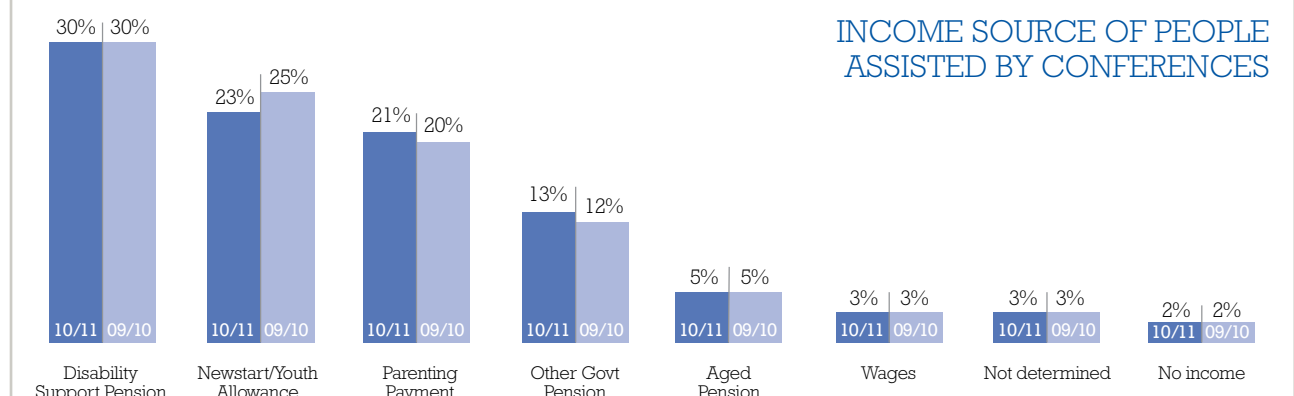


*Graph excludes Youth and Young Adult Conferences. In 2010/2011 1,343 people were assisted, in 2009/2010 1,628 people were assisted. **In previous years, clients assisted by Conferences and referred to Centres for additional assistance were counted twice.

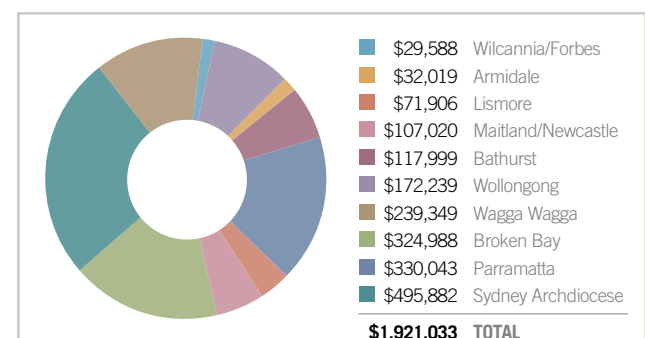
FAMILY COMPOSITION OF PEOPLE ASSISTED BY CONFERENCES



INCOME SOURCE OF PEOPLE ASSISTED BY CONFERENCES



ESTIMATED VALUE OF DONATED GOODS GIVEN OUT AT NO COST BY CONFERENCES*



VALUE OF DONATED GOODS GIVEN OUT AT NO COST BY VINNIES CENTRES*

*These unaudited statistics are compiled outside of the financial systems based on information collated by Central Councils. By nature these amounts are highly subjective assessments of the value of donated goods and are not reflected in the financial statements as they could not be reliably measured. Note: These statistics (unaudited) were compiled based on information collated by Central Councils.

Supporting Our Members

Training and Membership Support

In late 2010, the Society introduced a new department called Training and Membership Support (TAMS). With the crucial role played by the 8,801 members in undertaking good works, it was decided that a section focused on supporting the membership was required.

TAMS is made up of Learning Services, Care and Support, Volunteer Development and Overseas Partnership and Development.

TAMS provide a range of training resources, including the Welcome Friend program, and the Role Familiarisation Training for Regional Council and Central Council Presidents. This helps to build strong relationships with Presidents and other leaders throughout their term of office.

Another key function of TAMS is the provision of Budget Counselling training. This program provides skills in detailed support for clients with complex financial challenges. All of this is undertaken with a deep connection to the Society's mission of service. Budget Counsellors explore options with our clients without being directive.

In 2010/11, the Broken Bay Central Council hosted a gathering of Budget Counsellors in its Hornsby region with guest professionals in the fields of addictions and credit and debt matters. In addition, TAMS were invited to assist other states (Victoria, Tasmania, Northern Territory) with the roll-out of the 'Train the Trainer' program with a particular emphasis on the new Retail Training.

A new initiative in the financial year was the accreditation of Safety Officers with nationally recognised qualifications in order to maintain the highest standards of safety for all who contribute to the many good works of the Society.

TAMS provide a range of other support and training functions including:

- Domestic Violence Awareness
- Enjoyment of Conflict Resolution
- Induction and Orientation
- Managing Complex Relationships
- Manual Handling Facilitator Training
- Mental Health Awareness
- Recruitment Workshops for Central Council Committees
- Strategic Planning
- Time Management and Effectiveness
- Twinning Training
- Understanding 'The Rule' Seminar

TAMS also provided customised learning programs for members on request.

Volunteer Development Advisory Committee

The Volunteer Development Advisory Committee (VDAC) supports State Council in the development of members and volunteers by offering advice for volunteer policy and program development. In 2010/2011, close to 24,000 members and volunteers across NSW offered their time and service to be part of the Society's outreach to those who are disadvantaged and marginalised.

The financial year saw VDAC involved in all four NSW Congress events, as well as focusing on creating strategies and resources to enable Congress to be a catalyst for renewal. In June 2011, A Call to Action: St Vincent de Paul Society NSW Congress 2010 Findings and Next Steps was distributed to members.

Membership recruitment continued to be a high priority for the VDAC who implemented a Membership Project plan which looks at how they can work in partnership with the Central Councils to grow the Society's membership base, and offers a range of strategies to increase public awareness.

The Committee also undertook a research project on new and emerging forms of membership and explored various 'alternative' model Conferences currently operating in NSW.

The VDAC received \$102,364 in Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) Volunteer Equipment Grants. Thirty-one of 50 applications from nine Central Councils and two State Council Special Works were successful. This funding supported more than 4,000 members and volunteers across the state with the purchase of computers, air conditioners, training and safety equipment, trolleys, microwaves, cupboards, fuel, and other items.

Congress 2010: One Society

The year saw four Congress events held in Wagga Wagga, Dubbo, Coffs Harbour and Sydney. Congress provided the opportunity for members, volunteers and employees to come together for renewal, enrichment and to develop new and innovative ways to address challenges they face as well as to strengthen the Society from the ground up.

Congress was funded by the Society's NSW State Council and attracted over 500 participants, who gathered under the theme, 'One Society: Renewed in faith, serving with love and building for the future'. Each event included keynote addresses, workshops, prayers, liturgies, reflections and time for participants to share their perspectives, ideas, hopes and concerns.

In their feedback, participants highlighted the energy, the fellowship, a sense of renewed purpose, as well as feeling affirmed and encouraged in their service and their commitment to the Society.

Supporting Our Volunteers

In the financial year more than 15,000 volunteers gave their time to the St Vincent de Paul Society. This commitment from volunteers ensures that many of our programs and services continue to run efficiently and make a real difference to people in need.

The Workplace Relations team undertook responsibility for volunteer recruitment in July 2010 with the appointment of a Volunteer Recruitment Coordinator. The new position was created to provide support to Central Councils, Special Works and Centres with a view to placing greater emphasis on volunteering over employment.

In 2010/11 volunteer recruitment focused on:

- improving volunteer engagement through better use of the Society's website and advertising strategies;
- managing volunteer enquiries;
- providing support and advice to areas with little to no volunteer recruitment support, primarily the Vinnies Centres;
- developing corporate volunteering strategies and options. Sydney Archdiocese Central Council has been very supportive and successful in engaging corporate organisations to volunteer at the Centres; and
- coordinating overall volunteer recruitment strategies.

In 2010/11 the NSW State Support Office received assistance from 140 new volunteers including professionals from a range of industries, university students, and many other members of the community. The departments who received the assistance of volunteers are: Community & Corporate Relations; Administration; Policy & Research; Property & Estate; Migrants & Refugees; SPARK; Finance and Workplace Relations.

A new internal program giving State Support Office staff an opportunity to volunteer for the organisation was implemented. All State Support Office staff volunteered at various Vinnies Centres and distribution centres across four Central Councils: Sydney Archdiocese, Parramatta, Broken Bay and Wollongong. This program will be held annually giving staff hands-on experience within the Society's Centres and Special Works.

The Society's challenge remains matching willing volunteers with organisational needs, as well as effectively and efficiently communicating alternative opportunities.

In 2010/2011, close to 24,000 members and volunteers across NSW offered their time and service to be part of the Society's outreach to those who are disadvantaged and marginalised.

Priti's story

Priti Chaporkar was looking for a way to put her skills to work. Interested in research, surveys, administration and library services, Priti approached Vinnies in March 2011, hoping that a suitable opportunity would come her way.

A week later, she was contacted by Gai Madden, coordinator of the Rosalie Rendu Home Visitation Program in Macquarie Fields, which aims to strengthen community relationships by offering friendship and assistance through visiting people in their own homes.

The Program was looking for a volunteer who could help out with key administration tasks. For Priti it was like a dream come true, allowing her to volunteer and give back, while working in an area in which she had great interest and expertise.

Priti says that working with the service coordinator is one of the most enjoyable aspects of her experience.

"It's been a great pleasure working with Gai; she is very kind, generous and caring. We work very well as a team," Priti says.

"I am thankful that I have a chance to use my skills for the benefit of the community and I am very proud to be part of the St Vincent De Paul Society".

Priti now looks forward to each Wednesday, where she can lend a hand to people in need.

"Volunteering at Vinnies has brought joy and happiness into my life and I am short of words to express my gratitude," she exclaims.

Priti now feels challenged and fulfilled and hopes to continue her volunteering work for a "very long time".



Supporting Our Youth & Young Adults

In 2010/11, Youth & Young Adult members and volunteers in the Society contributed to the growth of the Society, continuing the legacy of the youthful Frederic Ozanam. Through a passionate outreach to those in need, these members continue to help build on the shape of the Society today.

At a grass-roots level, young Vincentians are continuing to take part in the core work of the Society – home visitation. This important work is undertaken through a specialist Migrant and Refugee Taskforce (Sydney Archdiocese Central Council) where young people conduct home visits to migrants and refugees in need of support and friendship. The Taskforce was established by the Kingsgrove Youth Conference, when members recognised the growing number of people from migrant or refugee background calling on the Society for assistance. Conferences also took part in visits to Immigration Detention Centres to provide companionship to some of the world's most vulnerable people.

Kids Camps, Teen Camps and Buddies Days continued throughout 2010/11 in Broken Bay, Lismore, Maitland/Newcastle, Sydney Archdiocese, Parramatta and Wagga Wagga Central Councils. These initiatives offer respite, mentoring and fun for children aged 6 to 12 years. In addition, this adds a holistic element to the home visitations work, as many of these children are referred as a result of these visits. Maitland/Newcastle also offer specialist support through a camp for refugee families – in which Vincentians young and old work together to provide care and skill-building for parents as well as children.

School and Young Adult Conferences were further equipped to continue with their advocacy and awareness-raising drives

with the creation of a series of new social justice resources, offering information and tips on how to make a difference to local issues of injustice. This education was also continued through the growth of the Street Retreat program as well as Green Team which seek to bring young people in face-to-face relationships with those in need.

Leadership within the Society has also been a key focus of Youth & Young Adult members and volunteers. As well as continuing to take an active role in State and Central Council decision-making, young members were encouraged to take up roles on Regional Councils, further offering their skills and expertise. The State

Youth Team (consisting of Youth Representatives and staff from around NSW) met throughout the year, moving forward together to proactively take on challenges, such as increasing the capacity for the leadership of young adults in the Society.

Planning began for the World Youth Day group of 25 Vincentians, including six from Western Australia, to travel to Madrid, Spain for FamVin – a three day gathering of 1,800 young people and the young at heart. The group encompassed both religious and lay people involved in organisations or orders initiated or inspired by St Vincent de Paul. The trip took place in August 2011 and the group experienced the 26th World Youth Day with 2 million people from across the globe and concluded with a journey through France, visiting key sites in the life of St Vincent de Paul and the origins of the Society.

Underpinning all of these works is a deep connection and exploration of our Vincentian Spirituality. Combining the wisdom of St Vincent with the youthful vigour of Frederic Ozanam, young Vincentian members grew in their faith and identity.

Knowing the natural place and ownership that young people have in the Society, Youth & Young Adult members and volunteers explored, through traditional and new means, what it is to be a Vincentian in the new decade. Through formational programs such as the High School Formation Weekend, Encounter India and Indigenous Immersions in Broken Bay and Lismore Central Councils, the relationship between faith and justice has been explored and deepened.

Through passionate outreach to those in need, Youth & Young Adult members and volunteers strengthened their relationships with the community, each other and God.

Supporting People in Need

Supporting people in need

“Speak up for those who cannot speak for themselves, protect the rights of those who are helpless. Speak out and pronounce a sentence of justice, defend the cause of the wretched and the poor.” (Proverbs 31:8-9)

At the core of the St Vincent de Paul Society's work is the commitment to help the most disadvantaged and marginalised people in our community. In 2010/11, the Society assisted more than 680,000 people in NSW alone.

The St Vincent de Paul Society helps people through home visitations, Vinnies Centres, and over 100 services including:

homeless services; assistance to migrants and refugees; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery and food vans.

The Society's co-founder, Blessed Frederic Ozanam said “Charity is the oil being poured on the wounded traveller. But it is the role of justice to prevent the attack.”

In asking the simple question about the causes of injustice we issue a prophetic call to all people of good will to work creatively to build equality and justice into our society.

John's story

John and his daughter turned to one of the Society's homeless services, Vincentian House at a time when John's life had hit rock bottom.

John's story is a heart-wrenching one. At just 15 a dealer dropped a packet of heroin in front of him and three days later he was injecting. Soon he spiralled into a world of addiction, eventually working for the dealer carrying his little wraps of tinfoil for him.

John's dad was an alcoholic and had left the family early on, leaving his mum to raise him and his three sisters.

Eventually dropping out of school, John ended up in and out of jail and rehabilitation, living rough sometimes, living day by day. John's life hit rock bottom when he decided to drive under the influence of drugs; his 14 year old daughter a passenger in the front seat next to him.

“I don't really remember what happened, but we rolled the car, must have been 4 or 5 times. I woke up in hospital with busted ribs, a broken collar bone and a punctured lung, and found out that my daughter was alive but seriously injured.

“I decided I had to make a change and that's when Vinnies stepped in,” John explains.

At Vincentian House, John and his daughter were given a place to live. John worked hard with a personal counsellor, getting off methadone, finding work and getting his life back together.

Today John and his daughter live in their own accommodation, John works fulltime and his daughter is doing well at school and hopes to be accepted into university to study journalism.

“We've made it. I'm different and it's because Vinnies were there; supporting me, guiding me, helping me when I really needed it.”



Social Justice

When we speak about social justice we go to the heart of what the St Vincent de Paul Society stands for. We give voice to those who are voiceless, standing with them and advocating for them.

The Society's focus on social justice has facilitated research into issues relating to homelessness, poverty, disaster relief, health, as well as campaigning for basic human rights for migrants and refugees, people with disabilities and those experiencing a mental illness.

Faithful to the spirit of 'Conference', debate and renewal through which the Society was founded, the voices of members were at the forefront of the expression of social justice during the course of the financial year.

Social Justice in the Club forums opened each of the congress gatherings in Wagga Wagga, Coffs Harbour, Dubbo and Sydney. These lively interactive events afforded members the opportunity to offer their insights on vital issues, including homelessness, mental health, and intergenerational disadvantage.

In addition to enabling practical social justice outcomes, the forums featured expert panelists, including local Aboriginal leaders, social service sector representatives, and university lecturers. These guests brought new perspectives to difficult problems and opened members up to vital service links and cooperative local networks.

Membership development also led the extensive array of research and advocacy work undertaken throughout the financial year. Following on from trends identified in 'The Conference Report' (2009), research projects were undertaken to directly inform and support members to deal with the challenges encountered with increasing regularity in their Conference work.

With internal reports and data from external agencies confirming mental health as the fastest growing issue for the people the Society assists, the Broken Bay Central Council and State Support Office combined to conduct a member survey.

Research proved that Conferences have an understanding of mental health issues generally on par with that of the general

When we speak about social justice we go to the heart of what the St Vincent de Paul Society stands for. We give voice to those who are voiceless, standing with them and advocating for them.

community. Encouragingly, however, members displayed a heightened readiness to engage with persons living with mental illness in a compassionate and progressive manner. Accordingly, the report provided Society leadership with a series of training strategies and options to support members in managing this critical aspect of their vocation.

The Problem Gambling Report (2010) provided an appraisal of the latest developments on a matter causing significant harm to many of the individuals, families and communities Conferences assist. This research paper advocated government, the gaming industry and the general community to direct greater focus on the social injustices of problem gambling rather than simply continuing to debate the political and economic implications of gambling mitigation strategies.

Building on previous successes, the Society continued to promote awareness of social justice and Catholic Social Teaching among the wider community, with expert commentary on a range of issues featured on mainstream radio, television, newspaper and online media.

With new challenges on the horizon concerning the cost-of-living, housing affordability, energy costs and social isolation, the NSW Social Justice Committee remains committed to continuing its vital work in support of members, volunteers and employees.

CENTRAL COUNCILS

Urbanisation of the population, natural disasters, long-term effects from drought, varying commodity prices and increased cost of living, especially in utilities, impact on the financial capacity and standard of living...

Armidale Central Council

The Armidale Central Council covers fourteen local government areas and 91,000 square kilometres. Its major towns include Tamworth, Armidale, Inverell, Narrabri, Tenterfield and Walgett. The major land uses in the Central Council are agricultural, pastoral and mining, with solar, wind farms and coal-seam gas extraction beginning to expand. These industries, along with urban services in health and education, are the main income sources for residents within the Central Council.

Urbanisation of the population, natural disasters, long-term effects from drought, varying commodity prices and increased cost of living, especially in utilities, impact on the financial capacity and standard of living of local residents. This is compounded by the unemployment rate in the Central Council, which is eight percentage points above the NSW state average.

In 2010/11, the Armidale Central Council experienced greater demand for its services, with \$522,238 provided to assist locals. Assistance was provided with the provision of the NSW Governments Energy Accounts Payment

OVERVIEW

Number of:	
Regional Councils.....	4
Conferences.....	26
Conference Members.....	249
Youth & Young Adult Conferences	8
Youth & Young Adult Members	281
Vinnies Centres	19
Volunteers.....	684

ASSISTANCE

Number of people assisted through:	
Conferences.....	14,086
Vinnies Centres	2,370
TOTAL.....	16,456



Assistance and Telstra vouchers (39%), food support (35%) and accommodation, fuel, medical, and other personal and household needs (26%).

Conference members and Centre volunteers continue to make a difference in the lives of those seeking assistance, supporting 16,456 people in the financial year. Almost 17% of these people approached the Society for help for the first time.

Conference members visited 4,578 people in their homes and 6,966 people in hospitals, nursing homes and aged care facilities.

Centres continue to make their very valued contribution to the income of the Society in the Central Council, with a 5.3% increase on sales on the previous year. Centres also supported Conference clients through the supply of goods-in-kind to the value of \$31,645.

The January floods in the north and north-west of the Central Council impacted dramatically on families in towns and rural areas. Under the direction of the Moree Conference and with the support of the Central Council disaster recovery team, the Society responded efficiently and effectively when the residents of Boggabilla and Toomala were evacuated to Moree.

Through the generous donations from the public to the St Vincent de Paul Society's Flood Appeal, the Central Council distributed \$54,000 to families most affected by the floods.

The Rural Taskforce team conducted a very successful display at the Bingara Show, which resulted in valued local contacts.

There are four youth conferences and four Mini Vinnies in a number of Catholic schools. New groups have formed in Tamworth, Guyra and Glen Innes. The reformation of St Albert's Young Adults Conference at the University of New England also occurred in the financial year.

The Armidale Central Council building program continued in 2010-11 with upgrades to Centres and other building developments in Gunnedah, Walgett and Quirindi.

Bathurst Central Council

The Orange Vinnies Van and Vinnies Café, run by local volunteers and members, continues to provide a crucial service for local families and individuals...

The Bathurst Central Council spans over 103,000 square kilometres and includes the towns of Bathurst, Orange, Cowra, Mudgee, and Lithgow. The area has a population of around 280,000 people. The Bathurst Central Council area continued to experience a high level of demand on its services in 2010/2011.

The long-term effects of the drought continue to wreak havoc with local farmers and small businesses. In addition, increased cost of living and ever increasing energy costs mean that demand for services in the Bathurst Central Council continues to rise.

In 2010/11, Bathurst Central Council completed the rebuild of the Bathurst Centre. The new Centre commenced trading on 14 June 2011 and has been well received by customers, volunteers and members.

The Orange Vinnies Van and Vinnies Café, run by local volunteers and members, continues to provide a crucial service for local families and individuals, supplying around 5,500 meals throughout the financial year. Local businesses continue to support this great initiative by providing grocery items and monetary donations.

Locals isolated or restricted to their homes or people seeking assistance from local Conferences continued to receive food parcels from the Orange Foodbank.

Greene Villa in Coonamble continued to make a difference to the lives of people living with a disability in the Bathurst Central Council area. The service supports people with a disability by helping with community events and transport. Assistance was also given with annual holidays and days out including trips to the movies. Training days in well-being and health, and interagency meetings were also held.

The Mary O'Leary Centre offers support services to the aged in Portland. The Centre holds monthly morning teas for the community, weekly craft groups and occasional lunches for people living with a disability. The Centre is also available for other uses approved by the committee.

All Centres in the Bathurst Central Council area are operating well.



OVERVIEW

Number of:	
Regional Councils.....	4
Conferences.....	25
Conference Members.....	241
Youth & Young Adult Conferences	6
Youth & Young Adult Members	145
Vinnies Centres	17
Special Works	5
Volunteers.....	876

ASSISTANCE

Number of people assisted through:	
Conferences.....	33,507
Vinnies Centres	6,253
Special Works	3,350
TOTAL.....	43,110

Broken Bay Central Council

The Central Coast Mental Health Project provides guidance and a better understanding of mental health issues

Broken Bay Central Council covers the Northern Beaches and Upper North Shore areas of Sydney, and the Central Coast. The area has a contrast of affluent suburbs, large middle-class areas and significant pockets of low income residents. This widely varying socio-economic demography has shaped the way the Central Council operates, with funding being redistributed to the areas of most need, and members from areas requiring lower levels of assistance contributing significantly to outreach projects in areas of high need.

Overall, the Central Council assisted more than 72,000 people during the year, with members making more than 30,000 home visits.

A highlight for the Broken Bay Central Council was the success of the Youth Reach Special Work in obtaining a further two years funding under the Federal Government's Youth Connections program. Youth Connections targets kids at risk of dropping out of education. The program completed the building of a music rehearsal and recording studio

OVERVIEW

Number of:	
Regional Councils.....	5
Conferences.....	38
Conference Members	445
Youth & Young Adult Conferences	27
Youth & Young Adult Members	405
Vinnies Centres	31
Special Works	9
Volunteers.....	1,481

ASSISTANCE

Number of people assisted through:	
Regional Council Referral Rooms.....	8,312
Conferences.....	49,123
Youth & Young Adult Conferences	140
Vinnies Centres	10,061
Special Works	4,907
TOTAL.....	72,543



named Krank'n Studio which is increasingly popular with local schools, youth bands and other artists.

The Central Coast Mental Health Project provides guidance and a better understanding of mental health issues to members who deal with people in need and their families. The Project held a successful seminar for the community and community organisations involved with and affected by mental health issues, and in particular suicide. The Project continues to work with members, the police, mental health organisations and area health services to raise awareness of mental health and suicide in the community.

The No Interest Loan Scheme Special Works at Northern Beaches and Chatswood experienced considerable growth in their programs, with record numbers of loans being provided to people in need. The programs continue to attract funding from organisations, and over the history of both programs have lent in excess of \$500,000.

The St Joseph's Workshop Special Work produced 1,843 items of furniture for Central Council shops and people in need. Operating from new premises and with the aid of a spray booth and new equipment gained from grant money, the volunteers significantly increased production and quality during the financial year.

The Centres suffered from the general downturn in the retail industry, although recording a profit for the financial year with all money going towards the work of the members and Special Works in the area. Two new Centres were opened during the year at Budgewoi and Balgowlah.

Broken Bay Central Council members continued to assist many hundreds of people in need outside the Central Council area through significant outreach programs such as Taskforce Redfern, the Matthew Talbot Hostel, prison visitation, and work in communities in the western suburbs.

An official opening ceremony for a chapel at the Silverwater Women's Correctional Centre was held and acknowledgement was given to the Society in Broken Bay for the financial assistance given to the project and the wonderful work of members of Epping Conference who have supported the prison Chaplaincy service.

In Port Macquarie, McCosker House provides for individuals, couples and families who are in crisis and at risk of homelessness. The special work provides premium accommodation with professional and supportive management.

In Port Macquarie, McCosker House provides for individuals, couples and families who are in crisis and at risk of homelessness. The Special Work provides premium accommodation with professional and supportive management. There is a new program of 'exit' housing to be implemented which will also be supported by outreach case workers.

The local Centres are operating well, and are capably staffed and managed by dedicated volunteers. These volunteers support the mission and vision of the Society.

The Matthew Talbot Recycle Centre in Goonellabah is a repository of some 30% of the non-retail

Lismore Central Council

The Lismore Central Council has seen an increase in demand in 2010/2011. This increased demand has meant that additional support and training for members and volunteers was conducted in the financial year. Interview and referral rooms were also improved to assist members and volunteers in their work.

The Central Council has focused on the issue of homelessness in the local area where it provides three properties for transitional housing where residents are supported by an outreach case worker. It is planned that two more properties will be in operation in the near future. Three similar properties are also run in the Tweed Coast area.

grade clothing for the state of NSW. This Centre supports the stock needs of the Central Council Centres, as well as exports non-retail grade material, and produces cut offs for industrial uses. A significant achievement has been the doubling of the under-roof space on this site. A new warehouse is soon to be ready to provide for increased capacity for the operation.

The Central Council Youth team continued to provide a broad range of services including Buddies Days, youth and teen camps, family camps and peer support and mentoring. Mini Vinnies operates in all parish schools in the Central Council. These groups have very positive results on attitudes to social justice in their local communities.

The Society Congress was hosted in Lismore and was an opportunity for members and volunteers to meet and relate with a broad cross-section of peers from across NSW.



OVERVIEW

Number of:	
Regional Councils.....	5
Conferences.....	33
Conference Members	397
Youth & Young Adult Conferences	34
Youth & Young Adult Members	775
Vinnies Centres	29
Special Works	6
Volunteers.....	1,772

ASSISTANCE

Number of people assisted through:	
Conferences.....	55,227
Youth & Young Adult Conferences	397
Vinnies Centres	8,792
Special Works	372
TOTAL.....	64,788



Maitland/Newcastle Central Council

Financial support by Conferences was up by \$75,000 on the previous year to a total of more than \$2 million, with food voucher expenditure and utility assistance increasing by more than 10 per cent.

OVERVIEW

Number of:	
Regional Councils.....	8
Conferences.....	49
Conference Members.....	496
Youth & Young Adult Conferences	34
Youth & Young Adult Members	534
Vinnies Centres	29
Special Works	9
Volunteers.....	1,885

ASSISTANCE

Number of people assisted through:	
Conferences.....	69,218
Youth & Young Adult Conferences	214
Vinnies Centres	2,560
Special Works	380
TOTAL.....	72,372

The Maitland/Newcastle Central Council covers major regional cities like Newcastle, Lake Macquarie and Maitland, rural areas such as the Upper Hunter and Manning, and the seaside towns of Port Stephens and Great Lakes. The level of need within the Central Council area increased during the year.

Financial support by Conferences was up by \$75,000 on the previous year to a total of more than \$2 million, with food voucher expenditure and utility assistance increasing by more than 10 per cent. Conferences have also experienced a decrease in the number of members and recruitment and training for new members and volunteers is on-going. In 2010/11, 48 new members were registered.

A very successful recruitment drive during orientation week at the University of Newcastle resulted in many new camp leaders and Youth Conference members. The Youth Team held two Kids Camps, nine Buddies Days and a Teen Camp in the financial year. In May, the Youth Team combined with the Migrant & Refugee Special Work to hold a Mums & Kids weekend.

A successful Damascus Day was held in October with training in the Starfish program, Effective Home Visitation and Managing Challenging Behaviours sessions held in a number of venues across the Central Council. Training programs for Budget Counselling and Disaster Recovery personnel were also held.

A new Vinnies Centre in Dungog began trading in October 2010 and has proved very popular with the local community. Overall, the operating surplus from the Centres in the Central Council area increased with these funds used to support the good works in the community. A well-attended Centres Training Day was held at East Maitland with guest presenters from neighbouring Central Councils.

Parramatta Central Council

Operating in one of the fastest growing, youngest and most culturally diverse regions of Australia, Parramatta Central Council has been busy serving the needs of the most disadvantaged people within its area.

The number of Regions increased from four to six, with the creation of The Hills and Hawkesbury Regions. This is in addition to the existing Regions of Cumberland, Prospect, Nepean, and the Blue Mountains. This means Conferences are clustered into groups of between six and 11 members, providing greater ease of communication with their Regional President and each other.

Half of these Regions are now supported by a new call centre for family assistance. It will eventually cover the whole of the Parramatta Central Council area. A single, local cost phone number will soon be available to people in need calling from Blacktown to Blackheath, and Richmond to Rouse Hill.

The new sorting and distribution centre in Phillip Street, Kingswood celebrated one year of operation and continues to refine its processes to support more Centres within the Central Council area.

The Central Council continues to offer more family assistance centre facilities. A much needed facility was opened in Katoomba which services people in urgent need of food and other assistance. Some of our major centres are offering vouchers for electricity payments via appointment at their local regional office.

A new shop in Mt Druitt opened in late 2010 and has traded successfully. A new Conference was aggregated at Padre Pio Parish in Glenmore Park in May 2011 with an enthusiastic group of new members.

The Vinnies Van gave assistance 7,346 times, through the generous work of 821 volunteers who gave 8,080 hours of their time. Abergeldie Infrastructure sponsored the Vinnies Van to the value of \$25,000, with staff members continuing to volunteer with the service. Pura continued to supply milk pro bono. Many schools and community groups supported the Vinnies Van through food donations.

Parramatta Central Council formed a partnership with Our Lady of Lebanon Church at Harris Park to engage young adults in volunteering for and managing a second Vinnies Van (Night Patrol) for Western Sydney. The Maronite Youth Organisation and parishioners at Our Lady of Lebanon have been very generous in supporting the new Vinnies Van.

The Vinnies Van gave assistance 7,346 times, through the generous work of 821 volunteers who gave 8,080 hours of their time.

OVERVIEW

Number of:	
Regional Councils.....	6
Conferences.....	45
Conference Members	433
Youth & Young Adult Conferences	16
Youth & Young Adult Members	260
Vinnies Centres	26
Special Works	2
Volunteers.....	1,803

ASSISTANCE

Number of people assisted through:	
Regional Council Referral Rooms.....	330
Conferences.....	45,613
Youth & Young Adult Conferences	101
Vinnies Centres	8,276
Special Works	7,372
TOTAL.....	61,692



The number of Special Works supported by the Central Council increased to 19 this year with the opening of Rosalie House. Rosalie House provides medium-term accommodation for up to six older women who are escaping domestic violence.

Sydney Archdiocese Central Council

The Sydney Archdiocese Central Council experienced a busy year with Conference members providing assistance to more than 63,000 people and making more than 34,000 home visitations.

The Central Council has continued to invest resources to improve facilities with new Community Support Centres established or refurbished in Bankstown, West Ryde and Burwood during the financial year. In 2010/11 these Support Centres assisted almost 15,000 people. Conferences and Community Support Centres combined spent over \$2.7 million last year in direct assistance to our clients, and another \$500,000 worth of goods were given to people in need through Vinnies Centres.

OVERVIEW

Number of:	
Regional Councils.....	12
Conferences.....	115
Conference Members	1,110
Youth & Young Adult Conferences	61
Youth & Young Adult Members	1,385
Vinnies Centres	44
Special Works	19
Volunteers.....	2,449

ASSISTANCE

Number of people assisted through:	
Regional Council Referral Rooms	14,919
Conferences.....	63,176
Youth & Young Adult Conferences	309
Vinnies Centres	7,561
Special Works	79,286
TOTAL.....	165,251



Sydney Archdiocese Central Council also provided financial counselling services to 385 people during the year.

Central Council Conferences were instrumental in collecting \$240,000 from generous donors in parishes and schools in aid of the Society's Queensland Flood Appeal.

The number of Special Works supported by the Central Council increased to 19 this year with the opening of Rosalie House. Rosalie House provides medium-term accommodation for up to six older women escaping domestic violence. This service was established with the assistance of a \$30,000 grant from the NSW State Government under its Community Building Partnership Program.

Other Special Works in the Central Council area continued to experience increased demand on their services. One of the highlights for the year was when 50 volunteers from the Sydney Night Patrol held a very successful BBQ in Martin Place on Easter Sunday night for 350 people experiencing homelessness.

The Youth Team has had a very successful year in promoting the works of the Society with 42 Mini Vinnies Conferences, nine High School Conferences and 10 Young Adult Conferences including several University Conferences now established. An increasing number of schools held Winter Sleepouts this year to raise awareness of homelessness and many others fundraised or collected blankets for the Society's Winter Appeal.

Despite the difficult trading conditions experienced by all retailers last year, our Centres achieved modest growth both in sales and net income compared to the previous year. Sydney Archdiocese Central Council relies heavily on the success of its 44 Centres to fund the services of its Conferences and Special Works. During the year two new shops were opened in Engadine and Darlinghurst.

Wagga Wagga Central Council

Wagga Wagga Central Council continues to help newly arrived refugees settle into the local area. As part of the Humanitarian Settlement Scheme, the Central Council has, in total, assisted close to 400 refugees.

After years of drought, the Wagga Wagga Central Council welcomed the heavy rainfall. Despite the rain, the community and its industries will continue to feel the effects of the long drought for years to come. For many people in the local community, the relief came too late and their livelihood as a farmer, a self-employed shearer or small business owner suffered irreversible damage. The re-opening of the rice processing facilities in some towns will hopefully give a boost to the local economy.

With many in the community struggling to make ends meet, the Central Council continues to experience an increase in demand for its services. Conference members act as the frontline for the St Vincent de Paul Society providing assistance with vouchers, food, clothing and home visitation.

Central Council Youth and Young Adult groups have held several successful camps and assisted many young people in need. The number of Youth and Young Adult groups continue to grow.

Wagga Wagga Central Council continues to help newly arrived refugees settle into the local area. As part of the Humanitarian Settlement Scheme, the Central Council has, in total, assisted close to 400 refugees.

Centres in the Central Council area are supported by a wonderful team of volunteers and staff. Despite the tough economic times, Centres have experienced a small increase in sales.

The Central Council's main Special Work, Micah House continues to offer crucial care and support services to socially isolated and other disadvantaged men, women and children. In exciting news, Griffith City Council has advised that they will assist the Society in starting a Micah House service in Griffith. This project is still months off but will meet a growing demand in the Griffith area when it opens.



OVERVIEW

Number of:	
Regional Councils.....	4
Conferences.....	28
Conference Members	278
Youth & Young Adult Conferences	7
Youth & Young Adult Members	70
Vinnies Centres	18
Special Works	5
Volunteers.....	1,088

ASSISTANCE

Number of people assisted through:	
Regional Council Referral Rooms	4,560
Conferences.....	29,944
Youth & Young Adult Conferences	143
Vinnies Centres	5,396
Special Works	11,995
TOTAL.....	52,038

Wilcannia/Forbes Central Council

A new Conference was formed in Brewarrina in October 2010, providing greatly needed relief for this small town.

The Wilcannia/Forbes Central Council stretches from Parkes in the East, Broken Hill in the West, Lightning Ridge in the North, to Barham in the South. It covers an area just over half the size of the state. Suffering from many years of drought, successful crops were anticipated for 2010, only to be damaged by heavy rainfall.

As a result, the role of the Society's Rural Taskforce continues to be crucial in the Central Council area, with all drought and flood relief funds greatly appreciated by local communities.

Client assistance figures grew as people continued to struggle with the cost of living. Central Council Conference members assisted 15,961 clients and experienced a 36.5 per cent increase in expenditure on client assistance in comparison to last year. In addition to this, members made 8,849 social/hospital visits in the financial year.

OVERVIEW

Number of:	
Regional Councils.....	5
Conferences.....	20
Conference Members.....	183
Youth & Young Adult Conferences	5
Youth & Young Adult Members	144
Vinnies Centres	15
Volunteers.....	530

ASSISTANCE

Number of people assisted through:	
Conferences.....	15,961
Vinnies Centres	2,273
TOTAL.....	18,234



A new Conference was formed in Brewarrina in October 2010, providing greatly needed relief for this small town. This support had previously been well provided by a small group of Bourke members and so the creation of a local Conference is greatly appreciated.

The Wilcannia/Forbes Central Council entered into an agreement with Centacare in 2010 for the management of a Financial Wellbeing Program in Wilcannia. This program aims to build the financial capacity of Indigenous communities by providing training and mentoring to build sustainable, beneficial skills in participants, their families and communities. The role of the Society in this Program is to provide emergency relief fund assistance to the community of Wilcannia. As there is no Conference in Wilcannia, this role is being carried out by members from Broken Hill and Cobar. The Program is funded until 31 December 2011 at which stage its success and ongoing viability will be assessed.

Mini Vinnies groups continue to grow, with a new group in Deniliquin, bringing the total number to five.

Renovations were undertaken in most of the Central Council Vinnies Centres to create better spaces for both volunteers and clients. These improvements, along with the tireless efforts of volunteers, has seen a seven per cent increase in Centre sales, funds which are greatly needed to meet increasing demand.

The Illawarra High School Support program continues to grow from strength-to-strength and includes mentoring, breakfast club, boy and girl days out, self-esteem building, event management and fundraising.

Wollongong Central Council

Stretching from Glenfield in the north to Ulladulla in the south and west to the Southern Highlands, Wollongong Central Council is home to a broad range of socio-economic communities. Conferences assisted more than 65,000 people and undertook 26,288 home visits. Assistance totalling over \$1.7m was provided by Conference members.

In adverse economic conditions, the enthusiasm of almost 1,200 volunteers contributed to the success of the Wollongong Central Council Centres. Funds generated by the Centres support the work of the Conferences and various Special Works across the Central Council area. A new outlet was opened in Warilla which will service the fast growing Shellharbour population.

The Central Council continues to progress the planning for a new hostel at Nowra and it is anticipated that construction will commence in late 2011.

Holiday flats at Gerroa and Mollymook, providing respite holiday accommodation for families experiencing difficulties, continue to be well accessed by Conferences across the State. Almost 500 people were referred to the service in the financial year.

The Nagle Centre in Campbelltown underwent some refurbishment with a community kitchen extension

completed in December 2010. The Nagle Centre now serves breakfast and lunch five days a week and an evening meal on Wednesdays.

The Clemente Program, run from the Nagle Centre, facilitates university study for disadvantaged and marginalised people and is run in partnership with the Australian Catholic University. Eight students have graduated from the program with another four ready for graduation. Five graduates of the program have continued further university education and are currently studying at the Australian Catholic University. The Program currently has 16 students enrolled.

The Illawarra High School Support program continues to grow from strength-to-strength and includes mentoring, breakfast club, boy and girl days out, self-esteem building, event management and fundraising. Oak Flats High School came on board recently and a second vintage car program was held at Warilla High School.

The Vinnies Van in Wollongong and surrounding suburbs was launched in partnership with the Diocese of Wollongong Catholic Education Office, and will run three nights a week. The Vinnies Van will provide food and drinks and try to meet the welfare needs of the people visiting the food van.

OVERVIEW

Number of:	
Regional Councils.....	6
Conferences.....	39
Conference Members	543
Youth & Young Adult Conferences	18
Youth & Young Adult Members	10
Vinnies Centres	24
Special Works	21
Volunteers.....	1,413

ASSISTANCE

Number of people assisted through:	
Conferences.....	65,759
Youth & Young Adult Conferences	39
Vinnies Centres	6,628
Special Works	22,753
TOTAL.....	95,179





SERVICES



Matthew Talbot Homeless Services

INNER CITY SERVICES

Matthew Talbot Homeless Services (Inner City) offer pathways out of homelessness by providing services which look at supporting an individual back to independence. Whilst providing traditional services such as accommodation, meals and material assistance, clients are also supported through intensive case management, education and training, advocacy and social reconnection. The Matthew Talbot Hostel, the Ozanam Learning Centre, and Vincentian House are supported by dedicated staff and more than 200 volunteers. The Society's inner city homeless services provide refuge for some of the most marginalised members of the community.

Matthew Talbot Hostel

The Hostel provides crisis accommodation and day services for homeless men in Woolloomooloo. The service provides: accommodation each night for 98 men; three meals a day to more than 620 clients; personal care assistance including laundry and clothing; case management services; a clinic staffed by registered nurses, GPs, psychiatrists and allied health professionals; a pastoral care program; and access to external service providers such as mental health, legal and counselling services, Housing NSW and Centrelink.

Many of the inner city homeless present to the hostel with highly complex needs which may have been undetected and unresolved over a long period of time. Some are escaping abusive relationships or have been released from health

and correctional institutions. As well as facing the crisis of homelessness, undiagnosed or untreated mental illness is common, compounded by substance abuse and chronically poor general health.

Although the demand for crisis homeless services is especially acute during the winter months, the Hostel rarely has any vacancies among the 98 beds available.

Ozanam Learning Centre

The Ozanam Learning Centre (OLC) is Australia's largest early intervention centre focusing on the prevention of homelessness. The Centre takes a holistic approach with an emphasis on early intervention and well-supported post-crisis community housing programs and the diagnosis, treatment and referral of medical and mental health issues.

The Society created and developed the OLC in response to the concept that education, training and living skills are critical to breaking the cycle of homelessness. The Centre has on average around 1,400 occasions of service a month and runs over 50 activities and courses a week. There is a strong emphasis on vocational training and education, together with a structured program of arts, crafts, living skills, recreation and social events. Volunteers play a large role in the Centre's ability to deliver these components.

The OLC participates in the Woolloomooloo Integrated Services Hub - a one-stop-shop for people who are homeless or at risk of homelessness.

The Society created and developed the OLC in response to the concept that education, training and living skills are critical to breaking the cycle of homelessness.

Vincentian House Family and Women's Services

Vincentian House Family and Women's Services offers crisis and medium-term housing and support to homeless and at-risk families and single women. The service offers intensive and highly individualised support with the aim of preventing a return to homelessness in the future. Its services are child-centered and family focused in their priorities and are modelled around the four strategies of supported accommodation, children's education and support, day programs and early intervention.

In 2010/11 Vincentian House accommodated over 220 women, men and children, and demand continues to outstrip the service's capacity. Over the past year, Vincentian House has grown its volunteer base to 30 volunteers who regularly help out with such activities as cooking classes, managing the clothing store and participating in KidZone.

MEN'S SERVICES

Frederic House

Frederic House, Waterloo (State Council) is a fully accredited aged-care facility and long-term home to 61 previously homeless men who are assessed as being unable to live independently. Most of the clients suffer a mental illness, acquired brain injury or other cognitive disorder, complicated in many instances by active substance abuse. In 2010/11 the facility operated at full capacity.

John Purcell House

John Purcell House, Nowra (Wollongong Central Council) provides short-term crisis accommodation for homeless men. In 2010/11 the service provided accommodation to an average of eight homeless men per night assisting 1,428 men in total. Planning is well underway for the Hostel to be demolished and a new updated building to be erected in 2011/12.

Jim da Silva Farm

Jim da Silva Farm, Nowra (Wollongong Central Council) provides supported medium-term accommodation in a farm environment for up to 10 single adult men. In 2010/11 the service accommodated 11 residents. The Vietnam Veterans and Peacekeepers opened a Men's Shed in partnership with the Society at the Farm, and community group Helping Hands, maintain a community garden at the Farm.

St Vincent de Paul House

St Vincent de Paul House, Coniston (Wollongong Central Council) provides homeless men with crisis accommodation. In 2010/11 97 men were assisted by the service with an average of 12 homeless men accommodated every night. This included 22 men who received outreach support after they left the House.

Cardinal Freeman Centre

Cardinal Freeman Centre (State Council) is a partner in the Parramatta Men's Homelessness Coalition, and provides medium to long-term accommodation for 12 men in its main centre, and three in its semi-independent house. In 2010/11, the service assisted more than 700 clients, provided more than 20,000 meals, and had 31 clients graduate from the 'Beyond the Link' 22-week life skills program run in conjunction with TAFE NSW and Centrelink.

St Jude's Refuge

St Jude's Refuge, Bankstown (Sydney Archdiocese Central Council) provides short-term accommodation and case management for up to 12 men experiencing homelessness. Two outreach properties managed by the service are able to accommodate 8 men as they transition into independent living. In 2010/11 the service assisted 97 men by providing accommodation, life skill programs, support for training and employment, and assistance in securing permanent accommodation.



MEN'S SERVICES (CONT.)

Edel Quinn Hostel

Edel Quinn Hostel, Wagga Wagga (State Council) provides 14 beds a night for single homeless men and an outreach program. In 2010/11 the service assisted more 135 men and provided more than 13,500 meals. Plans for a refurbishment and expansion of the service are underway.

Quamby House

Quamby House, Albury (State Council) provided accommodation to 451 men and almost 13,000 meals during the financial year. The service also focused on its home-based outreach service and developing its life and social skills programs.

McCosker House

McCosker House, Port Macquarie (Lismore Central Council) provides short-term accommodation for homeless men, women and children. In 2010/11 the service assisted 353 people, 155 of which were children. In addition, a major refurbishment of one wing of the property was completed, increasing the number of units available.

Matthew Talbot Centre

Matthew Talbot Centre, Wickham (Maitland/Newcastle Central Council) provides eight crisis accommodation beds, eight bedsitters and three villas providing medium-term accommodation, and an outreach service. In 2010/11 the service assisted 89 men.

Vinnies Services

Vinnies Services, Deniliquin (State Council) operates an outreach model of intervention and service provision for men, women and children. In 2010/11 the service assisted 300 adults, 90 young people and more than 300 children. The Vinnies Reconnect Team also supported another 70 parents of young people.

ADDICTION SERVICES

Freeman House

Freeman House, Armidale (State Council) provides a residential drug and alcohol rehabilitation service. It delivers three programs: a 3-12 month, longer-term residential rehabilitation service including additional transitional accommodation; a community outreach program servicing the needs of the local community; and a residential crisis homeless support service.

Maryfields

Maryfields, Campbelltown (Wollongong Central Council) runs a 13-week day recovery program in alcohol, drugs and gambling. In 2010/11, 88 people accessed, the recovery program. In addition, a further 18 people accessed the Aftercare Group which runs twice a week to support people who have completed the day program.

Gambling Help

Gambling Help Counselling Service, Baulkham Hills (State Council) offers information, advice and referrals; clinical assessments; evidence-based treatment; face-to-face individual, couple and family counselling; and community education and awareness of gambling related issues. In 2010/11, the services assisted 49 people, increasing the total number seeking service to 83.

Sydney Archdiocese Central Council operates five crisis accommodation refuges for women with children escaping domestic violence and homelessness.

WOMEN'S AND FAMILY SERVICES

Marian Centre; St Louise Lodge; Marian Villa; Amelie House; Claffy House

Sydney Archdiocese Central Council operates five crisis accommodation refuges for women with children escaping domestic violence and homelessness. In addition to providing case management in a safe, supportive environment the refuges offer women and their children a range of individualised crisis and post-crisis services including support in court and legal matters, advocacy, referrals to other agencies, life skills programs, recreational activities and access to opportunities enjoyed by the wider community. In 2010/11 the refuges assisted 259 women and 345 children.

Rosalie House

Rosalie House (Sydney Archdiocese Central Council) is a new service which opened in the 2010/11 financial year. The service offers medium term accommodation for up to 6 older women who have experienced domestic violence during their lives. It supports them with specialised case management that will enable them to move to safe independent living.

Macarthur Ozanam Centre

Macarthur Ozanam Centre, Campbelltown (Wollongong Central Council) includes the following services: Vinchez's Women's Refuge for women with children; Vince's Place for homeless men; Allambie Refuge for men with children and couples with children; Minto Transitional Housing; Metro South West Brokerage; Pathways for single women and women with children who are homeless or potentially homeless; and Mingaletta Family Centre which operates as a child care centre for pre-school and after school children living in the refuges. This model ranges from preventative and early intervention to the provision of crisis and/or long term support. In 2010/11 the services assisted 123 adults and 123 children.

Pathways

Pathways, Moss Vale (Wollongong Central Council) operates four properties providing crisis and medium-term accommodation as well as financial assistance to women and accompanying children facing homelessness. In 2010/11 the service assisted 173 women and accompanying children.



Our Lady of the Way

Our Lady of the Way, Western Sydney (State Council) provides case management, counselling, recreational/social activities and outreach support to single women over the age of 50 years who are escaping domestic violence. In 2010/11 the service provided 1,092 meals, 1,680 crisis beds and 736 medium term beds; as well as entering into a support agreement with Bridge Housing, securing seven accommodation units.

Mary's Place

Mary's Place, Western Sydney (State Council) provides an outreach service for single women and women with children escaping domestic violence by offering medium term supported housing as well as community outreach, case management and brokerage services. In 2010/11 the service assisted over 500 women and children.

Vinnies Youth Housing Macarthur

Vinnies Youth Housing Macarthur, Picton (Wollongong Central Council) provides semi-supported accommodation for single young men and women and sole parents. In 2010/11 the service assisted 92 young men and women. The service also expanded to the Southern Highlands region.





Family Services

The St Vincent de Paul Society runs a range of other **Special Works** that are tailored to meet the specific needs of individuals and families and the communities in which they live. Many of these services fill the gaps in people's lives in various ways whether it is through the provision of food or funds, or companionship and counselling. These services help ease the pressures within families and communities and include housing assistance, care and assistance centres, community services and financial support.

HOUSING SERVICES

Temporary Housing

Temporary Housing, Northern Beaches (Broken Bay Central Council) operates three properties in Sydney, which it leases to disadvantaged individuals and families recommended by Conferences at substantially reduced rent. As the result of a Memorandum of Understanding that was entered into between the Central Council and Centacare, clients have received expert counselling to assist them in transitioning back into the community.

Angela Houses

Angela Houses, Banora Point and Pottsville (Lismore Central Council) provide affordable housing in one four-bedroom house, and two two-bedroom units, for up to a year for families who are struggling to make ends meet.

St Canice's Respite House

St Canice's Respite House, (Lismore Central Council) has three properties that provide accommodation for families at reduced rent. The families, referred by Conferences, are able to stay for between 3 and 12 months as a respite from the pressures of the private rental market.

St Vincent's Villas

St Vincent's Villas, Gosford (Broken Bay Central Council) are five self-care units occupied full-time on a licence agreement by individuals. Residents have independent living status and a volunteer manager oversees maintenance and collection of fees. In May 2011 this property was sold to Pacific Link Community Housing to improve the range of services that could be offered to ageing tenants not yet ready to move into assisted care.

St Jude's Forster

St Jude's Forster (Maitland/Newcastle Central Council) offers three-bedroom units providing medium-term accommodation for families. Families are encouraged to tap into local

support services, save enough money for a bond and are assisted in locating permanent housing.

Margaret House

Margaret House, Gympie (Sydney Archdiocese Central Council) provides respite to carers of children living with a disability or a mental illness. The service operates a range of programs including overnight and recreational centre-based respite and community access day activities. In the financial year Margaret House provided respite to 82 clients.

Holiday Accommodation

The Society has a number of properties used as holiday accommodation for disadvantaged families and individuals. These are: Tom McGee Memorial Holiday Flats and Mollymook Holiday Flats (Wollongong Central Council) and Amelie Lodge, Woolgoolga, and MacKillop Lodge, Northaven (Lismore Central Council). These properties provide a much-needed circuit breaker and rest for people under enormous stress, who are unable to afford any sort of holiday.

INDEPENDENT LIVING

The Society runs a number of **Special Works** in the State that provide independent living accommodation for seniors.

Charles O'Neill and Marillac

Charles O'Neill and Marillac, Albury (Wagga Wagga Central Council) are two separate premises that provide a total of 19 self-care units for older people.

Allambie Court

Allambie Court - Coonabarabran provides 13 permanent low-cost residential units. The Society would not be able to continue with this invaluable service without the tireless efforts of its volunteers.

Jacinta Villa

Jacinta Villa, Bexley (Sydney Archdiocese Central Council) is an independent living facility comprised of one bedroom units. The service provides affordable accommodation for 11 permanent residents who are on limited incomes.

Mount St Vincent Village

Mount St Vincent Village, Cronulla (Sydney Archdiocese Central Council) is an independent living facility comprised of bed-sitters and one bedroom units. The service provides affordable accommodation for up to 26 permanent residents who are on limited incomes.

Village Court

Village Court, Lewisham (State Council) provides self-care accommodation for elderly residents in 26 units. A proportion of the units are rented to concessional tenants, and the remainder have been sold under licence-to-occupy arrangements. The units remained fully occupied, with a long waiting list.

CARE AND SUPPORT

Care and Assistance Centre

Care and Assistance Centre, Lewisham (Sydney Archdiocese Central Council). The Centre offered care and financial assistance to over 4,000 homeless or disadvantaged people who accessed its services. This included the provision of basic food supplies, help with transport and pharmacy costs, rent assistance, energy and water vouchers, debt assistance and referral to Conferences.

Nagle Family Care and Support Centre

The Nagle Family Care and Support Centre, Campbelltown (Wollongong Central Council) assisted more than 5,000 people through crisis interviews. Other services provided include emergency food provision, advocacy, case management, literacy and numeracy education and camps. The Centre's newly extended kitchen provided nearly 12,000 people with a hot meal in the financial year. The Centre provides breakfast and lunch five days per week and dinner on Wednesday evening.

The Centre continues to see outstanding results with its Clemente Program, a partnership between the Society and

the Australian Catholic University, helping disadvantaged people access university education.

Rosalie's Garden

Rosalie's Garden, Woy Woy (Broken Bay Central Council) provides a complex and flexible range of services for people, especially single mothers and single women lacking support. It operates as a drop-in centre, and provides services including counselling, budget counselling, referrals and legal advice. Women and their children escaping domestic violence, often housed in nearby hotels and motels, use the Centre as their home during the day. In 2010/11 the service assisted 463 people, and saw a rise in the number of families affected by unemployment. A pro bono legal service has also been established one day per week.

Louise House

Louise House, Gorokan (Broken Bay Central Council) offers a range of services including hospitality, referral, budget and financial counselling, grief counselling, cooking, craft and a support group for grandparents raising their grandchildren. The Men's Friends Group has provided a great opportunity for local older men to get together and interact with their peers. Louise House assisted 1,845 people in the financial year.

Micah House

Micah House (Wagga Wagga Central Council) is a Care and Support House. Local Vincentians saw a need for a place where people could go during the day to rest, have a friendly chat, meal or shower. Laundry and recreational facilities are also available.

Care and Support Cottage

The Care and Support Cottage (Maitland/Newcastle Central Council) has a dual role, providing family accommodation in a three-bedroom house in Cessnock and services such as budget counselling, through the Cessnock Conference Cottage.

The Cleveland Centre

The Cleveland Centre, Redfern (Sydney Archdiocese Central Council) provides counselling at no cost to individuals and couples. Qualified and intern counsellors assist people dealing with a wide range of issues including substance abuse, domestic violence, anger management, relationship conflict and loss and grief. The programs offered include a Family Safety Program for men who have been abusive in their personal relationships. In 2010/11 the service provided 1,450 hours of counselling and assisted 180 people.

Bailly House

Bailly House, Redfern (Sydney Archdiocese Central Council) is a new service which opened in the 2010/11 financial year. The House offers short term accommodation to individuals travelling from intrastate who are seeking medical treatment, as well as family and friends travelling to visit them in Sydney hospitals. The service is centrally located and can accommodate up to five groups.

COMMUNITY SERVICES

The Vincentian Social Action Centre

The Vincentian Social Action Centre (Wollongong Central Council) is located in two Centres; Warrawong and Campbelltown. The staff connect with the local community and Vincentians in a variety of ways, including supporting the building of strong communities, providing community education and training, supporting advocacy on a range of issues, and working with public housing activists. The Centre's programs include:

Animation Project

For 13 years, the Animation Project, based in Campbelltown, has provided support by way of community action for residents in public housing in the Campbelltown region (Claymore, Minto, Airds/Bradbury and Macquarie Fields). These are some of the most socially disadvantaged areas in Australia undergoing re-generation. The model of the broad-acre housing estate has thrown up significant social problems, often masking the potential of the residents who live there.

Claymore Community Laundromat and Coffee Shop

The Claymore Community Laundromat and Coffee Shop was established in response to a survey that found 40 per cent of residents did not have a working washing machine. As well as providing an opportunity for washing and drying, the coffee shop is a welcoming place for people to meet and have a chat.

Kalon House of Welcome

Kalon House of Welcome served over 500 meals at its regular community luncheons in the financial year. Kalon House of Welcome has a full-time community worker. Kalon is a safe haven, a place to talk, listen, laugh and share.

Rosalie Rendu Volunteer Home Visitation Program

This Program grew from humble beginnings and is now established in supporting people on the Macquarie Fields Public Housing Estate. Volunteers come from all faiths and in their formation learn about Rosalie Rendu's loving way of working with the poor.

Hunter Homeless

The members of the Hunter Homeless Special Work (Maitland/Newcastle Central Council) at the Coachstop Caravan Park in Maitland work with local health professionals and agencies to provide support and encouragement to the long-term residents of the park. In 2010/11 the Claffy Foundation funded a dental program in the Maitland area which provided 143 dental treatments to 34 clients who otherwise would not have received treatment or would have waited a considerable time to access dental work through the public health system. The Claffy Foundation also funded the purchase of 300 pool passes for the residents of the Coachstop Caravan Park. This was a diversion program to address poor behaviour during the Christmas school holidays. There was a reduction in complaints for this type of behaviour, and many children who attended learn to swim classes would not have been able to do so if the passes were not available.

Caroline Chisholm Centre

Caroline Chisholm Centre, Emerton (State Council) is a care and support centre that offers an extensive range of services including counselling, courses in parenting skills, and support with legal aid, probation and parole, housing and employment. The Centre assisted 7,577 people during the financial year, an increase on the 7,196 assisted last year. Over seventeen hundred people experiencing homelessness turned to the Centre, with an increased number of families asking for assistance. The total number of homeless people accessing the service was 1,780 compared to just 110 five years ago.

Margaret Druitt Day Care Centre

Margaret Druitt Day Care Centre, Emerton (State Council) provides long day-care for around 90 children aged between two and five. The service assists low income and disadvantaged families. Importantly, children are provided not only with a strong developmental curriculum but also with three hot meals and two snacks a day. The Centre is staffed by early education teachers, childcare workers and a speech therapist.

Tolland Tots

Tolland Tots (Wagga Wagga Central Council) is a weekly playgroup for children from severely disadvantaged families. Started in 2001, at the request of Aboriginal elders, it has now become a focus of community life in the area. In 2010/11 between 15 to 30 children attended with a parent each week and were provided with sandwiches, fruit, milk and yoghurt. The playgroup has gone a significant way to establishing stronger community bonds.

St Joseph's Workshop

St Joseph's Workshop, West Gosford, (Broken Bay Central Council) is a group of retired people who produce a wide range of woodwork items that are distributed to disadvantaged people in the local area and also sold in Vinnies Centres. In 2010/11, 45 volunteers made 1,843 chests of drawers, children's tables and chairs, clothes racks, rocking horses, toys and garden pieces. Several offices in the Central Council were provided with custom built furniture. The addition of a new state-of-the-art saw from Germany has significantly improved production, as has the installation of a spray booth.

The model of the broad-acre housing estate has thrown up significant social problems, often masking the potential of the residents who live there.



Many low-income earners struggle to afford even the basics, so purchasing household items such as fridges and other whitegoods is often impossible.

FINANCIAL SUPPORT

The St Vincent de Paul Society works with people to assist them in using improved budgeting strategies to help re-establish their self-respect and independence. Trained budget counsellors take the time to listen to a person's needs and encourage them to set and work towards attainable goals.

Budget Counselling

In 2010/11, 69 members and volunteers across NSW became accredited Budget Counsellors after undergoing three stages of training conducted by the Society's Learning Services. This program is designed to provide skills in more detailed support for clients with complex challenges. Budget Counsellors explore options with clients without being directive.

The Broken Bay Central Council hosted a gathering of Budget Counsellors in its Hornsby Region. This included guest professionals in the fields of addictions as well as credit and debt matters. Very positive feedback was received from all participants, and further sessions will be scheduled at the discretion of other Central Councils. Budget Counselling is provided by Broken Bay, Bathurst, Parramatta, Maitland/Newcastle, Sydney Archdiocese, Wollongong, Wagga Wagga and Lismore Central Councils.

Financial Counselling

Financial Counselling services are provided by an accredited Financial Counsellor by the Sydney Archdiocese and Broken Bay Central Councils to assist clients with more complex financial problems. Clients come via referral by Conference members or other organisations within the local community. In the Sydney Archdiocese Central Council a total of 385 interviews were conducted. Credit card debt and mortgage stress continued to be the two largest contributors to financial stress.

NO INTEREST LOAN SCHEME

Many low-income earners struggle to afford even the basics, so purchasing household items such as fridges and other whitegoods is often impossible. Unfortunately, many are at risk of predatory lending practices. No Interest Loan Schemes (NILS) operated in Wagga Wagga, Wollongong, Broken Bay and Maitland/Newcastle Central Councils and the Caroline Chisholm Centre. NILS Northern Sydney and Northern Beaches (Broken Bay Central Council) are the two largest Society NILS in NSW.

In 2010/11 a total of \$329,155 was lent under the scheme, broken down as: Wagga Wagga, 128 loans to a value of \$106,472; Broken Bay, 160 loans to a value of \$128,417; Wollongong, 37 loans to a value of \$32,492; Newcastle, 35 loans to a value of \$26,946; and Caroline Chisholm Centre, 37 loans to the value of \$34,848.

Food Services

The St Vincent de Paul Society provides tens of thousands of meals across the State each day through homeless services, refuges, care and support centres, as well as a number of food-specific Special Works.

Night Patrol Services

The Society operates Night Patrol services in the inner-city, Liverpool, Parramatta and since 2011, Wollongong. These services provide food and hot drinks, but also have a strong focus on providing companionship and an opportunity for homeless people to come together and develop friendships. In 2010/11 the Night Patrol services provided assistance on more than 72,000 occasions in the inner-city, 5,973 occasions in Liverpool and around 7,300 occasions in Parramatta.

A Brekky Van service is also operated by young people including high school groups, providing a cooked breakfast for up to 60 homeless people in the Surry Hills area each Saturday morning.

Food Barn

Food Barn (Sydney Archdiocese Central Council) provides assistance to Society operations and external charities by purchasing food and grocery items in bulk at wholesale prices and reselling the goods to these services at cost. In addition, a range of purchased and donated furniture, linen and household items are stored at Food Barn for distribution to people in need.

Breakfast Club

The Breakfast Club (Maitland/Newcastle Central Council) provides breakfast of toast, juice and fruit each school day at St Joseph's East Maitland. The children visit the Breakfast Club for a variety of reasons - some are hungry, some arrive at school early and need a secure place to go and some children find the playground a difficult environment and feel supported in a smaller group.

Orange Night Patrol Van and Vinnies Cafe

The volunteers and members of the Orange Night Patrol Van and Vinnies Cafe (Bathurst Central Council) assisted families and individuals by supplying around 5,500 meals. The purchase of a new Vinnies Van has made the operation of the service more efficient and more enjoyable for volunteers. Thirty two medical students from Sydney, presently undertaking a twelve month training program at the Orange Hospital, are volunteering on the Van.



Orange Food Bank

Orange Food Bank (Bathurst Central Council) experienced an increase in demand for food parcels due to the increased cost of living and financial stress experienced by many in the local community. Food parcels were also provided to clients seeking electricity assistance, to allow money usually reserved for groceries to be diverted to paying outstanding accounts.

Nightcare

Nightcare (Maitland/Newcastle Central Council) provided approximately 2,000 sausage sandwiches to residents in the Gateshead and Windale areas on Sunday evenings. Unfortunately, due to a shortage of volunteers this Special Work ceased operating in December 2010.

Bishop Fox Meal Centre

In 2010/11 Bishop Fox Meal Centre, Broken Hill (Wilcannia/Forbes Central Council) provided almost 8,000 hot meals for nominal cost to people who are severely disadvantaged, socially isolated or living in boarding houses.

Disability Services

Vocational

**Ozanam Industries, West Ryde and Stanmore
Castlereagh Industries, Coonamble**

The Society's Disability Services – Vocational (State Council) comprises three employment services located in Sydney and northern NSW and offer a range of services including mail fulfilment, assembly of show bags and conference folders, shrink-wrapping and general packaging work.

In 2010/11 the work centres continued a marketing campaign to attract new clients and business partnerships. All work centres were busy and were able to support employees with fulfilling and meaningful opportunities.

Major renovations were completed at the West Ryde location in October 2010, improving the working environment for all employees dramatically. Discussions are underway with

architects, project managers and builders for renovations at the Stanmore work centre. It is hoped that work can begin on this project in late 2011.

In Coonamble, Castlereagh Industries is located in a 1,000 square metre factory and offers a range of services including: laundry, car wash, and the provision of cut wipers from recycled textiles to various industries. The service continues to employ local people with disabilities, offering them skills and a livelihood.

Housing

Greene Villa in Coonamble (Bathurst Central Council) provides housing for up to seven people with intellectual or physical disabilities. The service assists with community events, transport, annual holidays and recreational/social activities.

“Coonamble Shire Council has purchased its supply of industrial cleaning wipers from Castlereagh Industries for over 20 years. Council is completely satisfied with the service it receives from the organisation”

John J Griffiths - General Manager, Coonamble Shire Council





Mental Health

The Society's commitment to support people living with a mental illness continued in 2010/11 primarily through the Compeer program, the work of Mary MacKillop Outreach, work in addressing mental health issues in rural and regional Australia and the on-going work of Conference members.

Compeer

Compeer aims to improve the quality of life and self-esteem of adults diagnosed with a mental illness through one-to-one friendship with a caring volunteer. This year marked 15 years of the Society's commitment to the Compeer Program. Compeer is currently operated in seven locations across NSW and other locations in Australia.

In 2010/11, Compeer NSW had 225 friendships, trained 175 new volunteers and matched more than 80 people living with a mental illness into a new Compeer friendship.

Compeer Sydney expanded this year with the establishment of a Compeer office in Hurstville, in addition to the Blacktown, Chatswood and Lewisham offices. Compeer Sydney continues to increase the number of friendships it

supports with approximately 185 matches being maintained. Compeer Sydney staff undertook Certificates in Mental Health and Training and Assessment.

Both Compeer Illawarra-Shoalhaven and Compeer Macarthur-Wingecarribee focused on augmenting partnerships in the community, networking and program promotion in 2010/11. The 2010 National Mental Health Month theme of "Good Friends Help Us Bounce Back" captured the essence of Compeer and saw Compeer Illawarra-Shoalhaven partner with the Association of Relatives & Friends of the Mentally Ill to hold a Carers & Friends Forum, in addition to other community-based activities. Likewise, Compeer Macarthur-Wingecarribee took part in a walk for health, a Disabilities Expo and a consumer art exhibition opening in the Wingecarribee. Compeer averaged approximately 25 friendship matches across the Wollongong Central Council in the financial year.

Compeer Newcastle had a phenomenal first year of operation with the local community embracing the program. Approximately 70 applications were received from more than

40 different health professionals on behalf of their clients who wanted to participate in the program. The program currently has 19 matches, 42 friends on the waiting list and 20 volunteers waiting to be matched

In 2010/11 Compeer programs were run in: Blacktown, Chatswood, Hurstville, and Lewisham (State Council); Newcastle (Maitland/Newcastle Central Council); Albury, Griffith (Wagga Wagga Central Council, both closed December 2010); Illawarra-Shoalhaven and Macarthur-Wingecarribee (Wollongong Central Council)

Mary MacKillop Outreach

Mary MacKillop Outreach (Sydney Archdiocese Central Council) is a mental health and disability support service which aims to improve the quality of life of people with a disability and/or mental illness who reside in boarding houses and group homes in the inner west of Sydney.

The service provides centre-based and community access day programs focusing on recreation, nutrition, living skills, health promotion, literacy, art therapy, community welfare and training. Counselling and behaviour management programs are provided for clients with high support needs.

A Men's Shed offers manual arts activities including upholstery, woodwork and wheelchair construction. The program is run by retired men and war veterans living in the local area and has been recognised for its role in promoting positive community and psychological well-being.

The experienced and qualified staff at Mary MacKillop Outreach is supported by a team of highly trained volunteers. In 2010/11, 161 clients were regularly assisted by the service and 100 volunteers contributed 19,300 hours of their time.

Central Coast Mental Health Project

The Central Coast Mental Health Project (Broken Bay Central Council) works with Conference members to better equip them when dealing with clients suffering mental health issues. In addition, the project has established significant networks with other mental health-based organisations, the police and Area Health to raise the profile of mental health issues within the community and seek positive outcomes for sufferers, their families and carers.

Leisure Centres

The Society runs two day programs in the Illawarra and Sutherland Shire in conjunction with the respective Local Area Health Services. The Como Social and Leisure Centre (Sydney Archdiocese Central Council) and the Illawarra Social Recreation Program (Wollongong Central Council) both provide social and recreational opportunities for people living with a mental illness. Both services operate 2 days per week and in 2010/11 the Como service regularly assisted 65 clients, as well as provided 2,840 meals.

"Simply knowing that someone cares enough to spend a few hours a month with me makes all the difference to how I view my life"

– Compeer friend



Youth Services

The St Vincent de Paul Society provides a range of programs for young people to address specific needs across the state.

Youth Reach

Youth Reach (Broken Bay Central Council) provides services to young people aged between 13 and 25. In 2010/11 the service was successful in gaining a further two years funding under the Federal Government's Youth Connections program that targets kids at risk of dropping out of education. The Program dovetails with Youth Reach's established programs and has also enabled the establishment of after-school tutoring, counselling in local high schools, accredited training programs, the expansion of sporting programs and new partnerships with other local providers. Youth Reach Krank'n Studio was opened in November 2010 and is used extensively by local youth musicians for recording and rehearsing music. Youth Reach also successfully ran a Midnight Basketball program for local 12 - 18 year olds on Saturday nights.

Xavier House

Xavier House (Sydney Archdiocese Central Council) provides homelike and affordable accommodation for young men from rural and remote Australia, enabling them to study, undertake traineeships or seek employment in Sydney. The service offers a range of facilities such as computers and recreational equipment. In 2010/11 the service provided accommodation to 27 young men.

Rendu Youth Service

Rendu Youth Service (Sydney Archdiocese Central Council) provides support and information on drug, alcohol and gambling addiction to young people and their families and friends. The service offers a semi supported accommodation program for up to 15 young men aged 18 to 24 who are transitioning from a rehabilitation or detention centre to independent living. Residents can access individual counselling, group work and recreational and educational activities. In 2010/11 the service assisted 27 young men.

Vinnies Lodge

Vinnies Lodge (Maitland/Newcastle Central Council) provides share accommodation for nine students who are undertaking tertiary study at Newcastle University or TAFE. The residents are mostly from the north coast of NSW or the New England area.

Illawarra High School Support Program

The Illawarra High School Support Program (Wollongong Central Council) operates in Warilla, Kanahooka and Oak Flats High Schools. The program provides activities including mentoring, breakfast club, fundraising, event management, self-esteem building and vintage car programs. The Program provides an opportunity for those not engaged in education or community to feel a sense of worth and eventually have a positive effect on their lives and on the lives of those around them.



Youth Reach Krank'n Studio was opened in November 2010 and is used extensively by local youth musicians for recording and rehearsing music.



Vinnies Centres

The 253 Vinnies Centres across NSW continue to be the public face of the St Vincent de Paul Society, best known and loved by the community as a retail outlet. However, Vinnies Centres are also a vital first point of contact for people seeking assistance from Conferences.

In 2010/11 around 8,878 volunteers gave almost 2 million hours to Vinnies Centres.

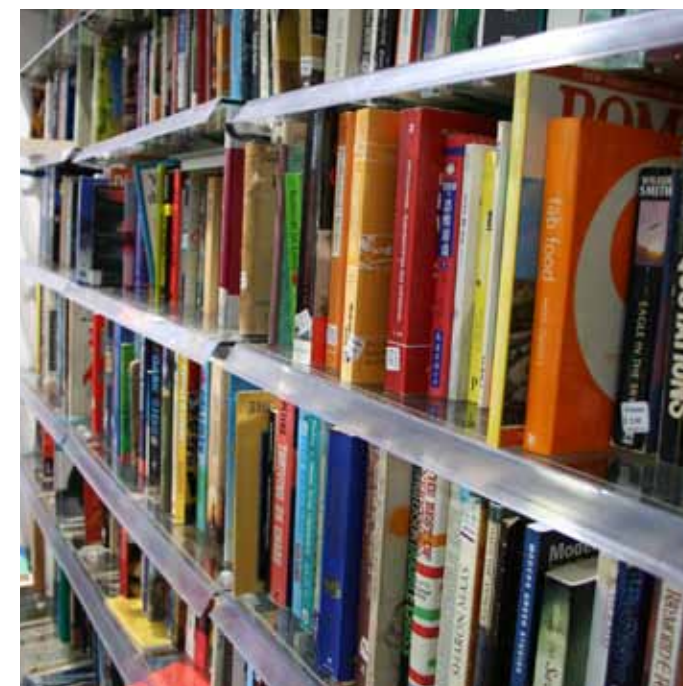
Vinnies Centres generated \$54.9 million in sales, funds which go directly to supporting the Society's good works in local communities. As well as sales to the general public, Centres also distribute clothing and household goods directly to people experiencing disadvantage. They play a pivotal role in the communities in which they serve, evidenced by a high level of local and media interest, particularly in rural and regional areas, whenever a Centre is relocated or refurbished.

A priority during the financial year was the continuation of the on-going upgrade of Vinnies Centres, with the refit and refurbishment of existing Centres across the State. The new Bathurst Centre was completely transformed and now houses the Vinnies Centre, distribution centre and the welfare cottage. New Centres were opened in Dungog, Darlinghurst, Engadine, Budgewoi, Balgowlah and Warilla.

A very successful state-wide 'Styled by Vinnies' marketing campaign and website was rolled out across the State

to raise awareness of Vinnies Centres as a shopping destination for the fashion conscious.

Vinnies Centres continue to experience issues with the dumping of unsaleable goods at their stores. In 2010-11, \$1.5 million was spent on waste management at Centres.





Migrant and Refugees

The St Vincent de Paul Society provides a range of services throughout NSW to assist asylum seekers, refugees and migrants settling in Australia.

The Society recognises that the newest migrants, refugees and asylum seekers are often amongst the poorest of the poor. The Society offers them a helping hand in their initial years of residence so that they can eventually stand on their own two feet and look forward to a brighter future.

The Migrant and Refugee team run programs to support refugees and asylum seekers, work with members and Conferences to support them in their work assisting this group, support Central Councils in the operation of their migrant and refugee services and advocate on behalf of refugees and asylum seekers.

Vinnies Asylum Seeker Allowance Program

The Vinnies Asylum Seeker Allowance program supported over 100 people in the financial year. The program assists asylum seekers living in the community by providing people who are destitute and without family support or any income, with financial assistance. The team also provides support via case work and referrals to appropriate services.

This year has seen an increase in the number of asylum seekers experiencing extreme destitution, and struggling to afford the cost of living. The team continue to work closely with Conference members to ensure these families are supported.

Special Purposes Fund

The Special Purposes Fund continues to be utilised by members and partner organisations to assist newly arrived migrant and refugee families. The Fund assisted more than 130 people in the financial year, primarily in the form of white goods, electrical items and educational expenses. The Fund also supported a small number of homeless people into temporary accommodation, before being referred to relevant housing providers for long-term accommodation.

Riverina Humanitarian Settlement Services

In Wagga Wagga, the Society has been awarded the new Humanitarian Settlement Services Contract. It will continue its role as lead agency providing settlement services to newly arrived refugees. Funded by the Department of Immigration and Citizenship, the Society works within a consortium framework with one other partner, the Multicultural Council of Wagga Wagga.

The Society recognises that the newest migrants, refugees and asylum seekers are often amongst the poorest of the poor.

The Society is responsible for delivering the following services: lead agency services, local area co-ordination, volunteer program and co-ordination and basic household goods.

The volunteers participating in this Program are the backbone in ensuring that these families feel welcomed and can start off their new lives with dignity.

Migrant and Refugee Special Work

The Migrant and Refugee Special Work (Newcastle/Maitland Central Council) offers support to newly arrived migrants and refugees through home visitation, and by providing financial support to enable young people to participate in sports.

An annual camp, which provides women and children with a weekend away for some rest and relaxation, proved to be a great success once again.

North Coast Settlement Service

The North Coast Settlement Service (State Council) is funded through the Australian Government Department of Immigration and Citizenship under the Settlement Grants Program. This year the service was successful in receiving another three years funding to continue its work providing settlement support services.

The service operates in Coffs Harbour, Lismore and has outreach across the North Coast of NSW. The service provides case management and referral and advocacy services to refugee and humanitarian entrants and family stream migrants with limited English language skills. The service also facilitates interaction between newly arrived communities and the broader Australian community.

In 2010/11 the service provided assistance to 217 individuals and families from Democratic Republic of Congo, Togo, Burundi, Sierra Leone, Burma, Liberia, Afghanistan, Ethiopia, Iran, Rwanda, Sudan, Laos, Iran, Iraq, China, Vietnam, Brazil, the Philippines, Cambodia, Nigeria and Indonesia.

Eastern Suburbs Migrant and Refugee Service

The Eastern Suburbs Migrant and Refugee Service (Sydney Archdiocese Central Council) provides temporary accommodation and support for refugees and asylum seekers. The service assisted 18 people in 2010/11 from countries including Cameroon, China (Tibet & Uyghur Regions), Nigeria and North Korea. The service assists residents who are not eligible for any government support with a living allowance to cover their daily expenses.

Kingsgrove Youth Conference

The Kingsgrove Youth Conference's Migrant and Refugee Taskforce conducted 50 home visits in the Bankstown area visiting migrants, refugees and asylum seekers in need of assistance. The Taskforce also work closely with the Lewisham Migrant and Refugee team to refer clients into support programs where possible. The Villawood Visitation team, also a part of the Kingsgrove Youth Conference, continued to visit people in Villawood Immigration Detention Centre providing much needed social contact.



SPARK

The St Vincent de Paul Society Assisting Refugee Kids (SPARK) program facilitates the settlement of children and families of refugee backgrounds through educational, social and cultural programs.

In 2010/11 SPARK expanded its service to three new primary schools, assisting an additional sixty children and families. Working in the Sydney Archdiocese and Parramatta Central Councils, SPARK engaged over 500 volunteers to support 435 children and family members across 12 primary schools.

SPARK volunteers worked with children enrolled in Bright Sparks, an after-school homework and activities club. Volunteers worked one-to-one or in small groups with children on educational, language, communication and social activities. The children have recently arrived in Australia from 35 different nations across Africa, Asia, the Middle East, the Pacific and South America. Their refugee experiences mean that most of the children have had little formal education or have had their education severely interrupted. Through SPARK, children become more successful learners and engage more confidently in their school community.

SPARK also expanded support for parents this year by strengthening the Family Group program. Volunteers were trained to facilitate regular group meetings for parents/carers of children in Bright Sparks. SPARK worked in partnership with four schools to provide settlement support to parents encouraging self-reliance in their new community. The groups focused on English language development, understanding

the Australian school system and culture, how to support their children's education, and how to access services in the community. Parents also benefited from the chance to develop friendships with other parents and volunteers.

Other initiatives in the financial year included an early learning program for pre-school-aged children, forums for refugee communities to build skills and knowledge of their new community, and activities to raise mainstream community awareness about refugees.

SPARK volunteers were supported through regular contact with SPARK staff, monthly newsletters, forums, on-going training sessions and social gatherings.

SPARK facilitates important opportunities for contact, mutual understanding and respect between newly arrived children and parents, their school community and the broader community.

“An excellent program! It provides extra support for students - support they wouldn't otherwise get. Everything is very well organised. This is a wonderful program for everyone concerned – students, volunteers and teachers”

- Assistant Principal at a participating school



In 2010/11 a total of \$297,920 twinning funds were paid, broken down as Fiji \$7,360; India \$190,720; Indonesia \$58,880; the Philippines \$9,920; Thailand \$30,000; Bangladesh \$720; and Cambodia \$320. In addition to this, Indonesia and the Philippines receive \$870 and \$670 respectively as special grants every quarter.

Further Christmas and Easter donations were made: India \$35,190; Indonesia \$5,500; Fiji \$700; the Philippines \$610; and Thailand \$11,150.

Project funds totalled \$24,017 during 2010/11. These projects included the provision of goats, cows and poultry, the construction of homes and shelters, setting up of a computer training centre, the purchase of sewing machines, the provision of school meals, an irrigation project, and the provision of no interest loans to establish or maintain small businesses.

Assist a Student

The Assist a Student program provides the opportunity to provide financial assistance to a student in one of the Society's twinned countries. The program includes students at all levels, from primary, secondary and post-secondary.

Each scholarship is worth \$70 and donations are received from Conference members and the general public. A total of \$37,648 was donated to the Assist a Student program in the financial year.

Encounter India Program

An Encounter India program was organised in 2011 with the objective of providing the opportunity for Vinnies Young

Adult and Adult members and volunteers to travel to India and experience their culture and understand how the Society operates in

that country. The program was a collaboration between the Overseas Partnership and Development Committee and the NSW Youth Team.

Overseas Partnership and Development

The Overseas Partnership and Development Committee administer the Society's assistance to some overseas countries through the Twinning and Assist a Student programs.

Twinning

Twinning is a partnership between an Australian Conference and a Conference in one of six developing countries: India, Indonesia, Bangladesh, Cambodia, the Philippines, Thailand or Fiji.

Currently there are 922 twinning relationships in these countries, where Conference members provide resources as well as share spirituality and friendship. The Australian Conference provides funds to their twin each quarter and can also provide Christmas and Easter grants and project funds.

The Assist a Student program provides the opportunity to provide financial assistance to a student in one of the Society's twinned countries.

Disaster Recovery

The role of the St Vincent de Paul Society's Disaster Recovery team under the State Government's Disaster Plan is to provide welfare assistance to disaster affected people.

The Society's Disaster Recovery teams responded to a total of 17 disasters throughout NSW in 2010/11, including factory fires in Sydney; bushfires in Sydney, Bathurst and the South Coast; flooding in Wagga Wagga, Kempsey, Port Macquarie, North-Western NSW and Western NSW. The teams provided mattresses, blankets, toiletry packs, towels and pillows.

More than 350 members underwent either initial, team leadership or refresher Disaster Recovery training. Twenty four sessions were held across all of the Central Councils.

Community Partner Disaster Recovery training sessions were conducted at Grafton, Dubbo, Queanbeyan and Penrith, and these sessions will form the basis for future Disaster Recovery training in NSW. The Society's agency partners in disaster relief are Family and Community Services, the Salvation Army, Australian Red Cross, Adventist Development and Relief Agency and Anglicare.



The devastating financial and social effects of the drought and floods meant that assistance from the Rural Task Force was more important than ever.

Rural Task Force

The devastating financial and social effects of the drought and floods meant that assistance from the Rural Task Force (RTF) was more important than ever.

In 2010/11 the RTF provided more than \$500,000 in assistance to drought and flood-affected areas across the State. This included household gas, electricity and phone vouchers, food, clothing, medical expenses, fuel, repairs, and school fees and excursions. Funds were also provided to schools in remote areas for graduation ceremonies and swimming lessons. Further support went to small town businesses including corner stores and hardware stores.

In excess of 60% of rural assistance provided went to Armidale, Wagga Wagga and Wilcannia/Forbes Central Councils where harsh drought and flood conditions devastated harvesting prospects; and high stock prices meant that farmers were not able to purchase more cattle or sheep.

The RTF has conducted meetings at Orange and in the Inverell District visiting Bannockburn, Graman, Delungra, Bingara and Ashford plus the Aboriginal site of 'Mile Creek'. As a result of a community meeting in the Inverell district, the RTF attended the Bingara Show in May where it was able to connect with locals and build important relationships with a view to meeting the needs of rural communities into the future.



SUPPORT SERVICES



Leading CEOs: John Borghetti, Virgin Australia;
Ralph Norris, Commonwealth Bank;
John Hartigan, News Limited

Support Services

Stakeholders

The Society has a number of key stakeholder groups including but not limited to: members, volunteers, people in need, donors, general public, bequestors, businesses, government departments, media and other agencies and service providers.

Maintaining regular communication with our key stakeholders is essential and the Society sends out regular information including: Vision magazine, Frontline and One Voice newsletters, the Annual Report, Social Justice reports and snapshots, Winter and Christmas Appeal material, a range of program specific brochures, and also uses a range of electronic mediums including the Society's website, Facebook and Twitter. In addition, extensive media planning is undertaken in relation to the Society's social justice agenda, campaigns, appeals and events.

The Society continues to work to build effective relationships with the business community and corporate donors. The Vinnies CEO Sleepout is a conduit for developing long term relationships with organisations, leading to mutually beneficial relationships in the form of sponsorship for services and projects, corporate donations and corporate volunteering.

Funding

The Society raises revenue from a number of sources including ongoing government funding, retail operations, fundraising activities including donations and one-off grants. These funds are used to provide support and services to the most disadvantaged and marginalised people in our community.

The Society's Centres of Charity generated over \$54 million in funds, which assist in supporting the Society's good works in local communities.

The Community and Corporate Relations team continue to develop and implement effective fundraising, marketing and communication campaigns. These include but are not limited to the Winter Appeal, Christmas Appeal, Frontline and One Voice donor newsletters and a range of other fundraising initiatives, which in 2010/11 raised a combined total of \$13.2 million in the financial year.

In 2010/11 the Society as part of its Bequest Program was very fortunate to be the beneficiary of bequests totalling \$9.4 million, 29% more than last years total.

The Society's leading fundraising event, the Vinnies CEO Sleepout, continues to go from strength-to-strength, raising \$4.2 million nationally and over \$1.5 million in New South Wales. In NSW, the Vinnies CEO Sleepout Advisory Committee (CSAC), chaired by event founder, Bernie Fehon, plays a pivotal role in ensuring the ongoing success of the event. The Society would like to thank the CSAC for their contribution in achieving these outstanding results in the financial year:

Bernard Fehon (Chair), Tactical Solutions
Nikki Beaumont, Beaumont Consulting
Michael Boyle, Abergeldie Contractors
Tony Chamberlain, Staging Connections

Alyson Freeman, Milestone Management Group
Rodney Frost, Cheque-Mates
Cassandra Kelly, Pottinger
John Latham, Pfizer Australia
Philip Morphew, Executive Peak Performance
Michael Rose, Allens Arthur Robinson
Tony Stuart, NRMA Motoring & Services
Belinda Yabsley, Quintessentially Australia & NZ
Peter Wilkinson, Wilkinson Group

In August 2010, Hotels Have Hearts held its gala dinner in aid of Matthew Talbot Homeless Services, raising \$308,000, bringing the total raised over seven years to over \$2 million. The Society would like to acknowledge the tireless work of the committee:

Kim Maloney, Maloney Hotel Corporation (Chair)
Brian Ross, Australian Hotels Association NSW
Brother Dan Stafford, C.Ss.R
Chris Feros, Feros Group
Jack Lucas, John Lucas Hotel Management
Jenny Farrell, Schwartz Family Company
John Ryan, Ryan's Hotel Group
Martin Short, Keystone Hospitality
Stephen Harvey, Cheers Bar and Grill

The Society receives a combination of federal and state government funding for several of its services and projects. In addition to this ongoing funding, the Society applies for a range of new government funds from local, state and federal government grants. In the financial year over \$2 million in new government funding was secured for the Society's services.

Governance

The St Vincent de Paul Society's National Council has a Strategic Plan which outlines three key domains (Spirituality; Communications; and Structures, Governance and Resources Membership) with aligned key strategies under each. The work of the Society in NSW is aligned with these key

principles. In September 2011 the NSW Provisional Council formed a Strategic Planning Committee to oversee the development of a State based Strategic Plan to help plan more effectively for the future.

The key strategies as outlined in the National Council Strategic Plan are:

Spirituality:

- nurture faith and spirituality of the Society;
- develop and strengthen opportunities for spiritual renewal and focus of Vincentians; and
- invite into our midst Christians and people of other faiths who wish to serve Christ in the poor.

Communications:

- increase awareness of the Society to achieve greater influence; and
- improve and enhance communication within the Society.

Structures, Governance and Resources Membership:

- develop the Society's capacity to respond to the needs of the poor and marginalised, to encourage them to take control of their own destiny;
- establish appropriate structures and policies for the effective governance of the Society; and
- identify and develop areas for sharing to enable effective stewardship of the Society's resources.

In 2010/11, the Society in NSW continued improving processes throughout the organisation to further strengthen governance practices. These improvements focused primarily on: internal audit; risk management; and workplace health and safety.

The Society demonstrated strong sustainability and environmental leadership, winning a Marrickville Council Business Environment Award ('Beyond Target: Stewardship Award' category), acknowledging the building's progressive sustainability features. The Society developed a sustainability and recycling policy which applies to all its workplaces and activities throughout the State.



Cassandra Kelly, Pottinger

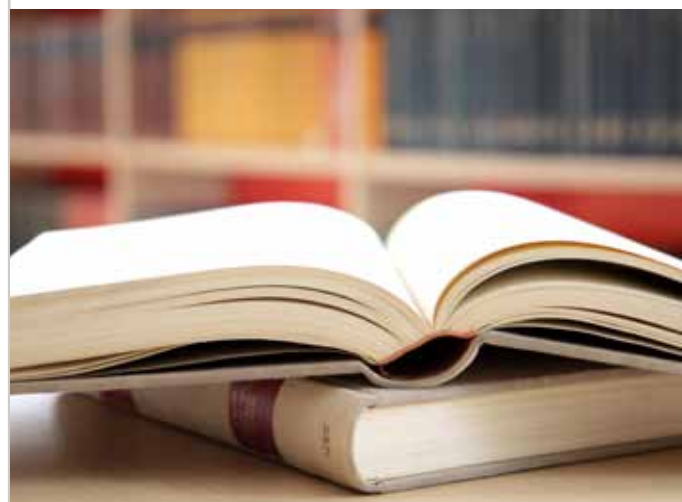


Policy and Research

Policy and Research is integral to the Society's capacity to advocate on behalf of the poor and disenfranchised, and develop sound and relevant policies. Work continues in developing and reviewing policy documents and processes; assisting in developing responses to significant issues in the not-for-profit sector; and extending the Society's engagement with the wider not-for-profit sector.

In 2010/11 a comprehensive review of the Society's non-financial statistics was undertaken, examining existing forms and processes for data collection throughout the State. The review will lead to improved processes and more accurate collection of statistics from the Society's Central Councils and Special Works.

Policies which were approved by the Provisional Board this financial year include: updated Privacy & Confidentiality Policy & Procedures; Guidelines for Compeer Volunteers; Treatment of State Council Grants and Loans; Paid Parental Leave; Transport & Distribution of Donated Goods Policy; Credit Card Use & Guidelines; Delegations of Financial Authority; Matthew Talbot Homeless Services Visitors Policy; NILS Policy and Procedures; and Computer Password Policy.



Workplace Relations

Workplace Relations are responsible for managing the workplace needs of 1,354 (June 2011) casual and full-time employees across NSW engaged in Central Councils, Special Works, Vinnies Centres, homeless, childcare and disability support services, and the State Council Support Office. In addition to this, they manage the recruitment and needs of volunteers across the State.

Workplace Health & Safety

The Society continued to improve the management of Workplace Health & Safety (WH&S) by implementing a number of programs to provide a safe and healthy working environment for the Society's members, volunteers, clients and employees. The WH&S committee reviewed work place activities and developed updated policies and procedures and a standard safety management system to better respond to issues as they emerge. Continuous training in WH&S remains a priority. There were 88 Workers Compensation claims lodged during the financial year, down from 97 in the previous year.

Finance

Focus remains on continuing to improve control, assuring compliance and providing transparency and accountability in reporting. The Society's 'Accounting Network' is central to these improvements. Achievements of this group to date include the development of key accounting and financial policies and procedures, effective monthly standard reporting and ongoing process improvements.

The Society's financial and risk management governance has also been strengthened with the formation of the Audit, Risk and Finance Committee on 8 September 2011, functioning in accordance with its charter. Furthermore, the Board has adopted the recommendation to formalise an internal audit function including the adoption of an internal audit charter and formation of an Internal Audit & Risk Manager role.

Information Systems

The Good Works Information System department is central to supporting the mission of the Society, bringing together our widespread member and community base. All Central Councils, Special Works and the State Council Support Office are connected, allowing effective and secure communication and information sharing across the entire State. The IT function is vital in supporting the Society's other key functions including fundraising, society people, human resources, volunteer management and finance. A key development during the year has been the expansion of the Intranet framework 'Vintranet' facilitating communication and interaction across the Society.

Property & Estates

This support service continues to provide effective legal, risk and process management issues related to the Society's property portfolio and estates. They are working to improve and standardise the property management system to ensure continued compliance with all regulatory requirements.



Thank You to Our Supporters

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Billabong Sanctuary
Blake Dawson
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Bravo Coffee
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Campbells Soups
Campbells Warehouse
Campbelltown Catholic Club
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Catholic Church Insurances
Catholic Care
Channel Seven
Chop Australia
China Doll Restaurant
Chocolate Hills and Upper Hunter Tours
Christine Page of David Landa
Stewart Solicitors
Churchills Sports Bar
Circus Arts
Citigate Sebel Hotel
City Tattersalls
Claude Group
Claffy Foundation
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Coca-Cola Amatil
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Coles Myer Warehouse
Commonwealth Bank Australia
Connections Heath Club, Smeaton Grange
Coors Chambers Westgarth
Corporate Express
Darrell Lea Chocolates
De Bortoli Wines Pty Limited
De Lorenzo
Department of Education, Employment and Workplace Relations

Department of Families, Housing, Community Services and Indigenous Affairs
Department of Health and Ageing
Department of Immigration and Citizenship
Dinosaur Designs
Diageo Australia
Diamond Traders
Dimension Data
DMG Radio
Doyleys on the Beach
Draytons Family Wines
Ecclisse
Ellerston Golf
Emerald Press
Emirates
Enzo Spa Hair Health
Ex Blondie
First Choice Appliances
Fisher & Paykel
Flight Centre
Frano
Fox Sports
Gai Waterhouse Racing Stables
Gallagher Hotel Management
GAP Studios
George Weston Foods
Gilbert Tobin Lawyers
GlaxoSmithKline
Global Gaming Industries
Gold Coast Turf Club
Goldman Sachs JB Were
Good Shepherd Youth and Family Services
Gosford Race Club
Gourmet Dinner Service

GP Israel Diamonds
Grafton Santa Club
Guillaume at Bennelong
Harrigans Irish Pub & Accommodation River Lodge - Hunter Valley Gardens
Harvey Norman
Hayman Resort
Helen Dalley
Help-Portrait Australia
Her Excellency Professor Marie Bashir AC CVO
Heritage Retreat
Hilton Worldwide
His Eminence, George Cardinal Pell, St Mary's Cathedral
The Hon. Sir William Deane AC KBE
Host Plus
Hotels Have Hearts Committee
Hotel Liquor Wholesalers
Hoyts La Premiere
Hungry Jacks
Hunter Valley Gardens
IBM
IGT (Int'l Gaming Technology)
ILG
International Floor Coverings
Israel Diamonds
J.B. Metropolitan Distributors
JP Morgan Chase
Janssen
Jimmy Barnes
Jupiters Townsville Hotel & Casino
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Longrain Sydney
L'Oreal Australia
Luna Park Sydney
Macquarie Radio
Margaret Keeble
Masterchef - Julie Goodwin
Matthew Talbot Raceday Committee
Mayo Group International
McDonalds Australia
McWilliams Wines
Mecure Sydney
Melbourne Racing Club
Merivale Group
Metcash
Mike Bailey
Milton Corporation
Moët Hennessy Australia
Moonee Valley Racing Club
Moorebank Private Vineyard Estate
MPM Marketing Services (trading as 'Castaway')
Mrs Fields
Multi Channel Network
Murdoch Books
National Australia Bank
Nestle Professional

Network Ten
New South Wales Bar Association
Newcastle Jockey Club
News Limited
Nine MSN
Nine Network Australia
NRMA
NSW Department of Ageing, Disability and Home Care
NSW Department of Community Services
NSW Department of Health
Nudie Juice
Nova 969
Oasis Horticulture
OC Limousines
Premier of NSW Mr Barry O'Farrell MP
Office of the Minister for Sport & Recreation and Gaming & Racing
O'Mara's Valuers & Auctioneers
Opera Australia
OSKY Interactive
Oz Harvest
Panthers World of Entertainment
Patchetts Pies
Paynter Dixon
Perisher Valley Hotel
Peter Baltins Willis & Bowring Solicitors
Peter Doyle @ the Quay
Peter Doyle Newcastle Cellars
Pfizer Australia
Phang Legal
(Former) Premier of NSW, The Hon. Kristina Kenealy

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Redemptorist Monastery
Retail Performance
Richards on the Park
Roche Diagnostics
Rockit Advertising
Rocklee Grove
Royal Randwick Racecourse
Samuel Smith & Son
Sargents Pies
Schwartz Family Co
Schweppes
Scruffy Murphy's Hotel
Shadow Minister for Hospitality and Tourism, Racing and Major Events
Shangri-La Hotel Sydney
Shark Hotel
SKY News Business Channel
St Clement's Retreat & Conference Centre
Staging Connections
Star City
State Street
Steggles Chickens
Stocklands
Southern Cross Media Group
Sunday Magazine
Surfside Hotel (Cure for Life Foundation)
Sydney Biscuit Company

Sydney Cricket & Sports Ground Trust
Sydney Fish Markets
Sydney Roosters
Sydney Swans Limited
Synthesis Consulting
Tabcorp
Tactical Solutions
Tactical Training Group
The Good Guys
The Hon. Clover Moore MP
City of Sydney
The Sebel Surry Hills Sydney
The Wiggles
Ticketmaster
Tim O'Mara Auctioneers
Tim Webster
Town & Country Style and Brunswick & Fils
Val Morgan
Vibe Hotels
Victoria Hotel, Melbourne
Victoria Racing Club
Vinnies CEO Sleepout Committee
Visy
Watsons Bay Hotel
Wattyl Paints
W Drayton & Sons
Wilkinson Group
WIN
WN Bull Funerals
Woolcott Institute
Woolworths Limited
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 ABERGELDIE
COMPLEX INFRASTRUCTURE



Financial Information

We are pleased to present the audited financial statements for the year 30 June 2011. The St Vincent de Paul Society greatly appreciates the significant contribution of its valued supporters. It is these volunteers and members, donors and sponsors, government and each and every Vinnies customer that helps bring to life the mission and vision of the Society 'offering a hand-up' to those in our community most in need.

Operating results

The statement of comprehensive income for the financial year ended 30 June 2011 reflects a consolidated deficit of \$6,488,760 (2010: surplus of \$876,213). Prior to transfers to related entities, the Society reported a surplus of \$4,081,517 (2010: \$2,145,418).

Four-year financial results summary

Income	2007-2008	2008-2009	2009-2010	2010-2011
Donations & appeals	14,035,929	13,750,362	12,750,403	13,199,128
Bequests	4,606,778	5,150,031	7,258,344	9,378,303
Government funding	18,056,675	22,542,227	24,207,439	26,207,946
Client contributions	3,016,620	3,784,506	4,150,693	3,958,125
Sale of goods & other	46,229,443	52,387,034	55,191,820	57,048,577
Other	9,207,172	8,632,425	5,988,792	7,815,621
Total income	95,152,617	106,246,585	109,547,491	117,607,700

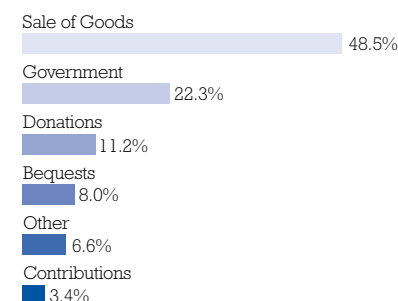
Use of funds

People in need services & aged care	20,426,067	24,666,454	25,643,923	25,901,349
Homeless & mental health services	21,549,769	27,685,116	30,586,164	32,717,384
Cost of sales - Centres of Charity	29,788,787	33,599,884	35,360,120	37,268,107
Fundraising costs	2,776,901	3,363,782	2,702,269	2,953,032
Support costs and administration	9,512,670	11,255,832	12,878,348	13,946,737
Other	-	695,658	231,249	739,574
Total expenditure	84,054,194	101,266,726	107,402,073	113,526,183
Surplus	11,098,423	4,979,859	2,145,418	4,081,517
Net surplus/(deficit) after transfers to related entities	10,423,180	1,639,066	876,213	(6,488,760)

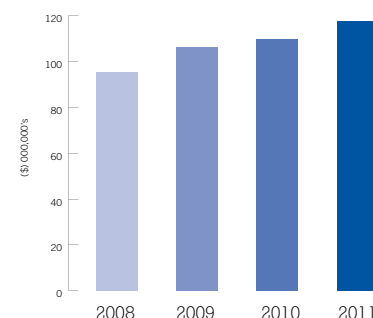
% spent on delivery of services	85.4%	84.9%	85.3%	84.5%
% spent on support & fundraising	14.6%	14.4%	14.5%	14.9%
% of fundraising costs to donations	14.9%	17.8%	13.5%	13.1%

* 2008 figures exclude Canberra Goulburn Central Council.

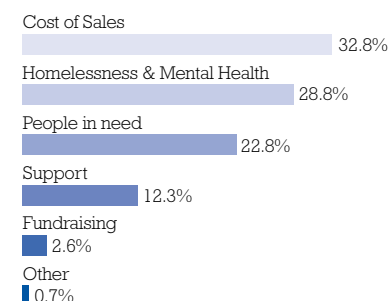
2011 income



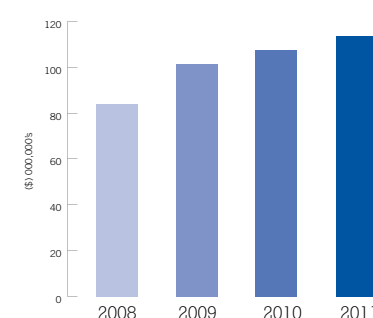
Four-year income



2011 expenses



Four-year expenses



Review of results

People in need services costs were relatively in line with the prior period at \$25.9m or 23% of total expenditure. Direct client support expenditure increased to \$16.4m, up 4% on last years results. Demand for the Society's assistance continues to remain strong and is expected to increase over the next financial year by at least 3% as costs of living pressures continue to rise.

Homeless and mental health services costs increased by \$2.131m or 7% on last year, accounting for 29% of total expenditure. The need for these essential services the Society provides is clear as unfortunately the numbers of those facing financial and emotional hardship continue to rise.

The combined cost of people in need and homeless and mental health services for 2011 was \$58.619m, up 4% on the prior period. The array of services within these sectors are funded primarily by government funding, surpluses generated by our centres of charity, net donations and appeals.

Sales from centres of charity and others continue to represent the most significant contribution to total revenues at 49% (2010: 50%). Sales were up on last years results by \$1.857m or 3.4%. Increasing competition in the low cost retail sector, soft retail conditions and uncertainty in the economic environment represent significant challenges to the Society. A number of initiatives have been implemented to engage public interest, including 'Styled by Vinnies' events and promotion of the benefits of purchasing second-hand quality clothes including environmental. The surplus funds generated by the Centres of \$19.78m are vital to supporting our delivery services. A significant contributor to this surplus is the much valued work of our volunteers.

Government funding accounted for 22% of total revenues at \$26.2m, up 8% on last year. The Society complies with its accountability obligations under these various federal and state government agreements by providing audited income and expenditure statements for each service that requires it. This funding is vital to the ongoing viability of these services, however equally important and funding the shortfall in funding of these people in need and homeless services of \$32.411m is the Centres of Charity surplus of \$19.78m, net donations and appeals of \$10.246m and client contributions of \$2.958m.

Donations, appeals and bequests accounted for 19% of total revenues at \$22.577m, up 13% on last year. The increase is largely due to the Society being the fortunate recipient of a number of significant bequests. The success of the annual CEO Sleepout was a highlight raising in excess of \$1.5m which will be directed to assist the valued activities of Matthew Talbot Homeless Services. During the year there were a number of natural disasters. The Society in an agency capacity collected donations in excess of \$1m for the flood relief efforts in Queensland and Victoria which have been directed to the Society in those states. Increasing costs of living continue to place pressure on requests for assistance as well as the level of donations received.

During the period the Society recognised a loss on the transfer of Canberra Goulburn Central Council properties with a carrying

value of \$6,453,805 to St Vincent de Paul, National Council of Australia. In addition, a \$3m loss was recognised in relation to the change in the terms of a loan to National Council to a non-repayable grant. Both of these non-cash transactions have been reflected within 'transfers to other entities'.

The Society strives to ensure the most efficient and effective use of its valued and limited resources. We are focused on ensuring funds utilised for support and administration are those central to the co-ordination and furtherance of the Society's good works core activities. The Society over the last 4 years has maintained a ratio of greater than 84% of funds used directly on service activities.

Safeguarding of funds

An **Audit, Risk and Finance Committee** was established on 8 September 2011 to assist the Society's State Council in oversight of the reliability of the financial statements, effectiveness of internal controls, risk management and evaluation of the external auditors and internal audit function.

The Society maintains a conservative approach to investing. Reserves are largely held in short to medium term deposits with the Commonwealth Bank and Catholic Development Funds. Cash flow forecasts assist with monitoring our cash requirements and the ability to invest funds for longer periods at higher rates of return.

The Society is also fortunate to be a beneficiary at times of bequests of shares from Estates. These are not actively traded but held for the long-term with dividend income received. On an annual basis a fair value exercise is performed with gains or losses recognised in reserves, and any impairments recognised. In the current year a fair value gain on shares was recognised in reserves of \$148,252.

To the future

The Society anticipates increasing demand for our assistance from those most in need in the community. Our long-term commitment to the provision of these much needed services is clear with the Society in 2011 providing in excess of \$21m for people in need and homeless services capital projects. Over the next 5 years, capital expenditure in excess of \$41m is forecasted in these sectors.

Auditor's independence declaration

The auditor, Grant Thornton Audit Pty Ltd has confirmed their independence for the year ended 30 June 2011.

Contributions to financial results

As CFO of the organisation, I sincerely thank all of our supporters. It is with your valued contributions that we, the Society, are able to live out our mission to serve and assist the poor and most in need.

Peter Miller (B Comm, FCPA, FAICD, ACIS)
Chief Financial Officer

Dated this 13th day of October 2011

Declaration by the Provisional Board of the Society of St Vincent de Paul NSW

The Board has determined that the Society is a reporting entity and that this general purpose financial report be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The Board of the Society declare that in their opinion:

- The attached financial statements and notes thereto comply with accounting standards
- The attached financial statements and notes thereto give a true and fair view of the financial position as at 30 June 2011 and the performance of the Society for the year then ended.
- There are reasonable grounds to believe the Society will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Board.
On behalf of the NSW Provisional Board.



Ray Reynolds
Provisional Board President

Dated this 13th day of October 2011

Statement of comprehensive income For the year ended 30 June 2011

	2011 \$	2010 \$
Revenue and other income		
Fundraising:		
Donations and appeals	13,199,128	12,750,403
Bequests	9,378,303	7,258,344
Government funding	26,207,946	24,207,439
Client contributions	3,958,125	4,150,693
Sale of goods - centres of charity	54,868,475	52,546,055
Sale of goods - other	2,180,102	2,645,765
Investment income	6,110,129	4,161,454
Other income	1,533,445	1,299,458
Net gain on disposal of fixed assets	172,047	527,880
Revenue and other income	117,607,700	109,547,491
Expenditure		
Fundraising costs	(2,953,032)	(2,702,269)
Cost of sales - centres of charity	(36,322,213)	(34,454,164)
Cost of sales - other	(945,894)	(905,956)
People in need services	(25,901,349)	(25,643,923)
Homeless & mental health services	(32,717,384)	(30,586,164)
Support costs and administration	(13,946,737)	(12,878,348)
Net loss on disposal of fixed assets	(739,574)	(231,249)
Expenditure	(113,526,183)	(107,402,073)
Surplus for the year	4,081,517	2,145,418
Transfers to related entities	(10,570,277)	(1,269,205)
Net (deficit) / surplus for the year	(6,488,760)	876,213
Other comprehensive Income		
Net changes in fair value of available-for-sale financial assets	148,252	226,556
Total comprehensive income for the year	(6,340,508)	1,102,769

Statement of financial position As at 30 June 2011

	2011 \$	2010 \$
Assets		
Current assets		
Cash and cash equivalents	101,554,459	90,271,464
Trade and other receivables	14,533,078	17,112,151
Inventories	1,016,809	968,845
Other assets	719,829	977,174
Total current assets	117,824,175	109,329,634
Non-current assets		
Trade and other receivables	12,233,087	27,509,171
Other financial assets	7,322,941	10,031,463
Property, plant and equipment	254,044,783	250,623,420
Intangible assets	1,153,706	1,492,494
Total non-current assets	274,754,517	289,656,548
Total assets	392,578,692	398,986,182
Liabilities		
Current Liabilities		
Trade creditors and other payables	8,211,916	8,519,667
Borrowings	84,738	89,244
Provisions	6,960,217	6,959,904
Total current liabilities	15,256,871	15,568,815
Non-current Liabilities		
Provisions	1,308,305	1,063,343
Total non-current liabilities	1,308,305	1,063,343
Total liabilities	16,565,176	16,632,158
Net Assets	376,013,516	382,354,024
Funds		
Funds for future social programs	375,801,350	382,290,110
Investments revaluation reserve	212,166	63,914
Total Funds	376,013,516	382,354,024

Statement of cash flows For the year ended 30 June 2011

	2011 \$	2010 \$
Cash flows from operating activities		
Receipts from:		
Donations and appeals	13,199,128	12,750,403
Bequests	9,378,303	7,258,345
Government grants	28,828,741	26,628,182
Client contributions	3,958,125	4,150,693
Sale of goods	56,994,438	57,444,905
Dividend income	822,247	234,389
Interest income	4,795,359	3,927,064
Other income	1,585,697	2,219,264
Payments to clients, suppliers and employees	(109,882,376)	(109,114,252)
Net cash flows from operating activities	9,679,662	5,498,993
Cash flows from investing activities		
Proceeds from sale of property, plant and equipment	17,875,806	13,387,208
Proceeds from long-term deposits	3,000,000	-
Purchase of property, plant and equipment	(19,124,741)	(24,835,593)
Purchase of available-for-sale investments	(143,226)	-
Net cash flows from / (used) in investing activities	1,607,839	(11,448,385)
Net cash flows used in financing activities	-	-
Net increase / (decrease) in cash and cash equivalents	11,287,501	(5,949,392)
Cash and cash equivalents at beginning of year	90,182,220	96,131,612
Cash and cash equivalents at end of year	101,469,721	90,182,220

* Borrowings included within Cash and cash equivalents

Auditor's Report



Grant Thornton Audit Pty Ltd
ACN 130 913 594

Level 17, 383 Kent Street
Sydney NSW 2000
PO Locked Bag Q800
QVB Post Office
Sydney NSW 1230

T +61 2 8297 2400
F +61 2 9299 4445
E info.nsw@grantthornton.com.au
W www.grantthornton.com.au

Independent Auditor's Report on the Summary Financial Statements

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

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2011, the summary statement of comprehensive income and summary cash flow statement for the year then ended, related notes and the responsible accounting officer's declaration, are derived from the audited financial report of the Society of St Vincent de Paul (NSW) ("the Society") for the year ended 30 June 2011. We expressed a qualified audit opinion on that financial report in our report dated 13 October 2011. Those financial reports, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards (including the Australian Accounting Interpretations) and self-imposed national reporting requirements of the confederation of State and Societies. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the Society.

Responsibility of the Trustees for the financial report

The Trustees of the Society are responsible for the preparation and fair presentation of the summary financial report.

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements.

Independence

In conducting our audit, we have complied with the applicable independence requirements of the Accounting Professional and Ethical Standards Board.

Qualified Auditor's Opinion

In our opinion, the summary financial statements derived from the audited financial report of the Society are consistent, in all material respects with that audited financial report. However, the summary financial statements are potentially misstated as

described in the audited financial report of the Society for the year ended 30 June 2011.

The potential misstatement of the audited financial report is described in our qualified audit opinion in our report dated 13 October 2011. Our qualified audit opinion is based on the completeness of revenues from Donations & Appeals and from Sale of Goods – Centres of Charity. Cash from donations and other fundraising activities is a significant source of revenue for the Society. The Society acknowledges the importance of a strong control environment and has implemented a number of controls to safeguard at best and practically the collection of cash donations and revenue from the sale of donated goods, although the difficulty in achieving control over the completeness of revenues at their source prior to entry into the financial records is recognised. Accordingly, as the evidence available to us regarding revenue from these sources was limited, our audit procedures with respect to such revenues had to be restricted to the amounts recorded in the financial records. We therefore are unable to express an opinion as to whether revenues from Donations & Appeals and from Sale of Goods – Centres of Charity are complete. Our qualified audit opinion states that, except for the effects, if any, of the described matter, the financial report presents fairly, in all material respects, the financial position of the Society as at 30 June 2011, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards.

GRANT THORNTON AUDIT PTY LTD
Chartered Accountants

A J Archer
Director - Audit & Assurance Services

Sydney, 13 October 2011

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Contacts

State Support Office
PO Box 5, Petersham NSW 2049
Email: vinnies@vinnies.org.au
Ph: 02 9560 8666 Fax: 02 9550 9383

Armidale Central Council
PO Box 267, ARMIDALE 2350
Email: armidale@vinnies.org.au
Ph: 02 6772 1785 Fax: 02 6772 5772

Bathurst Central Council
PO Box 8317, East Orange 2800
Email: bathdio@vinnies.org.au
Ph: 02 6362 2565 Fax: 02 6362 2830

Broken Bay Central Council
PO Box 1426, CHATSWOOD 2057
Email: lily.basdeo@vinnies.org.au
Ph: 02 9415 1492 Fax: 02 9415 3193

Lismore Central Council
PO Box 660, LISMORE 2480
Email: svdp@vinnieslismore.org
Ph: 02 6621 5835 Fax: 02 6621 9636

Maitland/Newcastle Central Council
PO Box 64, ISLINGTON 2296
maitland.newcastle@vinnies.org.au
Ph: 02 4967 6277 Fax: 02 4967 6233

Parramatta Central Council
PO Box 573, WENTWORTHVILLE 2145
Email: parradio@vinnies.org.au
Ph: 02 9689 1900 Fax: 02 9689 3032

Sydney Archdiocese Central Council
PO Box 266, AUBURN 1835
Email: sydneyvinnies@sydneyvinnies.org
Ph: 02 9350 9600 Fax: 02 9748 1676

Wagga Wagga Central Council
PO Box 356, WAGGA WAGGA 2650
Email: svdpwagga@vinnies.org.au
Ph: 02 6971 7175 Fax: 02 6971 7188

Wilcannia/Forbes Central Council
PO Box 997, PARKES 2870
Email: wcfsvdp@vinnies.org.au
Ph: 02 6862 5758 Fax: 02 6862 5450

Wollongong Central Council
PO Box 5259, MINTO BC 2566
Email: dio@svdpwgong.org.au
Ph: 02 9820 8223 Fax: 02 9820 9058



St Vincent de Paul Society
NSW
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Street address:

Charles O'Neill House, 2c West Street, Lewisham NSW 2049

Mailing address:

PO Box 5, Petersham NSW 2049

Phone: (02) 9560 8666

Email: vinnies@vinnies.org.au