



ANNUAL REVIEW 2021



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Acknowledgement of Country

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



A MESSAGE FROM THE CEO AND STATE PRESIDENT

Thanks to the unwavering support and extraordinary generosity of the Western Australian people, Vinnies WA continued to grow and adapt to meet the changing needs of the most vulnerable people in our community.

Improving lives – providing a ‘hand-up’ – remains at the absolute core of all that we do – it is the very heart and soul of our organisation. Thanks to our incredibly dedicated and talented members, volunteers and staff, this year we made a very real difference to the lives of over 55,000 Western Australians.

With the threat of COVID-19 continuing to hang over our community and many Western Australians still struggling with the impact of the changes to JobSeeker, JobKeeper and the rental moratorium, Vinnies WA continued to be right there beside those affected when they needed us. Building upon the lessons learned during the previous year, we were able to respond quickly and efficiently to the Government’s snap-lockdowns designed to keep our community safe.

Our financial position exceeded expectations this year with outstanding results achieved in retail sales, fundraising income, donations, service occupancy rates, operational efficiency improvements and an increase in grant and tender funds.

Our financial sustainability is vital in enabling us to continue to deliver a range of highly specialised services and programs focused on improving the lives of thousands of Western Australians.

These include our extensive emergency assistance and support program, recovery-focused mental health services, specialist homelessness services, housing services, programs for young people, financial counselling and our retail and distribution centre operations.



Vinnies WA CEO Susan Rooney with State President Gladys Demissie

The new initiatives and successes over the past year include:

- Providing much-needed support to residents affected by the Woorooloo Bushfire in the Perth Hills, funded by community donations for this purpose. To date, 58 families received significant financial and other support and another 35 families have been provided with a range of items to assist their recovery.
- Opening a new Vinnies Support Centre in Joondalup, which provides a safe and welcoming space where clients have access to emergency assistance with food, utility bills, household furniture and bedding; free financial counselling; advocacy; emotional support, and referrals to other agencies.
- Launching the Youth Skills and Pathways program, offering a work placement experience for young people whose lives may be impacted by undereducation, homelessness, poverty or poor mental health.
- Achieving Accreditation in National Standards for Mental Health Services, which involved meeting over 100 standards to complete the accreditation process.
- Achieving Community Housing registration, meaning that Vinnies WA now meets all the quality and regulatory standards the Western Australian Government requires of social housing providers.
- Introducing an online live chat tool for financial counselling clients, providing an important new channel for people to gain much needed assistance.
- Renovating the Passages Youth Engagement Hub in Mandurah to better meet the needs of young people experiencing homelessness.
- In partnership with the Street Law Centre WA, receiving funding to deliver a new project that will assist young people experiencing homelessness address socio-economic, health, housing and legal issues to help them secure permanent housing.
- Being awarded a grant from the Australian Government for the Vinnies WA Housing Plus Program as part of the Safe Places Emergency Accommodation program. This funding will enable the purchase of two new emergency accommodation properties in the City of Stirling, which has been identified as a high-need location.
- Collaborating and building upon strong relationships with other homelessness services to support people experiencing homelessness at tent setups on Lord Street in East Perth and, at Pioneer Park in Fremantle.
- Working with Reconciliation Australia to develop our Reflect Reconciliation Action Plan (RAP). The Reflect RAP provides a framework for Vinnies WA's engagement with Aboriginal and Torres Strait Islander employees, volunteers, members and communities, and a roadmap to realise our vision for reconciliation.
- Establishing a partnership with the Department of Justice, Legal Aid WA and the Aboriginal Legal Service of Western Australia as part of the Work Development Permit Scheme. The Scheme allows people in financial hardship to volunteer in lieu of their outstanding court fines.





- Commencing a collaborative intranet project encompassing all areas of the Society to achieve greater integration and communication.
- Developing a new partnership with one of Australia's largest waste collection and resource recovery organisations to drive further reductions in landfill waste and increase the volume of recycled produce.
- Launching the new community event 'Good Night In', which encourages families, schools and businesses to donate what they might otherwise spend on a night out.
- Holding the successful 12th annual CEO Sleepout event at Optus Stadium for the first time.
- Enhancing our Retail Shop network with one new shop opened, one shop refurbished, five additional shops selling electrical items, and eight more shops expanding trading hours.
- Introducing an upcycling initiative pilot program called 'Rescue Me', where clothing items that have minor defects and need some repair are identified, labelled and available for sale.
- Implementing an enhanced donor management system to deliver greater efficiency.

These and many other achievements were only possible thanks to our incredible supporters, sponsors, donors, customers as well as the government agencies and organisations we partner with - so to you, we extend our most heartfelt thanks.

With you, and our amazing members, volunteers and staff, Vinnies WA is able to continue to improve the lives of our fellow Western Australians who need us when times are hard.

Gladys Demissie
State President

Susan Rooney
CEO

WHO WE ARE



The St Vincent de Paul Society was originally founded in Paris by a 20-year-old student named Frederic Ozanam in 1833.

The Society was established by like-minded individuals who wished to put their faith into action to make a difference in the lives of disadvantaged people.

In Perth, Western Australia, the Society was first established in 1865 by John Gorman. Since then, it has grown to over 3,900 dedicated members and volunteers who assist more than 55,000 Western Australians each year by providing a helping hand through food assistance, material aid, budget advice, shelter, advocacy, friendship and support.

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, hope, joy, and by working to shape a more just and compassionate society.

Our Vision

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

Strategic Plan

Our Services

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

Our People

We recognise our people as our greatest asset. We create an environment in which people are engaged, developed and recognised in ways that support their spirituality, beliefs and strengths.

Our Sustainability

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

Our Voice

We advocate for a more just and compassionate society.



OUR VALUES



Commitment

Loyalty in service to our mission, vision and values.



Compassion

Welcoming and serving all with understanding and without judgement.



Respect

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



Integrity

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



Empathy

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



Advocacy

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



Courage

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

WHAT WE DO

We deliver
person-centred
care across
Western
Australia



**We are funded by a
combination of:**



Donations



Fundraising and Events



Grants and Tenders



Revenue from Vinnies
shops

**We deliver the following programs
and services:**



Emergency
Assistance and
Support



Housing Plus
Program



Mental Health
Services



Financial
Counselling



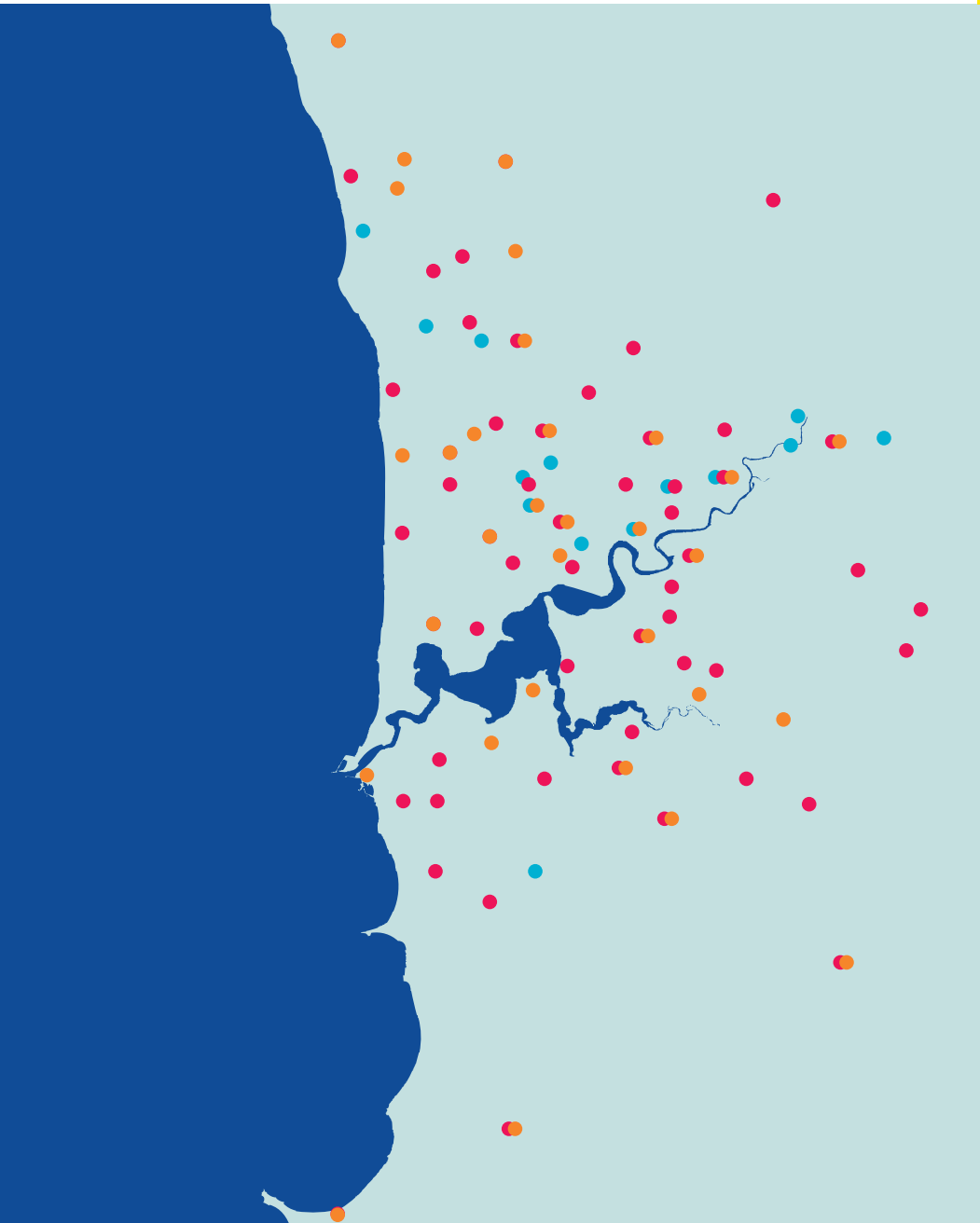
Homelessness
Services



Youth Services



We helped over 55,000 Western
Australians in 2020/21 across
Vinnies WA programs and services.



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



35

Community and Mental Health Housing locations



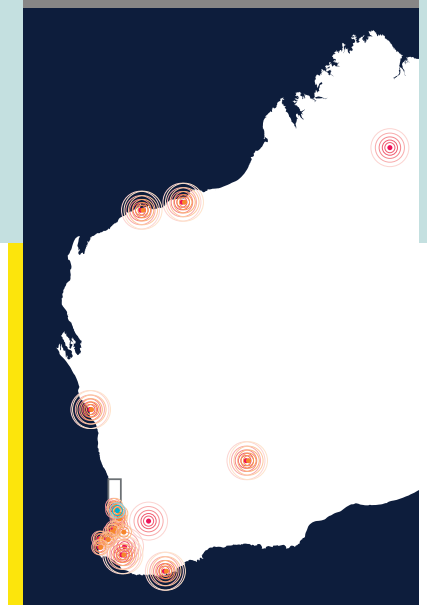
54

Vinnies Shop locations



78

Vinnies Conference locations



A YEAR IN REVIEW



55,000+

Western Australians
helped in 2020/21 across
Vinnies WA programs
and services

EMERGENCY ASSISTANCE AND SUPPORT



31,316

Calls for
Emergency Assistance



\$5.12M

Financial assistance
and practical support



19,281

Emergency Assistance
items delivered

FINANCIAL COUNSELLING



\$3.87M

Debts waived through
financial counselling
sessions



12,238

Face-to-face financial
counselling sessions



18,798

National Debt Helpline
financial counselling
sessions

HOMELESSNESS SERVICES



5,447

Visits from young people
to Passages Youth
Engagement Hubs



490

Clients given intensive
support and accommodation
nights at Tom Fisher House

HOUSING SERVICES



26,022

Bed nights provided through
Vinnies Housing Plus
Program

MENTAL HEALTH SERVICES



12,998

Bed nights provided

VINNIES SHOPS AND DISTRIBUTION CENTRE



625

Tonnes of donations
sorted and processed



54

Vinnies shops across
Western Australia

MEMBERS AND VOLUNTEERS



3,907

Members and volunteers



260,000

Volunteer hours to provide
Emergency Assistance

OUR IMPACT





EMERGENCY ASSISTANCE AND SUPPORT PROGRAM

Vinnies is there for Western Australians when times are hard.

Since 1865, supporting people in need has remained the core work of the St Vincent de Paul Society. Vinnies members respond to requests from people in need in their local communities by providing emergency assistance such as food, bill payments and rent assistance while providing advocacy, friendship and emotional support.

For Vinnies volunteer members, known as Vincentians, home visitations and working in our Support Centres are an opportunity to provide a person-centred approach, meeting people to obtain a genuine understanding of their situation and individual needs. There are currently 1,152 Vincentians in Western Australia working across our 78 community groups, known as Conferences.

The first point of contact for people seeking emergency assistance is either through our main Call Centre, located in Canning Vale, or one of the emergency assistance centres located within regional areas. These centres are operated by volunteers who answered 31,316 calls in the past year that helped support 52,725 clients.

Vincentians are driven to create a more just and compassionate society, and collectively, they dedicated 260,000 hours to providing emergency assistance and support services, in the past financial year.

New Support Centre

In May 2021, Vinnies WA opened a new Support Centre in Joondalup funded through the Commonwealth Department of Social Services to provide services for people experiencing hardship in Perth's northern suburbs. The cities of Joondalup and Wanneroo have been identified as two high-need areas for food insecurity, and this need escalated at the height of the COVID-19 pandemic. The Joondalup Support Centre has supported over 100 clients and their families in its first three months of operation. Over 50 per cent of these clients were accessing Vinnies services for the first time.





EMERGENCY ASSISTANCE AND SUPPORT PROGRAM

Membership Development

Vinnies is committed to providing the learning and development necessary for its members to carry out their duties safely and successfully, while acknowledging the value in provision of these skills to attract, recognise and retain appropriate levels of membership.

Vinnies continues to find new ways of developing and implementing content for the induction of new Conference members and provides ongoing learning content for existing members.

Vinnies also reached out to its counterparts in other States and Territories to gather learnings in member development. This data was the basis for the newly developed Membership Development Framework which outlines the purpose of member development and provides an overview of learning modules. These modules cover best practice and guidance in the delivery of emergency relief and support, health, safety and self-care for members in their role as a Vincentian.

Overseas Partnership Program

Vinnies members fund overseas programs to support people in need through a Twinning Program, Community improvement projects and an 'Assist A Student' Program.

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

With the advent of COVID-19, which has had a disastrous effect on most of the countries with whom we are twinned, assistance in the form of COVID-19 relief grants has also been provided to some of the most effected areas. These grants have assisted the purchase of oxygen, masks and sanitisers, to name a few. Another major project is the construction of a much-needed annex to a hospital that caters for those most in need in one of the poorest districts in India.



Conferences and Councils express their twinning commitment by sharing their spirituality through prayer, their culture through letters and financial resources through a basic quarterly contribution of \$80, and an optional grant at Easter and Christmas time.

The 'Assist A Student' Program helps educate children from disadvantaged families and communities in the Asia Pacific region through sponsorship, providing an opportunity for them to qualify for further education or work. Many of the sponsored students in the past have been able to break the cycle of poverty for themselves and become vital in assisting less fortunate children. All funds provided under this scheme go directly to the cost of training.

 **\$76,411**

Total Twinning
funding for 2020/21

 **\$9,300**

Funding for 133
students sponsored
during 2020/21



1,152

Vinnies members



\$1.12M

Donated food
distributed



\$5.12M

Financial assistance
and practical support



10,538

Families supported



MEET JENNY

When Jenny became unwell and started to spend considerable time in hospital, Vinnies supported her partner Mike as he raised two primary school-aged children, one of whom has been diagnosed with autism spectrum disorder. Many challenges have come their way and Vinnies has collaborated with and advocated for them with several agencies, as well as provided food, furniture and clothing as needed.

Unfortunately, their home was subject to a number of break-ins and Mike was violently assaulted with a crowbar in his own home in front of the children. This had a serious impact on the mental health of their daughter, who has since suffered serious anxiety issues and has been virtually unable to attend school. Vinnies advocated

for the family with the Department of Communities and they were moved to safer accommodation.

With help from Vinnies, Mike was awarded victim compensation which allowed the family to buy a reliable car. They were back on track and everyone was recovering well, including the children who began attending school again.

Sadly, in March 2021 Mike died suddenly at home. Vinnies provided support to the family immediately, with both Vinnies and Communicare assisting with funeral costs. Due to a COVID-19 lockdown, only Jenny and her children could attend the funeral.

Vinnies has continued to support the family, collaborating with various government agencies and the NDIS to ensure both Jenny and her children are well supported. Jenny's son is now receiving support via the NDIS for his autism spectrum disorder, and her daughter is in a special program for young girls who have dropped out of school. Vinnies has helped Jenny undergo dental work to remove broken teeth that were causing pain, and she now receives an improved Centrelink benefit as a recent spinal injury made it challenging for her to work.

Jenny and the family are now doing well and have covered their bills and food costs independently for several months. Jenny knows she can call on Vinnies at any time when emergency assistance is needed.

CLIENT COMMENTS

“

Great staff and volunteers, what an amazing experience to know that people still cared about me.

“

In our first few months of being in Perth, our family struggled financially. We were unable to furnish our newly rented house, put three meals on the table and purchase other items such as clothing. Support from Vinnies WA allowed us to access affordable furniture (in some cases free), affordable clothing and food. Through the support of Vinnies WA we were able to find our feet.

“

Welcoming and non-judgmental volunteers, made you feel like a person not a number.

“

Once a volunteer called to arrange a time to come over. I was depressed and started chatting and ended up talking to the volunteer for over an hour. She was wonderful and easy to talk to so much so I felt comfortable telling her I had been suicidal but we also talked about other things like world events. I get lonely and it was nice to talk to someone about stuff like that. She only called to arrange a meeting time so it was spontaneous and even though I didn't know her I felt comfortable with her. I felt better after that call. Like I said we talked about anything and everything it just flowed naturally. I don't know if I have explained it properly but I am grateful she took the time with me just to talk. Thank you.

“

I would say that volunteers from Vinnies are beyond exceptional. They respect me as a human being and willing to help me during my difficult situation. Even, they try to reach us to provide extra support with companionship. I would like to use this opportunity to convey my gratitude to Vinnies WA. Thank you so much Vinnies, I will remember this during my whole life, and in the future, I will remember to pass the kindness that you all gave to me and my family during our hard time forward to someone who need it like we do now. Once again, thank you so much, Vinnies. you all the real hero.

“

I appreciate it hugely for myself and my two girls. And I think it's fantastic and so helpful when I do receive the food help. Thank you hugely all of you.





VOLUNTEERING SERVICES

With over 2,755 volunteers across Western Australia, Vinnies is powered by people.

At the heart of Vinnies WA are our volunteers who ensure our programs and services continue to meet the needs of those experiencing hardship and challenges. Over the course of the COVID-19 pandemic, more than 60 different sites and programs continued to operate thanks to the unwavering commitment of our inspirational volunteers. The volunteers in our Call Centre deserve particular recognition for continuing to take calls on site during the State's COVID lockdowns.

Of note in the past financial year is the impact of corporate and group volunteering sessions. Over 700 corporate employees and high school students have volunteered in our Canning Vale Distribution Centre, delivering a total of 3,168 volunteer hours.

Impacts of COVID-19

With increased rates of unemployment due to COVID-19, Vinnies has embraced job seekers and provided them with training in retail operations, customer service, sorting, warehousing and administration. Many of these volunteers have since found employment as a result of their skills training and experience at Vinnies.

While volunteer numbers increased significantly in 2019/20, 23 per cent of volunteers did not return after COVID-19 lockdowns and restrictions eased in late 2020. Our focus in the coming financial year will be on recruitment of younger volunteers to support new growth in our retail shops as well as retention of existing volunteers by providing additional support and skills training.



Work and Development Permit Scheme

Vinnies WA is part of the Work and Development Permit Scheme, established by the State Government in April 2021.

The Scheme is a partnership between the Department of Justice, Legal Aid WA and the Aboriginal Legal Service of Western Australia to allow those experiencing financial hardship to volunteer in lieu of paying their outstanding court fines.



It's a way of giving back and increasing social interaction.

Vinnies volunteer



25%

Of volunteers are from regional WA



260,000

Volunteer hours in 2020/21



3,900

Members and volunteers



MEET DEB

Four years ago, Deb joined a Vinnies retail shop as a volunteer and was surprised by the amount of planning and management that was required to run the store.

“I was really surprised by the logistics of it all – like a wonderful symphony, everyone plays their part, from the customers who donate, the volunteers who sort and price the items, and the manager who orchestrates it all.”

After some time, Deb heard about volunteering opportunities in the Call Centre and thought she'd like to give it a go.

“I didn't have any call centre experience but was keen to learn. I applied and was given a trial to see if I could handle it.

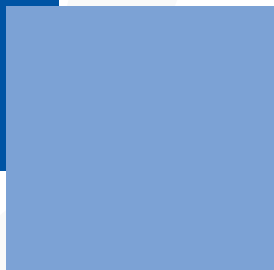
“The training was very good and I knew I could do it, because I was motivated by my desire to help others.”

“It was very confronting to be honest. I had no idea there would be so many people who are desperate for help. Talking to people who have reached tipping point is often challenging. Hearing their stories and circumstances helped me feel grateful for mine. There's always someone else doing it tougher out there.”

Deb is currently supervising the team of 12 volunteer call takers in the Emergency Assistance call centre.

“

Getting involved in volunteering was a great decision. Four years ago, I was at a point in my life where I really needed to engage and do something meaningful – it has been that and so much more.





YOUTH SERVICES

Providing young people with the opportunity to learn and make a difference in their community.

Vinnies WA Youth Services aim to strengthen our relationship with young people through our engagement with primary and secondary schools, the Youth Skills and Pathways Program and the Young Vincentian Committee.

School Engagement

Through various school programs, Vinnies WA encourages students to think innovatively about how we can continue to provide support to people in need in our local communities. This includes running workshops, education sessions and donation drives specifically for a school audience. 105 schools were involved in the 2020 Christmas Appeal and 33 schools participated in other school engagement programs throughout the year.

A successful Back to School Supplies donation drive was held this financial year to provide young children with

resources and materials that are essential for a positive learning experience. A total of 386 backpacks filled with supplies were provided to young children at the start of the 2021 school year, valued at approximately \$18,000.

Clothing collections in schools were also trialled during the financial year. Despite a COVID-19 lockdown interrupting the program, the trial resulted in nearly one tonne of clothing being collected from the two participating schools.

Youth Skills and Pathways Program

The Youth Skills and Pathways Program was established in March 2021 in response to a growing number of young people facing unemployment due to COVID-19. The program provides a work placement experience in Vinnies retail stores or distribution centre for young people aged 18-25, whose lives may be impacted by undereducation, homelessness,



poverty or poor mental health. As well as learning practical skills, the program offers an easy-going introduction to the workplace for those who have no prior work experience, with the ultimate aim of helping young people find employment.

Young Vincentian Committee

The Young Vincentian Committee aims to encourage young people to actively engage with the Mission of Vinnies to shape a more just and compassionate society. In addition to working with local Vinnies Conferences, the Young Vincentian Committee aims to support children, teens and young adults who are experiencing hardship through ongoing projects and activities that provide practical and dignified assistance.



33

Schools engaged



105

Schools participated
in the 2020
Christmas Appeal



\$28K

Fundraised
by schools



MEET SELINA

Having moved from her home country in East Africa just two months prior to the first COVID-19 lockdown in Perth, Selina immediately faced difficulty in securing paid employment in an already crowded workforce.

Although Selina was enrolled in English classes and receiving some Centrelink support, her limited language skills, lack of transport and minimal work experience were significant barriers to Selina's ability to find employment.

Selina was referred to Vinnies Youth Skills and Pathways Program by another agency. Recognising that she was new to the country and somewhat vulnerable, Vinnies WA Youth Services staff regularly met face-to-face with Selina to check in and

coordinate a work placement opportunity at the Canning Vale Distribution Centre. As she had no means of transportation, the Youth Team organised to eliminate this barrier to enable Selina to make it to her shifts.

Over the next five months, Selina balanced her English studies with volunteering one day a week at two Vinnies retail stores. During this time, both managers reported positively on her strong work ethic and commented that she was quickly developing confidence in completing assigned tasks and having manageable interactions with customers and fellow volunteers.

Now equipped with work experience in an Australian workplace and a solid reference from her retail supervisor, Selina has progressed to accessing a local job provider to support her search for part-time employment while she studies.





FINANCIAL COUNSELLING

Vinnies Financial Counsellors are qualified professionals who provide free, independent financial support and advocacy for people struggling financially.

They use tools such as money plans and a creditors list to work with clients to gain a clearer picture of their financial situation, prioritise their debts, and then assist them to make their own choices about the best way to resolve their financial difficulties.

The need for financial counselling can arise from a diverse range of issues, so we work with clients to achieve positive financial outcomes, helping them to build their own capacity to avert a financial crisis and reduce stress. Our Financial Counsellors have specific knowledge about the credit, debt and bankruptcy laws and industry hardship practices, which allows them to negotiate and offer support in times of stress and financial hardship when people really need it.

National Debt Helpline

The National Debt Helpline, run by Vinnies in WA, helps people tackle their debt problems. Upon calling, a client will receive assistance from a trained professional Financial Counsellor who will assess their financial situation and provide free information and advice. If the matter is more complex, they will refer the client to their closest face-to-face financial counselling service or other services that may be required such as legal services, emergency assistance services, crisis accommodation and health services.

During the year, WA implemented a live chat tool on the National Debt Helpline website to further improve accessibility to this important service. Clients can now chat with Financial Counsellors online from 9:30am to 4:30pm on weekdays.



Cyclone Seroja Support

In the towns of Kalbarri and Northampton, up to 70 per cent of buildings were destroyed or damaged when Cyclone Seroja crossed the coast in April 2021. Residents in affected areas experienced significant financial stress from losing their homes and businesses, as well as delays in rebuilding due to labour and material shortages.

Vinnies WA Financial Counsellors travelled to cyclone affected areas to provide support and advice on how people could alleviate financial stress and meet their ongoing expenses. Being available on the ground meant the Vinnies team were able to provide immediate assistance with bills, rent arrears and advance rent payments to people experiencing income and job loss. Many of those affected did not have insurance, were underinsured, or thought they were covered for something when they were not. Vinnies Financial Counsellors were able to provide information on how to access grants and other services in the area.



12,238

Face-to-face financial counselling sessions



10,171

National Debt Helpline enquiries



38

Community education sessions delivered



\$3.87M

In debt waived



MEET JOHN AND VERONICA

John and Veronica, who have three children, one with special needs, contacted the National Debt Helpline requesting assistance to speak with their financial institution regarding their \$8,000 mortgage arrears.

The family were up-to-date with their mortgage repayments until John lost his employment due to illness. While he was able to secure casual employment, the family still couldn't manage the full repayments.

Vinnies Financial Counselling team contacted the client's financial institution and requested the bank consider lower repayments for three months, allowing time for the family to find more secure employment. This was granted by the bank,

and three months later John had secured new employment with an increased income. The Financial Counsellor then negotiated with the bank to wait a further three to six months to return to their normal home loan repayments and consider capitalising the \$8,000 arrears.

This request was also approved and three months later, John's employment situation had improved again. The family are now in a position to successfully manage their full home loan repayments and conduct their own communications with the bank.





HOMELESSNESS SERVICES

Vinnies is committed to supporting the most vulnerable members of the community through our specialised homelessness services.

Vinnies Homelessness Services offer a person-centred approach, ensuring all clients are treated with respect, without judgement and are supported to achieve their life goals. Marginalised and at-risk youth and adults are provided with a safe and positive place to access support services in their time of need.

With the Low Threshold and Change approach and Trauma Informed Care, the services successfully reduce barriers faced by people with challenges or high needs, providing them with a level of support which they may not usually be able to access.

Vinnies Tom Fisher House

Vinnies Tom Fisher House offers an intensive intervention service for those experiencing long-term homelessness. The service supports

people with high needs or those facing complex challenges, and provides up to seven nights free accommodation for adults with reduced barriers to entry.

Vinnies Tom Fisher House works to build relationships with people by offering practical assistance, compassion, and support, while identifying longer term needs and issues. Each client's needs are assessed to understand the relationship between homelessness, trauma, mental health, substance abuse and social disadvantage – ultimately working towards finding a pathway from homelessness to housing.

Many have not experienced what it is like to feel safe, significant or respected. They have not had the opportunity to build positive relationships – trust has been diminished in all areas of their lives, including in systems of support. With this in mind, staff can provide a level of support which our cohort of clients may not usually be able to access, all in a safe, non-judgemental environment.



Almost half (47.9 percent) of clients who stayed at Vinnies Tom Fisher House in the past financial year were diagnosed with a mental health condition. Of the clients serviced, 39 percent were new clients, 61 percent were returning clients, and 33 percent identified as Aboriginal or Torres Strait Islander.

Vinnies Tom Fisher House was committed to remaining open during COVID-19 lockdowns to provide intensive intervention support for people experiencing long-term homelessness, at such a critical time. During this stressful time, staff offered clients emotional and psychological support, and provided important information on mask-wearing and restrictions.

Vinnies' homelessness services continue to build stronger relationships with industry and community partners. Many successful partnerships were fostered through referral pathways with other specialised services within the system of care. Additionally, Vinnies participated in a number of working groups such as the Improvement Team – Zero Project, Integrated Action Group and Homelessness Working Group, Outreach Collaboration and Street to Home.

Passages Youth Engagement Hubs

Passages Youth Engagement Hubs were established more than 20 years ago due to growing youth homelessness and the need for a unique specialist engagement service.

Passages Youth Engagement Hubs are a joint venture between Vinnies WA and the Rotary Club of Perth and Mandurah. The two Hub locations offer a safe, friendly and non-judgemental space to access support and referrals for marginalised and at-risk young people aged 12 to 25.

PASSAGES

YOUTH ENGAGEMENT HUB



Passages does not require referrals or exclude individuals on the basis of behaviours of concern, drug use or criminal activity. The service provides basic needs such as food, showers, laundry facilities and access to the internet as well as specialised support services. Within the Hubs, Passages staff are able to build relationships with young people and begin informal conversations about their support needs.

In the past financial year, 1,477 new and existing clients visited the Hubs, with 5,477 total visits by clients to the two facilities. Over 700 referrals were provided for additional support services, which clients accessed on more than 33,000 occasions. These services included legal, medical, alcohol and drug support, Centrelink and financial support.

Crafternoons is a successful monthly therapeutic art program run at Passages which provides young people with a space where they can create, relax and just 'be' young people. Workshops have included candle making, polymer clay creations, painting, journal decorating and tie dye t-shirts. Young people who have participated in the program have provided feedback that it has had a positive impact on their mental health and have identified art as an effective coping strategy.


3,372

Accommodation
nights provided at
Tom Fisher House


490

Clients supported at
Tom Fisher House


5,477

Visits to Passages
Youth Engagement
Hubs


1,477

New and existing
clients supported
at Passages Youth
Engagement Hubs



MEET Dee

Dee has been visiting Vinnies Tom Fisher House since early 2018 for respite from rough sleeping. Because of her challenging behaviour, chronic pain and concurrent drug use, Dee struggled to access other higher threshold support services. Vinnies Tom Fisher House was one of the few accommodation services that Dee has been able to access for a number of years.

The team at Vinnies Tom Fisher House prepared a positive behaviour support plan with Dee to discuss how she can have a successful stay. This included an agreement to provide Dee with early wake up calls, provide notice prior to police arrival on site as they are a trigger for her, and providing Dee with a pen and paper when she was emotional and overwhelmed to help her regulate. This plan has been

in place since 2019, and with continuous rapport-building over this time, Dee has been able to meet the guidelines of the service and benefit from her stay at Vinnies Tom Fisher House.

At the beginning of 2021, Dee expressed a desire to engage with a case worker. This was testament to the relationship that had been built between Dee and the staff at Vinnies Tom Fisher House. A Street to Home worker was able to connect with Dee and provide a flexible and person-centred approach to support her. Dee has now been accommodated at a new service with continued support from her case manager.





MEET Jessica

In the past, Jessica used substances as a coping mechanism to numb painful experiences which at times resulted in psychosis, poor decision-making and criminal activity. Her mistrust of services and professionals has eased in the five years she has been accessing Passages Youth Engagement Hubs, and she is moving forward with her life goals.

With little connection to family, Jessica went through the care system as a young child and was experiencing homelessness by the age of 17.

Jessica has a history of childhood trauma from when she was in care, an experience that was further compounded during her time living on the streets as a young female.

As a result, she has a diagnosis of Post-Traumatic Stress Disorder (PTSD), which affects her ability to make positive decisions, regulate her emotions, form lasting and positive connections or develop healthy coping strategies.

Jessica gave birth to her son in September 2020, but the Department of Communities - Child Protection and Family Support took him into provisional care on a time-limited order. This was a devastating outcome for Jessica as two of her other children are already in care.

Since then, Jessica has worked closely with the Passages team and other supporting agencies on reunification with her baby boy. This included continued breast feeding for her newborn child, weekly meetings, and moving into a 'Mums and Bubs' transitional accommodation unit.

Jessica had her baby returned to her full-time care in December 2020 and is not far from completing her one-year protection order with the Department of Communities. She meets regularly with her supports, including Passages, for guidance and emotional support.

Jessica has also moved into a property, and has a place to call home. Jessica has managed to break the cycle of intergenerational trauma.



HOUSING PLUS PROGRAM

By providing a safe place to call home, Vinnies helps people break the cycle of homelessness, rebuild their lives and participate in their community.

The Vinnies Housing Plus Program provides a variety of medium-term housing options in the greater Perth and Mandurah areas for families and young people who face barriers accessing housing. The referral-only service is available to those who are willing to engage with support workers and meet required tenancy responsibilities.

Homes are move-in ready and come fully furnished with white goods, bedding and crockery, allowing Vinnies to facilitate emergency placements quickly and easily.

A new property was acquired in Inglewood this year after an Expression of Interest process. The Croft House, formerly managed by the Croft board, was awarded to Vinnies and will see eight new

properties added to our portfolio, further enabling Vinnies to provide transitional accommodation for individuals and families who are experiencing homelessness.

As a result of the COVID-19 rental moratorium, Vinnies recorded a drop in the numbers of clients moving in and out of its properties during the financial year. This also affected tenants seeking to move into long-term housing, with fewer social housing properties available, low rental vacancies and increased rents in the private market.

Safe Places Grant

Vinnies Housing Plus Program was awarded a grant by the Australian Government as part of the Safe Places Emergency Accommodation Program. This funding will allow Vinnies to purchase two new emergency accommodation properties in the City of Stirling, which has been identified as a high-need location.

In the 2019-20 financial year, Vinnies identified that 39 percent of its clients entered into Vinnies Housing Plus Program with domestic violence as their primary concern. This funding allows Vinnies to have more options for women and children leaving an unsafe situation, enabling early intervention and helping them move forward. The properties will be fitted with safety measures that meet domestic and family violence accommodation standards to ensure the privacy, security and dignity for women and children living in the premises is protected.

Vinnies will partner with St John of God's Horizon House and will provide women and children residing there with support services and case management. Vinnies will fulfil the role of landlord managing all tenancy and property management, and Horizon House will provide referrals and deliver case management and support to tenants.

Community Housing Provider

Having satisfied the requirements of the national Community Housing Regulatory Framework, Vinnies WA was awarded Community Housing Provider Registration by the Department of Communities in April 2021. This process took over two years and required the submission of 200 pieces of evidence. Being listed on the Registered Providers list with the Department of Communities will improve overall visibility of and access to the Vinnies Housing Plus Program.

**25**

New clients moved into the Housing Plus Program in 2020/21

**39%**

Of clients exited into long-term housing

**57%**

Of clients were under the age of 30



MEET Sean

Sean is in recovery from long term substance misuse and self-harm. He turned to drugs due to his ongoing health issues and the diagnosis of a life-limiting illness. Sean often couch-surfed and would worry about what he and his daughter were going to eat.

It was during this time that Sean's daughter was taken into care due to the conditions they were living in and his inability to meet her needs as a child with both a physical and intellectual disability. Sean knew this was his turning point; losing his daughter made him look at his lifestyle and living conditions and he recognised that he had a problem.

Sean connected with WestAus Crisis and Welfare in Mandurah, and they assisted him

on his journey to apply for accommodation with Vinnies Housing Plus.

Vinnies was able to offer Sean a property in mid-2020, and less than two weeks later, the Department of Communities placed his daughter back with him permanently.

Immediately, Sean started looking into programs and services that his daughter could access to ensure that she reaches her full potential. She is now a student leader in her school for the second year in a row and has won a youth award in 2021. Sean has also prioritised his own health and is on the priority waitlist with the Housing Authority. Within five months of Sean regaining custody of his daughter, the Department closed its case, satisfied that Sean was providing the best possible care. Sean said that none of this would have been possible without Vinnies providing accommodation.

Vinnies WA and Sean's support worker advocated strongly for Sean and his daughter to be allocated a social housing property. They are now settled into their long-term home and are looking forward to their future.



MENTAL HEALTH SERVICES

Vinnies Mental Health Services are a recovery focused support service that provides accommodation for adults with a persistent and enduring mental health diagnosis.

Vinnies Mental Health Services accommodation consists of the Vincentian Village and Community Shared Houses. The Vincentian Village is a 28-unit facility which provides a 24-hour supported service utilising a low care model to promote recovery and independence. The six Community Shared Houses located around Perth are for clients that require less intensive day-to-day support with a focus on increasing self-sufficiency.

Support services offered across both accommodation types include case management (including referrals to external services to ensure holistic care), group work to build connections and relationships, peer support and building daily life skills such as cooking, cleaning and

budgeting. Vinnies Mental Health Services focus on recovery-orientated practice, recognising the uniqueness of the individual and working with them to build a life which offers them hope, real choices and a positive sense of self.

During the year, three clients transitioned from the Village to Community Shared Houses, whilst one client who had lived in the Village for more than four years, moved into their own independent accommodation.

National Accreditation

The National Standards for Mental Health Services were first introduced in 1996 to assist in the development and implementation of appropriate practices and guide continuous quality improvement in mental health services. Vinnies Mental Health Services gained full accreditation status in 2020/21 following significant systems development and documentation work completed by staff. A co-design process was



adopted, whereby staff and clients work alongside each other to review a particular standard and develop a resource that evidenced the practice of this standard in service delivery.

Service Development

Vinnies continues to improve its services by providing staff training as well as policy and procedure development and regularly reviewing our work. This helps ensure that services perform optimally to meet the needs of clients. This year we undertook a major service evaluation. All staff across Mental Health Services were interviewed over a period of five months and their feedback was analysed and reviewed alongside feedback from consumers, community, best practice models and industry standards. Feedback from staff was overwhelmingly positive, with many being pleased and proud to be working for the service.



12,998

Bed nights provided



Service Evaluation
Report completed



Accreditation of
National Standards
for Mental Health
Services achieved

MEET Grace

Six years ago, Grace came to Vinnies and joined one of our Community Shared Houses. After struggling initially, Grace moved to the Village as she required more support. Here she was able to rebuild confidence and establish trusting relationships with her supports.

The commitment and compassion from Grace's Support Worker led her to feel able to disclose some of her trauma history. Grace shared that she had a partner and daughter many years ago and that she had not seen her baby since she was a few months old. Grace explained that when she had moved back to her Dad's house and he became her main carer, she became estranged from her partner, baby and her partner's family.



Earlier this year, Vinnies staff were contacted by the family of Grace's previous partner on behalf of Jessica, Grace's daughter, who wanted to meet her mother. Grace was worried about meeting her daughter and Vinnies staff supported her to make the decision to meet with Jessica.

Grace met with her daughter and her daughter's family at the Village with the support of Vinnies staff. She now has an ongoing relationship with her daughter after many years apart. Grace speaks about her experience openly after 16 years of silence and her confidence has grown so much that she has also been able to ask people to call her by her Chinese name, Xi.





VINNIES RETAIL AND DISTRIBUTION CENTRE

Vinnies WA shops provide opportunities for affordable shopping, donations, and volunteering at a local level.

Vinnies' 54 shops across WA offer a wide range of pre-loved clothing, household items, furniture and bric-a-brac. The profits from the sale of these goods directly fund Vinnies support services such as emergency assistance, homelessness, mental health and youth services.

Vinnies shops are run by dedicated volunteers and employees who work tirelessly to serve customers, sort, and price donated merchandise at each shop. Our shop volunteers offer a friendly face for everyone who visits, giving people a sense of connection and belonging, while also providing a wonderful space for volunteers to feel they are giving back to their local community.

New and improved shops

A new Vinnies shop in Ellenbrook opened for trade in May 2021 with record sales for the first three trading days. The Applecross store was refurbished to enhance the customer

shopping experience and allow for more items to be displayed.

Distribution Centre

The Vinnies Distribution Centre is the central point for sorting donations, supplying second-hand items to the retail shops and providing emergency assistance furniture and household supplies to those in need. A key focus for the Distribution Centre team is to ensure that clients are provided with all necessary items as quickly as possible, whilst at the same time collecting household and corporate donations to be used as future emergency assistance items. This can include furniture, mattresses, bed bases, blankets, pillows and sheets, and also kitchen packs.

Over the past 12 months, 19,281 items have been delivered to people in need and the Distribution Centre truck fleet have collected donations from 3,457 locations across the Perth metropolitan area.

COVID-19 has negatively impacted previously reliable donation streams requiring the Distribution Centre to explore alternative avenues to source donations. School clothing drives,



parish appeals, and Council Shire drop off days have assisted with donation volumes. A relationship with Suez was also established this financial year to assist with reducing waste to landfill and increasing the volume of recycled produce.

Corporate and school volunteers continue to give their time to assist the Distribution Centre process of sorting donations. The benefit the volunteers provide to the Distribution Centre is invaluable as they allow Vinnies staff to focus on maximising processing whilst minimising cost, and providing a positive experience for the volunteers.



\$17.8M

In retail sales



43%

Increase of
total items sold



477

Tonnes of clothing
diverted from landfill



19,281

Emergency Assistance
items delivered



FUNDRAISING AND EVENTS

Fundraising appeals and events generate vital income for Vinnies' programs and services which support vulnerable Western Australians.

Vinnies relies on the generosity of the community and we extend our heartfelt thanks to all our supporters for helping us raise over \$4,578,900 through donations, Vinnies Visionaries, appeals, events and bequests this financial year. These vital funds contribute directly to our specialist programs and services, changing the lives of Western Australians experiencing hardship.

Our regular giving program, Vinnies Visionaries, raised just over \$109,000 this financial year. While the program only launched in early 2019, we now have over 200 'Vinnies Visionaries' donating on a monthly, quarterly, bi-annual or annual basis.

Leaving a bequest is another way people in our community choose to leave a lasting and positive change and we are incredibly grateful for the \$841,000 of generous bequests received over the past year.

CEO Sleepout

The 12th annual Vinnies CEO Sleepout was held for the first time at Optus Stadium on 24 June 2021, with the venue and Matagarup Bridge awash with blue to acknowledge the event. On one of the longest and coldest nights of the year, participating business, community and Government leaders gave up one night of their comforts to help change the lives of others.

The combined effort of Vinnies CEO Sleepout participants raised over \$800,000. Funds raised help ensure Vinnies homelessness services Passages Youth Engagement Hubs, Vinnies Tom Fisher House and our Housing Plus Program can continue to support vulnerable Western Australians.



Appeals

Community response to our annual appeals is always strong even during challenging economic times. As well as our vitally important Christmas and Winter appeals, which raised over \$1.4 million, Vinnies WA launched a Bushfire Appeal in response to the devastating Woorooloo and Hills area fires which saw 86 homes destroyed and 200 homes damaged. Launched in February 2021, \$215,000 was raised and provided direct support to the people affected by the fires.

Good Night In

A new fundraising event 'Vinnies WA Good Night In' was hosted in May 2021. The event encouraged Western Australians to spend the night in with friends, family or work colleagues, and donate what they would have spent on a night out. Designed to bring people and communities together, the planned event unfortunately had to be cancelled due to a COVID-19 lockdown, however it still managed to raise \$10,000 for Western Australians experiencing hardship. Plans are already underway for a bigger event next year.



200+

Vinnies Visionaries



\$4.58M

Raised

SUPPORTERS

National Supporters



State Supporters



Australian Government
Department of Social Services



Australian Government
Department of Infrastructure, Transport,
Regional Development and Communications



Government of Western Australia
Mental Health Commission



Government of Western Australia
Department for Communities



Government of Western Australia
Department of Water



The Coal Miners'
Welfare Board
of WA, Collie



We are also incredibly grateful to those landlords who generously supported our retail operations over the course of the COVID-19 pandemic.

GOVERNANCE

The governing body of the St Vincent de Paul Society in Western Australia is its **State Council**. A number of the members of State Council are elected by their peers in each of the **Regional Conferences in WA**.

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

State Council



Gladys Demissie
State President



Susan Rooney
Chief Executive Officer



Tinashe Kamangira
State Treasurer



Rev Fr Nino Vinciguerra
State Chaplain



David Kennedy
State Vice President



Chanda Chisela
State Vice President
Youth



Winston Rennick
Regional Council President
Peel Region



Allan Rose
Regional Council President
Joondalup/Wanneroo Region



Daniel Cloghan
Regional Council President
Perth Region



Cathy DeLattre
Regional Council President
Osborne Park Region



Keenan Klassen
Regional Council President
Swan Region



Fabian Jacobs
Regional Council President
Fremantle Region



Jack de Gooijer
Regional Council President
South West Region



Pauline McIntyre
Regional Council President
Queens Park Region

GOVERNANCE



Sub Committees

Membership & Conferences Committee (MACC)

David Kennedy (Chair)

Spirituality Advisory Committee

Barbara Boggon (Chair)

Overseas Partnership Working Group (WA)

Winston Rennick (Chair)

Operations Committee

Terry Power (Chair)

Finance and Risk Committee

Tinashe Kamangira (Chair)

State Retail Committee

Vernon Butterfly (Chair)

Passages Youth Engagement Hubs Committee

Ashley Ladner (Chair)

Workplace Health and Safety Committee

Susan Rooney (Chair)

Young Vincentians Committee

Chanda Chisela (Chair)

FINANCIAL SUMMARY



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

for the year ended 30 June 2021

| | 2021 | 2020 |
|---|---------------------|---------------------|
| | \$ | \$ |
| Revenue | | |
| Fundraising | 3,637,375 | 3,202,062 |
| Government and Other Grant Funding | 6,485,309 | 6,068,963 |
| Retail and Distribution Centre Sales | 18,194,930 | 11,985,614 |
| Specialist Community Services Contributions | 1,143,741 | 1,136,068 |
| Other | 510,573 | 280,858 |
| Non-Operating Activities | 1,530,780 | 725,408 |
| Non-Recurring Income | 3,204,000 | 2,044,000 |
| Total Revenue | 34,706,708 | 25,442,973 |
| Expenditure | | |
| Marketing, Fundraising and Communications | (1,885,847) | (1,672,034) |
| Mission Enabling | (933,591) | (901,030) |
| People in Need Services | (6,988,377) | (6,358,561) |
| Retail and Distribution Centre | (12,249,705) | (11,271,797) |
| Retail and Distribution Centre – Cost of Goods Sold | (495,264) | (209,430) |
| Specialist Community Services | (5,816,076) | (5,382,455) |
| Total Expenditure | (28,368,860) | (25,795,307) |
| Surplus (Deficit) for the year | 6,337,848 | (352,334) |
| Other comprehensive income | – | – |
| Total comprehensive income for the year | 6,337,848 | (352,334) |



STATEMENT OF FINANCIAL POSITION

as at 30 June 2021

| | 2021 | 2020 |
|--------------------------------------|-------------------|-------------------|
| | \$ | \$ |
| Assets | | |
| Current Assets | | |
| Cash and cash equivalents | 15,158,813 | 7,463,319 |
| Trade and other receivables | 403,813 | 236,870 |
| Inventories | 217,501 | 136,174 |
| Other Assets | 699,695 | 1,811,627 |
| Non-current assets held for sale | — | 262,862 |
| Total Current Assets | 16,479,822 | 9,910,852 |
| Non-Current Assets | | |
| Property, plant and equipment | 19,459,824 | 19,641,533 |
| Right of use assets | 12,242,743 | 13,885,938 |
| Total Non-Current Assets | 31,702,567 | 33,527,471 |
| Total Assets | 48,182,389 | 43,438,323 |
| Liabilities | | |
| Current Liabilities | | |
| Trade and other payables | 2,107,211 | 2,683,564 |
| Provisions | 1,711,543 | 1,352,973 |
| Leasing Liabilities | 2,348,438 | 2,074,049 |
| Total Current Liabilities | 6,167,192 | 6,110,586 |
| Non-Current Liabilities | | |
| Lease Liabilities | 10,339,742 | 11,885,979 |
| Provisions | 1,411,170 | 1,515,321 |
| Total Non-Current Liabilities | 11,750,912 | 13,401,300 |
| Total Liabilities | 17,918,104 | 19,511,886 |
| Net Assets | 30,264,285 | 23,926,437 |
| Capital Funds | | |
| Accumulated funds | 30,264,285 | 23,926,437 |
| Total Capital Funds | 30,264,285 | 23,926,437 |

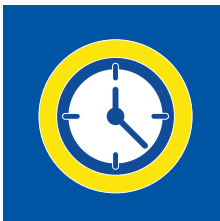
HOW YOU CAN HELP



Make a financial donation

Credit card donations can be made by visiting our website vinnieswa.org.au or calling 13 18 12. All donations of \$2 or more are tax deductible.

To make a periodical commitment or for more information on our regular giving program, Vinnies Visionaries, please phone (08) 6323 7500 or email donations@svdpwa.org.au.



Volunteer with us

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

For further information on volunteering please visit our website www.vinnieswa.org.au/volunteer, phone (08) 6323 7500 or email volunteer@svdpwa.org.au



Leave a bequest

Consider remembering Vinnies in your will. Vinnies is able to provide long-lasting support to many because of the generosity of people who have remembered Vinnies in their will. To receive an information booklet or speak to someone about leaving a bequest please phone (08) 6323 7500 or email bequests@svdpwa.org.au.



Fundraising

Fundraising can be a fun way to support Western Australians in need. You can request donations in lieu of gifts on your special day or host a fundraising event in your workplace, school or community.

For more information please phone (08) 6323 7500 or email fundraising@svdpwa.org.au.



Donate material goods

Donations of pre-loved clothing, household goods and furniture can be made at any Vinnies shop, our State Distribution Centre in Canning Vale or by calling (08) 6323 7520 to arrange a free pick up of larger items. Visit our website www.vinnieswa.org.au/shop/vinnies-shops for the location of your nearest Vinnies shop.



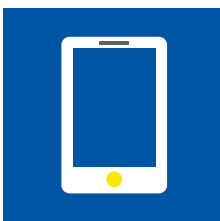
Corporate partnerships

Vinnies recognises the importance of developing and retaining strong relationships with the corporate and philanthropic sectors to allow us to continue to support Western Australians in need. Vinnies seeks to engage all partners in long term, strategic and mutually beneficial relationships. To find out more please phone (08) 6323 7500 or email partnerships@svdpwa.org.au.



Visit our retail shops

Find yourself a treasure and know that you are helping to fund our programs and services with every purchase. Visit our website www.vinnieswa.org.au/shop/vinnies-shops for the location of your nearest Vinnies shop.



Follow us on social media

VinniesWA





St Vincent de Paul Society
(WA) INC
good works

Commitment, Compassion and Change

St Vincent de Paul Society (WA) Inc

9 Brewer Road Canning Vale WA 6155
PO Box 1450 Canning Vale WA 6970

P: (08) 6323 7500

E: info@svdpwa.org.au

Emergency Assistance 1300 794 054

National Debt Helpline 1800 007 007

Donations 13 18 12

vinnieswa.org.au

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