



St Vincent de Paul Society
NSW
good works

ANNUAL REPORT 2013/14





VINNIES CHANGES LIVES EVERY DAY...

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The Annual Report of the St Vincent de Paul Society NSW was produced by the Fundraising and Communications team of the St Vincent de Paul Society NSW, October 2014.

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

Privacy statement:

The St Vincent de Paul Society NSW respects the privacy of the people it assists, our members, volunteers and employees. As a result, the names of clients, members, volunteers or employees featured in this report may have been changed and pictorial models used.

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PRESIDENT'S MESSAGE

DEAR FRIENDS,

It is with great pleasure that I present the 2013/14 Annual Report for the St Vincent de Paul Society NSW.

As we look over the many achievements of the past year, we need to remember that we must continue to stand up to injustice and lend a helping hand to those people experiencing disadvantage.

As a network of members, volunteers and employees, we have been able to help over 400,000 people who otherwise would go unassisted. Whilst many people believe that a safety net exists to help those people left behind; it is still true that many Australians are left to fend for themselves.

There is nothing more powerful than a person telling you their story; sharing their hardship. And there is nothing more uplifting than connecting with people, assisting them and walking a journey with them. This is exactly what our members do each and every day. In 2013/14, Society members undertook more than 220,000 visitations in people's homes, hospitals, prisons and nursing homes.

In 2013, the Society was incorporated as a Company Limited by Guarantee. Since this time, a great deal of work has been done in improving our governance policies and processes. Details on this work can be found on pages 8-11 of this report.

With the work of our members being so crucial in assisting people when they most need it, the Society implemented a number of initiatives to recruit and retain members over the last financial year.

This includes the introduction of a State Recruitment Team bringing together younger and senior members to look at ways of attracting new people to the Society. This work has already resulted in new members joining the Society and new Conferences springing up across the State.

Of course all of this work is the result of strong leadership and I would like to thank my fellow members of the NSW State Council for their commitment, professionalism and dedication over the 2013/14 financial year.

The Society is fortunate to be in a sound financial position with net assets at 30 June 2014 of \$386M. The main components of this are property assets of \$297M, cash assets of \$68M and long-term deposits of \$38M. The net operating deficit for the year of \$3.5M was better than the budgeted deficit of \$6.4M and last year's net deficit of \$7.1M. This has been achieved by the Society actively exploring ways to increase funding via sales from Vinnies Shops, donations and government funding, as well as working towards the most efficient and effective use of funds and reducing costs.

I would also like to thank the NSW Executive team, in particular State CEO, Michael Perusco, as well as all of our members, volunteers, employees, supporters, benefactors and trusts and foundations for making this crucial work possible.

Yours sincerely,

Ray Reynolds

President, NSW State Council, St Vincent de Paul Society NSW



CEO'S MESSAGE

DEAR FRIENDS,

The St Vincent de Paul Society NSW continues to work tirelessly to help people experiencing disadvantage and poverty. The work of our 5,000 members in over 400 communities across the state is often the untold story of the Society. Year in and year out, this work makes a real impact on the lives of the nearly 900,000 people living below the poverty line in NSW.

In 2013/14, the Society continued to work to streamline its operations with the aim of delivering better targeted services to the people that turn to us for assistance.

Following on from the Special Works (services) Review undertaken in 2012/13, the Society developed a Special Works Framework and formed a Special Works Advisory Committee. This framework will allow us to not only determine which of the Society's current Special Works fit within our defined 'core services'; but also be used as a tool for considering future Special Works proposals.

The 2013/14 financial year also saw the Society undertake extensive work in implementing a new Client Service Delivery Model. As a leading provider of homelessness services in NSW, the Society has developed a model that enables us to intervene early to prevent individuals and families falling into homelessness; rapidly rehouse people who have just become homeless; and find long-term housing solutions for people experiencing chronic homelessness. The new model is being rolled out across the State with extensive consultation with services, members and employees through a series of workshops and information sessions.

Our new Client Service Delivery Model prepared us for the NSW Government's Going Home Staying Home reforms which involved the re-tendering of all homelessness funding in NSW. The Society was successful in 13 funding packages across the state including 11 as sole provider and two as the lead agency in a consortium. In addition, we received eight packages where we are part of a consortium but not the lead agency.

The Society has been delivering the Ability Links program in the Hunter region since 1 July 2013 and we were very pleased to be awarded the contract to operate the program in the southern metropolitan region of NSW this year. Ability Links is focussed on working in partnership with people with disability to strengthen their links with community and has great synergy with our existing work.

I would like to take this opportunity to thank the members of the NSW State Council for their commitment and professionalism, especially State President Ray Reynolds who volunteers countless hours of his time working for, representing and advocating on behalf of the Society. I would also like to thank the many members, volunteers and employees who help deliver the Society's vision each and every day.

Yours sincerely,

Michael Perusco

CEO, St Vincent de Paul Society NSW

HISTORY OF THE ST VINCENT DE PAUL SOCIETY

KEY HISTORICAL DATES

- 1833** The St Vincent de Paul Society was founded in Paris by 20 year old university student, Frederic Ozanam and his friends.
- 1881** Charles Gordon O'Neill joined the St Vincent de Paul Society in Scotland at just 23 years of age. He moved to New Zealand and then Sydney in 1881 where he founded the first St Vincent de Paul Society Conference in NSW at St Patrick's Church Hill in Sydney's Rocks District.
- 1891** The first Special Work of the Society was founded in Surry Hills.
- 1922** Until 1922 parish Conferences had organised wardrobes of clothes for people in need by collecting local donations. When this practice became too difficult to manage, the idea of Vinnies Shops where people could purchase second-hand items was born.
- 1938** The Matthew Talbot Hostel was opened by Bishop Norman Gilroy in Kent Street to help men experiencing homelessness in Sydney. It moved to Woolloomooloo in 1965, where it remains.
- 1975** A State Youth Committee, comprising a representative from each Central Council and a Spiritual Advisor, was formed to coordinate and promote the involvement of young people in the St Vincent de Paul Society.
- 1990** Over 500 Vinnies Shops are in operation in Australia.
- 2008** The Ozanam Learning Centre in Woolloomooloo opens. It offers a range of education programs, recreations activities, a drop-in day centre and extensive information and referral service for men and women experiencing homelessness.
- 2013** The St Vincent de Paul Society celebrated the bicentenary of founder, Blessed Frederic Ozanam's birth.

The St Vincent de Paul Society (the Society) is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old student named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years.

The Society in NSW now has thousands of members and volunteers across the State giving tirelessly of their time. Our local member networks, referred to as Conferences, have 5000 members and are present in 414 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling, school items for children, and the provision of material items such as furniture, clothing, bedding and other household items.

Importantly, our members provide vital emotional support and referral services as needed.

The Society is a leading provider of community support services and has 102 Special Works across the State in various areas including homelessness, domestic violence, mental health, youth issues, disability, rural assistance, financial counselling and assistance, assisted accommodation, supporting refugees and migrants, rehabilitation and addiction, and other community support services.

OUR GOVERNANCE

OUR MISSION 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 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.

STRATEGIC PLAN

The Our Society, Our Plan 2013-2018 strategy is built on six strategic goals:

1. Strengthen our Spirituality;
2. Strengthen our Service;
3. Develop our Membership;
4. Strengthen our Society;
5. Strengthen our Partnerships; and
6. Raise our Voice.

A summary highlighting progress against the Strategic Plan in 2013/14 can be found on pages 14-17. The Strategic Plan can be accessed on the Society's website at vinnies.org.au under NSW publications.

WHAT WE DO

The Society is a volunteer-based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years. People are assisted by the Society either by Conference members or through our Special Works.

Conferences are parish groups established in local areas to provide assistance to people experiencing disadvantage. The core of Conference members' work is visitation, where they meet with people in their home, hospital, prison or detention centres to determine how best to assist them.

A Special Work is a specialised service that is tailored to meet the various needs of the people we assist including: homeless services; assistance to migrants and refugees; mental health programs; disability services; food services; drug, alcohol and gambling counselling services and financial counselling.

ORGANISATIONAL STRUCTURE

The Society comprises a number of separate but related legal entities. The Trustees of the Society of St Vincent de Paul (NSW) ("Trustees") is a body incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW). In November 2012, the Trustees registered a public company limited by guarantee, named St Vincent de Paul Society NSW ("the Company"), and on 1 July 2013 all of the operations of the Trustees were transferred to the Company. A Transfer Deed governs the relationship between the Trustees and the Company and identifies the responsibilities and obligations of each entity. The ownership of all real property is retained by the Trustees. The members of the NSW State Council are the same individuals as the directors of the Company. Both entities are registered as charities with the Australian Charities and Not-for-Profits Commission (ACNC).

The Board guides and supports the work of the Society in NSW. State Council decisions are binding upon the Regional and Central Councils and Conferences. Each Central Council President sits on the NSW State Council and on the Company Board. A number of advisory committees assist the State Council and Board in carrying out their responsibilities. The details of the current members of the NSW State Council and Board are set out on pages 12-13.

St Vincent de Paul Housing (trading as Amélie Housing) was registered as a public company limited by guarantee in May 2012 and is registered as a Class 4 community housing provider in New South Wales under the Housing Act 1991. It is also a registered charity with the ACNC.

The Amélie Housing Board formally ratified the approval of the membership application from St Vincent de Paul Society Canberra/Goulburn effective from the 31 August 2013.

Implementation of the National Regulatory System for Community Housing (NRSCH) commenced on 1 January 2014. Under this system, Amélie Housing has been provisionally registered as a Tier 2 community housing provider. On 14 April 2014, Amélie Housing lodged the Eligibility and Tier Form and was subsequently invited to lodge an Application for Registration as a Tier 2 community housing provider under the NRSCH. The relevant documentation was lodged with the Registrar on 10 June 2014.

The three entities correlate as shown in the diagram below:



THE PROCESSES OF THE TRUSTEES, DIRECTORS AND ITS MEMBERS

The Trustees and the Board of Directors carry out functions according to the Rule of the St Vincent de Paul Society, their Constitutions, Corporations Laws, ACNC Acts and other relevant State and Commonwealth legislation.

The Board's role is to ensure that the Society's mission and vision are achieved and that good governance principles are applied. The Trustees are elected by their peers in each of the 10 Central Councils in NSW. Trustees are elected for a term of four years with elections held periodically throughout the four years as current terms expire or a vacancy occurs. The President appoints Vice Presidents and Appointed Officers with specific skills and experience to compliment the skills and experiences of those Trustee members who have been elected. There are currently five Vice Presidents, who are also Trustees. The Trustees are also elected as directors of St Vincent de Paul Society NSW (the Company) and form the Board of Directors.

The Board of Directors of Amélie Housing consist of not less than five and not more than nine persons. The directors are appointed by the members as per the constitution. There is also an independent director who is appointed by all members pursuant to a majority vote. Any director appointed must hold suitable qualifications or experience and be considered suitable to support the objectives and mission of Amélie Housing. The maximum term for directors of Amélie Housing is six years with elections staged at each annual general meeting when one third of the directors retire from office.

The Trustees and Board of Directors have an ongoing program of training related to corporate governance, policy setting and compliance responsibilities.

MEETINGS

The number of meetings the Trustees and Board of Directors are required to attend and attended during the 2013/14 financial year is illustrated in the table below:

	The Trustees of the Society of St Vincent de Paul (NSW)		St Vincent de Paul Society NSW	
No. of meetings held during financial year	6		6	
	Meetings entitled to attend	Meetings attended	Meetings entitled to attend	Meetings attended
Mr Ray Reynolds	6	6	6	6
Ms Beverley Kerr	6	6	6	6
Ms Gwen Sampson	6	6	6	6
Mr Paul Shiel	6	6	6	6
Mr Matthew Kirkham	6	6	6	6
Mr Peter McNamara	4	3	4	3
Mr Peter Leckie	6	5	6	5
Mr Kerry Muir	6	6	6	6
Mr Bob Lulham	6	3	6	3
Mr Barry Finch	6	6	6	6
Mr Brian Goodall	6	6	6	6
Mr Peter Fishlock	5	4	5	4
Mr Alan Ruff	6	6	6	6
Mr Barry Jones	6	6	6	6
Mr Don Jones	6	6	6	6
Mr Vincent Toohey	5	5	5	5
Mr Denis Walsh	6	6	6	6

	St Vincent de Paul Housing (Amélie Housing)	
No. of meetings held during financial year	8	
	Meetings entitled to attend	Meetings attended
Mr Ray Reynolds	8	8
Ms Beverley Kerr	8	7
Ms Ellen Corrigan	8	4
Mr David Morris	8	6
Ms Lesley Wyatt	8	7
Mr Jared Ellsmore	8	6

REGULATORY ENVIRONMENT AND COMPLIANCE

The operations of the Confederation of the St Vincent de Paul Society in Australia are governed by The Rule of the St Vincent de Paul Society in Australia (7th ed., 2012), and by the Statutes of the International Confederation of the St Vincent de Paul Society.

The Trustees is a body corporate established pursuant to the Roman Catholic Church Communities’ Lands Act 1942 (NSW). The Rule is the Trustees’ Constitution. The two other Companies’ [limited by guarantee] have a written constitution, which is to be read subject to The Rule, and in the event of a conflict The Rule will prevail.

The Society is a Public Benevolent Institution and is endorsed to access GST Concession, FBT Exemption and Income Tax Exemption. The Society is endorsed as a Deductible Gift Recipient.

ADVISORY COMMITTEES

The Society has a number of advisory committees to assist the State Council and Board in carrying out their functions and to provide advice and recommendations for effective and informed decision-making. The committee structure allows trustees and directors access to a broad range of members, employees and external experts.

Audit Risk and Finance Committee

The Audit Risk and Finance (ARF) Committee is the key advisory committee for the oversight of the Society’s financial statements, effectiveness of its internal controls and risk management, review of project and agreement applications, investments, compliance with laws and regulations, and evaluation of internal and external auditors. The ARF Charter that sets out the activities and responsibilities of this Committee was reviewed and updated in April 2014.

The Chair of this Committee is the State Council Treasurer and Director, Peter Leckie. The Committee also includes two elected State Council members, two external members appointed by the State Council, the State President, Chief Executive Officer and Chief Financial Officer.

The number of meetings held and attended by each member during the financial year was:

Member	Position	A	B
Peter Leckie (Chair)	State Council Treasurer and Director	5	5
Barry Jones	Sydney Archdiocesan Central Council President and Director	5	5
Bob Lulham	Bathurst Central Council President and Director	5	5
Tony Couper	Broken Bay Central Council Treasurer	5	5
Richard Stewart	Partner PwC Australia	3	5
Ray Reynolds	State Council President and Director	4	5
Michael Perusco	Chief Executive Officer	5	5
Peter Miller^	Chief Financial Officer	5	5
Tony Smith *	Chief Financial Officer	1	1

A - Number of meetings attended B - Number of meetings held during the time the member held office during the year
* appointed during the year ^ resigned in July 2014

The Committee during the year reviewed and made recommendations to the State Council and Board in the following key areas:

- 11 internal audit reports from the Internal Audit and Risk Manager
- 43 project applications over \$150K
- Budget reviews
- Statutory accounts reviews and management letter reports from auditors
- Financial reporting packs provided by management
- Strategic Property Plan
- 5 year cash flow forecast
- Risk Management policy and framework
- Specialist Homelessness Services tenders relating to the *Going Home Staying Home* Reform
- A sub-committee of the ARF was involved in the selection of Commonwealth Financial Planning Limited as investment advisor to the Society

The activities of the Internal Audit and Risk Management function are governed by the Internal Audit Charter, and headed by the Internal Audit and Risk Manager who reports directly to the ARF Committee. Its primary function is to assist the State Council and Board. The Internal Audit and Risk Manager is the Chief Audit Executive as outlined in the Institute of Internal Auditors - International Standards for the Professional Practice of Internal Auditing.

The Society has an approved Risk Management Framework. In order to address and mitigate key risks in 2013/14, the Society has developed various key policies as detailed in the next section. A Governance and Compliance Officer was recruited during the year to manage legal and compliance obligations under various state and federal legislations. Various internal audit projects were undertaken to respond to the key risks, in accordance with the Internal Audit Plan approved by the ARF Committee, to review and improve the internal controls and policy compliance.

During the year, internal audits were performed, in the following areas:

- compliance of internal policies and external regulations
- workplace health and safety
- client assistance payments
- donations and fundraising
- government funding
- workplace relations and payroll
- general operating expenses
- capital expenditure
- resident trust accounts

Internal audit reports were presented to the ARF Committee. Follow up audits were conducted to ensure that recommendations in the internal audit reports had been progressively followed up by management.

Other advisory committees include:

- Governance Committee
- Centres Committee
- Information Technology Executive Advisory Committee
- Rural Assistance Advisory Committee
- Social Justice Committee
- Special Works Advisory Committee
- Strategic Plan Implementation Committee
- Spirituality Committee
- State Membership Advisory Committee
- WH&S Committee
- State Membership Recruitment Committee
- Research & Ethics Committee

POLICY

Governance Policy

In February 2014, the Board approved a set of governance policies. The purpose of these policies is to provide a framework for promoting high standards for the Board and its management in conjunction with the Constitution of the company, relevant laws and The Rule.

The governance policies include the following areas:

- Board processes including in the roles of the Chairperson and Board Members and their relationship with the CEO
- Advisory Committees
- Strategic Planning
- Workplace Relations
- Financial management
- Risk Management
- Ethics

Code of Conduct

The new Code of Conduct applies to all members, employees and volunteers. The Code outlines standards of behaviour and conduct that are consistent with the mission, vision and ethos

of the Society. It is designed to promote the organisational values of professionalism, transparency, accountability, collaboration, respect, confidentiality, compliance and lawfulness. In 2013/14 the Code was made available to members, volunteers and employees.

Conflict of Interest Policy

The Society has a Conflict of Interest Policy which applies to all members, volunteers and employees, and complements the Code of Conduct and its objectives. The policy provides guidance on how to appropriately deal with any conflict of interest issues which may arise, including determining whether a conflict of interest may exist, the appropriate disclosure processes, management of any conflicts and reporting of conflicts.

Managing Fraud and Dishonest Behaviour Policy and Procedures

This policy, approved in February 2014, replaced the previous Dealing with Fraud Policy. It reinforces the Society’s commitment to maintaining an ethical environment for its members, volunteers and employees, which is free from fraud, dishonest workplace behaviour, theft and serious waste of resources or money. It provides clear guidance on what constitutes fraud, dishonest behaviour, theft and serious waste of resources or money and details the responsibilities of members, volunteers and employees in relation to preventing such behaviour. It outlines the consequences for those who engage in such conduct and reporting requirements regarding such conduct.

Speaking Up and Whistle-blower Policy and Procedures

This new policy, approved in February 2014, encourages members, volunteers and employees to report actual or suspected wrongdoing and provides them with a supportive work environment in which they feel able to raise issues of legitimate concern without fear of any recrimination. The policy enables the Society to deal with reports from whistle-blowers in a way that will protect the whistle-blower’s identity and provide an alternative means of reporting alleged or suspected wrongdoing where the usual reporting channels are considered inappropriate.

Complaint Handling Policy and Procedure

A Complaint Handling Policy and Procedure has been developed and is expected to go-live in early 2015. The Policy will be supported by an externally provided Integrity Hotline and email facility. This policy covers complaints from persons or organisations external to the Society.

Police Check Policy

This policy provides guidance on undertaking police checks as part of the recruitment process for all new employees, as well as members and volunteers in certain situations to provide assurance that new personnel will not place the Society under unnecessary risk.

NSW STATE COUNCIL AND DIRECTORS



PRESIDENT AND VICE PRESIDENTS

1 RAY REYNOLDS

Ray Reynolds is the President of the NSW State Council and Director. Ray joined the Society 60 years ago and is a member of the Revesby Conference. Ray was responsible for the Aged & Special Care Services company setup to consolidate aged care. Ray is the Chair of the St Vincent de Paul Society Housing Company. Ray worked for Telstra, the Australian Broadcasting Corporation and was the Director, Broadcast Telecommunications for the 2000 Sydney Olympic Organising Committee.

2 BEVERLEY KERR

Beverley Kerr is a Vice President of the NSW State Council and Director as well as President of St Vincent de Paul Society NSW Support Services. Beverley joined the Society 12 years ago and is a member of the Corrimal Conference. Beverley is also a director of the St Vincent de Paul Housing Company and Advisory President for Ozanam Industries. Beverley has a background in social services and worked for the Department of Community Services.

3 PETER LECKIE

Peter Leckie is a Vice President and the Treasurer of the NSW State Council and Director. Peter joined the Society 14 years ago and is a member of the Rural Task Force. Peter has also been a Regional President and Central Council Treasurer. Peter has a background in accountancy and worked in a multi-national engineering component business for over 30 years rising to the position of Chief Executive Officer.

4 PAUL SHIEL

Paul Shiel is a Vice President of the NSW State Council and Director. Paul joined the Society 29 years ago and is a member of the Dulwich Hill Conference. Paul has been involved with Ozanam Industries, Night Patrol, Rendu Centre and as a Regional President. Paul owns his own property trading business.

5 GWEN SAMPSON

Gwen Sampson is a Vice President of the NSW State Council and Director and the Centres President. Gwen joined the Society 22 years ago and is a member of the Rural Task Force. Gwen was previously Regional OH&S Officer, Diocesan Centres President and Diocesan President. Gwen has a background in sales and finance.

6 MATTHEW KIRKHAM

Matthew Kirkham is a Vice President of the NSW State Council and Director. Matthew joined the Society seven years ago and has previously held Youth Representative roles at Regional Council, Central Council and State Youth Team level. Matthew has a background as a disability support worker and now works permanently as a Primary School teacher.

7 PETER MCNAMARA

Peter is a Vice President of the NSW State Council and Director. He joined the Society 30 years ago and was on the Parramatta Regional Council, the National Council Board and assisted the International Council General in promoting youth development. Peter has been a solicitor in private practice since 1988, working in business, workplace and property law. He has also been a Regional President of the NSW Law Society and is a notary public and a director of Law Week Limited.

CENTRAL COUNCIL PRESIDENTS AND DIRECTORS

8 BARRY FINCH

Barry Finch is the President of Broken Bay Central Council and Director. Barry has been a member of the Society for 32 years. Barry is the Forestville Conference President, Treasurer Task Force Redfern and President No Interest Loan Schemes, Northern Sydney. He was previously the President Chatswood Region, President of the Broken Bay Disaster Welfare and Centres President. Barry has a background in the baking industry, where he continues to work in a limited capacity.

9 BARRY JONES

Barry Jones is the President of Sydney Archdiocesan Central Council and Director. Barry has been a member of the Society for 28 years and is a member of the Kogarah Conference. Barry is a member of the State Council Audit, Risk and Finance Committee and has previously been a Conference President and Central Council Vice President. Barry has a background in the building industry where he specialised in the electrical field. After completing his term, Barry was replaced by Tony Corkeron in September 2014.

10 BOB LULHAM

Bob Lulham is the President of Bathurst Central Council and Director. Bob joined the Society six years ago and is a member of the St Joseph's Conference. Bob has been on a range of community and sporting management committees. Bob has been admitted as a solicitor of the Supreme Court and was in private practice for five years and employed with the Australian Legal Aid Office for 28 years. Bob now works part time with the Aboriginal Legal Service.

11 BRIAN GOODALL

Brian Goodall is the President of Lismore Central Council and Director. Brian joined the Society 10 years ago and is a member of the Kingscliff Conference. Brian was previously Conference Secretary and President and Chairman of the Angela Houses Committee. Brian has a background in carpentry and joinery, but spent most of his career as a member of the NSW Police Force, where he retired with the rank of Inspector. During this time Brian was an executive member of the Police Association of NSW as well as a Director of NSW Police Legacy.

12 VINCE TOOHEY

Vince Toohey is President of Wilcannia/Forbes Central Council and Director. Vince joined the Society 12 years ago and is a member of the Sacred Heart Forbes Conference. Vince is currently the Rural Taskforce Coordinator. Vince was previously a Central Council Vice President and has been involved in WH&S at Regional and Central Council level. Vince has a background in farming and belonged to associated bodies such as the Farmer's Association and Rural Fire Brigade. Vince resigned in March 2014.

13 JIM ROGERS

Jim Rogers became Wilcannia/Forbes Central Council President and Director in March 2014, replacing Vince Toohey. Jim joined the society 8 years ago. Jim has 40 years management experience in the agriculture industry and is a retired grazier.

14 KERRY MUIR

Kerry Muir is President of Armidale Central Council and Director. Kerry joined the Society 42 years ago and is a member of the Glen Innes Conference. Kerry is also a member of State Centres Committee and Strategic Planning Steering Committee. After completing his term, Kerry was replaced by Rosemary Fisher at the end of June 2014.

15 DENIS WALSH

Denis Walsh is President of Wollongong Central Council and Director. Denis joined the Society 11 years ago and has been a Conference Secretary, Conference President and Regional President. Denis is a member of the West Wollongong St Therese Conference and is currently a member of the Governance Committee. Denis has a background in the insurance and superannuation industries, has held many senior positions and was an Associate of the Insurance Institute of Australia.

16 ALAN RUFF

Alan Ruff is the President of Parramatta Central Council and Director. Alan joined the Society 16 years ago and is a member of the Rooty Hill Conference. Alan was previously a Conference President and a Regional President. Alan has a background in corporate regulation and held senior management positions with the NSW Corporate Affairs Commission and the corporate regulator now known as the Australian Securities and Investments Commission.

17 DON JONES

Don Jones is the President of Wagga Wagga Central Council and Director. Don joined the Society 35 years ago and is a member of the St Marys The Rock Conference. He was previously the Wagga Wagga Regional President. Don has a background in retail management and was previously employed as the Centre Manager of the Wagga Wagga Vinnies Shops.

18 PETER FISHLOCK

Peter Fishlock is the President of the Maitland/Newcastle Central Council and Director. Peter joined the Society eight years ago as a member of the St Pauls Rutherford Conference. Peter has taken on many roles including Central Council Twinning Officer, Overseas Partnership and Development Committee member, Vice President of the Lower Hunter Regional Council and Rutherford Conference. Peter has a background in engineering and sales and also as a small business owner.



STRENGTHENING
OUR SOCIETY
MEANS BETTER
OUTCOMES FOR THE
PEOPLE WE ASSIST

OUR SOCIETY OUR PLAN — MEASURING OUR PROGRESS

The St Vincent de Paul Society NSW's Our Society, Our Plan 2013-2018 strategic plan is a five year plan which includes mid and short term projects that address the key priorities of the organisation.

Throughout 2013/14, the Strategic Plan Implementation Committee met regularly to oversee the implementation of the actions in the strategic plan. Actions outlined in the Action Plan are assessed as critical, high, medium and low. The strategic plan ensures the Society is well placed to be an organisation that:

- delivers effective, efficient and sustainable service delivery in areas where we make a real and lasting change.
- has a strong and sustainable base of members and volunteers.
- is proud of its professional culture without forgetting its volunteer origins.
- has strong and lasting partnerships.
- provides a voice for those people without one of their own.
- continues our commitment to demonstrating Christ's love in everything we do.

A copy of the full strategic plan and action plan can be found at vinnies.org.au/publications

A number of projects were completed or implemented in 2013/14 that supported the key goals of the Society's strategic plan as follows:

KEY STRATEGIC GOALS

THE CRITICAL AREAS
THE PLAN FOCUSES ON

STRATEGIES

THE BROAD STRATEGIES IN THE PLAN
THAT DEFINE HOW THE SOCIETY WILL
ACHIEVE THE KEY STRATEGIC GOALS

ACTIONS

SPECIFIC ACTIONS RELATING TO
EACH OF THE STRATEGIES INCLUDING
MILESTONES, TIMEFRAMES AND
RESPONSIBILITIES

KEY MEASURES OF SUCCESS

DEFINE WHAT SUCCESSFUL
IMPLEMENTATION OF THE PLAN WILL
LOOK LIKE, ALLOWING US TO TRACK
OUR PROGRESS

STRATEGIC GOAL 1: STRENGTHEN OUR SPIRITUALITY

KEY ACHIEVEMENT: COMPLETED THE SPIRITUALITY SURVEY

The survey of members carried out as part of the initial phase of the strategic planning process was a valuable one. In addition to this survey a number of consultations have been held with youth or young adult members, employees and volunteers.

The results of the survey and consultations have resulted in the following achievements in 2013/14:

- Expanded distribution of the Spiritual Reflection Guides and Good Word Bulletin.
- Organised reflection days in most Central Council areas; and more than ten reflection days were organised regionally by Wagga Wagga, Wollongong, Lismore, Armidale and Broken Bay Central Councils.
- Implemented the second phase of the Society Youth Review with spirituality featuring as a key element.

STRATEGIC GOAL 2:
STRENGTHEN OUR SERVICE

KEY ACHIEVEMENT: SPECIAL WORKS REVIEW AND FRAMEWORK

Following on from the Special Works Review undertaken last year, the Society developed a Special Works Framework and also formed a Special Works Advisory Committee.

This framework is used to determine which of the Society's current Special Works can be defined as 'core services'; as a tool for considering future Special Works initiatives; and to establish a consistent reporting framework for all Special Works.

Under the framework, all new Special Works which involve paid employees; a service for children in any way; or is expected to cost over \$150,000 over five years, must be submitted to the State Council Special Works Advisory Committee for consideration.

The Special Works Advisory Committee was formed in 2013/14 and its key roles include:

- Considering proposals for the establishment of new Special Works against the framework and
- Establishing a consistent reporting framework across all Special Works in order to better demonstrate the impact of our work.

KEY ACHIEVEMENT: IMPLEMENTED A NEW HOMELESS SERVICES CLIENT-SERVICE DELIVERY MODEL

In 2013/14 extensive work was undertaken in the development and implementation of a new Client Service Delivery Model (CSDM). Traditionally, the Society's homeless services focussed largely on providing assistance through our crisis accommodation facilities across the state. While this is still an important component of our work, the Society's new model enables us to intervene early to prevent individuals and families falling into homelessness; rapidly rehouse people who have just become homeless; and find long-term housing solutions for people experiencing chronic homelessness.

The new model was rolled out across the State with extensive consultation with services, members and employees through a series of workshops and information sessions. In addition to this, a workforce focused team worked on providing support and skilling up employees to be able to deliver the new CSDM. This included training on trauma informed care and cultural competence; policies and procedures and leadership development.

For more information on this CSDM and the Society's response to the NSW Government's Specialist Homeless Services tender process, which took place in 2013/14, please go to pages 38-41.

KEY ACHIEVEMENT: DEVELOPMENT OF ST VINCENT DE PAUL HOUSING COMPANY (AMÉLIE HOUSING)

The St Vincent de Paul Housing company was formed in 2012. In April 2014 the company was invited to lodge an application for registration as a tier 2 organisation. The documentation was lodged by the due date in June 2014.

Through leveraging the Society's existing housing, homeless support services, property portfolio, and financial resources, Amélie Housing aims to develop more affordable housing to meet the needs of the growing number of people who are experiencing or at risk of homelessness.

As of 30 June 2014, 144 properties were under the management of Amélie Housing.

Projects initiated or completed in 2013/14 by the housing company include the Dubbo Project - a medium density residential unit development; the establishment of the Australian Catholic Housing Alliance; and the development of a Strategic Plan for the next 5 years.

More details on these can be found on pages 42-43 of this Annual Report.

STRATEGIC GOAL 3:
DEVELOP OUR MEMBERSHIP

KEY ACHIEVEMENT: MEMBERSHIP RECRUITMENT AND RETENTION STRATEGY IMPLEMENTATION

Work continued on the implementation of the Membership Recruitment and Retention Strategy in 2013/14. Vice Presidents and Directors of the Board, Paul Shiel and Matthew Kirkham are leading the implementation of the Strategy.

Work included the formation of the State Recruitment Team (SRT) to support members and volunteers to recruit new members within their Conference, Region, Special Work or Central Council. Members of the SRT identify specific areas where recruitment is required and bring ideas for engaging new people of all ages The SRT is working in a range of areas including Wollongong, Albury, Liverpool, Wentworthville, Evans and Gosford.

This has resulted in new Conferences being formed around NSW as well as new members joining existing Conferences allowing the Society to provide additional support to people experiencing disadvantage in the local area.

STRATEGIC GOAL 4:
STRENGTHEN OUR SOCIETY

KEY ACHIEVEMENT: ROLL-OUT OF CODE OF CONDUCT FOR MEMBERS, VOLUNTEERS AND EMPLOYEES

Last year the Society developed its new Code of Conduct for all members, volunteers and employees. It is designed to promote the organisational values of professionalism, transparency, accountability, collaboration, respect, confidentiality, compliance and lawfulness.

In 2013/14 a hard copy of a booklet outlining the Code was made available to members, volunteers and employees. The Code was also placed on the Society's Intranet to make it readily available to all members, volunteers and employees.

Other key achievements under this strategy include:

- The completion and implementation of a fundraising review resulting in a focus and improvement in the areas of Direct Marketing, Regular Giving, Trusts and Foundations, Major Gifts and Corporate Partnerships.
- Development of a comprehensive training calendar offering employees, volunteers and members training programs including: Managing Challenging Behaviour, Budget Counselling, Effective Visitation, Regional Presidents and Central Council President training, information technology and leadership programs. In 2013/14, 85 training programs were delivered to 1200 participants.

STRATEGIC GOAL 5:
STRENGTHEN OUR PARTNERSHIPS

KEY ACHIEVEMENT: BUILDING SUSTAINABLE CORPORATE PARTNERSHIPS

The Society identified that building sustainable corporate partnerships is vital for the funding of existing and new initiatives. With this in mind, a Corporate Partnerships Manager was recruited in 2013/14.

In 2013/14 the Society saw a 50% year on year increase from corporate partnerships including a continuation of the Best&Less partnership who supported the Society through a number of initiatives raising close to \$400,000 for NSW alone. IGA continued their support of the Vinnies Christmas Appeal through their community chest and Christmas bauble sales raising over \$87,460 in NSW. In addition to this, partnerships continued with AGL, Janssen, Hilton Sydney and Abergeldie supporting clients affected by financial issues, women and children's services and the Sydney and Parramatta Night Patrol.

STRATEGIC GOAL 6:
RAISE OUR VOICE

KEY ACHIEVEMENT: ADVOCACY AND SOCIAL JUSTICE

Social Justice Statement and Social Justice Committee
In 2013/14 the Society developed an Advocacy Agenda which allows the Society to focus its attention on key social justice issues and advocate on behalf of the people we assist. The three areas of focus are: Affordable Housing and Homelessness; Utility and Cost of Living Pressures; and Refugees and Asylum Seekers.

The renewed Social Justice Committee, with representative members from around NSW, is leading the implementation of this agenda and supporting our members to put social justice into action.


Media positioning and advocacy
Extensive work was undertaken in 2013/14 to reinforce the Society as an expert voice on social justice issues including publishing numerous opinion pieces in major metropolitan publications and undertaking a significant number of print, radio and TV interviews. Opinion pieces in 2013/14 included:

- "Some wish for a home, others for a roof", 5 August 2013, Sydney Morning Herald
- "In search of a fair go for everybody", 14 October 2013, The Daily Telegraph
- "Soaring home prices reach crisis point", 10 April 2014, The Daily Telegraph
- "Claim of sharing the pain a bit rich", 28 May 2014, The Daily Telegraph

MAKE THE FEDERAL BUDGET FAIRER

The Society is concerned that people experiencing disadvantage would be pushed further into poverty by measures included in the 2014 Federal Budget proposals. With this in mind, a 'Make the Federal Budget Fairer' grass-roots campaign was developed which included a number of elements:

- Targeted social and mainstream media campaign including an opinion piece in The Daily Telegraph ("Claim of sharing the pain, a bit rich" - 28 May 2014).
- Encouraging Society members to write a letter or visit Federal Members of Parliament
- Signing a Petition on change.org and spreading the word



OUR MEMBERS AND VOLUNTEERS

SUPPORTING OUR MEMBERS

Across NSW the St Vincent de Paul Society has thousands of dedicated members who provide assistance to people experiencing disadvantage each day. Most members are based in Conferences, others in Youth Conferences and Special Works. The core work of members is visitations to homes, hospitals, nursing homes, prisons, detention centres and Special Works. In 2013/2014 members made 224,279 visits to people experiencing disadvantage across NSW.

The Membership and Volunteer Engagement Team work to support our members by providing resources, access to training and recruitment assistance.

MEMBERS LIVE AND WORK
IN 414 COMMUNITIES
ACROSS NSW

KEY ACHIEVEMENTS 2013/2014

DEVELOPED PILOT TRAINING
PROGRAMS FOR MEMBERS ACROSS
A NUMBER OF CENTRAL COUNCILS



FORMED THE STATE RECRUITMENT TEAM
TO SUPPORT CONFERENCES AND CENTRAL
COUNCILS IN RECRUITING NEW MEMBERS



DEVELOPED 'UNDERSTANDING THE
HEART OF POVERTY PROGRAM' TO GUIDE
MEMBERS IN ASSISTING PEOPLE



IMPLEMENTED A NEW DATA COLLECTION
PROCESS TO IMPROVE ACCURACY OF
STATISTICS AND IDENTIFY TRENDS



A FAMILY AFFAIR

AFTER MORE THAN 14 YEARS OF
SPECIAL EDUCATION VOLUNTEERING,
KIM WAS LOOKING TO GET INVOLVED
IN HER COMMUNITY AGAIN.

When her parish priest mentioned the Society's need for new Conference members, Kim saw a great opportunity to give back.

Kim quickly became involved with her local Conference providing assistance to people experiencing disadvantage through home visitation and providing friendship to older people experiencing loneliness through the Parish Care Group.

Kim also became a member of the State Recruitment Team coordinating the new outreach group covering the Sadlier, Smithfield and Liverpool regions.

Kim's vibrant passion for helping others spread through her family, inspiring her three children to become active members of the Lurnea Conference. When not at school or university, Kim's children go out with other Conference members on home and social visitations and are also involved in the Parish Care Group running activities and performing songs for elderly people in the community.

Kim believes that seeing happiness in a person's face when you visit is the best part of being a member.

"They know we are visiting because we really do care and they know we're there for them when they need it most. The joy they get from the relationships makes the work so worthwhile," says Kim.





Buddies Day held for children affected by the Blue Mountains bushfires



Mini Vinnies at St Michael's Primary School, Nelson Bay



Central Coast Youth Conference held a Winter Sleepout

SUPPORTING OUR YOUTH AND YOUNG ADULTS

The Young Adult volunteers and members work at a grassroots level living out the legacy of Blessed Frederic Ozanam, the Society's 20 year old founder. Youth members work with Young Adult Conferences and Conferences in primary and high schools.

Key activities coordinated through the youth teams include respite and activity programs for children and young people such as Kids Camps, Buddies Days, Teen Camps and Teen Days.

In addition to these are the Brekky Van, a weekend food van service providing food and companionship; Mini Vinnies groups in Catholic Primary Schools; Green Team, a gardening assistance program for predominantly older people or people living with a disability; Homework Help program providing basic homework support; as well as High School Conferences and University Conferences.

KEY ACHIEVEMENTS 2013/2014



RAN 70 BUDDIES DAYS AND 14 KID AND TEEN CAMPS

ORGANISED 12 GREEN TEAMS AS WELL AS 18 HOMEWORK HELP AND 104 BREKKY VAN PROGRAMS



YOUTH AND YOUNG ADULT CONFERENCES ASSISTED 1271 PEOPLE ACROSS NSW

YOUTH AND YOUNG ADULT CONFERENCE MEMBERS GAVE 2488 HOURS OF VOLUNTEER SERVICE



THE SOCIETY WAS FOUNDED BY 20 YEAR OLD STUDENT FREDERIC OZANAM

OUR VOLUNTEERS' COMMITMENT ENSURES THE SOCIETY CONTINUES TO MAKE A REAL DIFFERENCE TO PEOPLE EXPERIENCING DISADVANTAGE

SUPPORTING OUR VOLUNTEERS

Volunteers play a vital role in supporting the Society to provide services and assistance to people experiencing disadvantage. Dedicated volunteers lend their time and expertise working alongside members and employees in many of the Society's Special Works and Vinnies Shops. The Society develops and implements effective systems to recruit, train and develop our volunteers and volunteer management staff.

In 2013/2014, 15,707 people volunteered 2,278,539 hours of their time to the Society in NSW.

KEY ACHIEVEMENTS 2013/2014



15,707 VOLUNTEERS GAVE CLOSE TO 2.3 MILLION HOURS OF THEIR TIME TO THE ST VINCENT DE PAUL SOCIETY

DEVELOPED A VOLUNTEER POLICY TO COMPLY WITH WORK HEALTH & SAFETY, CHILD PROTECTION AND RISK MANAGEMENT PROCEDURES



DELIVERED TRAINING PROGRAMS TO OVER 1000 SOCIETY VOLUNTEERS AND MEMBERS



OUR EXECUTIVE

1 MICHAEL PERUSCO - CHIEF EXECUTIVE OFFICER

Michael was appointed Chief Executive Officer in August 2012. Prior to joining the St Vincent de Paul Society, Michael had a mix of experience in the corporate, community and government sectors.

Michael is a member of the NSW Premier's Council on Homelessness and the NSW Council of Social Services. Michael is also a Board Member of the Australian Institute of Health and Welfare and a member of the City of Sydney's Social Sustainability Taskforce.

Michael's experience includes nine years as CEO of Sacred Heart Mission, a Victorian organisation that works with people experiencing homelessness. During this period he was also Chairperson of the Council to Homeless Persons, the peak body for organisations working with people who are experiencing homelessness in Victoria. He has served on the Council of Catholic Social Services Victoria and as Chairperson of Australians for Affordable Housing.

Michael also previously worked in the commercial sector including KPMG and Arthur Andersen, and has worked at the Department of Prime Minister and Cabinet where he was responsible for a range of social policy areas including the social inclusion and not-for-profit reform agendas.

2 DIANNE LUCAS - DEPUTY CEO

Dianne began working for the Society in April 2012. Dianne has many years experience in senior management roles in the Human Resources, Organisational Development and more recently Information Systems and Communications functions. Dianne has worked in the NSW Public Service and NSW Local Government sectors, with this appointment being the first in the not-for-profit sector. Dianne holds a number of business qualifications including a Masters in Business Administration (MBA). Dianne is a member of the Advisory Board for CentaCare Wilcannia/Forbes.

3 MATTHEW CLEARY - EXECUTIVE OFFICER, ST VINCENT DE PAUL SOCIETY NSW SUPPORT SERVICES

Matthew began working for the Society in August 2012. Matthew previously worked for PricewaterhouseCoopers focusing on Aboriginal Primary Healthcare for the Australian Government. With a background in nursing, Matthew has worked in emergency departments in Sydney, remote Aboriginal communities in NSW and Western Australia, as well as international experience with Médecins Sans Frontières in Sudan, Niger, Kurdistan, France and Somalia. Matthew is currently the Chair of the Board of Directors for Médecins Sans Frontières Australia. He holds a Masters Degree in Health Services Management from the University of Technology, Sydney.

4 TONY SMITH - CHIEF FINANCIAL OFFICER AND COMPANY SECRETARY

Tony was appointed as Chief Financial Officer in May 2014. He has held senior financial management positions in the financial services, energy and local government sectors. Before joining the St Vincent de Paul Society, Tony was Chief Financial Officer of Fairfield City Council responsible for a range of financial sustainability initiatives. Prior to this, Tony held various financial executive positions with the Commonwealth Bank of Australia and Integral Energy. Tony holds a Bachelor of Business and Graduate Diploma in Local Government Management, Fellow of Certified Practising Accountants Australia (FCPA) and Fellow of Financial Services Institute of Australasia.

5 PETER MILLER - CHIEF FINANCIAL OFFICER AND COMPANY SECRETARY

Peter served as Chief Financial Officer during the 2013/14 financial year. Peter is a senior finance and accounting executive with extensive experience in financial management and control with a number of leading organisations. He previously held roles as Commercial Director, BP Australia; Finance Director Australia & NZ, Castrol Australia; and Group Financial Controller, AGL.

OUR EMPLOYEES

In 2013/14, the Workplace Relations team has worked within a new structure designed to provide specialist support and advice to the Central Councils.

RECRUITMENT AND SELECTION

In 2013/14, 207 job advertisements were placed, 314 new appointments were made and 482 police checks were undertaken. In addition to this, extensive recruitment was undertaken in relation to the NSW Government Funded Ability Links program. This program required the recruitment of 50 new positions in the Metro South region from May 2014.

INDUSTRIAL RELATIONS

Significant work was undertaken in 2013/14 in relation to the Equal Remuneration Order. Payments were made to all employees covered by the Social Community Home Care and Disability Services Industry Award under the Society wages policy.

The Society extended the Retail and Distribution Collective Agreement 2011 by 12 months by an exchange of letters with the Shop Distributive and Allied Employees Association Union.

In relation to Ozanam Industries, discussions are being held with United Voice, the union with coverage of supported employment, in regards to an alternative wage assessment tool and a new enterprise agreement for this area.

WORKPLACE HEALTH AND SAFETY

2013/14 saw the establishment of a senior review mechanism for Work Health and Safety (WHS). The WHS Advisory Committee commenced in late March 2014 to help progress safety and injury management systems. The Committee also acts as the prime consultative link between the Safety Officer and return to work networks and State Council.

One of the key outcomes from the Advisory Committee meetings was to set up a working group to review the Society's WHS training methods. The group's task is to establish a system that will deliver consistent and effective core safety training across all Central Councils and services.

POLICY AND SYSTEMS

There has been a strong focus on developing key Workplace Relations policies and procedures. A Workplace Relations Policy schedule was developed and key policies were drafted for review. A new Workplace Manual will be developed over the next 12 months.

The employee performance appraisal and development system, Stronger Together, continues to be rolled out throughout the State.

TRAINING

Approximately 85 training programs were delivered to over 1200 members, volunteers and employees.

Featured training programs included Managing Challenging Behaviour, Budget Counselling Skills, Poverty Programs, Effective Visitation Skills, and Regional President and Central Council President training.

EXECUTIVE TEAM

The Executive Team has delegated authority from the State President for the overall operational management and performance of the Society. The Executive Team, based at the State Support Office and at St Vincent de Paul Society NSW Support Services, comprises:

- Michael Perusco, Chief Executive Officer;
- Dianne Lucas, Deputy CEO;
- Peter Miller, Deputy CEO, Chief Financial Officer and Company Secretary (retired July 2014);
- Tony Smith, Chief Financial Officer and Company Secretary;
- Matthew Cleary, Executive Officer, St Vincent de Paul Society NSW Support Services.

The Executive Officers of the Central Councils in 2013/14 are:

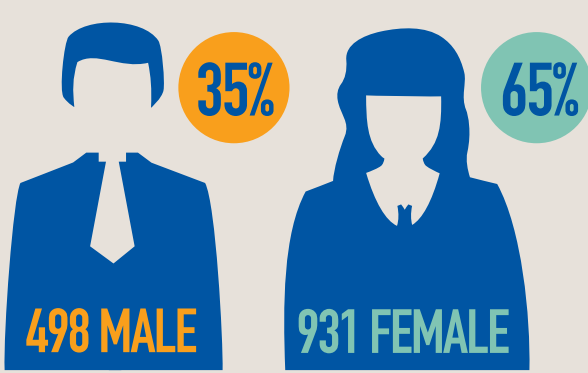
- Norma Abeyasekera (Armidale Central Council)
- Frank Moes (Bathurst Central Council)
- John Kelly (Broken Bay Central Council)
- Michael Timbrell (Lismore Central Council)
- Denise Lucas (Maitland/Newcastle Central Council)
- Tony Hoban (Parramatta Central Council)
- Graeme Roche (Sydney Archdiocese Central Council)
- Mike Riley (Wagga Wagga Central Council)
- Kelly Morgan (Wilcannia/Forbes Central Council)
- Debbie Nixon (Wollongong Central Council)

EMPLOYEE OVERVIEW

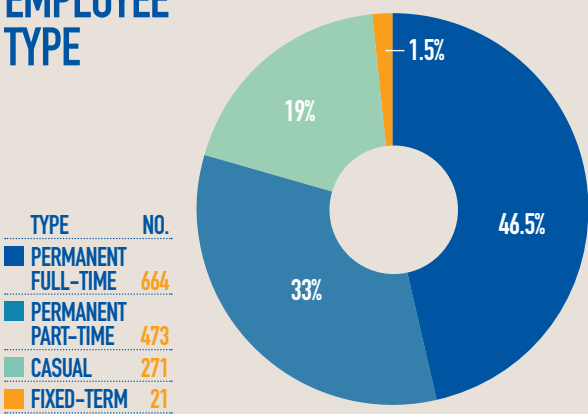
TOTAL EMPLOYEES



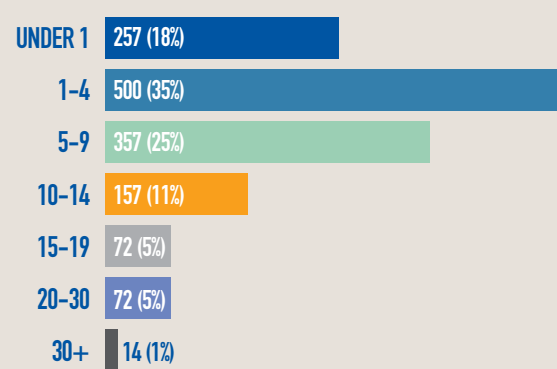
GENDER SPLIT



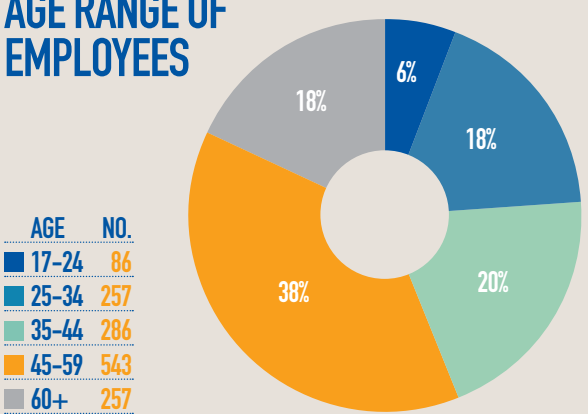
EMPLOYEE TYPE



YEARS OF SERVICE



AGE RANGE OF EMPLOYEES



A WARM WELCOME

Deirdre Moulden, a Society employee for the last nine years, says coming into work is like Christmas every day. Deirdre first joined the Society as Volunteer Coordinator of the Humanitarian Settlement Services program in Wagga Wagga and for the past five years has managed the program.

The Humanitarian Settlement Services (HSS) provides support for refugees living in the Riverina region of NSW to help them settle into community life.

Although Deirdre loves every part of her role, the positive change and growth that Deirdre sees in the people she assists is what she believes to be the most rewarding part of her job.

"To see people arrive here so frightened and scared with only a handful of belongings and then to watch their confidence and self-esteem blossom as they become more involved in the community through learning English or getting their driver's license is a true joy," says Deirdre.

Deirdre says that many of the people they have worked with have now gone on to study at university, gain full-time employment and buy their own home.

"It's amazing to see the people we work with achieve so much in such a short period of time, some arriving in Australia with no English," she explains.

Deirdre believes that every day the HSS team is doing the work of honouring Frederic Ozanam and St Vincent de Paul.

"Not many people get to do the work that we do and it is a privilege to work with people who have experienced so much trauma in their lives and are still able to be so resilient. Some of our families tell stories that are truly heartbreaking. Many have being through terrible suffering. Our HSS staff and volunteers do amazing work advocating for refugees and encouraging them to participate in the community," says Deirdre.

In November 2013 Deirdre was invited to have lunch with Burmese human rights advocate and politician Aung San Suu Kyi and the former Governor General Quentin Bruce, a definite career highlight. The Wagga Wagga region has



"YOU REALISE HOW BIG YOUR HEART IS IF YOU JUST OPEN YOUR HEART RIGHT UP. WHAT WE RECEIVE THROUGH OUR WORK FAR OUTWEIGHS WHAT WE GIVE."

a large Burmese refugee community and meeting with Ms. Suu Kyi, was a great opportunity to highlight how well people have settled into the community.

When asked to reflect on her time with the Society, Deirdre remembers the words of Blessed Rosalie Rendu who said, 'Be kind and love, for love is the first gift.'

"You realise how big your heart is if you just open your heart right up. What we receive through our work far outweighs what we give. The love that all our staff and volunteers give is what makes the program so successful," says Deirdre.

"While we might only be a drop in the ocean, it's rewarding knowing we have made some small contribution to make somebody's life more hopeful, peaceful and filled with love."

VINNIES CEO SLEEPOUT SUCCESS

The 2014 Vinnies CEO Sleepout was a great success with 1000 CEOs sleeping out around the country to raise over \$5.7 million for Vinnies homeless services. In NSW, fundraising reached \$2 million. This funding is crucial in helping Vinnies deliver a range of services and programs which address homelessness and focus on person-centred care, and early intervention and prevention.

Holly Kramer, CEO Best&Less and George Frazis, CEO St George Banking Group shared the title of joint Fundraiser of the Year for 2014. The retail and banking duo raised over \$212,000 each; calling on their respective customers and employees to help break the usually illusive \$200,000 mark.

Every year community and business leaders throw their support behind this event giving them an opportunity to not only raise funds to assist the more than 100,000 people experiencing homelessness in Australia, but to come together to learn more about the complexities of the issue

and what we can all do to make a real difference.

Next year the Vinnies CEO Sleepout celebrates its 10th anniversary and we will be calling on previous and new CEOs to take part in the event as part of the 10 years, \$10 million, 100,000 reasons campaign.



Holly Kramer, CEO, Best&Less with George Frazis, CEO, St George Banking Group



Steve Lewis, Managing Director, Nokia

OUR FUNDRAISING AND ENGAGEMENT

FUNDRAISING

During 2013/14, a full review and restructure of the Fundraising & Communications function took place to better align resources with the Society's need to grow fundraising. A newly appointed Major Gifts Manager and restructured direct marketing team as well as invaluable donor and market research laid the foundations for a more strategic approach to fundraising.

FUNDRAISING APPEALS

Overall, fundraising performed well during the 2013/14 financial year with a 14% year on year increase across the State. This was in part due to the outpouring of support directed to the devastating bushfires that took place in the Blue Mountains Bushfire Appeal in October 2013. Over \$1,000,000 was donated to the Society, most of which was passed onto the Blue Mountains Mayoral Fund to help rebuild the affected communities. Although this and other disasters had a marginal impact on the Christmas Appeal, which was down across the State by 3%, the Winter Appeal saw a year on year revenue growth of 11%.

PARISH FUNDRAISING

While Parish fundraising remained steady, some Central Councils experienced growth in general fundraising and appeals of up to 12%. Over 138,022 appeal envelopes were distributed at mass and through parishes generating \$2.5 million.

COMMUNITY FUNDRAISING

A community fundraising strategy was developed in regards to the Community & School Sleepouts to engage the wider public in the issue of homelessness. During the financial year, 16 community and school sleepouts took place across the State raising over \$30,000. The Society became a City2Surf Charity Gold Partner during the financial year with over 50 runners signing up to raise over \$35,000.

EVENTS

Events saw a year on year increase of 16% due to the hugely successful Vinnies CEO Sleepout and the landmark Hotels Have Hearts Gala event. Hotels Have Hearts took place at the Sydney Hilton in May 2014, breaking all previous records by raising over \$500,000.

In its 9th year, the 2014 Vinnies CEO Sleepout took place in eleven locations across Australia and three in New South Wales. Fundraising remained on par with 2013 raising over \$2 million in NSW. The Vinnies CEO Sleepout generated 9916 donations with an average gift of \$204.80, a 19% increase in gift amount on the previous year.

HOTELS HAVE HEARTS 2014



Hotels Have Hearts Committee, L to R: Kim Maloney, Chairman (Maloney Hotel Corporation), John Lucas (John Lucas Hotel Management), Stephen Harvey (Cheers Bar & Grill), Jenny Farrell (Schwartz Family Co), Br Dan Stafford C.Ss.R. (St Vincent de Paul Society Ambassador), Martin Short (Short Corp) and John Ryan, (Ryan's Hotel Group).

BEQUESTS, MAJOR DONORS AND TRUST & FOUNDATIONS

Bequests income from our generous Forever Friends and supporters generated almost \$6 million dollars in legacies to the Society. Additionally, 36 new confirmed bequests to the Society brought the total number to 726. During the financial year over 220 honorary solicitors supported the bequest program.

The newly appointed Major Gifts Manager implemented a major gifts growth program during the financial year generating almost \$300,000 from our most generous supporters in six months.

During the financial year, gifts from trusts & foundations increased year on year by 17%.

CORPORATE PARTNERSHIPS

The biggest area of fundraising growth was in corporate partnerships, which saw a 50% year on year increase due to the generous and dedicated support of financial partners including:

- Best&Less who supported the Society through a number of initiatives raising close to \$400,000 for NSW alone.
- IGA who continued their support of the Vinnies Christmas Appeal through their community chest and Christmas bauble sales raising over \$87,460 in NSW.
- AGL who continued the second year of the partnership providing over \$130,000 to support Conference work in NSW.
- Janssen who continued as one of the Society's longest-term partners supporting Society programs with over \$110,000; and
- Hilton Sydney and Abergeldie who continued their support of Sydney and Parramatta Night Patrols respectively.



KEY ACHIEVEMENTS 2013/2014

\$15,441,841 IN DONATIONS ACROSS THE STATE

39,133 DONATIONS MADE THROUGH DIRECT MARKETING, REGULAR GIVING AND EVENTS

1866 REGULAR DONORS MADE 9292 GIFTS WITH AN AVERAGE ANNUAL GIFT OF \$446.96

138,022 APPEAL ENVELOPES RAISED OVER \$2.5 MILLION IN PARISHES ACROSS THE STATE

9916 DONATIONS MADE TO THE VINNIES CEO SLEEPOUT

NEW INITIATIVES WITH BEST&LESS GENERATED \$357,100

3RD HIGHEST RANKED CHARITY IN AUSTRALIA FOR UNPROMPTED AWARENESS WITH A YEAR ON YEAR INCREASE FROM 18% TO 21%



**THEY SIGN THEM
WE HIDE THEM
YOU FIND THEM**



WWW.SIGNEDFINDS.COM.AU

COMMUNICATIONS, MEDIA & MARKETING

MEDIA & COMMUNICATIONS

The Society has established itself as an important media commentator in relation to a number of social and political issues including homelessness, housing affordability, energy costs and asylum seekers and refugees. Extensive media work was undertaken in 2013/14 across mainstream media and new platforms.

Some media features include Radio National AM, Linda Mottram, Sky News and Sky Business News, Switzer, Ross Greenwood's Money News; news grabs on all commercial AM channels such as 2UE, 2GB, 2SM and the FM stations; commercial news TV networks including Ten News, Channel Seven and Channel Nine.

In addition various opinion pieces were placed in 2013/14 acting as an effective advocacy tool. These include various columns in the Daily Telegraph and the Sydney Morning Herald.



MARKETING

Extensive marketing projects were also undertaken throughout the financial year in support of fundraising appeals and online and digital marketing.

KEY ACHIEVEMENTS 2013/2014

RECEIVED MORE THAN 250 MEDIA ENQUIRIES

DISTRIBUTED 86 MEDIA RELEASES

GENERATED MORE THAN 1000 MEDIA ITEMS ACROSS TELEVISION, RADIO AND PRINT

GENERATED AROUND 600 MEDIA ITEMS FOR THE VINNIES CEO SLEEPOUT WITH A POTENTIAL AUDIENCE REACH OF AROUND 20 MILLION

PREPARED EXTENSIVE AND EFFECTIVE SOCIAL MEDIA CAMPAIGNS IN LINE WITH OUR KEY MESSAGING

KEY ACHIEVEMENTS 2013/2014

DOUBLED FAN BASE FOR THE VINNIES CEO SLEEPOUT FACEBOOK PAGE TO OVER 13,000

20,000 PEOPLE VISITED THE VINNIES CEO SLEEPOUT WEBSITE ON THE DAY OF THE EVENT

GENERATED THOUSANDS OF ADDITIONAL DONATIONS THROUGH EXPANDED USE OF GOOGLE ADWORDS FOR THE WINTER APPEAL AND VINNIES CEO SLEEPOUT

LAUNCHED A NATIONAL FACEBOOK PAGE WITH OVER 20,000 FANS

SENT 55 EMAIL DIRECT MARKETING CAMPAIGNS TO OVER 54,000 RECIPIENTS

VINNIES SIGNED FINDS AWARDED THE MOST EFFECTIVE BRAND IN AUSTRALIA (EFFIE INTERNATIONAL INDEX 2013)

SOCIAL JUSTICE AND ADVOCACY

Social justice is at the very core of what the St Vincent de Paul Society stands for. The Society's founder, Blessed Frederic Ozanam, had deep concern for the causes of poverty and was clear that these need to be addressed before real change will be seen.

The Society seeks to live out its commitment to social justice by:

- identifying the root causes of poverty and contributing to their elimination by looking at mid-term and long-term solutions;
- offering a 'hand up' to people experiencing poverty and disadvantage to help themselves whenever possible;
- speaking out against injustice, inequality, poverty or exclusion, particularly where these are due to unjust economic, political or social structures or to inadequate or unjust legislation, preventing injustice whenever possible;
- helping people speak for themselves, and when they cannot, speaking on behalf of those who are ignored;
- striving to change attitudes of those who view people who are marginalised and those who are different with prejudice, fostering respect and empathy; and
- promoting the rights, responsibilities and development of all people.

IN 2013/14 THE ST VINCENT DE PAUL SOCIETY PARTICIPATED IN OR SUPPORTED THE FOLLOWING:

- Anti-Poverty Week NSW Committee as Co-Chair
- Sydney Alliance
- Various ACOSS campaigns including the ACOSS Advocacy Day calling for a fairer Federal Budget 2014
- Australians for Affordable Housing
- Australian Catholic Bishop's Social Justice Statement on global poverty
- Homeless Persons' Week
- International Year of the Volunteer
- Mental Health Month
- National Youth Homelessness Day
- Refugee Week

KEY ACHIEVEMENTS 2013/2014



HOSTED A SOCIAL JUSTICE FORUM WITH 120 DELEGATES TO DISCUSS AFFORDABLE HOUSING IN NSW

MEMBERS ENGAGED WITH ENERGY RETAILERS & THE ENERGY OMBUDSMAN TO PREVENT DISCONNECTION FOR THOUSANDS OF PEOPLE EACH YEAR



IMPLEMENTED A GRASSROOTS AND MEDIA CAMPAIGN CALLING ON THE FEDERAL GOVERNMENT TO ADOPT A FAIRER FEDERAL BUDGET

SUSTAINED ADVOCACY IN THE NEED FOR MORE AFFORDABLE HOUSING INCLUDING WORKING WITH THE NSW PARLIAMENT INQUIRY INTO PUBLIC AND AFFORDABLE HOUSING



THE SOCIETY PRODUCED 31 MEDIA RELEASES RELATING TO SOCIAL JUSTICE AND ADVOCACY ISSUES RESULTING IN HUNDREDS OF MEDIA ITEMS

101 SOCIAL JUSTICE REPRESENTATIVES WERE APPOINTED AT CENTRAL COUNCIL, REGIONAL COUNCIL AND CONFERENCE LEVEL



SOCIAL JUSTICE COMMITTEE

The Society's Social Justice Committee calls for solutions to injustice by engaging government, working with other agencies, raising awareness and empowering local community responses from our members to local issues.

The committee is chaired by Board Director and Vice President for Social Justice, Peter McNamara, and includes members who represent their Central Council.

The 2013 and 2014 Social Justice Forums were attended by more than 120 members from across the state who debated the most important social justice issues for the Society at the present time. In 2013/14, the Society developed Social Justice Statements on three priority issues:

1. Affordable Housing and Homelessness,
2. Energy Affordability and Cost of Living Pressures; and
3. Refugees and Asylum Seekers.

The Statements form the basis of the Society's Social Justice Advocacy Agenda; calling on the Government to take action, offering practical solutions to effect change and inviting our members, volunteers and the general public to speak up for justice.

In 2013/14, the Society in NSW:

- Responded to the 2014 Federal Budget with a grass roots campaign to oppose measures with the greatest impact on people experiencing poverty and to propose more equitable alternatives to tackling the nation's fiscal challenge. This included an online petition on change.org as well as a targeted mainstream and social media campaign.
- Placed Affordable Housing on the state agenda and presented the State Government with a blueprint for action to address NSW's Affordable Housing crisis through:
 - presenting evidence to the NSW Parliamentary Inquiry into Social, Public and Affordable Housing; and
 - highlighting key recommendations in our submission to the State Government's Rebuilding NSW Plan.

The Society continued to lay a strong and enduring foundation for the future by growing the Society's Social Justice Network - with new members signing up to become social justice representative in their regions and local Conferences across NSW.



'THE QUESTION WHICH IS AGITATING THE WORLD TODAY IS A SOCIAL ONE. IT IS A STRUGGLE BETWEEN THOSE WHO HAVE NOTHING AND THOSE WHO HAVE TOO MUCH. IT IS A VIOLENT CLASH OF OPULENCE AND POVERTY WHICH IS SHAKING THE GROUND UNDER OUR FEET. OUR DUTY AS CHRISTIANS IS TO THROW OURSELVES BETWEEN THESE TWO CAMPS IN ORDER TO ACCOMPLISH BY LOVE, WHAT JUSTICE ALONE CANNOT DO.'

– BLESSED FREDERIC OZANAM

MEMBERSHIP AND ASSISTANCE

ORGANISATION	
Number of:	
Central Councils	10
Regional Councils	58
Conferences	414
Youth and Young Adult Conferences*	273
Vinnies Shops	239
Special Works	102
* includes Mini Vinnies, High Schools and Young Adult Conferences	

ASSISTANCE PROVIDED	
Visitations by Conference members and volunteers	191,533
Other Visitation includes social, hospitals, prisons, nursing homes & Special Works	32,746
Average visitations per Conference member and volunteer	46
Financial support given to clients*	\$19,945,701
* Financial support was given to clients through our Conferences and services including: food vouchers/parcels, utilities, clothing, household items, medical assistance, accommodation, meal provision, transport and other assistance. Also includes value of EAPA and Telstra vouchers distributed.	

MEMBERS AND VOLUNTEERS				
Number of	Members	Volunteers	Total	%
Conferences (Include Councils)	4,711	130	4,841	19%
Young Adult Conferences	351	131	482	2%
High School Conferences	882	743	1,625	6%
Mini Vinnies (Primary Schools)	4,092	292	4,384	17%
Vinnies Shops	-	8,857	8,857	34%
Special Works	83	5,554	5,637	22%
Total	10,119	15,707	25,826	

VOLUNTEER HOURS BY ACTIVITY TYPE	
	Total hours
Councils	3,190
Conferences	176,502
Youth and Young Adult Conferences	2,488
Vinnies Shops	1,908,737
Special Works	187,622
Total volunteer hours	2,278,539

NUMBER OF MEMBERS/VOLUNTEERS BELOW 50 YEARS OF AGE	
	Number
Conference members	379
Vinnies Shops volunteers	1,358
Special Work Volunteers	1,618
Youth and Young Adult Conference members & volunteers*	6,491
* includes Mini Vinnies, High School and Young Adult Conferences	

VALUE OF DONATED GOODS PROVIDED AT NO COST BY VINNIES SHOPS	
Armidale	\$21,589
Bathurst	\$91,335
Broken Bay	\$283,728
Lismore	\$60,654
Maitland/Newcastle	\$108,054
Parramatta	\$463,867
Sydney	\$635,885
Wagga Wagga	\$193,010
Wilcannia/Forbes	\$16,800
Wollongong	\$163,759
Total Assistance	\$2,038,681

MEMBERSHIP AND ASSISTANCE OVERVIEW 2013/14

PROVIDED ALMOST
\$22 MILLION
WORTH OF FINANCIAL
ASSISTANCE LAST YEAR*




ASSISTED OVER
408,000
PEOPLE



25,826 MEMBERS AND VOLUNTEERS



414 CONFERENCES
ASSISTING LOCAL COMMUNITIES



239 VINNIES SHOPS

102 SPECIAL WORKS

CONFERENCE MEMBERS VISITED
224,279 PEOPLE
TO PROVIDE ASSISTANCE



VOLUNTEERS CONTRIBUTED OVER
1.9 MILLION HOURS
OF WORK TO VINNIES RETAIL SHOPS



PROVIDED
822,509 MEALS



PROVIDED
257,287 BED NIGHTS



NUMBER OF PEOPLE ASSISTED

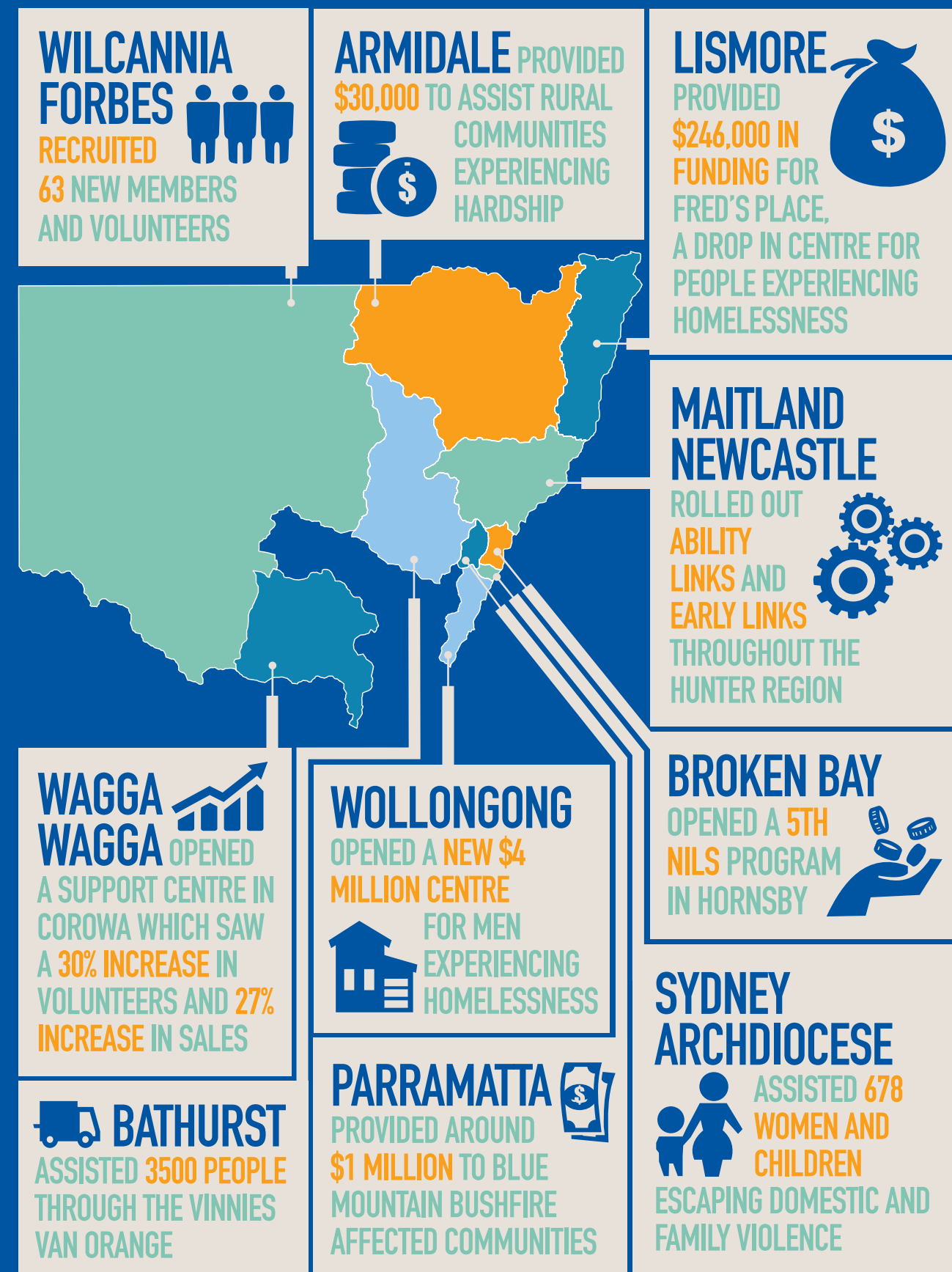
Conferences and Client Support Centres	197,162
Special Works	210,217
Youth and Young Adult Conferences	1,219
Total	408,599

ACCOMMODATION AND MEAL SERVICES PROVIDED BY SPECIAL WORKS

Special Works providing accommodation services	46
Beds available in accommodation services	1,069
Bed nights provided	257,287
Meals provided	822,509

* Includes assistance provided through Conferences, Special Works and through our Vinnies Shops

CENTRAL COUNCIL HIGHLIGHTS



CENTRAL COUNCILS IN DETAIL

ARMIDALE CENTRAL COUNCIL

The Armidale Central Council is located in the New England and North West districts of NSW covering 14 local Government areas. Mining, manufacturing, food production, educational and infrastructure enterprises contribute to the economy of the Central Council area. Pockets of disadvantage are found throughout the region. Fluctuating prices for agriculture, cattle, wheat and dairy greatly influence the financial security of residents in their communities.

Armidale Central Council provided \$503,244 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Armidale Central Council distributed \$255,000 worth of EAPA and Telstra vouchers.

The Central Council has: 4 Regional Councils; 25 Conferences; 262 Conference members; 142 Mini Vinnies, youth and young adult members; 763 volunteers; and 19 Vinnies Shops.

KEY ACHIEVEMENTS 2013/14

- Conducted a regional blitz to build member and volunteer participation in the Tamworth region.
- Provided scholarships to four students worth \$2000 each.
- Hosted a successful large scale Mini Vinnies and Youth Conference gathering with students from different schools.
- Completed major building works in Gunnedah and Walgett to better service the community.

BATHURST CENTRAL COUNCIL

The Bathurst Central Council covers an area in excess of 103,000 square kilometres taking in a mix of large towns including Coonamble, Cowra, Dubbo, Orange, Bathurst, Mudgee and Lithgow. The Central Council continues to see high demand in many smaller towns and villages that have been struggling with the decline of the rural economy.

Bathurst Central Council provided \$815,075 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Bathurst Central Council distributed \$467,500 worth of EAPA and Telstra vouchers.

The Central Council has: 4 Regional Councils; 23 Conferences; 216 Conference members; 123 Mini Vinnies, youth and young adult members; 886 volunteers; 17 Vinnies Shops and 6 Special Works.

KEY ACHIEVEMENTS 2013/14

- Refurbished the Cowra care and support centre meaning all major building works in the Central Council have now been completed.
- Provided a child with severe disability with a mobility walking frame and assisted in setting up a trust fund for the family for ongoing financial support.
- Completely upgraded security and fire protection at Allambie Court, a low cost residential facility.
- Supplied 1700 meals through the Vinnies Van in Orange.

BROKEN BAY CENTRAL COUNCIL

The Broken Bay Central Council includes the Central Coast of NSW, Sydney's Northern Beaches, and the Upper North Shore. The area has a mixed housing profile including multimillion dollar homes and large areas of social housing.

Broken Bay Central Council provided \$1,362,697 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Broken Bay Central Council distributed \$696,500 worth of EAPA and Telstra vouchers.

The Central Council has: 5 Regional Councils; 38 Conferences; 535 Conference members; 210 Mini Vinnies, youth and young adult members; 1064 volunteers; 27 Vinnies Shops and 13 Special Works.

KEY ACHIEVEMENTS 2013/14

- Assisted 10,231 people through Special Works alone.
- Opened 3 new Vinnies Shops.
- Produced over 1600 furniture items through St Joseph's Workshop.

LISMORE CENTRAL COUNCIL

The Lismore Central Council is part of the Northern Rivers area of New South Wales which is a popular place to live, holiday and retire. However, there are significant parts of the area which are socially disadvantaged, with services delivered by Society Conferences being called upon at an ever increasing rate. Service delivery in the northern part of the Central Council is also impacted greatly by the population growth of South East Queensland.

Lismore Central Council provided \$1,930,074 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Lismore Central Council distributed \$467,000 worth of EAPA and Telstra vouchers.

The Central Council has: 5 Regional Councils; 31 Conferences; 433 Conference members; 1100 Mini Vinnies, youth and young adult members; 1954 volunteers; 28 Vinnies Shops and 8 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Provided \$87,154 of funding for McCosker House, a Special Work in Port Macquarie providing accommodation for families and individuals experiencing homelessness.**
- **Committed \$180,000 to youth programs throughout the Central Council including a school uniform program for students experiencing disadvantage.**
- **Hosted the first Conference leadership forum.**
- **Renovated Vinnies Shops at Laurieton, Grafton, Byron Bay and Toormina to improve working conditions and enhance the experience for customers and the people we assist.**

MAITLAND/NEWCASTLE CENTRAL COUNCIL

The Maitland/Newcastle Central Council includes the major cities of Newcastle, Lake Macquarie and Maitland, the coastal areas of Port Stephens and Great Lakes, and the rural areas of Upper Hunter and Manning. The demand for assistance is spread across the Central Council with many large regional centres recording an increase in home visitation and assistance.

Maitland/Newcastle Central Council provided \$2,521,281 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Maitland/Newcastle Central Council distributed \$548,000 worth of EAPA and Telstra vouchers.

The Maitland/Newcastle Central Council has: 8 Regional Councils; 50 Conferences; 503 Conference members; 570 Mini Vinnies, youth and young adult members; 1217 volunteers; 29 Vinnies Shops and 9 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Hosted a dedicated recruitment month and saw a membership growth of 10% throughout the year.**
- **Employed a Centres Coordinator to work on consistency and collaboration across Vinnies shops.**
- **Provided 13 Buddies Days for children and teenagers experiencing disadvantage.**
- **Updated all computers in each centre across the Central Council to improve communication.**

PARRAMATTA CENTRAL COUNCIL

Parramatta Central Council covers from Granville in the south-east, Kenthurst in the north-east, Warragamba in the south, Richmond in the north and Blackheath in the west. It takes in seven Local Government areas. The Parramatta Central Council is one of the most ethnically diverse, with as many as 100 cultures represented in the area. As the population of Western Sydney is set to double by 2036 the Central Council forecasts that the demand for assistance will continue to increase.

Parramatta Central Council provided \$1,514,053 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Parramatta Central Council distributed \$663,500 worth of EAPA and Telstra vouchers.

The Parramatta Central Council has: 6 Regional Councils; 48 Conferences; 560 Conference members; 187 Mini Vinnies, youth and young adult members; 1528 volunteers; 22 Vinnies Shops and 4 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Restructured Vinnies Shops to better service communities.**
- **Hosted first Social Justice in the Pub event with over 150 people attending.**
- **Completed the construction of the new Caroline Chisholm Centre for Social Justice building in Mt. Druitt.**
- **Hosted the first Parramatta Central Council congress for Vincentians in the region.**

SYDNEY ARCHDIOCESE CENTRAL COUNCIL

Sydney Archdiocese Central Council covers an area that extends from the lower North Shore of Sydney to Sutherland in the south and from Bondi in the east to Liverpool in the south west. This area comprises some of the most densely populated suburbs in Australia. The people assisted are very diverse, from single person households in the inner city to large migrant and refugee families in the Auburn, Bankstown and Liverpool areas.

Sydney Archdiocese Central Council provided \$3,126,768 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent, medical expenses and other provisions. Additionally the Sydney Archdiocese Central Council distributed more than \$906,000 worth of EAPA and Telstra vouchers.

The Sydney Archdiocese Central Council has: 11 Regional Councils; 117 Conferences; 1163 Conference members; 2040 Mini Vinnies, youth and young adult members; 2733 volunteers; 43 Vinnies Shops and 16 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Conferences directly assisted 12,596 families with financial and material assistance.**
- **Announced as the successful tender for four Specialist Homeless Services packages under NSW Going Home Staying Home reforms.**
- **Hosted 200 people experiencing homelessness for a three course candle lit sit down dinner as part of Homeless Persons Week.**
- **Created a new South East Sydney Region including the opening of a new Community Support Centre in Kingsford.**

WAGGA WAGGA CENTRAL COUNCIL

The Wagga Wagga Central Council area extends from Tumbarumba in the east to Griffith in the west and includes the regional cities of Wagga Wagga and Albury. The Murray and Murrumbidgee Rivers are significant geographical features of our area with a number of key Shire's including Leeton, Berrigan and Junee. In this area the largest contributor to annual gross product is agriculture, retail and manufacturing.

Wagga Wagga Central Council provided \$1,040,703 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Wagga Wagga Central Council distributed \$482,500 worth of EAPA and Telstra vouchers.

The Central Council has: 4 Regional Councils; 25 Conferences; 329 Conference members; 165 Mini Vinnies, youth and young adult members; 1725 volunteers; 13 Vinnies Shops and 4 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Introduced Refugee Homework Help program run by youth Conference members supporting refugee families with English and Maths homework.**
- **Members met with influential world leaders i.e. Youth Representative Angela Larkin met Prince William and Princess Kate on their tour of Australia and Deirdre Moulden, HSS Manager was invited by the Governor-General to attend a lunch with Daw Aung San Suu Kyi, Chairperson of the National League for Democracy, Myanmar.**
- **Welcomed 65 refugee families and 161 refugee people through the Humanitarian Settlement Service.**
- **Hosted Vinnies mobile market days in the Albury region where Vinnies shops went on the road to allow smaller regional towns to access affordable clothing and household items.**

WILCANNIA/FORBES CENTRAL COUNCIL

Wilcannia/Forbes Central Council covers over half the area of New South Wales extending west from Parkes and Forbes to Broken Hill near the South Australian border, Lightning Ridge in the north and south to Barham near the Victorian border. Severe weather patterns of drought and flooding over the last decade have devastated many farming families businesses. This combined with rising electricity costs has caused extra pressure on families.

Wilcannia/Forbes Central Council provided \$570,770 worth of financial assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Wilcannia Forbes Central Council distributed \$363,494 worth of EAPA and Telstra vouchers.

The Central Council has: 5 Regional Councils; 19 Conferences; 153 Conference members; 420 Mini Vinnies, youth and young adult members; 537 volunteers and 15 Vinnies Shops.

KEY ACHIEVEMENTS 2013/14

- **Hosted 4 Mini Vinnies gatherings and social justice workshops bringing together Mini Vinnies groups.**
- **Implemented safe work procedures and WHS procedures across all workplaces.**
- **Developed a strong communication strategy to connect the Central Council across large distances.**

WOLLONGONG CENTRAL COUNCIL

The Wollongong Diocesan Central Council covers the area from Glenfield in the north to Ulladulla in the south and west to the Southern Highlands. There are a number of low socio-economic areas including broad acre housing estates in Campbelltown and areas of need in the Illawarra and Shoalhaven.

Wollongong Central Council provided \$1,697,538 worth of assistance to the local community in the way of food, food vouchers, electricity costs, rent and medical expenses. Additionally the Wollongong Central Council distributed \$482,500 worth of EAPA and Telstra vouchers.

The Central Council has: 6 Regional Councils; 38 Conferences; 550 Conference members; 488 Mini Vinnies, youth and young adult members; 2073 volunteers; 26 Vinnies Shops and 23 Special Works.

KEY ACHIEVEMENTS 2013/14

- **Raised \$73,204 through the Wollongong Vinnies CEO Sleepout.**
- **Opened a sorting facility in Nowra to assist with storage and sorting space of donated items in Shoalhaven region.**
- **Opened a new \$4M centre in Nowra for men experiencing homelessness**
- **Hosted a number of Social Justices forums at Wollongong University.**
- **Refurbished the kitchen at Claymore Community Laundromat.**



THE SOCIETY IS ONE OF THE
LARGEST PROVIDERS OF
HOMELESS SERVICES IN NSW

HOMELESS AND ADDICTION SERVICES

The St Vincent de Paul Society NSW is one of the leading providers of homeless services in NSW.

In 2013/14 extensive work was undertaken in the development and implementation of a new Client Service Delivery Model (CSDM). Traditionally, the Society's homeless services focussed largely on providing assistance through our crisis accommodation facilities across the state. While this is still an important component of our work, the Society's new model will enable us to intervene early to prevent individuals and families falling into homelessness; rapidly rehouse people who have just become homeless; and find long-term housing solutions for people experiencing chronic homelessness.

One of the Society's strengths as an organisation is our capacity to identify people at risk of homelessness via our members working at the grass-roots level in 414 communities across the state. We know our Conferences provide a significant level of support for those people who are struggling financially who may be at risk of homelessness. Linking our Conferences with the appropriate tools and referral services is an integral part of our early intervention work in the new CSDM.

The Society will work with government, partner agencies and other groups to ensure the people we assist are provided with the right services.

For a full list of homeless and addiction services go to page 53.

KEY ACHIEVEMENTS 2013/2014



REOPENED EDEL QUINN AFTER A \$6 MILLION UPGRADE PROVIDING 16 CRISIS UNITS AND A LEARNING CENTRE



WOLLONGONG CENTRAL COUNCIL OPENED A NEW \$4 MILLION CENTRE FOR MEN EXPERIENCING HOMELESSNESS IN THE SHOALHAVEN REGION



INALA HOUSE DELIVERED EDUCATIONAL, SOCIAL AND LIFE SKILLS PROGRAM TO YOUNG PEOPLE DISCONNECTED FROM MAINSTREAM OPTIONS



MARY'S PLACE FACILITATED ACCESS TO STABLE ACCOMMODATION FOR WOMEN AND CHILDREN ESCAPING DOMESTIC VIOLENCE BY BUILDING STRONG RELATIONSHIPS WITH LOCAL REAL ESTATE AGENTS



77 PARTICIPANTS COMPLETED AN ACCREDITED SYDNEY TAFE COURSE THROUGH THE OZANAM LEARNING CENTRE'S (OLC) PARTNERSHIP WITH TAFE NSW



UNDER THE SHS TENDER PROCESS THE SOCIETY WAS SUCCESSFUL IN 13 TENDER PACKAGES INCLUDING 11 AS SOLE PROVIDER AND TWO AS THE LEAD AGENCY IN A CONSORTIUM. IN ADDITION, THE SOCIETY RECEIVED 8 PACKAGES WHERE IT FORMS PART OF A CONSORTIUM



MEN'S GROUP

The Ozanam Learning Centre offers a Men's Group offering men a safe space and opportunity to develop supportive relationships. From January 2013 to February 2014, 286 men attended the group, with the majority of these men attending on a regular basis.

The participants have said that the group has been invaluable in helping them sustain housing, reduce feelings of isolation, support their drug and alcohol recovery, improve their physical and mental health as well as increase their sense of self-worth.

The Men's Group also links participants to other appropriate supports, including services offered by St Vincent de Paul Society Support Services and other agencies.

KEY ACHIEVEMENTS 2013/2014



THE OLC DELIVERED WHITE CARD COURSES TO 93 PEOPLE TO ASSIST THEM IN ENTERING THE CONSTRUCTION INDUSTRY

ASSISTED 826 PEOPLE THROUGH SYDNEY ARCHDIOCESE CENTRAL COUNCIL HOMELESS SERVICES



THE OLC CONTRIBUTED TO AROUND \$257,000 OF REDUCTION IN STATE DEBT THROUGH THE WORK DEVELOPMENT ORDER PROGRAM



VINCENTIAN HOUSE CREATED A NEW MENTORING PROGRAM THROUGH THE KIDS ENGAGED IN EDUCATION PROGRAM TO HELP CHILDREN DEVELOP A POSITIVE RELATIONSHIP WITH A STABLE ROLE MODEL FROM THE COMMUNITY

MCKOSKER HOUSE IMPLEMENTED THE SPECIALIST HOMELESS SUPPORT PROJECT, AN INNOVATIVE EARLY INTERVENTION AND PREVENTION HOMELESSNESS STRATEGY



MCKOSKER HOUSE OPERATED HOMEWORK CLUB ASSISTING CHILDREN WITH BASIC HOMEWORK AND POSITIVE ROLE MODELLING

GAMBLING HELP RELOCATED TO NEW PREMISES ALLOWING FOR MORE SERVICE PROVISION AND AN INCREASE IN CLIENT RETENTION



OLC DELIVERED THE MEN'S GROUP TO 286 MEN TO SUPPORT THEM WITH PHYSICAL AND MENTAL WELL-BEING

MATTHEW TALBOT HOSTEL DEVELOPED A CHRONIC DISEASE MANAGEMENT PROGRAM, WHICH INCLUDES A METABOLIC HEALTH CLINIC, SMOKING CESSATION PROGRAM AND A LIVER HEALTH PROGRAM



SPECIALIST HOMELESS SERVICES (SHS) TENDERS

In 2013/14 homeless services providers in NSW were required to tender for the provision of these services under the NSW Government's *Going Home Staying Home* reforms.

The Society lodged a total of 34 tender applications, which comprised of 30 solo applications and four as the lead agency of consortiums. We were also non-lead partners in eight other consortium tender applications.

The majority of our tender applications were for Service Packages delivering: early intervention; rapid rehousing; crisis and transition responses (including supporting clients staying in crisis and/or transitional accommodation); and intensive responses for clients with complex needs (including assertive outreach for rough sleepers).

In regards to the tender outcomes, the Society was successful in 13 tender packages including 11 as sole provider and two as the lead agency in a consortium. In addition, we received eight packages where we form part of a consortium but are not the lead agency. The Society will provide services in areas including; Sydney Eastern Suburbs; St George Sutherland; Inner City Sydney; Macarthur; Inner West Sydney; Newcastle and Armidale amongst others. Additionally, as part of a consortium, the Society will also deliver services in Northern NSW and the Southern Murrumbidgee regions.



"THIS PLACE IS MORE THAN JUST A BUILDING. WITHOUT THIS PLACE I WOULDN'T BE HERE"

ROAD TO RECOVERY

"I hadn't dealt with issues from my past and to open them was like opening Pandora's Box. Once you open it you can't shut it. The only way to shut it was through drink. I had to pretty much destroy myself to find myself," says Jason explaining his journey through homelessness.

Growing up with an abusive alcoholic father, Jason never knew when his father would lash out next. His home life was volatile and Jason was constantly walking on egg shells.

Jason explains that his father was very temperamental and would randomly beat him or his mother. As he grew older, Jason isolated himself from others and refused to bring any friends home; afraid of what they might witness.

Unable to deal with his past, Jason turned to drugs and alcohol to deal with the pain.

Coming to the Matthew Talbot Hostel was the start of a long road for Jason. His road to recovery from alcoholism and mental health issues was a tough one. What kept him on track he says was the support of staff at the Talbot.

"Whenever I would relapse I would tell my case worker straight away. He helped me become more open as a person as I didn't want to hide anything from him. I generally don't get along with people as I've been alone for the last

20 years. I tend to do things myself but getting along with people at the Talbot has been essential for me to move on from this place. They have helped me and watched me grow as a person," says Jason.

Jason became involved with the music room at the Ozanam Learning Centre where he taught himself how to play guitar, something he describes as "life-changing".

"I began writing my own music and even got many of the music staff to jam along with me! Before, I used to think that if it was a nice day I would go down and have a few drinks in the park but now when I wake up and it's a nice day I'll go play some music. By the time I've finished playing the music the thought of having a drink has gone," says Jason.

Through the Job Placement Centre, Jason was able to get a computer where he's able to write down all of his music as well as his poems and songs.

With a new confidence and strength, Jason has enrolled in a Carpentry and Joinery TAFE Certificate which he hopes will open up options for future employment.

"Thanks to the Talbot - they have motivated me to actually want to have a go and do things. This place is more than just a building. Without this place, I wouldn't be here."

On the 18th of February 2014 a General Meeting of Company Members was held to amend the St Vincent de Paul Housing (Amélie Housing) constitution by a special resolution to make the company windup provisions compliant with The Community Housing Providers (Adoption of National Law) Act 2012.

DIRECTORS AS AT 30 JUNE 2014

Victor Raymond (Ray) Reynolds	Chairman
Beverley Joy Kerr	Director
Ellen Elizabeth Corrigan	Director
Lesley Christine Wyatt	Director
Jared William Ellsmore	Director
David Kingsley Morris	Director
Peter John Miller	Company Secretary
Brian John Murnane	Chief Executive Officer

DIRECTORS ROLE

The role of the Board of Directors is to: set the vision and values for the company; set goals, formulate strategy and approve business plans; approve annual budgets and make key financial decisions; monitor management performance and business results; and establish a system to manage risk and ensure the adequacy of internal controls.

STRATEGIC PLANNING

Planning the future direction of Amélie Housing and implementing this plan is the key to achieving our vision. We have developed a consultative strategic planning process that recognises the dynamic nature of our business and provides both the Board of Directors and Senior Management with a sounding board from which key decisions can be made. Our strategic plan is reviewed on a regular basis to ensure its currency.

RISK MANAGEMENT AND INTERNAL CONTROLS

Recognising and managing risks, as well as establishing and implementing effective internal control systems, is a key focus of the Board of Directors and Senior Management. Managing risk involves recognising the context of our current business operations and attempting to predict events that may either have an adverse or positive effect on our business in the future. Effective risk management leads to effective decision making. Implementing effective internal controls involves establishing standard operating procedures in key areas of our business as well as effective management and financial reporting systems.

COMPLAINTS HANDLING

Encouraging feedback from parties external to Amélie Housing including customers, suppliers and/or strategic partners that are not satisfied, can offer opportunities to maintain or enhance loyalty and approval levels.

Amélie Housing has established a Complaints Handling Program that is designed to encourage constructive feedback from external parties; provide access to an open and responsive complaints handling process; enhance our ability to identify systematic and recurring problems; and assist us develop a customer-focused approach to resolving complaints.

INTERNAL CONSULTATION AND CONFLICT MANAGEMENT

Amélie Housing has established internal processes to encourage feedback from staff and to resolve conflicts where they arise. Conflict Resolution procedures include: a complaints program; internal grievance procedures; equal employment opportunity; a harassment policy; and a counselling and discipline policy.

NATIONAL REGULATORY SYSTEM FOR COMMUNITY HOUSING

In October, Amélie Housing was advised the company had been registered as Provisional Tier 2 community housing organisation. Tier 2 providers are involved in activities that mean they manage an intermediate level of risk based on operating at moderate scale and small-scale development activities - meaning any serious noncompliance has the potential to affect the viability of the provider. In April 2014, the Company was invited to lodge an application for registration as a tier 2 organisation. The documentation was lodged by the due date in June 2014.

AUSTRALIAN CATHOLIC HOUSING ALLIANCE

Amélie Housing is a founding member of the Australian Catholic Housing Alliance and has been working with Religious Order representatives and Diocesan Property Managers from across Australia during 2013/14 to share our collective expertise in developing new and innovative strategies to address the affordable and social housing needs.

The objectives of the Australian Catholic Housing Alliance include to: maximise our collective efforts as the Catholic sector to foster new developments in the provision of affordable housing and innovative service delivery; represent Catholic Church service providers in working with government, public and private bodies to build national strategic alliances that result in the development of affordable and social housing; and contribute to strategic policy development on community, social, affordable and public housing with all levels of government.

KEY ACHIEVEMENTS 2013/2014



144 PROPERTIES UNDER MANAGEMENT OF AMÉLIE HOUSING AS AT 30 JUNE 2014

DUBBO SOCIAL HOUSING PROJECT PROGRESSED TO DEVELOPMENT APPLICATION STAGE



ESTABLISHMENT OF THE AUSTRALIAN CATHOLIC HOUSING ALLIANCE

DEVELOPED A STRATEGIC PLAN 2014-2019



DUBBO PROJECT - A MEDIUM DENSITY RESIDENTIAL UNIT DEVELOPMENT OF 21 UNITS

In May 2013 Bathurst Central Council engaged Geolyse a local Architectural and Town Planning Company to look at various planning and development issues in relation to this project. Geolyse completed this work in July 2013. A small working group whose membership includes representatives from the Society's Dubbo Regional Council, Bathurst Central Council and Amélie Housing have been working with the Geolyse team to finalise the plans and documentation for 21 two and three bedroom units. The development application was lodged with Dubbo City Council on the 30 June 2014.

SALE OF VINCENTIAN VILLAGE

The Vincentian Village site in Yurong Darlinghurst was sold at auction for \$7.8M in December 2013. Proceeds from the sale of this property will be used to cover outstanding Maintenance Liability on properties managed by Amélie Housing and fund development projects on Society owned land.

NATIONAL HOUSING WORKING PARTY REPORT TO NATIONAL COUNCIL

The National Housing Working Party was established in July 2013 to investigate and recommend to the Society's National Council a model or systems for housing provision by the Society at a national level.

Working Party membership: Graham West - Chairperson; Brian Moore & Jackie Youngblutt - Queensland; Tony Roach - South Australia; Mark Fitzpatrick - Western Australia; Claire Victory - National Council; Robert McManus - Tasmania; Paul Trezise - ACT; John Blewonski - Victoria; and Brian Murnane - New South Wales.

STRATEGIC PLAN 2014-2019

In March the Board undertook a strategic review of the company which resulted in the adoption of a strategic plan for the housing company. This plan provides objectives, strategies and targets for:

1. Strategic Objectives for 2014

In the period 2014 to 2015 Amélie Housing will transition from identifying and developing core competencies to an establishment phase. During this time the strategic objectives will focus on acquiring and developing capacity in the areas of governance, best practice, increasing supply, property maintenance and financial management.

2. Future Plans - 2015 and Beyond

Subject to the outcomes of the 2014/15 period of establishing and consolidating the company, Amélie Housing should be well advanced in establishing its internal capacity and be in a position to selectively expand its overall operational capacity. The primary focus beyond 2015 will be selective expansion in property and tenancy management while acquiring strengths in property development.

MANAGEMENT OF SOCIETY PROPERTIES

In March 2014 Sydney Archdiocesan Central Council has agreed that the management of the 23 units at Mt St Vincent be transferred Amélie Housing. The June 2014 meeting of the State Council resolved to transfer management of the following properties to Amélie Housing: Village Court, consisting 26 x 1 bedroom units located at Lewisham; and 1 x 2 bedroom unit at Wollstonecraft.

SUBMISSION TO THE LEGISLATIVE COUNCIL SELECT COMMITTEE ON SOCIAL, PUBLIC AND AFFORDABLE HOUSING

The Society welcomed the opportunity to have input into the work of the Inquiry and in March 2014 lodged a submission which put forward our position that ensuring an adequate and well-located supply of social and affordable housing is an important foundation for addressing the disadvantage experienced by many in our community.

We made eight recommendations to the Inquiry which dealt with improving access to safe, secure, affordable and well-located housing. This is vital for helping people to escape cycles of disadvantage and homelessness. It also means better outcomes in areas such as health, education, employment and community inclusion.





“EVERYONE HAS THE
RIGHT TO SEEK AND
TO ENJOY IN OTHER
COUNTRIES ASYLUM
FROM PERSECUTION”

— THE UNIVERSAL DECLARATION OF HUMAN RIGHTS, ARTICLE 14 A

REFUGEE SUPPORT SERVICES

Refugee Support Services provide a broad range of person focused support services such as referrals and advocacy, employment support, case work, and through the SPARK program, educational and social support to newly arrived refugee children and families.

The majority of people supported are experiencing financial hardship and social isolation; many are at risk of homelessness, living in substandard accommodation or are experiencing homelessness. Many are not eligible to receive government assistance and are living without income or any social or emotional support.

For a full list of Refugee Support Services go to page 53.



COMMUNITY SUPPORT AND DEVELOPMENT

The St Vincent de Paul Society runs a range of services which address disadvantage in the community.

Many of these services prevent people from falling deeper into crisis and include the provision of food, financial assistance, counselling, referral services, long term subsidised housing, carers and holiday respite, care and assistance centres, community services and financial budgeting and loan programs.

For a full list of Community Support and Development Services go to page 53.

KEY ACHIEVEMENTS 2013/2014



DELIVERED MORE THAN 450 BRIGHT SPARK'S HOMEWORK TUTORING SESSIONS TO 360 STUDENTS IN 15 SCHOOLS IN WESTERN SYDNEY

PROVIDED CASE WORK AND FINANCIAL SUPPORT TO 39 ASYLUM SEEKERS






SPARK AWARDED THE 2013 CENTRE FOR VOLUNTEERING NSW REGIONAL AWARD FOR BEST TEAM AND BEST VOLUNTEER MANAGEMENT

ESTABLISHED THREE NEW HIGH SCHOOL PARTNERSHIPS AND 2 NEW SPARK FAMILY AND PARENT GROUPS





WELCOMED 65 REFUGEE FAMILIES AND 161 REFUGEE PEOPLE THROUGH THE HUMANITARIAN SETTLEMENT SERVICE, WAGGA WAGGA

ASSISTED 726 PEOPLE THROUGH THE NORTH COAST SETTLEMENT SERVICE, LISMORE CENTRAL COUNCIL




KEY ACHIEVEMENTS 2013/2014



ASSISTED 3,805 PEOPLE AND DISTRIBUTED \$186,112 WORTH OF ASSISTANCE THROUGH THE CAROLINE CHISHOLM SOCIAL JUSTICE CENTRE

HOSTED 'UNDERSTANDING MENTAL HEALTH' WORKSHOPS AT THE VINCENIAN SOCIAL ACTION CENTRE





ASSISTED OVER 10,300 PEOPLE AND PROVIDED AROUND 2500 BREAKFASTS AND 9000 LUNCHES AT MICAH HOUSE IN WAGGA WAGGA

ISSUED 670 LOANS THROUGH 10 NO INTEREST LOAN SCHEMES ACROSS THE STATE



DISABILITY SERVICES

The Society's Disability Services includes three major employment services in Sydney and Northern NSW; recreational and leisure programs; housing for people with intellectual or physical disabilities; as well as the NSW Government funded Ability Links program.

The Society's assisted employment services focus on providing skill development opportunities for people living with a disability to gain employment. Importantly, through employment the Society are able to provide people with a disability an opportunity for engagement with their peers and social interaction.

Ability Links is a new approach by the NSW Government to foster full and active participation of people with disability in their community. Linkers work in connecting local communities in order to shape a more inclusive society for people with disability and their families.

For a full list of Disability Services go to page 53.

KEY ACHIEVEMENTS 2013/2014

ASSISTED 156 PEOPLE WITH A MENTAL OR PHYSICAL DISABILITY THROUGH MARY MACKILLOP OUTREACH



OFFICIALLY OPENED THE NEWLY RENOVATED ASSISTED EMPLOYMENT SERVICE, OZANAM INDUSTRIES IN STANMORE

PROVIDED EMPLOYMENT OPPORTUNITIES FOR OVER 100 PEOPLE ACROSS NSW THROUGH OZANAM INDUSTRIES



ANNOUNCED AS SUCCESSFUL PROVIDER FOR ABILITY LINKS IN METRO SOUTH WEST SYDNEY AND SOUTHERN HIGHLANDS IN PARTNERSHIP WITH SETTLEMENT SERVICES INTERNATIONAL



FOOD SERVICES

The Society provides essential meal provision services across the State each day through mobile vans, homeless services, refuges and care and support centres.

For a full list of Food Services go to page 53.

KEY ACHIEVEMENTS 2013/2014

SERVED OVER 84,000 MEALS THROUGH VINNIES NIGHT PATROL IN SYDNEY CITY AND LIVERPOOL



PROVIDED 8471 MEALS THROUGH THE BISHOP FOX MEAL CENTRE IN BROKEN HILL

SERVED OVER 1000 BREAKFASTS TO CHILDREN EXPERIENCING DISADVANTAGE THROUGH THE MAITLAND/NEWCASTLE BREAKFAST CLUB



DISTRIBUTED OVER \$1.5MILLION WORTH OF FOOD, GROCERY AND HOUSEHOLD ITEMS THROUGH THE SYDNEY FOOD BARN



ASSISTED 3500 PEOPLE AND PROVIDED 1700 MEALS THROUGH THE VINNIES VAN, ORANGE



JOHN'S STORY

SINCE HE WAS A CHILD JOHN HAS HAD A PASSION FOR ART; FINDING INSPIRATION IN CREATING BEAUTIFUL THINGS.

Living with an intellectual disability, John would escape into his art, finding a place to express himself freely.

Some years ago, John became involved with the art therapy program at Mary Mackillop Outreach (MMO), a Special Work of the St Vincent de Paul Society that provides social, recreational and educational programs for people living with a mental illness and/or a disability.

Volunteers and staff quickly identified John's natural talents and began assisting him to develop his professional arts practice. John works across a variety of art mediums and often references his passions for dinosaurs and vehicles as well as many things from his personal world.

MMO Case Worker and Art Coordinator Vicki believes that John has one of the most prolific and imaginative minds at the Centre. She explains that John has a unique unconventional frenetic style of drawing that produces distinctive vibrant artworks that are full of movement.

"When John first came to the Centre he would draw cars all the time. The teachers began to introduce new materials to him and now he creates all sorts of models, paintings, tapestries and even jewellery," says Vicki.

Last year John exhibited some of his art at the local Council run arts exhibition that gives artists with a disability the opportunity to showcase their work. From this exhibition John was awarded a \$1,500 mentorship at Sydney College of the Arts funded by Leichhardt Council in partnership with Sydney College of the Arts.

John works one on one with his mentor Justene for two hours a week and has been given the opportunity to work with new materials and attend mainstream art classes. John interacts with other art students who have shown a great interest in his artwork.

Without the initial support of MMO John would not have been able to develop his skills and gain this wonderful opportunity.





YOUTH SERVICES

The Society takes a holistic approach to working with youth, providing a range of programs tailored to the varied needs of young people.

These programs provide care and support services and a range of social, educational and recreational opportunities to marginalised young people and their families. Dealing with the complex range of youth issues can be complicated and many present with multiple issues which may include long-term unemployment, family breakdown, substance abuse, juvenile offences or mental health issues.


For a full list of Youth Services go to page 53.

KEY ACHIEVEMENTS 2013/2014

 **ASSISTED 8,399 YOUNG PEOPLE THROUGH YOUTH REACH, BROOKVALE**

YOUTH REACH SELECTED AS ONE OF FOUR CHARITIES TO NOMINATE 2 YOUNG PEOPLE TO PARTICIPATE IN THE NSW PREMIER'S PROJECT UPLIFT LARAPINTA TRAIL TREK 

 **ASSISTED 70 CHILDREN AND PROVIDED 1000 BREAKFASTS THROUGH THE MATLAND/NEWCASTLE BREAKFAST CLUB**

TRANSITIONED 5 YOUNG PEOPLE INTO TRANSITIONAL HOUSING AND 2 YOUNG PEOPLE TO LONG TERM FOSTER PLACEMENTS THROUGH BOWRAL YOUTH REFUGE 

 **PROVIDED 8370 BREAKFASTS, 10 EXCURSIONS AND WEEKLY NURSING HOME VISITS THROUGH ILLAWARRA HIGH SCHOOL SUPPORT PROGRAM**

MENTAL HEALTH SERVICES

The Society is committed to supporting people living with a mental illness through a range of social, recreational and referral services. The Society has a number of services that address social isolation and encourage community education.

For a full list of Mental Health Services go to page 53.

KEY ACHIEVEMENTS 2013/2014

SUPPORTED 302 COMPEER FRIENDSHIP MATCHES ACROSS NSW, A 46% RISE FROM 2012/2013 

 **ASSISTED 85 PEOPLE AND PROVIDED OVER 3000 MEALS THROUGH COMO SOCIAL AND LEISURE CENTRE**

DEVELOPED AND LAUNCHED COMPEER VIDEO AS PART OF A VOLUNTEER RECRUITMENT STRATEGY 

THE MENTAL HEALTH PROJECT WORKED WITH LOCAL SERVICES ADDRESSING THE RISE OF SUICIDE DEATHS ON THE CENTRAL COAST 

ONE IN TWO AUSTRALIANS WILL EXPERIENCE OR BE AFFECTED BY MENTAL ILLNESS IN THEIR LIFETIME

A FRIEND IN NEED

BEING DIAGNOSED WITH A MENTAL ILLNESS CAN BE A LONELY AND DAUNTING EXPERIENCE. HAVING FRIENDS TO RELY ON CAN BE VITAL IN THE JOURNEY TOWARDS RECOVERY.

The Compeer program aims to reduce loneliness and stigma by connecting people living with mental illness with friends in the community.

For Rachel, the Compeer program opened up a whole new world of friendships and allowed her to develop a new found confidence.

From her first day with Compeer, Rachel felt welcomed and valued. Rachel was given regular updates by Compeer throughout the process of matching her with a Compeer friend which helped ease her initial anxiety.

Rachel was matched with Michelle who, after almost five years, is now one of her closest friends.

From their first meeting, Rachel could see that Michelle

was caring, understanding, helpful and most importantly non-judgemental. This was important to Rachel as she had experienced a lot of isolation in the past due to her mental illness.

"In addition to being a great friend, Michelle is also a supportive companion, confidant and positive role model for me. She has always provided great advice and guidance whenever I have needed it," says Rachel.

Rachel says that she has created many special memories through Compeer like her 40th birthday, where Michelle spoilt her and took her to a high tea at the Gold Class cinemas. Or another birthday, which happened to fall on the Compeer annual dinner where over 100 Compeer friends sang her happy birthday.

Rachel would recommend that anyone living with a mental health issue get involved with Compeer.

"Compeer has helped me rediscover a sense of fun in friendship and expanded my life experiences. Thanks to Compeer I've been looking at volunteering with other organisations so that I too can give back to the community," says Rachel.



VINNIES SHOPS


The Society has 239 Vinnies Shops and a presence in most cities and towns in NSW. Vinnies Shops are run by dedicated volunteers and employees and offer preloved affordable clothing, furniture, books, music and bric-a-brac.

Last year, 8857 volunteers undertook over 1.9 million hours of service. Behind the bargains and vintage finds, Vinnies Shops are often the first point of call for people seeking assistance.

In 2013/14 sales from Vinnies Shops accounted for 48% of the Society's total income to invest in services and programs. In the last financial year, Vinnies Shops provided \$2,038,681 worth of assistance to people experiencing disadvantage at no cost.

KEY ACHIEVEMENTS 2013/2014

 **8857 VOLUNTEERS UNDERTOOK OVER 1.9 MILLION HOURS OF SERVICE**

NEW SHOPS OPENED IN CASTLE HILL, CROWN ST WOLLONGONG, CHESTER HILL, WILLOUGHBY, WEST GOSFORD, AND ERINA HEIGHTS 

 **CONDUCTED MAJOR RENOVATIONS TO SHOPS IN LAURIETON, GRAFTON, BYRON BAY AND TOORMINA**

SAW A GROWTH IN VINNIES SHOP SALES BY 4% ACROSS THE STATE 

DONATIONS TO OUR SHOPS ARE A LIFELINE TO US, JUST AS VINNIES IS A LIFELINE TO OTHERS.

OVERSEAS PARTNERSHIPS

The Overseas Partnership and Development Committee oversee the Society's Twinning and Assist-a-Student Programs.

Through the Twinning program, Conferences in Australia assist Conferences within the Asia/Pacific Region with financial donations. The Assist-A-Student program provides education scholarships to students across the Asia/Pacific.

KEY ACHIEVEMENTS 2013/2014

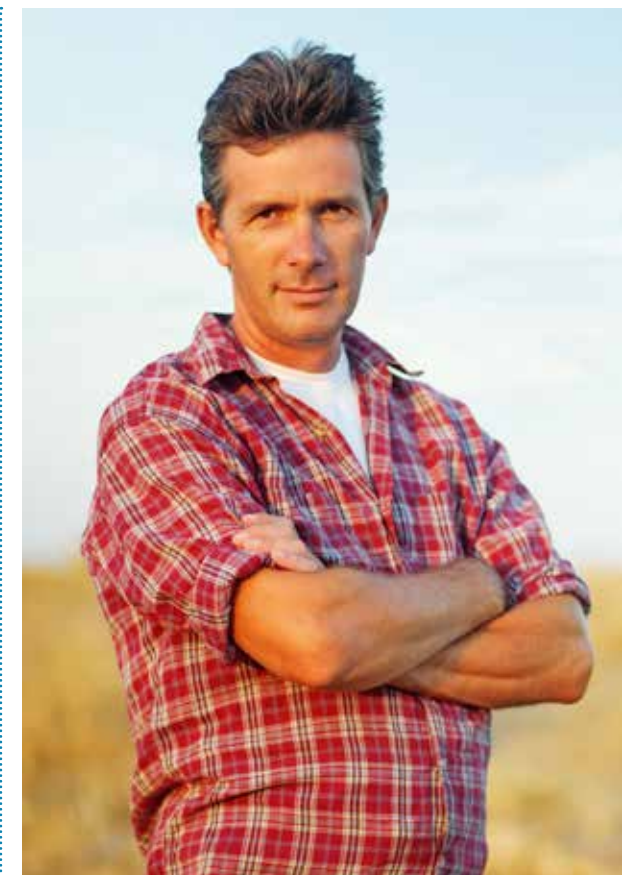
 **910 TWINNING RELATIONSHIPS**

PROVIDED \$70,462 FOR THE ASSIST-A-STUDENT PROGRAM SUPPORTING CHILDREN'S EDUCATION 

 **FUNDED 20 PROJECTS FOR MOBILE MEDICAL UNITS, CAREGIVERS TRAINING AND COMMUNITY HOUSING REPAIR**

FACILITATED AN ENCOUNTER PROGRAM TO PHILIPPINES TO ASSIST LOCAL CONFERENCES 

 **PROVIDED ASSISTANCE FOR AGED CARE HOMES IN FIJI AND INDIA**



RURAL TASKFORCE

The Society is providing much needed assistance and personal support to farming families and rural communities throughout NSW.

The Rural Taskforce provided assistance with household bills, telephone, electricity, water, car insurance, registration, food, medical bills and advocacy, as well as car costs and farm machinery. The support is also crucial in rebuilding communities; working with them through difficult financial and emotional times.

KEY ACHIEVEMENTS 2013/2014

 **PROVIDED 82 CHRISTMAS HAMPERS AND BOXES OF DONATED TOYS TO RURAL COMMUNITIES**

PROVIDED MORE THAN \$200,000 WORTH OF ASSISTANCE TO DROUGHT, FLOOD AND BUSHFIRE AFFECTED AREAS 

 **MADE A TOTAL OF 428 VISITATIONS INCLUDING 53 NEW CLIENTS**

THANK YOU TO OUR SUPPORTERS

2GB

Abergeldie Complex
Infrastructure

Aces Security

AGL

Ainsworth Game Technology

Ally Pinnock

appazure

Aristocrat Technologies
Australia

Australian Hotels Association
NSW (AHA)

Australian Liquor Marketers

Australian Retailers Association

Australian Stockbrokers
Foundation

Australian Turf Club Ltd

Balance by Deborah Hutton

Bally Technologies

Best&Less

Bigpond MSN

Big Screen Projects

Blake Paul Kendall - Tabletop
Studio Collective

Blue Star Print Group

Blue Moon

Brother Dan Stafford C.Ss.R

Brumby's Bakery

C.Inc

Campbell's Soup Australia

Campbelltown Catholic Club

Captain Cook Cruises

Carlton United Breweries

Cartwright Insurance Brokers

Carriageworks

CEO Forum

Chris Waller

City of Sydney

Claffy Foundation

Clayton Utz

Clubs NSW

Coca-Cola Amatil

Commonwealth Bank

Coolmore Australia

Create Engage

Crocodile Farm Hotels

De Lorenzo

Department of Education,
Employment and Workplace
Relations

Department of Families,
Housing and Community
Services

Department of Health and
Ageing

Department of Immigration and
Border Protection

Diageo

Dick Smith Foods Foundation

Dimension Studios

Discgo

DMG Radio Australia

Eagleboys

Emirates

Fairfield RSL

Festival Hire

Fitzco Meats

Freight Train Music

Gallagher Hotel Management

George Patterson Y & R

Genworth

Global Gaming Industries

GlaxoSmithKline

Goldman Sachs JB Were

Goldstein Eswood

Gordon Lassen Photography

GP Israel Diamonds

Guillaume

Halo Security

Her Excellency Professor Marie

Bashir AC CVO

Hilton Sydney Hotel

His Eminence, George Cardinal

Pell, St Mary's Cathedral

Hotels Have Hearts Committee

iGroup

InLink

International Gaming

Technology

Janssen

Jenny Brockie

Jimmy Barnes

JP Morgan Chase

Jules Lund

Kimberley Clark Australia
Pty Ltd

Laundy Hotels

Lindt & Sprungli

Lindwall and Ward Printing

Lion

Louder Than Words

Macquarie Radio

Maddocks

McGrath Partners

Metcash IGA

Moonee Valley Racing Club

MPM Marketing Services

Muffin Break

Multi Channel Network

Nestle Professional

Neverfail

Nic Long Photography

Nic Porter Photography

Nine Network Australia

NSW Department of Ageing,
Disability and Home Care

NSW Department of
Community Services

NSW Department of Health

Nudie Foods Australia

OSKY Interactive

Our Big Kitchen

Outdoor Revolution

Opal Specialist Aged Care

Packer Family

Patchetts Pies

Peter Doyle @ the Quay

Peter Switzer

Peter V'landy's

Premier of NSW, The Hon.

Michael Baird MP

Racing NSW

Ray Hadley

Ray of Light

Ray Murrhiy

Ray White Hotels

Real Estate Institute of NSW

Redemptorist Monastery

Rockit Advertising

Ryan's Hotels

Samuel Smith & Son

Sassy Models & Promotions

Schwartz Family Co Pty Ltd

Schweppes

Sir Patrick Hogan K.N.Z.M.C.B.E

Skip Film Productions

SKY Business News

Southern Cross Austereo

Surfside Hotel Group

SydneyCare

Staples

St George Banking Group

Tahiti Travel Connection

The Australian

The Australian Government

Regional Development

Australia Fund

The Grounds of Alexandria

The Hon. Clover Moore MP

The Hon. Sir William Deane AC

KBE, QC, Patron, St Vincent de

Paul Society Support Services

The Wiggles Pty Ltd

Ticketmaster

TVSN

Val Morgan

Vinnies CEO Sleepout

Ambassadors

Visy

Wagga Wagga City Council

West's Housie

Wingecarribee Shire Council

WN Bull Funerals

Yahoo 7

Yellow Squares



OUR SERVICES

HOMELESS AND ADDICTION SERVICES

Allambie Refuge
Amélie House
Cardinal Freeman Centre
Claffy House
Edel Quinn Hostel
Frederic House
Fred's Place
Freeman House
Gambling Help
Illawarra Brokerage
Jim da Silva Farm
John Purcell House
Marian Centre
Marian Villa
Maryfields
Mary's Place
Matthew Talbot Centre
Matthew Talbot Hostel
McCosker House
Metro South West Brokerage
Minto Transitional Housing
Mingaletta Family Centre
Pathways
Our Lady of the Way
Ozanam Learning Centre
Quamby House
Rosalie House
St Jude's Refuge
St Louise Lodge
St Vincent de Paul House
Vince's Place
Vince's Women's Refuge
Vincetian House Family and
Women's Services
Vinnies Services Deniliquin
Vinnies Youth Housing Macarthur

HOUSING SERVICES

Allambie Court
Angela Houses
Amélie Lodge
Charles O'Neill and Marilac House
Jacinta Villa
MacKillop Lodge
Margaret House
Mollymook Holiday Flats
Mount St Vincent Village
St Canice's Respite House
St Jude's Forster
Tom McGee Memorial Holiday Flats
Village Court

COMMUNITY SUPPORT AND DEVELOPMENT

Budget Counselling*
Care and Support Cottage
Caroline Chisholm Social Justice Centre
Financial Counselling*
Hunter Homeless
Margaret Druitt Day Care Centre
Louise House
Micah House
Nagle Family Care and Support Centre
No Interest Loan Schemes*
St Joseph's Workshop
Rosalie's Garden
The Cleveland Centre
The Vincetian Social Action Centre:
Animation Project, Claymore Laundromat
and Coffee House, Kalon House, Rosalie
Rendu Volunteer Home Visitation Program

REFUGEE SUPPORT SERVICES

Vinnies Asylum Seeker Allowance Program
Riverina Humanitarian Settlement Services
Migrant and Refugee Support Work
North Coast Settlement Service

Eastern Suburbs Migrant and
Refugee Service
Kingsgrove Youth Conference
Refugee Employment Service
SPARK

YOUTH SERVICES

Illawarra High School Support Program
Rendu Youth Services
Vinnies Lodge
Youth Reach Brookvale
Bowral Youth Refuge

DISABILITY SERVICES

Castlereagh Industries
Coonamble Greene Villa, Coonamble
Mary Mackillop Outreach
NSW Government Ability Links*
Stanmore Ozanam Industries
West Ryde Ozanam Industries

FOOD SERVICES

Vinnies Night Patrol Sydney
Vinnies Van Parramatta and Wollongong
Food Barn
Maitland/Newcastle Breakfast Club
Orange Night Patrol Van and Vinnies Café
Orange Food Bank
Bishop Fox Meal Centre
Vinnies Van

MENTAL HEALTH SERVICES

Central Coast Mental Health Project
Como Social and Leisure Centre
Compeer*
Illawarra Social Recreation Program

OTHER SERVICES

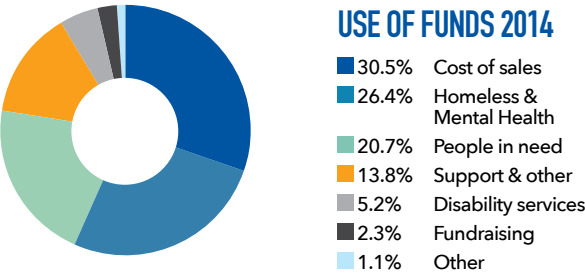
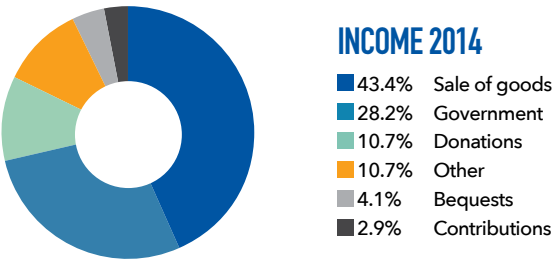
Overseas Partnerships
Rural Taskforce



*Various services provided across NSW

FINANCIALS

On behalf of the St Vincent de Paul Society NSW, we are pleased to present the audited financial statements for the year ended 30 June 2014. The Society sincerely thanks all of our supporters for their greatly valued contributions towards our Good Works. It is our members and volunteers, donors and sponsors, corporate partners, government funders, each and every Vinnies customer and our dedicated employees that bring to life the mission and vision of the Society ‘offering a hand-up’ to those people experiencing disadvantage.



REVIEW OF OPERATIONS						
	2014 Actual \$'000	2014 Budget \$'000	2013 Actual \$'000	2014 vs 2013	2014 Actual vs. Budget	5 year average %
Revenue	130,868	127,103	118,036	10.9%	3.0%	4.7%
Expenditure	133,153	132,405	123,904	7.5%	0.6%	5.5%
Operating deficit	(2,285)	(5,302)	(5,868)			
Transfers to related entities	1,172	1,045	1,262			
Net operating deficit	(3,457)	(6,347)	(7,130)			
One-off unbudgeted adjustments	11,872	-	6,557			
Net surplus / (deficit)	8,415	(6,347)	(573)			

The one-off unbudgeted adjustments in the 2013-2014 financial year are described below.	\$'000
1) Government capital grant funding recognised relating to the Freeman House redevelopment	4,800
2) Gain on sale recognised of Vincentian Village (East Sydney)	4,300
3) Gains on sale recognised relating to Cronulla Centre and Xavier House	2,232
4) Gain on sale of shares recognised disposed during the year	700
5) Workers compensation rebate	600
6) Management fees recognised relating to Ability Links program	383
7) Gain on sale recognised relating to the Entrance Centre	199
8) Write-down of demolished Gunnedah building that was subsequently redeveloped	(279)
9) Restructuring provision booked as a result of the Going Home Staying Home tender results	(1,063)
TOTAL	11,872

FINANCIAL SNAPSHOT 2013/2014
CONSOLIDATED NET DEFICIT EXCLUDING ONE-OFFS OF \$3.5M (2013 DEFICIT \$7.1M)
OPERATING INCOME UP \$3.8M OR 3% ABOVE BUDGET AND \$12.9M OR 11% ON LAST YEAR
VINNIES CENTRES SALES INCREASED BY \$2.7M OR 4.5% ON LAST YEAR AND ACHIEVED THE BUDGETED RESULT
GOVERNMENT FUNDING INCREASED BY \$9.4M OR 30% ON LAST YEAR AND ACCOUNTED FOR 28% OF TOTAL REVENUES
DONATIONS AND APPEALS INCREASED BY \$1.9M OR 14% ON LAST YEAR AND ACCOUNTED FOR 11% OF TOTAL REVENUES
MAJOR ONE-OFF REVENUE ITEMS MAINLY DUE TO GAINS ON SALE OF ASSETS OF \$11.9M (2013: \$6.557M)
TOTAL INCOME (INCLUDING ONE-OFFS) OF \$144.1M. THIS WAS 14% UP AGAINST LAST YEAR AND 13% ABOVE BUDGET
TOTAL EXPENDITURE OF \$134.5M. THIS WAS 7% UP AGAINST LAST YEAR AND 2% ABOVE BUDGET

FIVE-YEAR FINANCIAL RESULTS SUMMARY						
	2009/10	2010/11	2011/12	2012/13	2013/14	Avg change (%)
Income (\$'000)						
Donations & appeals	12,750	13,199	13,950	13,564	15,442	5.1%
Bequests	7,258	9,378	6,785	8,088	5,946	-1.4%
Sale of goods & other	55,192	57,049	59,519	59,855	62,551	3.2%
Government funding	24,207	26,208	28,427	31,275	40,652	14.2%
Client contributions	4,151	3,958	4,042	4,125	4,114	-0.2%
Other	5,989	7,816	9,912	8,986	15,377	29.8%
Total income	109,547	117,608	122,635	125,893	144,082	7.2%
Year-on-year change (%)		7.4%	4.3%	2.7%	14.4%	
Use of funds (\$'000)						
Fundraising costs	2,702	2,953	2,723	2,334	3,125	5.3%
Cost of sales - centres of charity	35,360	37,268	39,184	40,667	41,038	3.8%
People in need	25,644	25,901	27,538	28,158	27,853	2.1%
Homeless & mental health	30,586	32,717	33,532	36,155	35,517	3.9%
Disability Services	-	-	-	-	6,955	100%
Support & other costs	12,878	13,947	15,919	16,506	18,509	9.6%
Impairment & losses on assets	231	740	829	1,384	436	57.7%
Restructuring provision	-	-	-	-	1,063	100%
Total expenditure	107,401	113,526	119,725	125,204	134,495	5.8%
Year-on-year change (%)		5.7%	5.5%	4.6%	7.4%	
Transfers to related entities	1,270	10,571	1,144	1,262	1,172	
Net surplus / (deficit)	876	(6,489)	1,766	(573)	8,415	
	2009/10	2010/11	2011/12	2012/13	2013/14	
Ratios						
Services % of total costs*	85.3%	84.5%	83.7%	84.7%	83.6%	
Services % of total income*	83.6%	81.5%	81.8%	88.9%	85.1%	
Fundraising costs % of total costs*	2.5%	2.6%	2.3%	1.9%	2.3%	
Fundraising & admin % of total costs*	14.5%	14.9%	15.6%	15.2%	16.2%	
Fundraising costs to donations & bequests*	13.5%	13.1%	13.1%	12.4%	14.6%	
* This year a Disability Services segment was created for Ability Links and Ozanam Industries (previously in Homeless services)						
* One-off and / or major revenue and expense items have been excluded from 2013 and 2014						

OPERATING POSITION
The net operating deficit for the year of \$3.5M was better than the budgeted deficit of \$6.4M and last years net deficit of \$7.1M. This has been achieved by the Society actively exploring ways to increase funding via sales from centres, donations and government funding, as well as working towards the most efficient and effective use of funds and reducing costs. Continued concentration on increasing revenue and being more efficient in delivering services will be maintained.

CASH AND FINANCIAL POSITION
As at 30 June 2014 the Society had cash and cash investments of \$106M which are forecast to decrease on average over the next 5 years by \$5.4M per year to \$66.9M. In the last 2 financial years there was net capital expenditure of \$32.2M including the construction of significant homelessness facilities in Armidale and Wagga Wagga.

The Society is fortunate to be in a sound financial position with net assets at 30 June 2014 of \$386M. The main components of this are property assets of \$297M, cash assets of \$68M and long-term deposits of \$38M. Over the next year, there is budgeted capital expenditure of \$22M. The Society maintains a rolling 5 year forecast updated at least on an annual basis. Funds are invested with major financial institutions to diversify risk in line with the Investment policy. During the year the Society appointed an investment advisor, Commonwealth Financial Planning Limited. This was a result of an investment review overseen by the Audit Risk and Finance Committee which also resulted in the establishment of a Strategic Financial Reserve of \$20M and an Employee Entitlement Reserve of \$3M in April 2014. The objective of these reserves is to safeguard against the risk of major unforeseen events, ensuring the long term sustainability of the Society.

TRENDS AND RATIO ANALYSIS
Over the last 5 years, operating revenues have increased on average by 4.7% (excluding this years major one-offs). Over the same time operating expenses have increased by 5.5% on average. These trends are likely to continue as demand for our assistance grows due to rising cost pressures and competition for funding. The ratio of service delivery costs as a % of total income and costs has been generally steady over the last 5 years. On average, fundraising revenue and costs have increased proportionately to each other over the 5 years.

RISKS AND OTHER CONSIDERATIONS
Sales of goods from Centres continue to represent the most significant contribution to total revenues at 43% (2013: 48%). The wider retail sector has had difficult trading conditions over recent years however the Society's Centres performed strongly and were 4.5% up on last year and in line with budget. There is growing competition in the low cost clothing market which is placing pressure on sales in

some areas. A number of actions have been taken to ensure Centres are able to continue to make a strong contribution to the Society's work. During the year, the emphasis of the Centres Committee was to increase sales and improve margins. A State Retail Centres Coordinator was also recently appointed to support the Committees work.

Government funding increased by \$9.4M to \$40.7M. During the year a capital grant of \$4.8M was recognised relating to the Freeman House Armidale redevelopment and this was also the first full year of operations for Ability Links Hunter. Despite the significant funding, the majority of our services are not fully funded and the shortfalls are sustained by surpluses generated from our centres, donations and appeals, client contributions and other income.

In June 2014 the results of the Specialist Homelessness Services (SHS) tenders were announced as part of the State Government's Going Home Staying Home Reform. The Society has invested strongly in the homelessness sector and the outcome of the tenders was generally positive. However, there were a number of services that were adversely impacted and some restructure will be required to our existing operations to respond to the funding requirements. The Society recognised a restructuring provision as at 30 June 2014 of \$1.063M which reflects expected redundancy payments.

Donations and appeals were up 14% from the previous year and remained at 11% of total revenues (2013: 11%). The annual Vinnies CEO Sleepout was a highlight raising in excess of \$2m for our homeless services. During the year the Society also held an appeal for the Blue Mountains Bushfire and raised just over \$1M. These funds were used to support those directly affected by the fires in the Parramatta Diocesan Central Council.

Bequests fell by \$2.1M compared to last year and accounted for 4% (2013: 6%) of total revenues. Bequests are unpredictable in nature and difficult to budget. The Society is greatly appreciative of these valued gifts and these funds are applied directly to the purposes intended.

Investment income was \$2M down on the prior year due to a combination of lower interest rates, less funds being invested in longer term accounts due to the major capital works program undertaken and reduced dividend income as a result of the sale of a significant portion of the share portfolio. In the prior year there was also one-off interest of \$750K related to the sale of the organisations aged care activities to Catholic Healthcare in 2007.

People in need and disability services costs increased by \$6.7M or 24% on the prior period to \$34.8M or 26% of total expenditure. Most of this increase was due to the first full year of operations for Ability Links Hunter. Funds spent in this area are expected to increase further in the 2015 year with the Society being awarded the contract to run Ability Links in the southern metropolitan area of NSW from 1 July 2014, as well as cost of living pressures and the potential impact of the 2014/15 Federal budget.

Homeless and mental health services costs were in line with the prior year, representing 26% of total expenditure. The need for these essential services remains and the Society is committed to providing better pathways to housing and has established St Vincent de Paul Housing. As noted in the government funding section, there has been significant changes in this area as a result of the reform.



Peter Leckie
Vice President - Treasurer



Tony Smith
Chief Financial Officer

Dated this 25th day of October 2014

DECLARATION BY THE NSW STATE COUNCIL

FOR THE YEAR ENDED 30 JUNE 2014
In the opinion of the State Council of The Trustees of the Society of St Vincent de Paul (NSW);

- a) The consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) are in accordance with the Australian Charities and Not-for-Profits Commission Act 2012, including:
- i) Giving a true and fair view of its financial position as at 30 June 2014 and of its performance for the financial year ended on that date; and
 - ii) Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-Profits Commission Regulation 2013, and
- b) There are reasonable grounds to believe that The Trustees of the Society of St Vincent de Paul (NSW) will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities:



Ray Reynolds
President, NSW State Council
St Vincent de Paul Society NSW

Dated this 25th day of October 2014

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME		
For the year ended 30 June 2014		
	2014	2013
	\$	\$
REVENUE AND OTHER INCOME		
Income from fundraising:		
Donations and appeals	15,441,841	13,563,520
Bequests	5,946,189	8,088,145
Sale of goods - centres of charity	61,015,128	58,039,198
Sale of goods - other	1,535,829	1,816,167
Government funding	40,652,204	31,275,135
Client contributions	4,113,539	4,124,549
Investment income	3,749,718	5,750,716
Other income	2,797,864	2,101,854
Net gain on disposal of fixed assets	8,829,530	1,133,557
Revenue and other income	144,081,842	125,892,841
USE OF FUNDS		
Fundraising costs	(3,124,570)	(2,333,779)
Cost of sales - centres of charity	(40,273,440)	(39,717,496)
Cost of sales - other	(764,745)	(949,897)
People in need services	(27,853,002)	(28,157,566)
Homeless & mental health services	(35,516,816)	(36,154,587)
Disability services	(6,954,705)	-
Support and other costs	(18,508,597)	(16,506,225)
Restructuring provision	(1,063,014)	-
Impairment losses recognised on fixed assets	(278,644)	(1,313,321)
Net loss on disposal of fixed assets	(157,274)	(71,053)
Expenditure	(134,494,807)	(125,203,924)
Surplus for the year	9,587,035	688,917
Transfers to related entities	(1,171,701)	(1,261,752)
Net surplus / (deficit) for the year	8,415,334	(572,835)
Other comprehensive income		
Net changes in fair value of available-for-sale financial assets	(346,147)	1,007,891
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	8,069,187	435,056

CONSOLIDATED STATEMENT OF FINANCIAL POSITION		
As at 30 June 2014		
	2014	2013
	\$	\$
ASSETS		
Current		
Cash and cash equivalents	68,004,958	46,816,641
Trade and other receivables	1,606,967	2,165,551
Other financial assets	16,876,208	55,269,751
Inventories	899,952	926,842
Other assets	666,182	857,236
Current assets	88,054,267	106,036,021
Non-current		
Trade and other receivables	224,212	345,191
Other financial assets	26,716,117	5,038,088
Property, plant and equipment	297,460,710	290,061,604
Intangible assets	542,649	524,285
Non-current assets	324,943,688	295,969,168
TOTAL ASSETS	412,997,955	402,005,189
LIABILITIES		
Current		
Trade and other payables	9,465,147	11,240,745
Other liabilities	5,192,413	2,532,284
Borrowings	247,140	197,322
Provisions	9,681,060	8,120,589
Current liabilities	24,585,760	22,090,940
Non-current		
Provisions	2,278,582	1,849,823
Non-current liabilities	2,278,582	1,849,823
TOTAL LIABILITIES	26,864,342	23,940,763
Net Assets	386,133,613	378,064,426
FUNDS		
Funds for social programs	385,410,297	376,994,963
Investments revaluation reserve	723,316	1,069,463
TOTAL FUNDS	386,133,613	378,064,426

CONSOLIDATED STATEMENT OF CASH FLOWS		
For the year ended 30 June 2014		
	2014	2013
	\$	\$
OPERATING ACTIVITIES		
Receipts from:		
Donations and appeals	15,514,919	13,563,520
Bequests	5,008,722	5,198,145
Government grants	44,717,424	34,118,329
Client contributions	4,113,539	4,124,549
Sale of goods	62,550,957	59,855,365
Dividend income	315,851	401,667
Interest income	3,433,867	5,349,049
Other income	3,675,745	1,918,957
Payments to clients, suppliers and employees	(128,702,501)	(115,525,179)
Net cash provided by operating activities	10,628,523	9,004,402
INVESTING ACTIVITIES		
Proceeds from disposals of property, plant and equipment	17,725,293	15,466,257
Proceeds from long-term deposits	17,306,835	6,825,967
Purchase of property, plant and equipment	(24,622,152)	(40,867,383)
Payments for available-for-sale investments	-	(16,339)
Net cash provided by / (used in) investing activities	10,409,976	(18,591,498)
FINANCING ACTIVITIES		
Loan repayments received	100,000	100,000
Net cash provided by financing activities	100,000	100,000
Net change in cash and cash equivalents	21,138,499	(9,487,096)
Cash and cash equivalents, beginning of year	46,619,319	56,106,415
CASH AND CASH EQUIVALENTS, END OF YEAR	67,757,818	46,619,319

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 2014, the summary statement of profit or loss and other 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 Trustees of the Society of St Vincent de Paul (NSW) ("the Society") for the year ended 30 June 2014. We expressed a qualified audit opinion on that financial report in our report dated 25 October 2014. 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 Trustee 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 and the Australian Charities and Not-for-profits Commission Act 2012.

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 2014.

The potential misstatement of the audited financial report is described in our qualified audit opinion in our report dated 25 October 2014. 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 Trustees 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 of the Trustees of the Society of St Vincent de Paul (NSW) is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the Society's financial position as at 30 June 2014 and of its performance for the year ended on that date; and
- complying with Australian Accounting Standards - Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Regulation 2013.



GRANT THORNTON AUDIT PTY LTD

Chartered Accountants



A J Archer

Partner - Audit & Assurance

Sydney, 25 October 2014

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St Vincent de Paul Society
NSW
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