

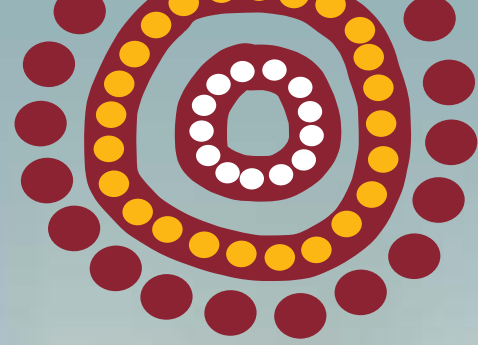


St Vincent de Paul Society  
NSW  
*good works*

# ANNUAL REPORT 2017-18

Effectiveness +  
Expertise + Excellence

# Acknowledgement of Country



*Under our Reconciliation Action Plan, the Society in NSW endorsed our Acknowledgement of Country:* We acknowledge Aboriginal and Torres Strait Islander peoples, as the Traditional Custodians of this land, with deep respect. May Elders, past and present, be blessed and honoured. May we join together and build a future based on compassion, justice, hope, faith, and reconciliation.

ABORIGINAL ARTWORK BY DAREN DUNN.

## Our Mission

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

## Our Vision

The 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.



The Annual Report of the St Vincent de Paul Society NSW was produced by the State Support Office Communications Team, November 2018.

Designed by patterntwo.

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.

**St Vincent de Paul Society NSW**  
ABN: 91 161 127 340

**Auditor:** Grant Thornton

**Primary Bank:**  
Commonwealth Bank of Australia

**Primary Solicitor:**  
Hicksons



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# PRESIDENT'S MESSAGE

Facts, figures and finances aside, none of the 'good works' you will read about in these pages would be possible without the incredible dedication of the St Vincent de Paul Society's members, volunteers and employees.

Our people are present in every corner of the State of New South Wales; from Broken Hill to Deniliquin; from Tweed Heads to Nowra. In nearly every major town and city, you will find them giving their time, compassion and expertise, whether at our Services, in our local Conferences or Vinnies Shops.

In order to better lead these invaluable people, and thereby better serve the people we assist, the Society this year implemented some major governance reforms.

The State Council and Executive Leadership Team (ELT) are now structured to be fit for an organisation of our considerable size, with accountability and scrutiny built in at every level. The Company Board is aligned along a skills-based model to enable expert advisory capacity; and the Company

itself has a number of new divisions and departments that reflect our expanding remits in social and community service, disability and accommodation services.

Meanwhile, as we adapt to an environment where retail sales are slowing down and our commitments to government programs are accelerating, the Company is taking advantage of our strong assets base to eliminate any financial drift. We have tightened the ship, and rigorous controls are in place to arrest the deficit detected.

Our financial stabilisation means we can now set an ambitious course for the future. And ambitious we must be, because the numbers of people in need of the Society's good works are growing. In March 2018, the Australian Bureau of Statistics published its findings from the 2016 census. They made for shocking reading. In NSW, between 2011 and 2016 the number of people experiencing homelessness had increased by a staggering 37% (from 27,479 to 37,715) and the rate per 10,000 by 27%.

In simpler figures, that means thousands more people who may need assistance from the Society, not to mention invisible thousands on the brink of financial crisis thanks to dramatically high rents and energy bills at a time of wage stagnation. Our Conference members, volunteers and employees have never been so important as they are today.

It has been my honour to lead the Society during this year of great challenge and opportunity, and we thank again our generous partners and donors for making the work of the St Vincent de Paul Society NSW possible. Thanks to them, the exceptional diligence of our people turns that possibility into reality.

**Denis Walsh**  
PRESIDENT,  
NSW STATE COUNCIL



## GROUNDING IN HERITAGE

*"For I was hungry and you gave me food, thirsty and you gave me something to drink, I was a stranger and you welcomed me, naked and you clothed me..."*

The St Vincent de Paul Society, as a lay Catholic organisation, aspires to live this gospel message from Matthew each day. Our 'good works' are founded on a rich heritage, and we advocate a contemporary spirit of faith in action for a more just and compassionate society.

Over the course of 2017/18, the Society has had a strong focus on spirituality, formation and pastoral care. For example, a formation journey began for some of our senior employees with the Ministry Leadership Program (aligned with Catholic Health and Catholic Social Services); and the Graduate Leadership and Catholic Culture program with the Australian Catholic University. Both programs link professional expertise with contemporary business, highlighting purpose, meaning and Mission and organisational best practice.

The development of Pastoral Care, especially in our Support Services, has been an important step forward. After a State-wide review of our approach to the compassionate care of

people we assist, a restructure occurred at the Matthew Talbot Hostel enabling a team of volunteers to work closely with the Pastoral Care Coordinator. A Pastoral Care role for Frederic House at Waterloo was also developed.

Moreover, through the work of the State Spirituality Advisory Committee, a training and formation program is being developed for Spiritual Advisers, as well as a defined position description to assist these vital roles.

Finally, moves continue toward the beatification of Charles Gordon O'Neill, the Society's co-founder in Australia. He would no doubt recognise how our spirituality and Mission strengthen the purpose and focus of our 'good works' as we are ever challenged to feed the hungry, welcome the stranger, and clothe the needy.

**Leo Tucker**  
DIRECTOR OF MISSION



# EXECUTIVE SUMMARY

The 21st century will continue to be an era of unprecedented change and innovation. And to address the evolving needs of the people we assist, and to continually improve the quality of the vital services we offer, the St Vincent de Paul Society NSW must not only embrace that change but help to define it.

For example, how can we not only adapt to extensive digitisation in every aspect of our work, but leverage information technology to empower those we serve?

Many people experiencing homelessness may have lost essential documents like driving licences or passports, and may not have proof-of-address documents such as utility bills. Without these papers, they are often trapped in a cycle where they cannot access the services that pave the road to recovery: banking, Medicare, Centrelink, community housing and so on.

With the ambitious but crucial target of zero street homelessness in mind, the Society is thus exploring ways of offering people 'digital identities'. Dubbed 'It's Me', our digital identity concept is being developed in partnership with tech giants IBM and will allow people experiencing homelessness to access the certification and personal documentation they need online – anywhere and at any time.

It's ideas like this that will allow vulnerable and traumatised people to at least start regaining a normal life. And as we dramatically expand the parameters of what we do, a culture of excellence and innovation is increasingly important.

Over the last few years the Society has effectively doubled the scope of our work in NSW. Reaching above and beyond our core services for people experiencing homelessness and financial disadvantage, we are now also:

- A major provider of Local Area Coordination (LAC) services for the National Disability Insurance Scheme (NDIS);
- A supplier of accommodation options under the State government's Social and Affordable Housing Fund (SAHF), with the value-add of our case management expertise for tenants; and,

- A huge sustainable social enterprise with new revenue streams coming from our participation in the NSW Government Return and Earn Container Deposit Scheme.

Meanwhile, our Alcohol and Other Drug network has consolidated its essential work; and new services opened in Nowra, Coffs Harbour and elsewhere. It goes without saying that in 2017-2018 we assisted more people than ever before in our 137-year history.

Other work is underway to help transform the way we do things. Our information and communications technology infrastructure is now more secure and effective than ever for tracking the vast amounts of data we need to better serve people; and we are pioneering a national payroll project. The findings from the latter are helping us run operations more efficiently, and now being adopted by our colleagues in the Australian Capital Territory in a first for the Society's inter-State collaboration.

Meanwhile, as the Society's first operational strategy – 'Our Society, Our Plan 2013-2018' – concludes, we look forward to the directions we will take over the next few years.

Since 2013, the Society has seen tremendous transformation. As Denis explained, the State Council has seen its governance role strengthened considerably, constitutions have been renewed, and we have become more and more able to respond to immense opportunities like the LAC and SAHF programs.

Most of all, we have focused on developing our members and on improving the quality of the services we offer to the people we assist. In NSW, the Society has gradually but inexorably shifted its disposition and culture towards concerted action for change, a welcome move indeed.

At the time of writing, consultation processes are well underway for the drafting of the 2019-2021 strategic plan, and we will be able to elaborate further in next year's Annual Report. However, a few things are already clear.

We have to reinforce growth and further deepen our commitment to ways that allow us to maintain the quality of our outcomes while leaving space for innovation. It will be equally important to enhance our evidence-based approach, and further improve the way we measure how we are making a positive impact on the lives of people we assist.

Furthermore, we owe it to the people we assist – not to mention our members, volunteers and employees – to effect concrete planning for the future. The next strategic plan must lay pathways to long-term financial sustainability, but also recognise our members' thirst for spiritual growth.

At the heart of our values is a duty to speak out on behalf of people experiencing disadvantage and hardship, and to use our considerable profile to defend their interests. Through the Right to Home campaign and others like it, this year we challenged the NSW Government to act on housing affordability.

But the St Vincent de Paul Society NSW must now redouble efforts to influence systemic and sustainable structural transformation in the wider economy. Have no doubt, mitigating mounting inequalities will take political will from all quarters. As an election approaches, we call again on decision-makers in New South Wales to solve the housing affordability and cost of living crises once and for all.

Yet while we broker systemic change on the outside, within the Society we will focus as intensely as ever on our core values. We will maintain the unique benefits of the visitation model with undiluted commitment, while addressing the many unforeseen challenges of adopting new technologies and innovations.

These are the roads we will take, and already exciting new plans are in motion to grow and empower our members and volunteers, our employees – and a sense of enterprise and innovation.

*Jack de Groot*

**Jack de Groot**  
CHIEF EXECUTIVE OFFICER



WHAT WE DO

## Our Conferences



More than  
**61,000**  
people assisted by  
our members



More than  
**166,000**  
home visits



**\$18.7**  
million dollars of direct  
financial assistance  
distributed



In excess of  
**64,300**  
volunteer hours  
recorded

## Our Support Services



More than  
**64,000**  
people assisted



**2,000**  
people assisted  
with supported  
accommodation



**39,000**  
people with disability  
and carers supported



**19,000**  
people accessing  
health services



**4,000**  
people  
building resilience  
through community  
development  
programs



More than  
**400,000**  
meals served



# Our Support Services

## THE IMPACT OF SUPPORT SERVICES WORK

**7,500** people assisted

Specialist Homelessness services case management service assisted more than 7,500 people. These people presented for a variety of reasons, the most common of which are domestic and family violence, financial difficulties and experiencing housing crisis.

**73%**

achieved their goals, or part there of

For those who had support periods that closed thorough out the year and had set goals, 52% had achieved all their goals and a further 21% had achieved more than half their goals.

### LAC PROGRAM

**50%**

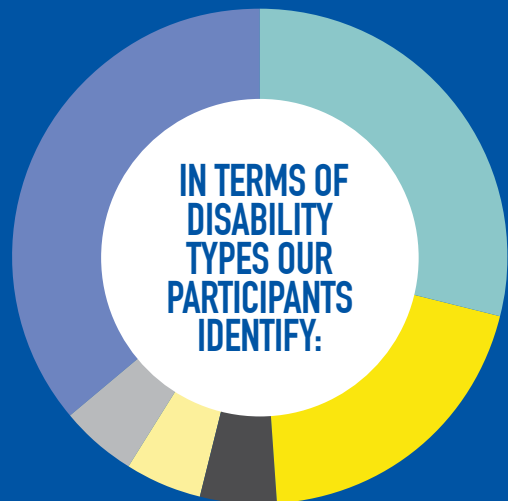
of participants we work with are aged between 7 and 24

**5%**

of participants we work with identify as Aboriginal or/and Torres Strait Islander

**11%**

of participants come from a Culturally or Linguistically diverse background



Autism 29%

Intellectual disability 20%

Schizophrenia 5%

Hearing loss 5%

Cerebral Palsy 5%

Other disabilities 36%

# SUPPORT SERVICES SUMMARY

Support Services aspire to connect every person we assist with our Mission throughout each touchpoint of their journey with us. We provide a range of evidence-based services and programs that support men, women and children experiencing disadvantage or homelessness to rebuild their lives.

We develop strong connections with local service organisations to achieve better outcomes at the community as well as the individual level. Our connections with government enable us to influence long-term initiatives that influence the lives of those we serve, not just through our advocacy but through the way we deliver our services.

Our Mission focusses on delivering people-centred outcomes against the following service priorities:

- Connecting people to inspire inclusive communities;
- Creating access to safe and/or affordable housing;
- Building resilient communities and increasing individual and family resilience;
- Supporting pathways to targeted health services.

An integrated team structure in Support Services focuses our resources across four complementary service and program delivery spaces.

**Supported Accommodation and Case Management** provides short- to medium-term accommodation options for people experiencing, or at risk of, homelessness; and individualised case management support to people we assist at every stage of their journey.

**Community Development** promotes opportunities to build individual and family resilience and enable meaningful participation in inclusive and supportive communities. Programs are delivered with continual emphasis on the strengths and talents of people we assist regardless of their mental health, housing stability or any other personal circumstances.

## IMPACT: MATTHEW TALBOT HEALTH CLINIC

**Our Matthew Talbot Health Clinic provides health assessments, education, treatment monitoring and medication services to the most vulnerable members of our community with the intended outcome to keep people healthy, out of hospital and reduce incidences of chronic disease and injury.**

Over 20,000 individuals presented for some form of treatment over the year with over 36,000 occasions of service and over 2,400 referrals to specialist health services. Our clinic sick bay was utilised for over 800 bed days. The clinic works in a coordinated and integrated fashion with other primary health care, aged care and community service providers through formal and informal networks, collaborating with over 20 other health service teams – providing over 6,000 liaisons with other health and welfare services.

20,000  
PEOPLE



4,723  
INDIVIDUAL TREATMENTS



2,401  
Referrals  
to specialist  
services



**Disability Support Services** focus on supporting people with disabilities, their families and their carers to access services available to everyone in the community and to live ordinary lives. In addition to working to identify and support the individual goals of program participants, these services strive to improve accessibility and inclusiveness in local communities.

**Health Support Services** deliver high-quality health care to those experiencing disadvantage with the goal that they have the best opportunity for good health and well-being. Health care is delivered with the whole person in mind, to ensure where appropriate we can address more than the presenting issue. This may mean understanding and addressing contributing factors such as emotional wellbeing, community and family connectedness, education, employment and living skills.



# Case Study

## 'IT'S MINE'

### POST OFFICE BOXES

To connect with your bank, government services, a real estate agent, your family: these are all things that we take for granted. A person without a fixed or residential address may find them a major struggle.

Without a reliable and secure personal postal address, an individual misses important information that is critical in their journey out of homelessness, into health and into a more sustainable life. A person who is homeless will face an uphill struggle in managing their own livelihoods if banks, post offices, Centrelink, Family and Community Services (FACS), real estate agents, police and schools do not know where to send information.

Mail destined for these individuals is often lost, stolen, damaged or withheld. Engaging with others becomes so much more difficult. The lack of postal access can lead to feelings of desperation and compel an individual into crime and/or unsafe situations. These factors lead to unnecessary extensions to the duration and impact of homelessness.

In November 2017, a co-design workshop was facilitated involving people experiencing homelessness, caseworkers, service managers and technology company IBM to begin addressing this issue. By July 2018, Australia Post had brought the pilot idea to life. This idea was branded as 'It's Mine'.

The 'It's Mine' post office box project works from a person-centred strengths-based approach. The intended outcome within the Sydney Local Government Area (LGA), is that every rough sleeper is offered a safe and secure post office box. This will be measured by the number of post office boxes that the rough sleeping and homeless community will access.

The project has the potential to be replicated throughout Australia, allowing the most vulnerable and marginalised people a safe and secure alternative to receiving official documentation, and a connectedness to greater mainstream society.

28,572  
INDIVIDUAL  
INSTANCES OF MEDICATION

800  
BED DAYS

# SUPPORTED ACCOMMODATION

Our Supported Accommodation and Case Management responses focus on:

- Prevention and early intervention – including developing individual skills; facilitating links back to community and family (where safe), post-crisis support, mental and physical health check-ins and referrals; and specialist responses to women and children wishing to leave family and domestic violence while retaining existing housing;
- Rapid rehousing responses – to secure rapid access to long-term housing, including social housing;
- Crisis and transition responses – access to crisis accommodation or transitional accommodation along with accommodation related and post crisis support;
- Intensive support for people with complex needs – working to break cycles of homelessness, providing wraparound support and working with multiple agencies to provide case coordination and assertive outreach to rough sleepers with a focus on building trust.

We took on  
**7,602 cases\***  
including 2,775 single men  
1,331 single women  
2,782 families  
682 young people

\*32 non-identified cases



Staff at John Purcell House, Nowra, before the reopening event in January 2018.

## INNOVATION: JOHN PURCELL HOUSE

Since reopening in December 2017, John Purcell House has assisted more than 75 men with secure stable accommodation in the Nowra region. This centre provides multiple support services and programs to enable personal development opportunities for the residents and the broader community.

Caseworkers work closely with the local corrections facility to assist incarcerated men prior to release and support their reintegration into the community and assist as they re-establish their lives. John Purcell House has been designed with green credentials, achieving environmental as well as housing and community outcomes.

## QUALITY: VINCENTIAN HOUSE WINS AWARD

Vincintian House provides intensive support to families and single women in Inner City Sydney, and was recognised for its work in the Specialist Homelessness Sectors Good Practice Awards, winning the Excellence in Ending Homelessness – Children and Families award in March 2018.

Vincintian House provides 24/7 care and accommodation, including the provision of intensive case management, and wraparound services and programs such as the Kids Engaged in Education Program (KEEP).

Throughout the year, Vincintian House supported 127 families and women; including 140 children within family units that were experiencing homelessness. More than just a roof over people's heads, it offers access to counselling, financial support, living skills programs, legal support, play groups, education workshops, and health and wellbeing services.

Some of these services were accessed by 'John' and his two children who moved into their own home after seven months at Vincintian House. Over the course of his stay, John was able to secure a job, and accessed programs such as the 'Parents Workshop', mindfulness and self-care programs. Meanwhile his children were supported into school and childcare; and used the after-school homework club, cooking classes, music program and counselling services.

'John'\* left the service saying he felt "better equipped to take on the next stage" of his and his children's lives, and "couldn't imagine where my family would be without the genuine care and support offered at Vincintian House".



Vincintian House Accommodation Manager Kerri-Ann Williams (right) accepts the SHS award on behalf of the Society

\* Names have been changed



# COMMUNITY DEVELOPMENT

The reach of our Community Development programs is varied and includes:

- Supported work environments that enhance the lives of people with disabilities in Stanmore, Coonamble and West Ryde. These former Australian Disability Enterprises are transforming to a social enterprise model that provides employment opportunities and assistance to people with disabilities to work in specialised and supported work environments;
- Learning Centres in Armidale, Wagga Wagga and Woolloomooloo providing an array of free programs covering: arts and music; living skills with budgeting and tenancy management; health promotion; and other professional services including individual and group counselling;
- Partnering with primary schools, volunteers and organisations to support the settlement of newly-arrived families and create opportunities for them to engage in their local communities;
- Providing support to individuals whose income has been negatively impacted by changes to the worker's compensation entitlement. This program empowers participants to take positive ownership of their future and support their confidence in setting and attaining goals; and
- A community peer program (COMPEER) that improves the quality of life and self-esteem of adults with a mental illness, through one-to-one friendship with a caring volunteer. Friends meet up regularly for simple social activities, such as grabbing a bite to eat, going for a walk or visiting a local attraction.

## CASE STUDY: SPARKING UP CONVERSATION

With the support of over 150 volunteers, the SPARK project runs educational, social and cultural programs in partnership with primary schools in Western Sydney. During the year, it was instrumental in the Arabic translation of a program that helps parents promote positive behaviours and encourage the child's own ability to manage their emotional reactions.

Randa Warda is the Project Manager for the government's Communities for Children facilitating partner in Fairfield, The Smith Family.

"Delivering programs in a highly diverse community such as Fairfield, a settlement point for thousands of children and families of refugee background, is extremely challenging," says Ms. Warda. "There are a myriad of issues associated with the refugee experience. Practitioners need to work with cultural sensitivity and smarts."

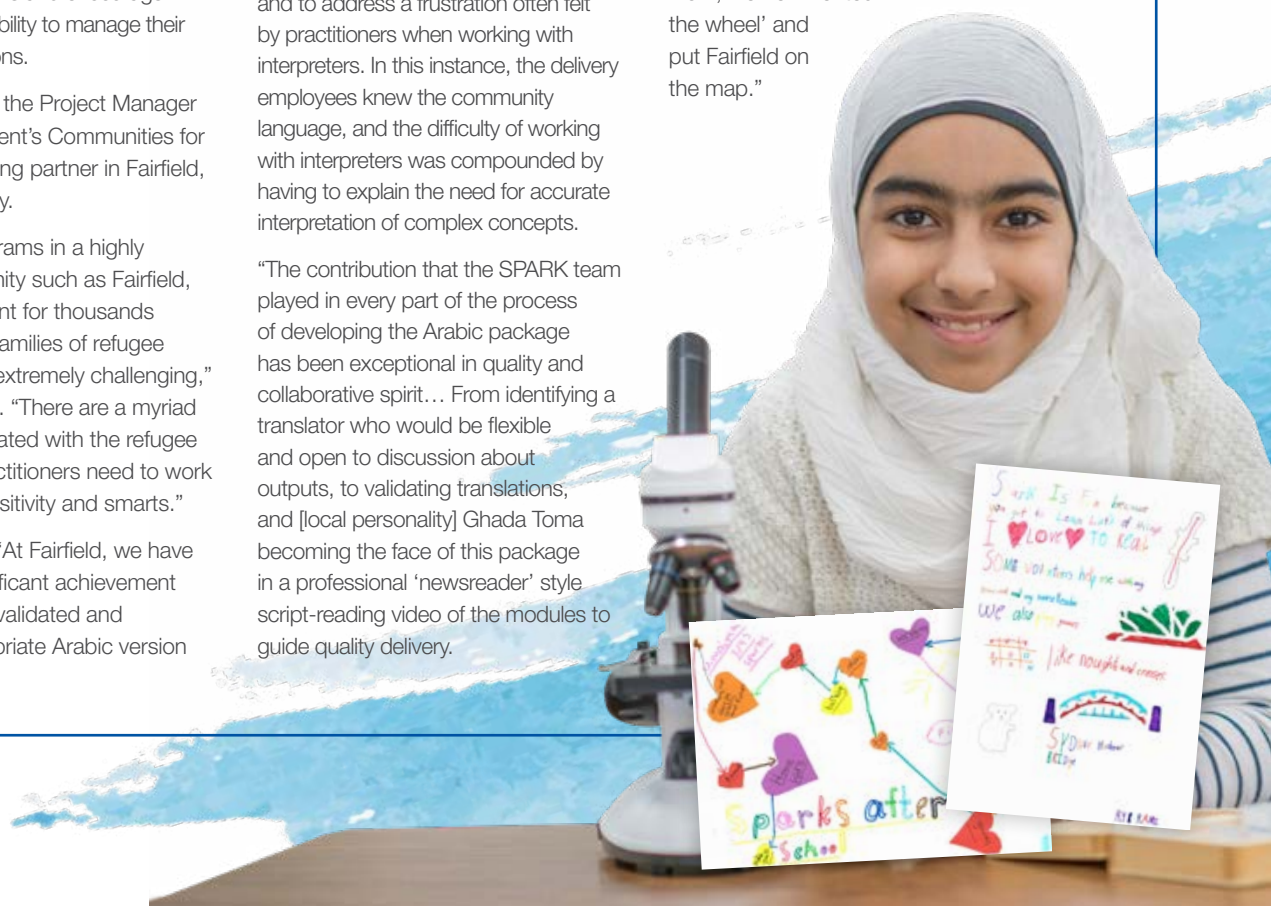
She continues: "At Fairfield, we have delivered a significant achievement in developing a validated and culturally-appropriate Arabic version

of the parenting program '123 Magic and Emotion Coaching'.

"The contribution that Vinnies' SPARK team made in driving this initiative was no small feat. From the start, the need for the translation was raised by the team in response to families' needs, and to address a frustration often felt by practitioners when working with interpreters. In this instance, the delivery employees knew the community language, and the difficulty of working with interpreters was compounded by having to explain the need for accurate interpretation of complex concepts.

"The contribution that the SPARK team played in every part of the process of developing the Arabic package has been exceptional in quality and collaborative spirit... From identifying a translator who would be flexible and open to discussion about outputs, to validating translations, and [local personality] Ghada Toma becoming the face of this package in a professional 'newsreader' style script-reading video of the modules to guide quality delivery.

"This has been a complex and lengthy initiative, and it would not have happened were it not for the initiative, leadership and generosity of the SPARK team. In enabling and providing an effective resource that places families at the centre of our work, we 're-invented the wheel' and put Fairfield on the map."





# DISABILITY SERVICES

The Society's disability services include a mix of programs that involve partnering with state and federal government to support ongoing reforms in the sector, as well as internally directed programs including:

- A specialist disability accommodation service located in Coonamble that provides housing support as well as social, recreational and other needs for daily living for the residents. This facility works closely with our social enterprise in Coonamble to provide training and employment support for residents living with a disability;
- Through Ability Links NSW, we work closely with people with disabilities, families and carers to help them identify and fulfil their goals and remain at the centre of decision-making about how they lead their lives. The program leverages local knowledge and encourages communities and businesses to be welcoming and inclusive;
- The Local Area Coordination (LAC) program is conducted in partnership with the National Disability Insurance Agency (NDIA). This significant program helps participants achieve their goals

through building strong relationships and accessing mainstream services in their community. Our Local Area Coordinators work closely with people with disabilities, as well as their families and carers, throughout the process of gaining access to the National Disability Insurance Scheme and then supporting their use of the scheme to develop capacity and enjoy social and economic participation in the community.



Mothers of children with disabilities, like Donna Casson (above), say the Including You tent is a great support during local events.





## ABILITY LINKS

Ability Links provided support for almost 8,000 people with disabilities, their carers and families, with over a quarter of these accessing the service for the first time. In terms of directing these people to appropriate services, 792 successful referrals were made to mainstream services and a further 509 were referred to specialist disability supports.

Ability Links has also fostered strong connections to improve community awareness of disability, including working to deliver disability inclusion and awareness training with more than 80 of our community connections, and supporting 200 community connections to organise and host awareness raising activities. Nearly 90 community groups and businesses have improved their physical and environmental accessibility as a result of engaging with the program.

8,000 PEOPLE  
1,301 REFERRALS  
792 MAINSTREAM  
SUPPORT  
509 SPECIALIST  
SUPPORT  
90 ORGANISATIONS

# LOCAL AREA COORDINATION



By the end of June 2018, the Local Area Coordination (LAC) Program was managing more than 30,000 participants. A strong focus for the year was introducing new participants who had yet to gain access to the National Disability Insurance Scheme (NDIS) and guiding them through the process of engaging with the scheme.

Over 15,000 new participants were introduced to the scheme throughout the year and were assisted in identifying ways to achieve social and economic participation in an inclusive community. In addition to this, 15,000 participants who were already active in the scheme were supported in reviewing their goals and submitting reviewed plans to the agency.

The LAC program delivers its service with strong links to the local communities where our participants live. This includes those who have been identified as needing extra support to engage with the NDIS such as people experiencing homelessness and members of the LGBTQIA community. We have established community access networks, partnering with a variety of services to deliver community engagement workshops to people in culturally and linguistically diverse communities in over 12 languages across our Sydney districts.

Our LAC engagement within the Aboriginal community has been supported by 30 Aboriginal employees in dedicated roles, providing regular outreach services in community venues. This has delivered successful outcomes in building trust in communities where there has been hesitation about engaging with the NDIS.

Our districts have been active supporters of Aboriginal and Torres Strait Islander community activities including NAIDOC Week and National Reconciliation Week events for employees and community members and featuring a local Aboriginal Elder sharing stories from his life as a member of the Stolen Generation and the impacts this had on his life, his family and his community.

**VINNIES LOCAL AREA COORDINATORS**  
EMPOWERING INDIVIDUALS, BUILDING INCLUSIVE COMMUNITIES

Vinnies LAC works in partnership with people with disability and is strongly aligned with the Vinnies mission to offer a hand up to those experiencing disadvantage.

Since 2016 we have helped bring about a once-in-a-generation social change by delivering the National Disability Insurance Scheme (NDIS) to tens of thousands of people across NSW.

**INTEGRITY**  
“Our LAC is a credit to Vinnies and gives me hope that compassion is the priority for the NDIS”

**22 LOCATIONS**  
Sydney, Central Coast, Hunter, Taree & New England

**COMPASSION**  
UP TO 500 Local Area Coordinators

**EMPATHY**  
“For us, the Vinnies difference came down to training, personality and understanding”

**OVER 40,000**  
people transitioning into the NDIS with our help

**RESPECT**  
“My daughter felt confident, listened to and she made a true connection”

ndis  
Delivering the NDIS in your community

www.vinnies.org.au/lac  
Tel: 1800 794 834

Find us on Search Vinnies LAC

# HEALTH SUPPORT SERVICES

Health Support Services run a range of clinical and specialist services across the State including:

- Residential and community outreach drug and alcohol programs run throughout the New England and North West regions;
- Drug and alcohol services in western and south-western Sydney, including community-based programs and case management, day programs and an outreach service that delivers pre-treatment and post treatment support as well as a complex support needs program;
- A specialist aged care facility that meets the needs of men suffering issues related to mental health and/or substance abuse, chronic health issues or cognitive impairment and who may be experiencing homelessness or are at risk of homelessness;
- Primary health care service for men who are experiencing or at risk of homelessness in Sydney, with an emphasis on good chronic disease management, keeping people out of hospital and providing accessible high quality health care. Services provided include GP access, psychiatry, optometry, podiatry, metabolic health, smoking cessation and hepatitis clinics.

## ALCOHOL AND OTHER DRUG PROGRAMS

The Society's Specialist Alcohol and Other Drug Network now includes a range of services to meet the broad range of needs for people experiencing problems associated with their drug and alcohol use in the New England Region.

In late 2016, the Hunter, New England and Central Coast Primary Health Network began commissioning health service providers across the region and the Society NSW was successful in tendering for three newly-commissioned Alcohol and Other Drug treatment (AOD) services.

The three new programs all began operations in early 2017, and comprise: Rosalie House drug health day program; the New England outreach program, and additional funding for six complex beds in Armidale. Each ensures that people experiencing problems related to their drug and/or alcohol use can receive cost free and easily accessible evidence-based treatment.

When combined with the existing Freeman House residential rehabilitation program in Armidale, and Rendu House drug health day

program in Campbelltown, collectively these programs have become known as the St Vincent de Paul Specialist AOD Network.

These three new programs have been highly successful in the past year. All have exceeded agreed-upon program KPIs, and as a result we have been invited to share information with other providers in the form of our de-identified reports, public talks, and participation in panel discussions. Above all, more than 150 people living in some of the most geographically isolated areas of northwest NSW have received evidence-based Alcohol and Other Drug treatment delivered by highly skilled clinicians.

Meanwhile, Freeman House was successful in gaining additional funding to support the provision of six beds for people presenting with complex psycho-socio-legal issues. Of these six beds, two have been allocated to our new Supporting Kids and Independent Parents (SKIP) program, whereby a sole (male or female) parent can stay in our residential facility in a secure, self-contained unit with up to two children aged 12 and under.

## INNOVATION: REHABILITATION SERVICES

Rosalie House in Tamworth has a six-week non-residential, evidence-based program, called 'Catalyst', which provides rehabilitation treatment in a group setting to adults from the local government area. The program provides wraparound support in the form of pre-and post-rehabilitation case management and specialist treatment, delivered individually, and post-'Catalyst' support at the 'Momentum' support group. Rendu House, funded by the South West Sydney Local Health District, delivers an identical program, and is based in Campbelltown.

It was essential that from inception these two programs delivered a best practice, innovative program for which outcomes are measurable. As part of the development and commissioning partnership, the Society developed a research partnership with the psychology department at the University of Wollongong, who are undergoing formal evaluation of these programs. This evaluation partnership will ensure that the service remains effective in order to support replication and future tendering for commissioned programs.





# Case Study

## PALLIATIVE CARE

'Bob' is a 56-year-old man, previously living in a chaotic situation with poly-substance use, volatile diabetes and epilepsy. He was a frequent victim of assaults and robbery, malnourished and very neglected. Two years later, he remains with us. Though his substance use remains an issue, his diabetes is managed and his seizures are controlled. He has family visits and has not required hospital admission for close to a year – a record in his recent life.

Frederic House is sometimes a place of last resort for residents like Bob, who come to us from hospitals, crisis accommodation (including the Matthew Talbot Hostel) and straight from situations of homelessness.

Providing a palliative approach in a least-restrictive home setting for 61 men, many of whom suffer life-limiting illnesses but also major mental health and substance use issues, the care provision at Frederic House is probably unique.

The critical aims are not only to provide safe accommodation and improve health outcomes but to provide a sense of community. Frederic House is an Accredited Age Care Service which has consistently met the required Standards of Care in this sector.

We collect outcomes in various ways: quality indicators, accreditation performance indicators, resident satisfaction, key performance indicators for NSW Health and an Annual Report to the Health Ministry. The most reliable indicator is that most residents choose to stay.

The impact of NDIS support is important and a large number of Frederic House residents are receiving NDIS funding.

# Our Housing Services

## ST VINCENT DE PAUL HOUSING & AMÉLIE HOUSING

In 2015, the Society in South Australia resolved to join the New South Wales/ Australian Capital Territory Company, St Vincent de Paul Housing (SVDP Housing). It was agreed to trade nationally under the name of Amélie Housing.

It was intended for the merger of the three entities to take effect on 1 July 2017. However, in 2016 St Vincent de Paul Housing (SVDP Housing) submitted a proposal to participate in the Social and Affordable Housing Fund (SAHF) initiated by the State government, a key initiative of Future Directions for Social Housing in NSW.

This proposal was successful and in February 2017, SVDP Housing executed a services agreement with the State government's Department of Family and Community Services (FACS) to deliver 500 new dwellings and associated services to be used as social and affordable housing for the people we assist who are eligible.

The development of the portfolio was funded entirely by equity provided by the Trustees and debt raised through Catholic Development Funds (CDF) from Brisbane and Sydney, but supported by a Monthly Service Payment (MSP) provided by FACS over a 25-year period.

Because of the risk profile of the transaction, both counter parties (FACS and CDF) required the program to be delivered through a Special Purpose Vehicle (SPV). It was agreed that SVDP Housing would be that vehicle.

After 1 July 2018, Ecclesia will change its name to Amélie Housing and the Trustees will become a member of Amélie Housing following which SVDP Housing will resign as a member. Subsequently, SVDP National Council, SVDP SA and SVDP ACT will also become members of Amélie Housing which will operate as the national housing company of SVDP Society in Australia.

On the Trustees becoming the sole member of Amélie Housing, Amélie Housing will cease to be a subsidiary of SVDP Housing and will retain all assets (\$13.35m of net assets at their 11 May 2018 estimation). SVDP Housing will also transfer all assets other than assets acquired or developed for the purposes of the Services Agreement with FACS for the Social and Affordable Housing Fund - Phase 1 to Amélie Housing.

On becoming a member of Amélie Housing, SVDP SA will transfer SVDP SA community housing assets to Amélie Housing. Neither SVDP National Council nor SVDP ACT have community housing assets and therefore will not be required to transfer any assets to Amélie Housing on becoming members. SVDP ACT will resign as a member of SVDP Housing which will become a special purpose vehicle to hold the assets acquired or developed for the purposes of the Services Agreement with FACS for the Social and Affordable Housing Fund - Phase 1.

The member agreement that will result in the national Housing Company was signed at the SVDP National Council Meeting in early November 2018.

This approach will leave SVDP Housing as a SPV, holding only the assets of the SAHF program and being responsible solely for the repayment of the debt incurred to acquire the SAHF portfolio and the provision of the services contracted under the SAHF Services Agreement.

As the Chief Executive Officer of Amélie Housing, I must say how incredibly proud and honoured I am to have the opportunity to represent such an inspirational community housing provider. Amélie Housing truly embraces the values of the Society and delivers the Australian ideal of 'a fair go' to our tenants.

The Board of Directors, our Conference members, Amélie Housing employees and the St Vincent de Paul Society have made this year a significant milestone as we progress the delivery of best practice community housing across NSW, SA and ACT.




**Brian Murnane**  
CHIEF EXECUTIVE OFFICER,  
AMÉLIE HOUSING

Brian Murnane has held paid and voluntary positions in community organisations for the past 45 years and became CEO of St Vincent de Paul Housing Limited in 2013. He founded Argyle Community Housing in 1982 and was Executive Manager - Development until 2010. From 1992-1994 he was President of the St Vincent de Paul Society National Council and has served on several ministerial advisory committees.





# OUR HOUSING PORTFOLIO

## Number of occupancies in NSW and ACT, including Ecclesia Housing occupancies from May 2018

	NSW	ACT	Total
Society/Ecclesia-owned independent living	102	0	102
Government-owned: Social and supported housing	51	63	114
Government-owned: Transitional housing	345	24	369
Government-owned: Crisis accommodation	6	12	18
Government-owned: Street-to-home		6	6
Leasehold (privately-owned)	20		20
Fee-for-service	78		78
<b>Total</b>	<b>602</b>	<b>105</b>	<b>707</b>

- **Independent living:** Retirement and generally older tenants (over-55s);
- **Transitional housing:** Short-term, generally 3-24 months, for people who are experiencing homelessness or are at risk of homelessness;
- **Crisis housing:** Short-term, generally three months or less;
- **Social housing and supported housing:** Long-term, low income and generally ex-transitional tenants;
- **Street-to-home:** Short-term, generally three months or less;
- **Fee-for-service:** Managing a real estate agent's rent roll;
- **Leasehold:** Dwellings are privately owned, leased to Amélie Housing for crisis accommodation.

## Social Affordable Housing Fund (SAHF)

Under SAHF, SVDP Housing will build and own 502 new dwellings/units, with the majority on Society-owned land across NSW. To be completed by 2020, a total of 357 of these will be for social housing and 145 for affordable housing tenants. The location, number of units and expected occupancy dates are as follows:

Location	Number of dwellings (units)	Expected Completion
Dubbo	21	Oct 2018
Penrith	68	Oct 2018
Albury (Olive Street)	38	Dec 2018
Campbelltown	48	June 2019
Merrylands	78	Sept 2019
Jordan Springs	36	Oct 2019
Albury (Hovell Street)	18	Nov 2019
Lilyfield	22	Nov 2019
Burraneer	36	Dec 2019
Katoomba	26	Feb 2020
Maitland	17	Early 2020
Cardiff	94	Early 2020



## SUPPORT SERVICES AND SOCIETY CONFERENCE ATTENDANCE

Amélie Housing's major point of difference from other community housing providers is that our tenant support services are predominately provided by the Society's Support Services. This ensures greater coordination with Amélie Housing tenancy and property management; and enables us to quickly address issues that may impact on our tenant's capacity to enjoy and maintain their tenancy.

Critical to our tenant services is the work of Society volunteers and Conference members who support tenants with material aid, practical assistance with home-making, transport, social activities and community development.





# Our Advocacy

The St Vincent de Paul Society cannot see injustice and let it go unchallenged. Our mission, vision and values compel us to raise our voice; to advocate on behalf of the people we assist; and to speak out on the barriers that keep people in a cycle of poverty and disadvantage.

Throughout 2017-18, our advocacy work continued to focus on the three priority areas identified by members as the areas of greatest concern to local communities around NSW. These were:

- › Energy affordability and cost of living pressures;
- › Affordable housing and homelessness; and
- › Refugees and asylum seekers.

## THE COST OF LIVING

With the cost of many essential services increasing at a rate faster than the Consumer Price Index, individuals and families on low incomes are finding it harder and harder to make ends meet.

Over the last decade, for example, average residential energy bills in NSW have increased by 45%. Even the cheapest offers available on the market – between \$1,875 and \$2,174 a year depending on the area – are unaffordable for many of the people who come to us. They want to keep the lights on but cannot pay their bills anymore.

Our submission to the NSW Legislative Council Select Committee Inquiry on Electricity Supply, Demand and Prices in NSW recommended reform to the current concession system to make it more equitable and called for all energy retailers to provide a 'basic service offer' to consumers.

These changes would better protect people on low incomes from rising energy costs, and from an increasingly complex market that penalises people who, for whatever reason, cannot find the best deal to suit their circumstances.

At a Committee hearing in February 2018, one of the people we assist shared the story of the daily choice she faces in either feeding her family or paying the electricity bill. This testimony showed the human impact of rising energy costs, and was an opportunity for the Committee to gain a small insight into the way in which their decisions and recommendations affect people's lives.

The Society also highlighted the prevalence of food insecurity across the state via our engagement with the NSW Legislative Council Inquiry into Fresh Food Pricing. With close to \$7.5M in food support provided by the Society last financial year, we argued that urgent and immediate action is required by government and industry to improve access to, and the affordability of, fresh and nutritious food.

These two inquiries have yet to report their findings. We will remain engaged with the NSW Government on these issues and, should the inquiries pick up on our recommendations, we will continue to champion their adoption and effective implementation.

On 3 August 2017, the petition for more affordable housing which has over 16,000 signatures was tabled in the NSW Parliament.



# THE RIGHT TO HOME CAMPAIGN

We want to see at least 15% affordable housing in new residential developments

We believe every single community member should have a home where they can thrive and which they can afford without experiencing housing stress.

While there is a construction boom in NSW, it is becoming increasingly difficult for many of us to find a home and afford rent. Across NSW, less than 3% of homes are affordable for those on very low incomes. And in Greater Sydney and the Illawarra, less than 1% of rental properties are affordable to families and individuals on income support. Accessing social housing is next to impossible in some areas, with waiting periods exceeding 10 years in major cities.

Our Right to Home campaign continued to build momentum over 2017-18. The campaign asks all levels of government to deliver more housing that is affordable, secure, sustainable and connected to adequate transport, employment and community services.

In 2017, our campaign argued that the NSW Government should require developers to set aside at least 15% for affordable housing in new residential developments.

Our advocacy to the Greater Sydney Commission, including policy submissions in March and December 2017, was an important part of the collective push that saw the Commission recommend a 5-10% affordable housing target in their final plan in March 2018.

In May 2018, the Society and the Sydney Alliance formed a partnership to deliver local action for our Right to Home campaign. This partnership has focused on calling for local councils to apply for inclusion in State Environmental Planning Policy No. 70 (SEPP 70). This mechanism allows specified councils to prepare an affordable housing contribution scheme for certain precincts, areas or developments within their local government area.

Previously only in operation in parts of City of Sydney's Local Government Area, in late 2017 the scheme was expanded to five additional councils: Randwick City, Inner West, Northern Beaches, City of Ryde and City of Canada Bay.

Joint training on how to deliver effective local action was held with Sydney Alliance in June 2018. More than 75 local leaders from 14 council areas attended, including 18 Society Conference members and employees representing Sydney, Parramatta and Broken Bay Central Councils.

Planning is currently underway for Right to Home affordable housing forums in eight Local Government Areas across Greater Sydney and four Central Councils. At these forums, local councillors and State MPs will be invited to publicly commit to supporting affordable housing in the lead up to the State election. Joint teams comprising people from both the Society and Sydney Alliance partner organisations have been established to develop and organise these forums.



# STANDING WITH REFUGEES AND PEOPLE SEEKING ASYLUM

The Society has a long and proud history of giving a hand-up to refugees and people seeking asylum and refugees, including stepping in to assist the first refugees from the Vietnam war. We continue to speak out against the injustices they face.

As CEO, Jack de Groot, said: "We welcome all those who come to us, wherever and however they come, with compassion and respect for their dignity." This commitment is grounded in our values and Catholic Social Teaching: we believe that every person is equal in dignity. Today more than ever, it is vital that we stand with vulnerable people who are seeking safety.

In October 2017, our new campaign, 'We Stand with People Seeking Asylum and Refugees' was launched by Former President of the Australian Human Rights Commission, Emeritus Professor Gillian Triggs at the Rosalie Rendu Forum,

attended by more than 170 people.

This campaign calls on all levels of government to show compassion for and to uphold the human rights of those who seek protection. This means ending mandatory detention, providing a fair process for people seeking asylum, and allowing people who are found to be refugees to rebuild their lives here.

Since its launch, over 7,000 campaign stickers and 600 posters have been distributed and displayed across Vinnies Shops, Conferences, school events and parishes.

In November 2017, Jack de Groot sent a Society-wide urgent call to action email to support the men seeking asylum who were left destitute on Manus Island. At the Australian Catholic Youth Festival in December 2017, over 500 campaign

letters were signed by young people asking the Prime Minister to evacuate the people locked up on Manus Island and Nauru, and 3,000 stickers were enthusiastically displayed on T-shirts, bags and other items.

In March 2018, groups of Society members and supporters from across Greater Sydney attended Palm Sunday Rallies for Refugees. Our Social Justice Representative for Maitland/Newcastle Central Council, Sister Carmel Hanson, spoke at the rally in Newcastle saying:

"When John Howard stated that 'WE will decide who comes to this country', he really was meaning that WE – you and I – would decide who comes... So let us each write to the Liberal and Labor MPs, claiming our right to decide who comes to this country and tell them that WE have decided that refugees are welcome here."



# Our Central Councils and Retail Operations

The astonishing diversity of activity across the 10 Central Councils in New South Wales is testament to the capacity of the Society to translate our size and experience into innovative local responses to poverty and disadvantage.

The following summary also showcases the ways in which our employees partner closely with our members in crafting the best offering for a local community or a single household. Whether the need is for food, or for a solution for someone with a hearing impairment, we actively partner with the people we assist across the length and breadth of the State to support and empower them.

We also partner with other organisations to amplify our offerings, whether with other charities, with government departments and universities, or with service providers in the corporate and community sectors. The results are an amazing array of solutions to the challenges people encounter: including yoga for mental illness and trauma, rescued food matched with the people we assist, homelessness solutions, diversity strategies for people with disability; and financial assistance to support households with the cost of living.

Our Conference members work tirelessly alongside schools and parishes to stoke community passion for supporting the people we assist, and to tackle the injustices that entrench disadvantage. Nourishing Vincentian spirituality goes hand-in-hand with Conference capacity to raise their voices in support of a more just society for refugees and asylum seekers, and those pushed to the margins.

The people we assist



93%

were receiving some form of pension or benefit

66%

had an income less than \$1,000/week

17% had identified some form of disability

21%

identified as Aboriginal or Torres Strait Islander



56% were experiencing 'rental stress' with more than 30% of income being spent on housing

10%

of visits resulted in some form of referral

In terms of material assistance requested; 47% was for food, 12% related to general debt assistance and 10% related to assistance with energy bills



# QUALITY: COMMUNITIES OF CHANGE RESEARCH

*The Communities of Change Report will enable the Society to identify gaps in service delivery and communities in need of more or different supports to thrive.*



Vinnies NSW CEO Jack de Groot introduces the Communities of Change report during the launch in May 2018.

The Communities of Change Report was a joint initiative between the St Vincent de Paul Society NSW and Western Sydney Community Forum (WSCF). Its purpose is to provide insights into the rapidly changing landscape of Western Sydney to assist in making quality strategic decisions about future planning and investment in service delivery.

The Report draws on the latest data to explore factors in each of the 13 Western Sydney Local Government Areas (LGAs), including:

- Socioeconomics, population trends and growth;
- Indicators of wellbeing (housing stress, mental health, domestic violence, unemployment and obesity);
- Growth and planning (over five and ten-year horizons);
- Industry, skills and economic landscape;
- Indicative community services investment and the education and health landscapes.

Each LGA is profiled and compared to Western Sydney as well as Greater Sydney. Key characteristics and trends are noted, while priorities and opportunities for future service planning and investment are clearly highlighted.

A supplement to the Report overlays data about the Society's collective footprint in Western Sydney: Conferences, Special Works, retail and Amélie Housing. It provides a clear snapshot of gaps and opportunity for the Society to consider to better future-proof our ability to support and grow with the communities we serve.

Much of the power of the Report lies in its simplicity and the way in which it can be used at granular as well as overview levels to inform both decisions over short, medium and long term timeframes.

The Report will enable the Society to identify gaps in service delivery and communities in need of more or different supports to thrive. The Report also provides a straightforward template for planning future directions and

service design as we strive to do more for people around NSW. Finally, it will provide a common language between us and partner organisations to collaborate on best outcomes across Western Sydney and beyond.

The Report has been received with enthusiasm in the university, local government, community and private sectors; and is improving strategic conversations and collaboration for more than 200 community organisations.

The Society is proud to have collaborated with WSCF on this important resource which will also inform internal conversations about impact and opportunities for our work in Western Sydney.



# INNOVATION: NEW SOCIAL ENTERPRISE IN THE BAG

Castlereagh Industries and the Vinnies Retail team are partnering to provide one-of-a-kind bespoke tote bags for Vinnies Shops. The bags are made by people with disabilities from donated recycled clothing, and Vinnies shoppers not only get a bespoke handmade item fashioned from recycled clothing, they learn of the social value they provide every time they donate or purchase goods in our Vinnies Shops.

Castlereagh Industries is a St Vincent de Paul Society program in regional NSW. The employees are a small team of supported employees, many of them Indigenous Australians, living and working in the town of Coonamble. The project started as a way of both reducing the use of plastic bags in Vinnies Shops and the amount of unsaleable goods sent to landfill.

Making the bags provides meaningful and creative work opportunities for the supported employees. It also provides them with opportunities to develop valuable work skills and attain accredited training, expanding their personal and career aspirations.

Through the marketing of these items, the Society has been able to communicate the social purpose of the programs we run. The bags are displayed in the Shops under 'Vinnies4Life' merchandising. Each has a tag with a screen-printed image and a profile of the supported employee who made the bag. By purchasing one of these bags, the customer is made aware they are supporting the social enterprise that assist, people with disabilities, and also the good work of Vinnies in local communities.

The initiative also creates a new revenue stream for our work, with the bags retailing for \$19.95 and \$29.95 depending on the style and level of detail.





# REVITALISING RETAIL

The implementation of a NSW Retail Strategy will ensure that the Society continues to provide a relevant, dynamic and growing independent revenue stream via the retail network into the future.

Re-shaping the public perception of Vinnies Retail NSW is a priority, including customer experience improvements and the development of retail marketing and logistics strategies.

The Retail Strategy development document was approved by the board for implementation in December 2017. A Retail Strategy Implementation (RSI) team has been established; and planning and budget has been approved by the Steering Committee.

The retail strategy has identified key areas of opportunity and development, and working groups have been engaged to develop recommendations as described below:

- A. Retail Processes and Standards:**  
Year One focus: pricing procedures and uplift, customer service standards and opening hours
- B. Skills and Training:**  
Year One focus: Volunteer Management Toolkit, customer service, good management skills
- C. Logistics and Supply Chain:**  
Year One focus: development of whole of NSW supply chain logistics solution
- D. Brand Management:**  
Year One focus: standardised branding and social media marketing capability
- E. New Initiatives:**  
Year One focus: online shopping with specific products such as books
- F. Workforce Capability:**  
Year One focus: role and position description consistency and capabilities standardised.



Castlereagh Industries supported employees learn skills like shop management.

## OUR RETAIL VISION

Vinnies Shops aspire to be a place of warmth and welcome for all members of the community, and to provide an enjoyable, responsible and accessible shopping experience for all. By modelling a commitment to service and integrity at all levels, Vinnies Shops in NSW aim to be a shopping destination of choice – being ethical, profitable, sustainable and responsive to opportunity.

## OUR RETAIL MISSION

Vinnies Shops have a proud tradition of walking alongside Conferences and Society Services as they provide a hand-up to the most vulnerable and disadvantaged in our communities. Through its network of second-hand 'op shops' across NSW, Vinnies Retail provides a flexible source of income to fund the Society's Good Works, to be a trusted public face for the Society, and to be a place for the community to contribute to the wellbeing of the marginalised – whether by volunteering, donating or shopping.

# THE NSW CONTAINER DEPOSIT SCHEME



  
**6 million**  
CONTAINERS & EQUIVALENT  
LANDFILL SAVING BY JUNE 2018

In response to the introduction of the NSW Government's Container Deposit Scheme (CDS), the Society has embraced the opportunity to become a collection partner in this exciting initiative.

Participation in the CDS expands on the Society's ethos and ongoing commitment to recycling, and is an extension of the Vinnies retail philosophy of re-use. The scheme helps divert waste from landfill and provides an additional revenue stream to help fund our good works within communities across NSW. Should people wish to donate their 'Return and Earn' cash, Vinnies is included as a primary charity of choice on all reverse vending machines during the initial roll-out phase of the program.

In early October 2017, Central Councils were invited by the NSW Government's Return and Earn project partner, Tomra Cleanaway, to nominate specific retail sites to participate. A dozen manual collection points were nominated in Vinnies Shops throughout Western Sydney, the Illawarra and Shoalhaven.

These will soon be complemented by an expanding network of bulk container deposit facilities. Sites have already been established in the Wollongong Central Council operating region, at Unanderra

and South Nowra, providing a convenient, efficient alternative to over the counter and reverse vending machine deposits, and facilitating opportunities for Vinnies to partner with third party supporters for the processing of large quantities of eligible containers. The automated machinery at these facilities is capable of counting and sorting up to 100 containers per minute, and has proven to be a popular alternative to reverse vending machines for a range of customers – from everyday families to community groups and businesses.

By 30 June 2018, within seven months of participation in the program, more than 5.7M eligible containers were processed through Vinnies over-the-counter and bulk sorting facilities – helping to divert the equivalent of almost 24,000 cubic metres of waste from landfill.

A further three bulk deposit sites across the State are set to be operational by summer 2018, with an additional six locations identified and proposed for operational status by June 2019. Meanwhile Vinnies is exploring prospects for micro-business opportunities related to container collection under a social enterprise model involving the people we assist.

  
**TWO**  
BULK DEPOSIT SITES

  
**19**  
OVER THE COUNTER  
SITES





### WILCANNIA FORBES

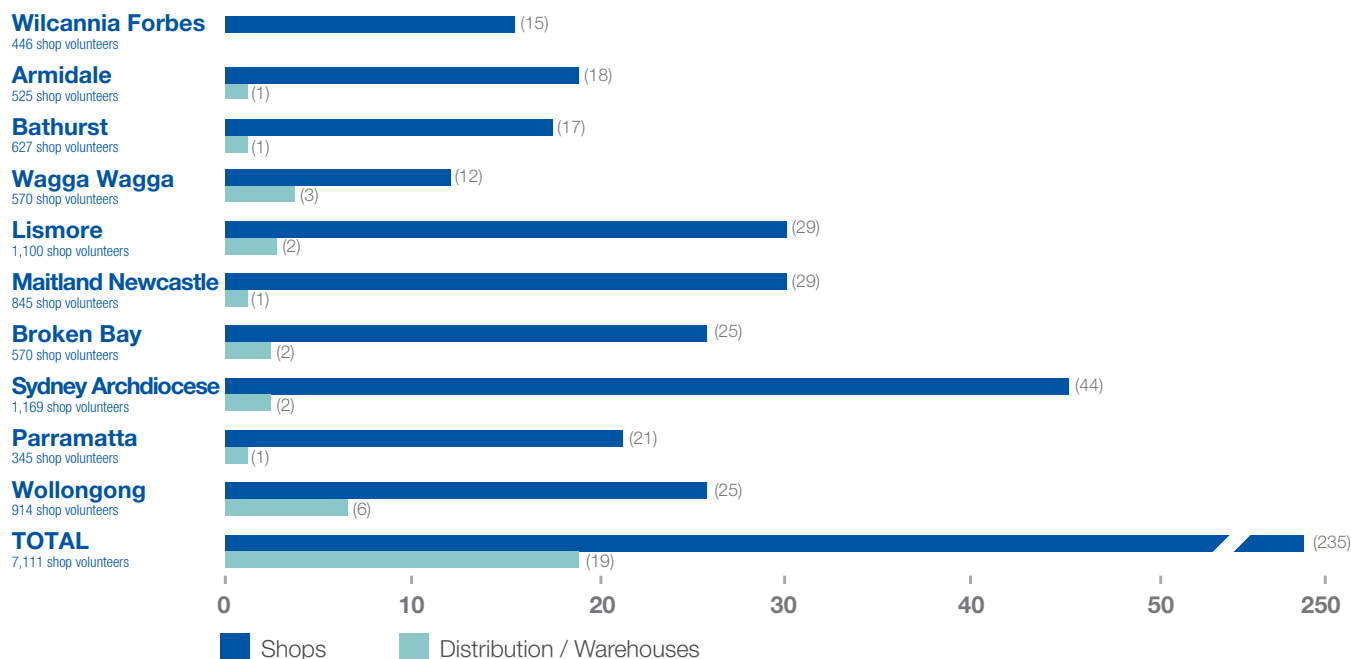
Analysis of all centre operations and development of strategies was undertaken to improve financial outcomes. This has included intensive recruitment drives resulting in 79 new volunteers and allowing us to extend opening hours. Our Peak Hill Shop in the Central West of NSW has been able to double its opening hours, and the Central Council continues to roll out recruitment campaigns across all towns. Refurbishments of all Shops were finalised across the Central Council area; and six volunteers were presented with Lifetime Service Awards, all with between 38 to 46 years of service. These were presented and celebrated at events during National Volunteer Week.

### ARMIDALE

The Armidale Central Council continues the process of refurbishing its retail Shops. During the year, work was undertaken on the Duri Road Shop in Tamworth to reconfigure and refresh the retail space; and a modest refurbishment was commenced in the Warialda Shop and Conference area.

### BATHURST

A new Vinnies Shop opened in Orange on 20 October 2017 during Anti-Poverty Week - a week to strengthen public understanding of the causes and consequences of poverty and hardship in Australia and around the world. Michael McKenna, Bishop of Bathurst, performed the official opening and dedication ceremony.





The Brookvale Shop.

## WAGGA WAGGA

Not only did the Wagga Wagga hop hit the million-dollar mark but smaller Shops also performed well. The Tumbarumba Shop is extremely resilient, battling snow most of the way through winter and 40 degree temperatures in summer. The team in Tumbarumba worked hard, not only achieving targets and budget but winning the Community Group of the Year Award for all the towns and cities across the Snowy Mountains.

## LISMORE

A complete rebuild and refurbishment of the Tweed Heads Shop was completed late last year, resulting in a purpose-built retail facility. Previously a very old, outdated Shop with poor lighting, cramped sorting areas, and worn out fixtures, it is now a 'showcase Shop' with a beautifully presented retail space offering ample room, clear wide aisles and easy customer access. The new layout has created a safer, more workable sorting and stock distribution area. Improved external signage has increased foot traffic with clearer internal signage improving the customer experience.

## MAITLAND NEWCASTLE

A new Shop was opened at Medowie in July 2017; the Tea Gardens moved into new, larger premises in the same complex in March; and Beresfield Vinnies had a complete refurbishment. A new warehouse was purchased and the Distribution Centre relocated to Cardiff in November. During Op Shop week in November, a very successful Styling Session and Fashion Parade was held at Islington Vinnies. The Kurri Kurri Shop had an inclusion mural painted on its side wall, an initiative of Ability Links Cessnock and Town With Hearts.

## BROKEN BAY

In September 2017 the doors of the new-look Vinnies Brookvale flagship Shop opened in the heart of Sydney's Northern Beaches. Hundreds of people attended the Grand Opening Day and were delighted with the most of the open plan floor space and original industrial architecture of the building. The concept takes advantage of the building's exposed brick walls, steel framework, and concrete look floors, with almost 1,000 square metres of retail floor space. The Brookvale Shop also tells the Vinnies story, with new signage encouraging customers to donate and shop in order to support the Society's Good Works. It also tells customers 'where the money goes' on a special Thank You Wall.

## SYDNEY ARCH

Funds generated by the 44 Vinnies Shops in the Central Council area continued to provide material support for the assistance provided by our Members and specialised services. Gross sales from our Shops amounted to \$29.8M, an increase of 3.7% for the year in a period when the growth in general retail sales was quite subdued. During the year a new Shop was opened in Casula.

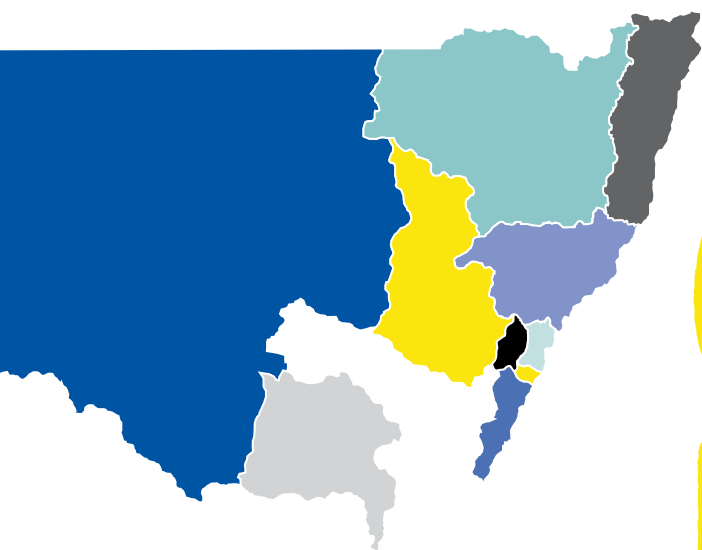
## PARRAMATTA

August 2017 saw the closure of the Vinnies Shop in Merrylands, with the site identified for residential development under the Amélie Housing initiative. While a lack of suitable sites prevented the opening of new Retail Shops during the reporting period, Vinnies Shops in the north west of Sydney continue to experience excellent customer patronage, and there are plans to identify potential new locations and open additional Shop sites within the next 12 months, including a large Shop in Greystanes by late 2018.

## WOLLONGONG

Retail operations were reviewed and restructured during the reporting period. A consolidation of existing retail manager positions down to two geographical regions enabled the addition of skilled employees in the areas of volunteer management, logistics and marketing and communications to support retail enterprise. This model has also seen the development and implementation of support structures around service delivery, management and responsiveness. The Kiama Shop experienced a 43% revenue increase on the previous year, citing improved communication, re-introduction and implementation of the Society's policies and procedures, and improved stock supply.





# Central Council Highlights

## ARMIDALE

During 2017-18, the Central Council ran six Mini Vinnies gatherings and two Diocesan High School Camps. We celebrated the 400th anniversary of the Vincentian Charism in 2017 and students reflected on their heart's desire for the world as they planned activities for the school year ahead in 2018. We continue to run respite programs for children facing disadvantage in Armidale and will branch out into Tamworth in 2018.

## BATHURST

The Vinnies Orange Food Van and Café celebrated 10 years of service to community members in March 2018. For 10 years' volunteers have been making sandwiches, preparing and serving lunches and delivering food to those in need. 2,400 people accessed the services with the help of 443 volunteers. The Vinnies Food Van and Café service is only possible because of the many volunteers, sponsors and supporters who give their time and compassion.

## WAGGA WAGGA

Through the Homework Program, the Central Council identified the potential to facilitate a 'Multicultural Playgroup' for isolated women from the Culturally and Linguistically Diverse (CALD) community. The playgroup would have an emphasis on building and strengthening their English, promote interpersonal skills and provide potential pathways to participate in the wider community. In conversation with the Multicultural Council we have also provided a letter of support for a grant application for a 'Road Safe Program'.



The Vinnies Orange Food Van marked a decade of service in March 2018.

## LISMORE

The result of a successful partnership between the Society, Rotary Club of Coffs Harbour South, New Horizons and Coffs Harbour City Council a new homelessness drop-in service, Pete's Place was opened in Coffs Harbour in January 2018. Offering showers, laundry, support and referral services service, employees and volunteers are now assisting 30 people a day. The Breaking the Barriers youth intervention program is in its second year providing educational, respite and resilience and community development programs across 30 communities. The North Coast Settlement Service has partnered with other organisations to extend services to driving lessons, English language and practical life skills to newly settled migrants and refugees.

MAITLAND  
NEWCASTLE

The Ability Links 'Including You' tent featured at multiple events and festivals across the Hunter Central Coast area. The tent is used at public events to provide a safe and supportive space for people to retreat to, and from which to hire or borrow aides and capacity-building items. In the wake of World Hearing Day, Ability Links and partners also launched 'Listening In', a community-based research effort to improve opportunities for people who are deaf or hard of hearing. Partners such as Deafness Forum of Australia, Deaf Children Australia, Hear For You, and Word of Mouth helped shape a questionnaire, which aimed to address some of the many gaps that people who are deaf or hard of hearing often struggle with at venues and events.

## BROKEN BAY

The Youth Reach service saw the introduction of an externally-funded café and barista program that has provided accredited training and employment options for 16-24 year olds. Volunteers at the St Joseph's Workshop in West Gosford created 1,400 pieces of high quality furniture with an estimated value of more than \$130,000, which were either sold in our Retail Shops or went directly to families in need. Louise House has continued to be a vital community link in the Central Coast lakes area, attracting a range of community grants that have enabled social engagement and activities.

SYDNEY  
ARCH

The highlight has been the continued success of an innovative after-hours program supporting women and children leaving domestic violence situations. Over the last two years the Central Council has provided safe emergency accommodation and immediate support to 400 women and children throughout the night and on weekends. Strong relationships with the police and hospitals have enabled us to assist some of the most vulnerable families in the community. Disability services have been successful in supporting families during a period of significant change brought about by the introduction of the National Disability Insurance Scheme.

## WOLLONGONG

The Nagle Centre in Campbelltown is a family care and support service for people and families experiencing crisis and disadvantage in the Macarthur region. Acknowledging the impact of unrecognised and untreated complex trauma, and in an effort to further engage and support the people we assist, the Nagle Centre approached The Yoga Foundation in late 2017 with the view to delivering a suitable yoga program for service users. The first six-week trauma-informed yoga course was delivered in May 2018 as a health and wellbeing activity open to people of all ages and abilities, aimed at helping them manage mental health concerns including stress, anxiety and depression.

## Armidale

(1)

## Bathurst

(4)

102 service volunteers

## Wagga Wagga

(3)

64 service volunteers

## Lismore

(3)

95 service volunteers

(11)

## Maitland Newcastle

(9)

107 service volunteers

(63)

## Broken Bay

(3)

107 service volunteers

(5)

## Sydney Archdiocese

(12)

2,643 service volunteers

(130)

## Parramatta

(4)

181 service volunteers

(6)

## Wollongong

(11)

416 service volunteers

(19)

## TOTAL

3,715 service volunteers

(50)

(234)

0 50 100 150 200 250

Services Staff



## WILCANNIA FORBES

Through the introduction of intensive recruitment campaigns, 21 new members joined. The campaign involved letterbox drops, advertising and welcome morning teas and the Central Council continues to roll this out across towns in the area. Life Membership was awarded to six members during National Volunteer Week celebrations. A Condobolin member and volunteer, John Costello, attained the achievement of 70 years of service, the third member in Wilcannia/Forbes to reach this milestone.

## ARMIDALE

Our Conference membership has remained stable across the year with new or returning Members replacing those unable to continue. During 2017-18 there were six Mini Vinnies gatherings and two Diocesan High School Camps. The hospital visitation Conference in Tamworth received requests from others within the Diocese to visit people from their towns and the Central Council continued to run respite programs for children facing disadvantage in Armidale. These will branch out into Tamworth in 2018.

## BATHURST

There were active recruitment drives in Bathurst, Gilgandra and Cowra. Overall membership saw a net increase of 55. Gilgandra St Joseph's Conference members commenced an outreach Energy Accounts Payment Assistance (EAPA) Scheme to Coonamble, making the 96km journey each month to ensure people are not disadvantaged because of the lack of a local EAPA provider. Bathurst Central Council also formed a partnership with the Rural Adversity Mental Health Program, University of Newcastle in Orange, to deliver mental health training to Members, volunteers and employees. Fourteen training courses were delivered to 174 participants.

## WAGGA WAGGA

Wagga Wagga Central Council partnered with the Commonwealth Bank (CBA) to assist the Care and Support Centre and Refugee Homework Program. Commonwealth Bank employees were rostered on to three shifts at the Wagga Wagga Care and Support Centre, where they helped with the people we assist, EAPA visits, reception and data inputting. A local CBA branch collected new pillows to donate to the St Clare's Conference; 17 branch managers packed toy hampers and food hampers as part of the Christmas Appeal; and the Refugee Homework Program received a \$27,000 grant over three years to continue operations in Wagga Wagga and to expand across the Central Council area.



Wagga Wagga  
Commonwealth Bank  
volunteers pack  
hampers for the Vinnies  
Christmas Appeal.

## LISMORE

The St Augustine's Conference located in Coffs Harbour was chosen as one of four locations to pilot the We Care Framework. The initial phase of the project included discussion around the philosophy of the framework and how it could be implemented as a model of visitation in a care and support room environment as opposed to home visitation. Three days of training followed, including a 'Communication Skills with People We Assist' course, which gave members the skills to engage and listen with empathy to discover the real needs of the person meeting with them. In January 2018, the Central Council began implementing this framework across all Conferences in the area.

MAITLAND  
NEWCASTLE

The Maitland-Newcastle Central Council celebrated a year of consolidation and rejuvenation. John McKendry was commissioned as President along with Terry Wynne as Vineyards Regional President. About 90 students from five schools participated in the Chisholm Region Mini Vinnies Gathering at Rutherford; while the Swansea Conference celebrated their 50-year anniversary. More than 50 new members joined Conferences across the region, with the Mackillop Conference reconvening after a forced closure in 2016. All Conferences participated in Reflection and Damascus Days, Welcome Friend and 'Leading Conference Life' sessions plus the Society-wide Child Safe training.

## BROKEN BAY

A Social Justice Committee was established by Broken Bay Central Council and has engaged with a number of like-minded organisations and invited their participation in our planning meetings to raise awareness on the availability of affordable housing. Activities are under way on the Central Coast, Northern Beaches and Hornsby Region with the aim of holding a series of forums on affordable housing during October and November 2018.

## PARRAMATTA

In February 2018, Parramatta Central Council was acknowledged with two accolades – Exceptional Community Partnership Across a Region for the 'Make Healthy Normal' campaign, and Outstanding Voluntary Group or Organisation for the Blacktown Community Hub. Led by the Western Sydney Community Forum, the ZEST Awards are the premier event for the community sector in Greater Western Sydney, having celebrated more than 700 outstanding projects and individuals during the past seven years.

## WOLLONGONG

In May, His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales, together with Mrs Linda Hurley, visited St Vincent de Paul Society's Nagle Centre in Campbelltown as part of their Vice Regal Visit to Western Sydney. The Nagle Centre supports people and families experiencing crisis, homelessness and disadvantage. Vinnies members, employees, volunteers and the people we assist made His Excellency and Mrs Hurley welcome, offering a tour of the centre and the opportunity to interact with those who rely on the service for support.

## Wilcannia Forbes

5 regions, 181 regular members



## Armidale

4 regions, 170 regular members



## Bathurst

4 regions, 188 regular members



## Wagga Wagga

4 regions, 245 regular members



## Lismore

5 regions, 452 regular members



## Maitland Newcastle

8 regions, 430 regular members



## Broken Bay

5 regions, 385 regular members



## Sydney Archdiocese

11 regions, 2,720 regular members



## Parramatta

5 regions, 449 regular members



## Wollongong

6 regions, 434 regular members



## TOTAL

57 regions, 5,654 regular members



Regular conferences

Junior conferences (comprising Youth, Secondary Schools and Mini Vinnies plus 'other')



WHO WE ARE

## PEOPLE AND CULTURE OVERVIEW

**The People and Culture Division has continued to provide mission-driven, strategic and day-to-day operational support to the Society in NSW and across its members, employees and volunteers.**

This reporting year saw some key structural changes and the introduction of new and adjusted management roles. These better align our offering to the current and emerging needs of the organisation, including supporting our membership, developing our volunteer and employee workforce and safeguarding children and vulnerable adults; as well as continuing to promote a positive and inclusive culture across all services and programs.

The current structure consists of the following key areas:

- › Organisational Development
- › Conference and Member Support
- › Volunteer Engagement
- › HR Operations, Recruitment and Payroll
- › Industrial Relations and HR Partnership
- › Policies, Child Safe and Complaints
- › Work Health and Safety

Integral to these functions is optimal internal communication. This allows the Society to ensure we have an engaged and informed member, volunteer and employee group.



“

People assisted were “highly satisfied” with the service they received through the WE CARE framework and reported improvements across all wellbeing indicators.

# Our People

## MEMBERSHIP STRATEGY

Members of the St Vincent de Paul Society are the custodians of the mission and vision of the Society. As our community experiences unprecedented change, so too does the Society and our members.

The Society is not alone in this space, with similar trends both nationally and internationally. After wide consultation, the State Council initiated a 'Future of Membership Working Group' tasked with responding to a constant decline in membership since 2009. The group, led by the Vice President for Membership Kathleen Thickitt, understood that a new strategy would have to be focussed on the end-users, our members.

As One Society, employees and volunteers throughout the organisation will work alongside the membership to enable the Society to continue its Good Works now and into the future, while proactively building a strong and responsive membership.

The model of membership is grounded by three key pillars: Spirituality, Service and Community. The Membership Strategy

for 2019-2021 does not look to 'reinvent the wheel' but instead to futureproof the experience of membership. It therefore sets out a bold blueprint for the future, and to give voice to the aspirations of our members.

In summary, the membership strategy principles agreed during 2017-2018 focus on five principles. These are:

1. Supporting at a grassroots level;
2. Improving our membership systems;
3. Raising the voice of membership;
4. Focusing on quality not quantity of membership;
5. To do all with a youthful zeal.

Its implementation will bolster the sense of community our members feel, and most importantly seek to enhance the spiritual journey of each of our member's.

The Membership Strategy 2019-21 will be a strategy forged at the local level, with guidance from the State Council. The plan aims to build on our current strengths, explore new opportunities and sustain success.

### NO INTEREST LOANS SCHEME (NILS)

The Society operates a NILS program across the State, which allows people on low incomes to solve an immediate financial problem or to access essential and significant goods or services valued up to \$1,500 (in some cases up to \$2,000).

Since late April 2018, NILS has operated under a new model that, thanks to the integration of new technology, offers a faster approval process and is also more accountable than before. Under the new model, anyone is welcome to apply at any of the participating offices, regardless of their location. Moreover, Vinnies currently has access to a pool of more than \$800,000 from NAB to disburse the loans.

The NILS program offers a structured fortnightly repayment over 12 to 18 months, and once a NILS loan is repaid, the person has an opportunity to borrow again with no charge, no interest and no fee.

During the 2017-2018 financial year, the Society facilitated 459 NILS loans.

## Members' Impact

  
**3,892**  
Conference  
members carried  
out more than  
**166,000**  
home visits

Assisted **64,000** people of whom  
↓  
  
**93%**  
were receiving some form  
of pension or benefit  
↓  
**56%**  
were experiencing 'rental stress'  
with more than  
**30%**  
of income being spent on housing

  
**47%**  
of assistance was for food,  
**12%**  
related to general debt  
assistance and  
**10%**  
related to assistance with  
energy bills



# VOLUNTEER MANAGEMENT

Volunteers underpin the Society's activities, operations and services through the significant contributions they make to our Vinnies Shops, Special Works, youth activities and community programs.

To ensure we are well-placed to support the critical work of our volunteers today and into the future, the Society is working closely with all parts of the Society where volunteers are engaged; and investing in the development of our volunteer services and support structures.

During 2017-18, the Society invested in three key areas:

## 1. Developing our leaders' capacity to support our volunteers

We developed a new Volunteer Management Toolkit that draws upon best practice volunteer management principles. The Toolkit was piloted and is progressively being rolled out as an essential resource for our leaders of volunteers.

## 2. Communicating and engaging with volunteers in dynamic new ways

We are leading a number of initiatives to strengthen our communication and engagement with our volunteers throughout the state, including:

- **Volunteering Survey** – to hear the voices of our volunteers;
- **Volunteering Communication Network** – to connect our volunteers;
- **Volunteering Advisory Group** – to harness our volunteers' expertise and experience.

## 3. Planning for our Society's volunteering future

We commenced development of a new Volunteer Strategy to position the Society to take advantage of the social, demographic and technological changes that are impacting volunteering in Australia more broadly.

Our new Volunteer Strategy will:

- Future-proof the Society's ability to attract and retain volunteers across a diverse range of age groups, experience and cultural backgrounds;
- Strengthen the quality and consistency of support, recognition and development in alignment with the National Standards for volunteer involvement;
- Increase flexibility and pathways for our volunteers;
- Provide a voice to volunteers at the executive level; and
- Foster a deeper connection with our Society's purpose and mission.

The investments we are making today will ensure our Society and our volunteers can continue reaching out and responding to the increasing needs of people doing it tough in our local communities.

Kevin takes a break after a day teaching gardening skills.

## KEVIN'S STORY

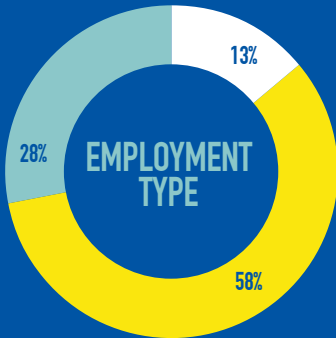
Kevin is one of the volunteer coordinators of the Vinnies Rooftop Garden Project. The project teaches people organic gardening skills while building a green - and edible - space for residents and visitors to the Matthew Talbot Hostel in Woolloomooloo.

The gardening program continues over at the Vinnies' plot at the Bourke Street Community Garden where the participant's seedlings are growing happily and healthily, ready to produce some fruit and vegetables in the spring.

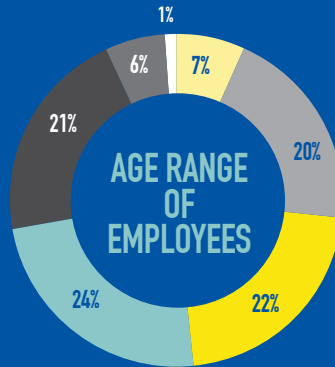
"I've been volunteering with Vinnies for five years," says Kevin. "I volunteer because I can, and it's an opportunity to give back."

He explains further: "I started volunteering at the Matthew Talbot Kiosk, and then two years ago I started to volunteer with Ozanam Learning Centre. I have volunteered in a number of different roles there, including providing support to the Men's Space and more recently supporting the community garden projects."

# Employee Snapshot



CASUAL → 274  
PERMANENT FULL-TIME → 1187  
PERMANENT PART-TIME → 573



AGE 16-24 → 135 EMPLOYEES  
AGE 25-34 → 412 EMPLOYEES  
AGE 35-44 → 445 EMPLOYEES  
AGE 45-54 → 491 EMPLOYEES  
AGE 55-64 → 426 EMPLOYEES  
AGE 65-74 → 112 EMPLOYEES  
AGE 75+ → 13 EMPLOYEES

## HIRES

FROM 01/07/2017 - 30/06/2018

YEARS	HIRE MONTH	COUNT	SAME MONTH IN 2016/17
2017	JUL	58	72
	AUG	54	57
	SEP	45	48
	OCT	78	37
	NOV	82	49
	DEC	32	31
2018	JAN	82	39
	FEB	56	67
	MARCH	43	78
	APRIL	37	65
	MAY	44	73
	JUNE	17	67
GRAND TOTAL		628	683

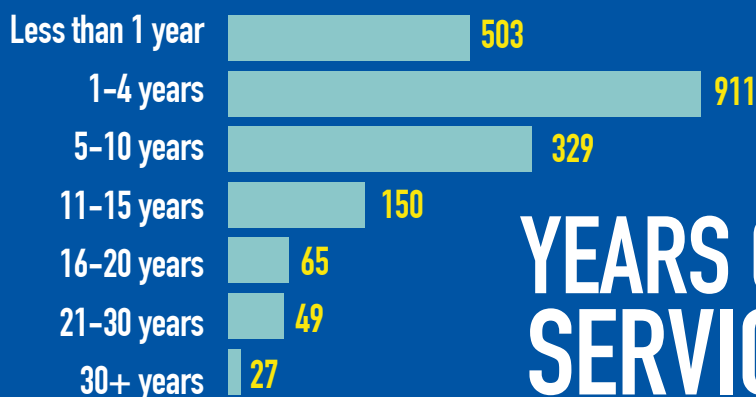
## GENDER SPLIT



## DEPARTURES

FROM 01/07/2017 - 30/06/2018

YEARS	HIRE MONTH	COUNT	SAME MONTHS IN 2016/17
2017	JUL	50	34
	AUG	31	34
	SEP	27	28
	OCT	40	29
	NOV	33	19
	DEC	34	24
2018	JAN	36	37
	FEB	39	31
	MARCH	41	38
	APRIL	34	39
	MAY	49	29
	JUNE	52	61
GRAND TOTAL		466	403





## WE CARE FRAMEWORK

'WE CARE' is the end result of a two-year consultation process with Central Council leaders, members and employees to capture existing good practices. It defines the tasks performed into a framework and process that best supports people we assist, and ensures our members continue to achieve spiritual nourishment and other non-fiscal rewards from their important roles.

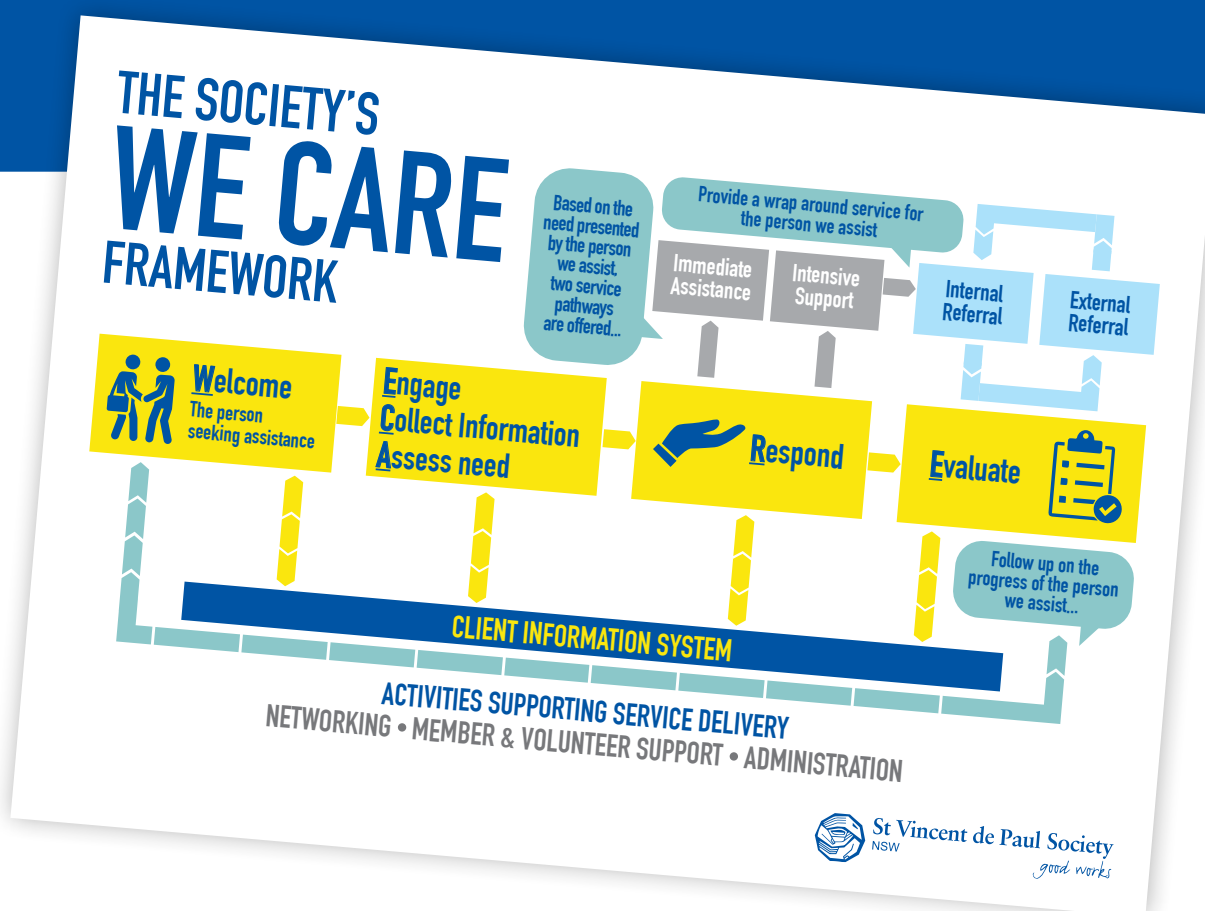
The WE CARE Framework can be used within any model of service, for example, in home visitation, care and support or hub models. It sets a standard for the way that members:

- **W** Welcome every person seeking assistance;
- **E** Engage fully with them to better understand their needs;
- **C** Collect relevant information;
- **A** Assess the most appropriate level of service
- **R** Respond in the most appropriate way; and
- **E** Evaluate by following up with the person assisted to determine how they are progressing.

Piloted from March to September 2017 by Lismore, Bathurst and Parramatta Central Councils, the effectiveness of the WE CARE Framework was independently evaluated. People assisted were "highly satisfied" with the service they received through the framework and reported improvements in their financial wellbeing and across all wellbeing indicators.

Members, volunteers and employees rated the WE CARE model significantly more effective in assisting people than previous models, and positive outcomes can now be better evaluated. People involved in the pilot were more confident, had increased referral rates; and reported an increased level of satisfaction with the work they do.

The pilot Central Councils presented on the positive local impact of the trial at the February 2018 State Council meeting; and the WE CARE Framework was endorsed for implementation across the State. A scheduled roll out of the WE CARE Framework will occur during 2018-19.



# SAFEGUARDING CHILDREN

The Society made significant steps during the year towards implementing its new Safeguarding Children Policy and Procedures. As part of this new policy, the Society is implementing the Royal Commission's recommendations into Institutional Responses to Child Sexual Abuse 'Elements of Child Safe Organisations'.

Some of the achievements to date include:

- Conducting 277 face-to-face training sessions in which 4,478 members, volunteers and employees were trained on Child Safe practices and reporting concerns;
- Embedding our new Child Safe recruitment and screening practices all Society people are appropriate for their work;
- Implementing our new internal reporting system – 18004SUPPORT - to provide all Society people with direct access to support on how to respond to a concern about a child;
- Assessing and capturing 192 reports and queries through 18004SUPPORT; and
- Improving systems and processes for our Child Safe systems.

## OUR CHILD SAFE COMMITMENT

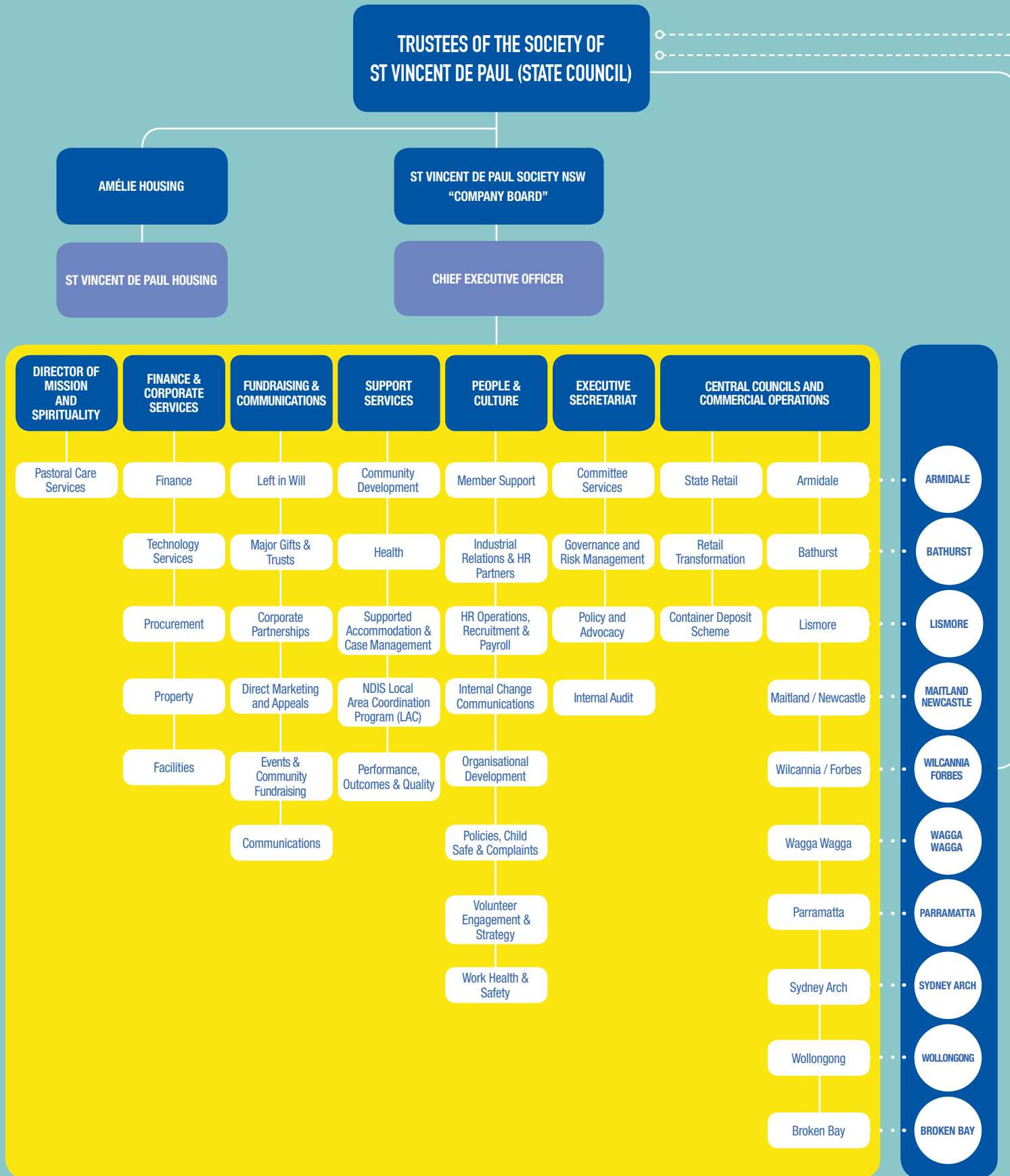
The St Vincent de Paul Society values and respects the dignity of all persons, especially the most vulnerable in our community. Safeguarding children and young people so that they thrive in their families and communities is a fundamental aspect of our work in providing a hand up to those facing disadvantage.

The Society will:

- Support and nurture all children and young people who come into contact with the Society;
- Promote the rights, dignity and wellbeing of children and young people;
- Enable children and young people to fully participate in the Society and in their local communities;
- Ensure children and young people's safety and protect them from abuse and all forms of harm;
- Always put the best interests of children and young people first.







# OUR STRUCTURE

## TRUSTEES OF THE SOCIETY OF ST VINCENT DE PAUL NSW (STATE COUNCIL)

During 2017-2018, the following individuals were Trustees of the Society of St Vincent de Paul in NSW (see also biographies on pages 44-45):

Denis Walsh – President, NSW State Council	Maurice Ryan – President, Bathurst
Beverley Kerr – Vice President, Support Services	John Donnelly – President, Broken Bay
Tony Corkeron – Vice President, NSW State Council and Treasurer	Yvonne Wynen – President, Lismore
Peter McNamara – Vice President, Social Justice	John McKendry – President, Maitland/Newcastle
Kerry Muir – Vice President, Centres	Anne Stanfield – President, Parramatta
Michelle Chahine – Vice President, Youth	Jenni Duff – President, Wagga Wagga
Kathleen Thickett – Vice President, Membership	James Rogers – President, Wilcannia/Forbes
Rosemary Fisher – President, Armidale	Gaynor Mason – President, Wollongong

## STATE COUNCIL ADVISORY COMMITTEES

The State Council is supported by a number of advisory committees.

Committee	Chair	Committee purpose
<b>Membership Advisory Committee</b>	Kathleen Thickett	To provide advice and recommendations to the Trustees; and to assist all Central Councils in effectively recruiting, retaining and supporting members to enable them to understand, support, and empower the people we serve.
<b>Social Justice Advisory Committee</b>	Peter McNamara	To advise and make recommendations to the State Council on ways to address social justice issues; and to enhance Society members' understanding of the root causes of poverty and disadvantage.
<b>Spirituality Advisory Committee</b>	Maurice Ryan	To provide the Trustees and Board with advice and recommendations relating to the spiritual development of members, volunteers and employees.

The St Vincent de Paul Society in New South Wales is comprised of three separate but related legal entities. The Trustees of the Society of St Vincent de Paul is a body corporate incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW).

In 2013, all the operations of the Trustees were transferred to a public company limited by guarantee, named St Vincent de Paul Society NSW (the company). Until 1 July 2017, the Trustees (members of State Council) were the same individuals as the directors of the company.

The Society's third entity in NSW is Amélie Housing, a public company limited by guarantee registered as a Tier 2 community housing provider in NSW.



# THE ST VINCENT DE PAUL SOCIETY NSW COMPANY

On 1 July 2017, the Society adopted a new constitution for the Company, which became operational on 1 January 2018. The principal development of the new constitution was a change to the composition of the Company Board. While previously every member of the State Council was a director of the company, as of 1 July 2018 the Company Board comprises nine directors (six members of State Council and three independent non-executive directors).

The aim of this reform was to enable State Council members to increase their time, effort and concentration on the pastoral works of the Society. We recognise that we are a large organisation with significant accountability and compliance requirements. We will now have a Board that can be more focussed on decision-making for the Company.

Those members of State Council who are not Company directors will be able to focus on the members of the Society, rather than on running a large corporation. They will be free to concentrate on growth in spirituality within the Society, service to the poor and action for justice.

The Society engaged the services of Directors Australia to assist in articulating the role of both the Company directors and State Council members. Directors Australia also assisted with a search for new Company directors and we appointed three independent non-executive directors as well as an independent member of the Audit and Finance Committee.

Until 31 December 2017, all of the members of State Council were also directors of the Company Board. From 1 January 2018, the following individuals were directors of the Board (see also biographies on pages 44-45):

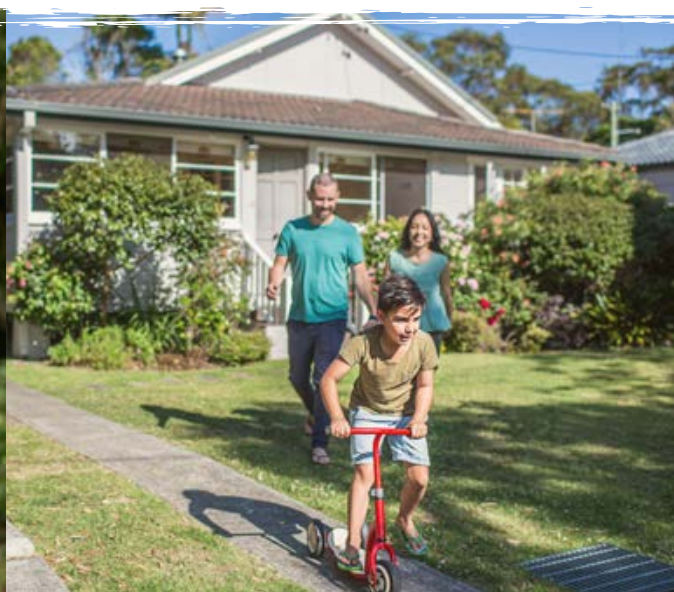
- Denis Walsh (Chair), President, NSW State Council
- Anne Stanfield, President, Parramatta
- Beverley Kerr, Vice President, Support Services
- John McKendry, President, Maitland/ Newcastle
- John Donnelly, President, Broken Bay
- Yvonne Wynen, President, Lismore
- Richard Stewart, Independent
- Terry Clout, Independent
- Jason Joukhador, Independent

## INDEPENDENT DIRECTORS BIOGRAPHIES

**Terry Clout** is an experienced board chair and director in both the public and private sectors. Terry has more than 20 years of experience in company directorship, including in health, education and Catholic Church organisations.

**Jason Joukhador** has experience in leading retail organisations, where he has worked in senior executive roles across strategy, transformation, operations and technology.

**Richard Stewart** is a partner at PWC where he has worked for 32 years, gaining extensive experience in finance strategy and risk analysis.



## ST VINCENT DE PAUL HOUSING AND AMÉLIE HOUSING

This year has seen significant work undertaken in preparation for changes to the governance of St Vincent de Paul Housing and Amélie Housing. Amélie Housing is the national community housing vehicle under the St Vincent de Paul umbrella.

These changes leave St Vincent de Paul Housing as a Special Purpose Vehicle holding only the assets of the Social and Affordable Housing Program, which will see the development of 500 new dwellings and associated services across New South Wales. Further detail about St Vincent de Paul Housing and Amélie Housing can be found on pages 16-17.

## BOARD ADVISORY COMMITTEES

The board is supported by a number of advisory committees, and during the year the Company Board decided to establish some new ones. During 2018, the People and Culture Advisory Committee and the Remuneration Committee will commence operation. The Board committees and their purposes are set out below.

Committee	Chair	Committee purpose
Audit and Finance	Richard Stewart (Independent)	To provide oversight of the Society's financial performance and position; investments; effectiveness of its internal controls; compliance with law and regulation; and external and internal auditors.
Governance and Risk	Terry Clout (Independent)	To provide advice on good governance practices and principles, including in relation to the Company's structure; operations and performance; risk management; and decision-making.
Special Works	Beverley Kerr (Vice President, Support Service)	To consider proposals for the establishment of new Special Works and to assess existing Special Works against the Special Works Framework. The Committee will receive quarterly reports on each Special Work across the Society.
People and Culture	New committee in 2018	To provide advice on workplace safety, health and wellbeing; organisational culture; organisational structure; recruitment, selection and retention; learning and development; workplace and industrial relations; and independent investigations and inquiries.
Remuneration	New committee in 2018	To provide advice on other remuneration matters of the Chief Executive Officer and his direct reports.



# RECONCILIATION ACTION PLAN

The St Vincent de Paul Society NSW is honoured to be adding our voice to reconciliation in our nation with the publication of our Reconciliation Action Plan (RAP).

For many years, the Society has worked closely with Aboriginal and Torres Strait Islander families. It has now published its plan, containing goals and challenges to enhance our shared future together.

We seek to be reconciliation leaders in the non-governmental sector and to use our reputation and influence to advocate for stronger recognition and respect for Australia's First Peoples. We will work tirelessly to extend a hand up with dignity, hope, love, justice, and compassion while valuing Aboriginal and Torres Strait Islander peoples' resilience, strength, and ageless connection with the land.

Furthermore, there will be accountability in all areas of Vinnies' own work, and a strong measurement framework to track our progress.

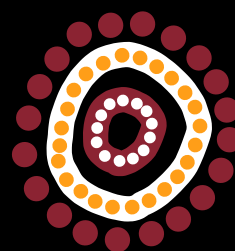
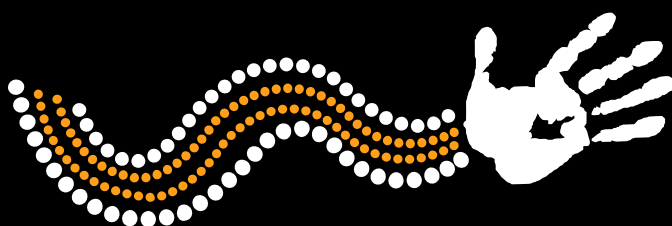
Events to welcome the RAP were held across the State including at the Vinnies State Support Office in Lewisham, in Parramatta, Lismore, and several other locations. Many of these events involved a traditional smoking ceremony, marking this meaningful organisational change. Aboriginal community members were welcomed with open arms to lead Vinnies on this journey.

We are grateful to Reconciliation Australia for their expert guidance as we developed this RAP and look forward to a long and rewarding partnership.

To read or download the St Vincent de Paul Society NSW Reconciliation Action Plan please visit: [vinnies.org.au/rap](http://vinnies.org.au/rap)

## ARTWORK

Traditional Koori artist, proud Gamilaroi man and 2015 NAIDOC Artist of the Year Daren Dunn designed unique artwork for use by the St Vincent de Paul Society to be used for promoting our RAP.



# EXECUTIVE LEADERSHIP TEAM



Back row L-R: Chris Thomson, Leo Tucker, Jack de Groot, Peter Knock  
Front Row: Niamh Mannion, Kate Temby (Executive Director - Executive Secretariat from FY18-19), Ray Mouwad, Yolanda Saiz

## Jack de Groot, Chief Executive Officer

Jack is an experienced senior executive in the not-for-profit sector, commencing as Chief Executive Officer for St Vincent de Paul Society NSW on 1 August 2016. He was the CEO of Caritas Australia for 13 years. Jack is a Board member of Catholic Social Service Australia; St John of God Healthcare; the Board of Governors of the University of Notre Dame and Chairs the Board of Jesuit Mission.

## Peter Knock, Executive Director Central Councils and Commercial Operations

Peter joined Vinnies in November 2017. He has worked with some of Australia's largest companies, including Myer, Dymocks and Thrifty. Recognised by Inside Retail and Deloitte as one of Australia's top 50 people in E-Commerce in 2015 and 2016, he was most recently CEO of the Co-op.

## Niamh Mannion, Executive Director Support Services

Niamh Mannion was appointed in June 2018. She was previously a senior member of Price Waterhouse Coopers (PwC's) Sydney Health and Disability Consulting team, with experience in project management, driving operational efficiency, leading change and delivering risk and control solutions. She qualified as a chartered accountant in Ireland.

## Ray Mouwad, Executive Director People and Culture

Ray commenced his role in July 2017. He has worked in a variety of organisations to bring about successful workplace change and strategic reform outcomes. Ray has held NSW Government roles in industrial relations, advocacy and workplace relations, and has advised government agencies at a senior level.

## Yolanda Saiz, Executive Director Fundraising and Communications

Yolanda joined in 2012, and has close to 25 years' experience in communication, strategic development, community engagement and fundraising. These encompass radio broadcasting, not-for-profits, local government, international trade, and major international sporting events including the Sydney 2000 Olympics and two FIFA World Cups.

## Chris Thomson, Executive Director, Finance and Corporate Services

Chris joined in December 2017, having worked for Northern Sydney Local Health District where he helped implement a 'roadmap' change program. Chris has a decade of experience in the Asia-Pacific region with multinational companies including Twentieth Century Fox, Readers Digest and Rentokil Initial Plc.

## Leo Tucker, Director of Mission and Spirituality

Leo has extensive experience in pastoral care, spirituality, mission, culture, and identity in the healthcare and community sectors. His role mentors the Society to articulate the value of its Catholic identity, managing pastoral care and outreach, and providing mission, spiritual and ethical leadership. He is a member of the National Spirituality Advisory Committee and the National Mission and Membership Group.

## Kate Temby, Executive Director - Executive Secretariat

This role provides high-level strategic advice and policy support to the CEO and Board. Kate previously delivered major public policy projects including at the Royal Commission into Institutional Responses to Child Sexual Abuse, the Defence Abuse Response Taskforce and the Australian Human Rights Commission. The role was fulfilled by Joanne Yates from November 2017 to September 2018.

## BUILDING THE EXECUTIVE LEADERSHIP TEAM

The Society decided to build an Executive Leadership Team to provide a focussed management structure and to embed a leadership culture of collaboration. A revitalised Executive Leadership Team has assisted the Society face a number of challenges including:

- The 2017 changes to our constitution;
- Our commitments under the Social and Affordable Housing Fund;
- Our role as a Local Area Coordinator for the National Disability Insurance Scheme;
- Oversight by regulatory bodies including the Australian Charities and Not-for-Profits Commission (ACNC) and the NSW Charity Ombudsman;
- The need to develop more contemporary ICT systems.

The Executive Leadership Team structure will enhance our capacity to work efficiently and effectively to ensure that we achieve the greatest impact for those people who we serve.

The Executive Leadership team is led by the Chief Executive Officer, who reports to the President.

Executive Leadership Team members who left the Company during 2017-2018 were:

- Norma Abeyasekera: Executive Officer – Systems and Strategic Projects
- Dianne Lucas: Deputy Chief Executive Officer
- Tony Smith: Chief Financial Officer

# PRESIDENT AND VICE PRESIDENT PROFILES



## 1. Denis Walsh

Denis Walsh was elected President of the NSW State Council in December 2015 after serving as President of Wollongong Central Council. Denis joined the Society 14 years ago and has been a Conference Secretary, Conference President and Regional President. He is a member of the West Wollongong St Therese Conference and is currently a member of the Governance and Risk Committee. Denis has a background in the insurance and superannuation industries where he held many senior positions. He is an Associate of the Insurance Institute of Australia.

## 2. Beverley Kerr

Beverley Kerr is Vice President of the NSW State Council and President of St Vincent de Paul Society NSW Support Services. Beverley joined the Society 16 years ago and is a member of the Corrimal Conference. Beverley is also a director of St Vincent de Paul Society Housing and Advisory President for Ozanam Industries. She was previously Advisory President for the Rural Task Force, and Migrants and Refugees. Beverley has a background in social services and previously worked for the Department of Community Services.

## 3. Tony Corkeron

Tony Corkeron is a Vice President and the Treasurer of the NSW State Council and has been President of the Sydney Archdiocese Central Council since 2014. Tony has been a member of the Society for 58 years and is a member of the Georges Hall Conference.

He has served terms as President and Vice President Special Works of Kingsgrove-Bankstown Regional Council and Treasurer of the Sydney Archdiocese Central Council. Tony has a background in accounting. Prior to retiring from full time work in 2007 he had a long career with Valvoline Australia and held a number of directorships and positions including on the Australia Board of Directors.

## 4. Peter McNamara

Peter McNamara is Vice President Social Justice of the NSW State Council. He joined the Society in 1984. He has been on the Parramatta Regional Council and the National Council Board; and has assisted the International Council General in promoting youth development. A solicitor in private practice since 1988, he has worked 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.

## 5. Kerry Muir

Kerry Muir is Vice President of the NSW State Council (Centres). A previous President of the Armidale Central Council, he joined the Society 46 years ago and is a member of the Glen Innes Conference. Kerry is the Chair of the State Centres Advisory Committee and member of the Strategic Planning Steering Committee. He has served as Conference Secretary and President, Regional President, Disaster Recovery President, Centres President, Chair of the State Centres Policy and Procedures Committee, Chair of the Centres Safe Work Procedures Committee, and

Secretary of the North Eastern Region of the Society in the Armidale region. Kerry has a background in education and as a principal.

## 6. Michelle Chahine

Michelle Chahine was appointed as Vice President for Youth in 2017, having been an active member of the Asquith Conference since 2015. She brings to her role a passion in youth ministry, having served as a member of the Ku-ring-gai Chase Catholic Parish Pastoral Council and also as their Youth Coordinator. Michelle has a background in nutritional science and ran her own catering business.

## 7. Kathleen Thickitt

Kathleen Thickitt joined her local Sydney Harbour North Conference in the Northern Suburbs region in 2013. She served as Conference President and was then elected to Regional Council President in 2015. Kathleen is currently serving in that role. In 2017, she served as Acting Sydney Archdiocese Central Council President. She currently serves as Vice President for Membership on State Council but maintains her Conference and regional work. She serves as a Director on the Board, on the Audit and Finance Committee, the Special Works Committee, and she is chair of the Membership Advisory Committee. Kathleen has a Bachelor of Education and is a member of the Institute of Insurance in South Africa.



# CENTRAL COUNCIL PRESIDENTS



## 1. Rosemary Fisher, Armidale

Rosemary Fisher joined the Society 38 years ago and is a member of the Tamworth Care and Support Conference. Rosemary is the Conference Vice President and previously had roles as Conference Secretary, Conference Treasurer and Tamworth Regional President. She has also been involved in the State Council Centres Committee, Armidale Central Council Disaster Recovery and represented the Armidale Central Council in the review of the Society's Work Health and Safety Policy.



## 2. Maurice Ryan, Bathurst

Maurice Ryan was elected in December 2012. He has had a career in education, including as a principal of three schools. While Principal of St Pius X in Dubbo, he held the position of President of the Diocesan Principal's Association for three years. Maurice joined the Bathurst Central Council in 2012 as Rural Taskforce representative, became a volunteer in 2013, and became a Conference member in 2014.

## 3. John Donnelly, Broken Bay

John Donnelly was elected in June 2017 for his second term as Central Council President having served Broken Bay in this capacity from 2008-12. Previously John served as Central Council Spiritual Advisor, Twinning Officer and Training Officer. He and his wife Jan are members of their local Conference. John was employed by the NSW Department of Education in secondary education.



## 4. Yvonne Wynen, Lismore

Yvonne Wynen was elected President of the Lismore Central Council in October 2015. She joined the Society six years ago and was previously President of Mary Immaculate Conference, Bellingen. Yvonne, along with husband Frank, runs a successful tourist accommodation business in Bellingen. She has a background in sales and marketing management and is also a qualified personal trainer. She has put that role on the backburner so she can devote her time to her position as President.



## 5. John McKendry, Maitland/Newcastle

Since 2010, John McKendry has been an active member and the Cessnock Conference has enjoyed a life-long journey with the Society, from Queensland to Canberra and now the Maitland/Newcastle Central Council of which he is President. John has held senior positions in both corporate and government organisations. Prior to retirement, he was Chief Operating Officer for Australia Japan Cable, an international consortium of telecom companies.

## 6. Anne Stanfield, Parramatta

Anne Stanfield has been President of Parramatta Central Council since September 2016. She has been a member of the Society for 26 years and is currently a member of the Winston Hills Conference. She was previously The Hills Regional President, Vice President Parramatta Central Council – Member Development and Support, member of the State



Membership Advisory Committee, and President of Harris Park and Winston Hills Conferences. Anne has a background in employment and training and held senior management roles in government regulation and customer service.

## 7. Jenni Duff, Wagga Wagga

Jenni Duff was elected as President of the Wagga Wagga Central Council in June 2016. She became a member of St Michael's Conference in 2012 and held the position of Treasurer. She worked in care and support, conducted home visitation, processed EAPA vouchers and was on the NILS committee. Jenni has a teaching background and has also worked in the legal sector.

## 8. James Rogers, Wilcannia/Forbes

James Rogers was elected President of the Wilcannia-Forbes Central Council in March 2014. He joined the Society 12 years ago. He is a retired grazier with over 40 years' experience in the agricultural industry.

## 9. Gaynor Mason, Wollongong

Gaynor Mason was appointed President of the Wollongong Central Council in December 2015. She was associated with the Society in Hurstville in the 1970s and again in the 1990s while working for the Daughters of Charity in the inner city. She joined the Society in 1999 and it remains a large part of her life today.



# Our Supporters

## OUR FUNDRAISING

### MAJOR DONORS

Generous major donors play an increasingly important role in helping the Society offer services for people experiencing poverty and disadvantage. Contributing more than \$1.6M in 2017/18, the generosity of these supporters helped fund programs across the state from housing initiatives in Maitland to refurbishments in Inner City Sydney and youth programs in Deniliquin.

Special thanks go to:

- Protrust (The Profield Foundation) who have generously supported Matthew Talbot Homeless Services in Woolloomooloo as well services in regional NSW for more than 15 years; and
- The Fussell Family Foundation, the Maple-Brown Family Foundation, and the Parmedman Trust who together with other generous major donors made possible the bathroom renovation at the Matthew Talbot Hostel. This much-needed upgrade has been greatly appreciated by the people we assist.

### GIFTS IN WILLS PROGRAM

Thank you to our generous benefactors, who bequeathed more than \$6.9M to the Society in their wills. We would like to acknowledge the thoughtfulness of each individual and their families for making a positive difference beyond their lifetime to the most disadvantaged people in the community.

We remember for their generosity: late Reginald Dudley Ryan; late Ruth Anderson Parkin; late Joan Josephine Hagarty; late Irene Celeste Lowe Bing See; late Nathalie Kulakowski; late Henry George Stockings; late Mary Mullins; late Antonetta Maria Van Rossum; late Joan Evelyn Omara Barry; late Lucy Elizabeth White; late Graham and Marcelle Murphy; late Carmel Therese May; late Irene Kopycinski; late Mary Ermenegilda Augusta Fay; late Richard John Foley; late

Edwin Alfred Britt; late Beryl Veronica Ferris; late Francis Arthur Burton and late John Barrington Kingsford for a generous bequest in memory of late Margaret Mary Curran.

All our benefactors are remembered in our Book of Gratitude and in prayer at our Annual Mass. We also extend a heartfelt thanks to the more than 800 'Forever Friends' who have informed us they are leaving a gift in their will to the Society, and to our Honorary Solicitors for their generous support throughout the year.

### CORPORATE PARTNERSHIPS

The Society received great support from corporate Australia and was able to renew a number of relationships, as well as engage new partners to provide vital funding for existing and new initiatives across our service delivery. Highlights include:

- Janssen provided a final donation of \$120,000 to fund the expansion of the Ozanam Learning Centre at Freeman House and the SPARK refugee and migrant assistance program;
- The Johnson & Johnson Family of Companies confirmed a three-year partnership to assist in expanding the KEEP educational program across NSW, providing a \$100,000 donation for the first year of the partnership;
- Genworth increased its support for the KEEP educational program providing a \$50,000 donation, plus a \$10,000 donation to the Christmas Appeal;
- The AGL Partnership provided its final donation of \$116,797 from a six-year strategic partnership to support the Society's Conference work in Parramatta and metropolitan Sydney;
- Abergeldie renewed its sponsorship of the Parramatta Night Patrol Van, with a \$40,000 donation per year from 2017 to 2020;
- IGA supported the Vinnies Christmas Appeal, raising \$300,000 nationally includes \$98,000 for New South Wales.

### FUNDRAISING HIGHLIGHTS 2017-18

Our community of generous donors and supporters have allowed us to live out our mission – helping those people experiencing disadvantage and poverty. Through their generous contributions we have been able to ensure that many more Australians have hope for a better future. Included in the \$22M total are:

Key Results	\$
Major Gift donors	1.6M
Gift in Wills income	6.9M
Corporate Partnerships	1.0M
Charitable Foundations	0.5M
Regular Giving	1.0M
Winter and Christmas Appeals	5.3M
Events and community fundraising	2.4M

### COMMUNITY FUNDRAISING

Vinnies ran a number of community fundraising events this year including the annual City2Surf run in Sydney where 65 participants including Vinnies ambassador, media personality Joe Hildebrand, raised around \$22,000. We also had an enthusiastic group of Team Vinnies runners present at the Blackmores Sydney Running Festival, who took part in races ranging from 3km to 42km, raising close to \$7,000.

More than 20 Community and School Sleepouts took place across the State raising funds for and awareness of our homelessness services. The Vietnamese Catholic community raised an impressive \$20,325 at their Community Sleepout at Revesby; while the Vinnies Deniliquin team hosted their first Community Sleepout, raising more than \$17,000 for their local region.



## VINNIES CEO SLEEPOUT

Close to 1,600 CEOs and business leaders raised a record-breaking \$6.8M nationally for the Society's homelessness services.

In NSW, the event attracted almost 425 CEOs and executive leaders: 330 registered participants in Sydney, 59 in Wollongong and 36 in Newcastle. The events raised \$2,233,395 for NSW homelessness programs via more than 12,000 donations.

In Sydney, the event was held at The White Bay Cruise Terminal for the first time, with strong representation from the media, technology and retail industries.

A big thank you to all the participants, donors, volunteers, corporate partners and sponsors. The night would not have been possible without your incredible support, dedication and generosity.



During the 2017/18 financial year, funds from the 2017 Vinnies CEO Sleepout were used to change lives in the following ways:



**\$420,000** **The Matthew Talbot Hostel**, Inner Sydney - crisis accommodation and clinic for up to 95 single men



**\$400,000** **The Ozanam Learning Centre**, Inner Sydney - vocational and living skills for people experiencing homelessness



**\$250,000** **Freeman House**, Armidale - residential and community-based programs for adults experiencing homelessness and drug and alcohol addiction



**\$240,000** **John Purcell House**, Nowra - short term crisis accommodation service for men aged 21 years or over who are at risk of or experiencing homelessness



**\$200,000** **Edel Quinn**, Wagga Wagga - crisis accommodation and case management services for men experiencing homelessness



**\$150,000** **Our Lady of the Way**, Western Sydney - crisis accommodation for women over 55



**\$120,000** **Hastings Accommodation Solutions**, Port Macquarie - support for people to find or return to suitable accommodation

## HOTELS HAVE HEARTS

This year, the generous Hotels Have Hearts Committee delivered a record-breaking fundraising event in support of Vinnies Homelessness Services. The Hotels Have Hearts (HHH) Gala Dinner in May raised a record \$750,000, bringing the total amount raised since the event started to more than \$4.3M.

In attendance were former Governor General, Sir William Deane AC KBE (Patron of Matthew Talbot Homelessness Services), former NSW Deputy Premier Troy Grant, and the present Lieutenant Governor and Chief Justice of NSW, Tom Bathurst AC.

Money raised will go towards:

- The Sydney Night Patrol;
- Provision of catering, medical supplies and registered nurses at the Matthew Talbot Hostel;
- Activities, temporary accommodation, furniture, white goods, medical supplies, counsellors, support workers and case management specialists at Our Lady of the Way; and
- Delivery of education programs, living skills, women's engagement activities, computer skills and music and art programs at the Ozanam Learning Centre.



The Hotels with Hearts committee with Vinnies fundraising ambassador, Brother Dan Stafford (centre).



# COMMUNICATIONS

During the year, the Society expanded its NSW social media presence considerably, engaging and informing more people than ever online. This includes 5,000 Facebook, 2,000 Instagram, 2,500 Twitter and 3,200 LinkedIn followers.

We worked with the Australian rap artist '360' on an in-store campaign, during which the star hid some of his recordings in Vinnies Shops across Sydney. The videos and social media content produced were some of the most popular and positive social media posts NSW has had.

Filming for the second series of the SBS reality show, 'Filthy Rich and Homeless' took place at the Vinnies Matthew Talbot Hostel in Woolloomooloo. Celebrity Cameron Daddo spent two nights at the service and the program aired in August 2018.

There was a number of significant news stories, such as an ABC 7:30 piece on electricity prices that featured one of the people we have assisted, Rita. We gave Rita a voice to share her story of the difficulties with rising energy costs, despite her efforts to cut expenses.

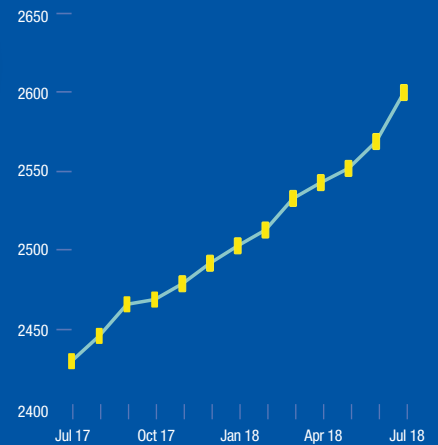
Vinnies NSW CEO, Jack de Groot was featured in a number of opinion pieces on a range of topics, including energy price increases in the Daily Telegraph, severe workers compensation cuts in the Sydney Morning Herald, and the growing rate of homelessness in the Huffington Post.

The Communications team also promoted a number of key retail initiatives, including National Op Shop Week, the new Brookvale flagship Shop opening, and the successful Vintage and Designer event.

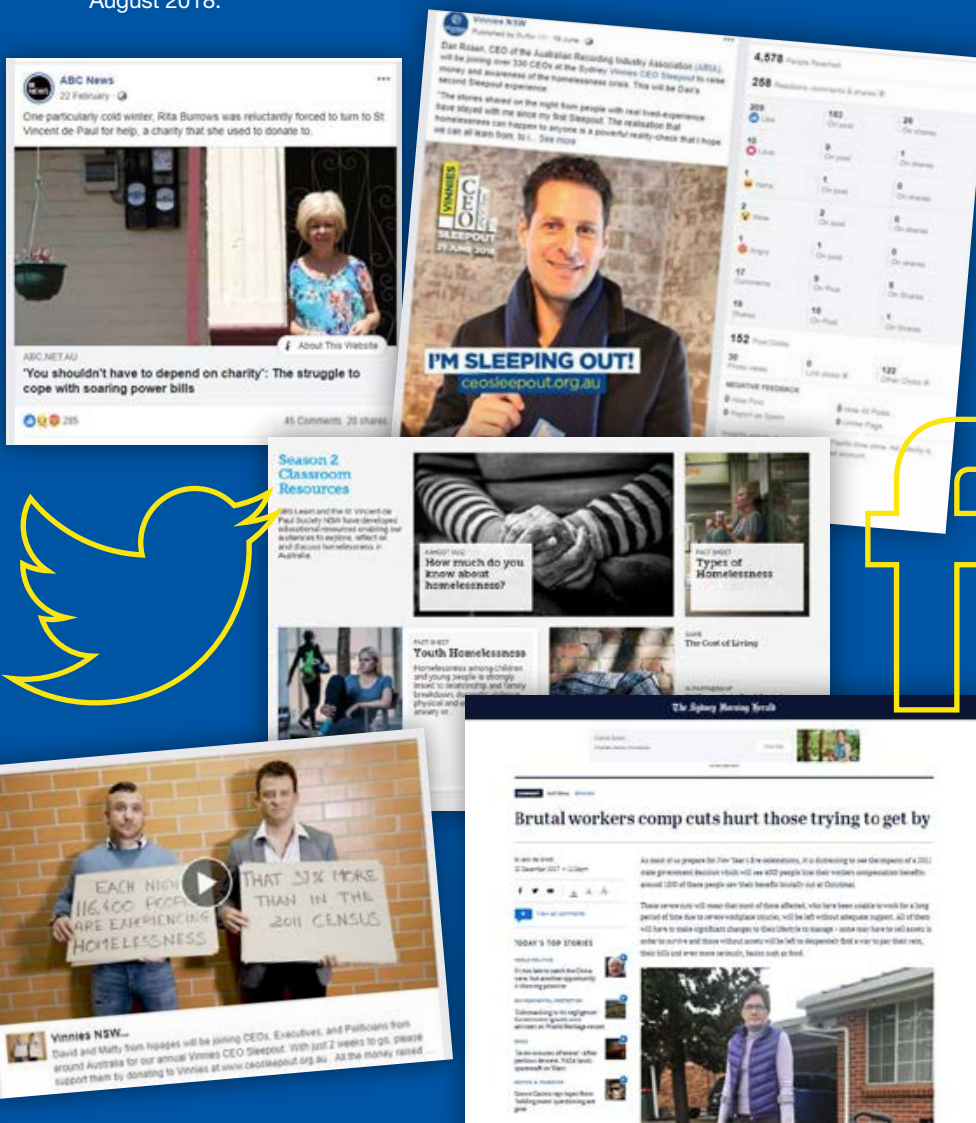
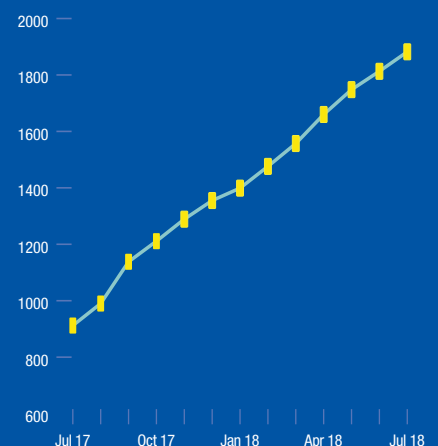
## FACEBOOK



## TWITTER



## INSTAGRAM



# THANK YOU TO OUR SUPPORTERS

Abergeldie Complex Infrastructure  
AGL  
Ainsworth  
Amart  
Aristocrat  
Asahi  
ASI Solutions  
*The Australian*  
Australian Hotels Association NSW  
Australian Liquor Marketers  
Australian Stockbrokers Foundation  
AV1  
Bally Technologies  
Banktech Group  
Beam Suntory  
Bigpond MSN  
Blue Star Print Group  
Brother Dan Stafford C.Ss.R  
Cambridge Stud  
Camden Rotary  
Campbell Arnott's  
Campbelltown Catholic Club  
Carlton United Breweries  
CatholicCare  
Catholic Church Insurances  
CB Richard Ellis Hotels  
Clayton Utz  
Clubs NSW  
Coca-Cola Amatil  
Commonwealth Bank Australia  
Create Engage  
Crown Resorts  
Dee Why RSL  
Diageo  
Dooleys Catholic Club  
Emirates  
EzyCharge  
Festival Hire  
Genworth  
Grace Removals  
Grinders Coffee  
Guillaume Group  
Helen Daley  
Hilton Sydney Hotel  
Host Plus  
Hotels Have Hearts Committee  
Hyped Media  
IGA  
International Gaming Technology  
Janssen

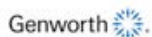
JLL  
Joe Hildebrand  
Keri Juice Blenders  
Kristin Boesenberg  
Largardere Retail Travel  
Laundy Hotels  
Leichhardt Volkswagen  
Lion Co  
Macquarie Radio  
Manildra Group  
Moonee Valley Racing Club  
Mount Franklin  
MPM Marketing Services  
Mude  
Multi Channel Network  
Nestle Professional  
Nine Cares  
Ooh! Media  
Our Big Kitchen  
OVO  
Perpetual  
Pinstripe Media  
Pix On Location  
PopUp Wifi  
Port Authority NSW  
Rapid Relief Team  
Ray White Hotels  
Redemptorist Monastery  
Richards on the Park  
Robobai  
Røde Microphones  
Samuel Smith & Son  
Schwartz Family Co Pty Ltd  
Schweppes  
Scientific Games  
Sir William Deane AC KBE, Patron,  
Matthew Talbot Homeless Services  
Sky News  
Sydney Airport  
Sydney Harbour Exclusive  
Treasury Wine Estates  
TVSN  
Vinnies CEO Sleepout Ambassadors  
Vision Air  
Visy  
Wests Housie  
The Wiggles Pty Ltd  
Winc  
WN Bull Funerals

## TRUSTS & FOUNDATIONS & MAJOR GIFTS

Claffy Foundation  
CommBank Foundation  
The Cootes Family Foundation  
Dick and Pip Smith Foundation  
The Fussell Family Foundation  
The Harris Charitable Foundation  
Jaramas Foundation  
Jenour Foundation  
JLDJS Foundation  
The Maple-Brown Foundation  
The Marian and E.H. Flack Trust  
Matana Foundation for Young People  
Oranges and Sardines Pty Ltd  
Parmedman Trust  
Protrust (The Profield Foundation)  
The Rali Foundation  
Ronald Geoffrey Arnott Foundation

## GOVERNMENT

City of Sydney  
Department of Education, Employment and  
Workplace Relations  
Department of Families, Housing  
and Community Services  
Department of Health and Ageing  
Department of Immigration and Citizenship  
Department of Infrastructure and Regional  
Development Stronger Communities  
Programme  
Department of Social Services  
NSW Department of Education  
NSW Office of Fair Trading  
NSW Department of Family  
and Community Services  
NSW Department of Health  
NSW Department of Industry Stronger  
Country Communities Fund  
NSW Department of Planning  
and Environment  
Regional Development Australia Fund  
Wagga Wagga City Council  
Wingecarribee Shire Council





# OUR CORPORATE SERVICES

## PROPERTY

The year was very active, with the following notable landmarks:

- The establishment of a strategy review for the Society's properties. This will assist the alignment of all property infrastructure with the Mission in the most effective way possible;
- The initiation of an environmental sustainability programme that will be built upon in the coming years. Initiatives already undertaken include solar panel installation on buildings, and the rollout of 'smart metering' to properties. Both will lead to reduced energy consumption from fossil fuels, as well as reduced costs;
- The securing of key leasehold community hub, distribution centre and retail Shops sites around the State, contributing to increased revenues and services to the people we assist;
- The purchase of key infrastructure property, and the sale of property where substantial capital gains could be realised for the Society;
- The undertaking of important upgrades to improve services to the people we assist, including Micah House in Wagga Wagga and John Purcell House in Nowra.

## PROCUREMENT

A Head of Procurement was appointed in June 2018 to realise procurement opportunities and best practice across the Society. The procurement function will work within the Society to achieve better procurement outcomes focusing on key addressable spend areas including:

- Travel and fleet;
- Office supplies and stationery;
- Property portfolio services;
- Recruitment, contractors and consultants.

## TECHNOLOGY SERVICES AND ICT TRANSFORMATION

Over the past year, the Society successfully completed Transformation Horizon 1, the first phase of its information and communications technology (ICT) transformation program with the objective of reducing the operational risks associated with slow networks, an aging data centre and outdated technology practices.

The program upgraded 28 of its slowest network links and secured its data centre by moving it from the physical Lewisham premises into 'the Cloud'.

The Society's Transformation Horizon 2 program will focus on optimising cost efficiency, cybersecurity enhancements, improved data-driven decision support, project/change management support and reporting and tools to support collaboration for our geographically dispersed teams.

The team will enhance capabilities to better support and implement Horizon 2 strategic initiatives. These include a modern 'cloud'; lean, agile and design-thinking organisational culture, structures and processes. These new capabilities will enable the Society to continue with the Horizon 2 program and develop and manage its technology, digital and data assets efficiently.

An example is the new Society Client Information System (SCIS) which will be the platform for supporting the journeys of people we assist across the Society. The initial parts of SCIS were successfully delivered into Support Services and are being rolled out across the remainder of the Society.

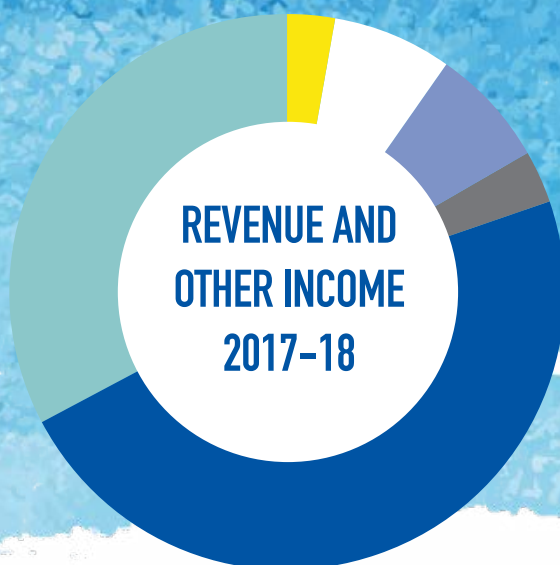




# S AL C I A N C I A L F I N A N C I A L



# INCOME AND USE OF FUNDS FINANCIAL YEAR 2017-18



Contributions **3%**

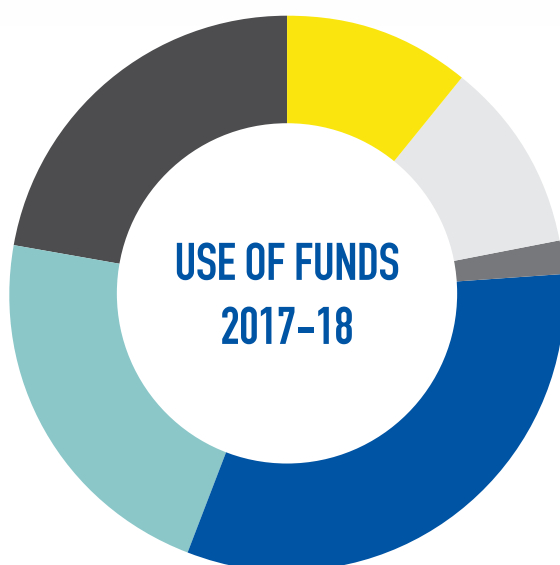
Donations **7%**

Gains on sale and other **7%**

Bequests **3%**

Government **48%**

Sale of goods **33%**



People in need **11%**

Other Support **10%**

Fundraising **2%**

Disability services **32%**

Homelessness and  
mental health **22%**

Costs for Vinnies centres  
and other **22%**



# ANALYSIS OF 2017-18 INCOME AND USE OF FUNDS

**Consolidated net operating deficit excluding net gains on sale of property \$20.5M (2017 deficit \$9.8M).**

**Total revenues and other income was \$208.3M (2017 \$183.6M). This is an increase of \$24.7M or 14% on prior year.**

**Government Funding increased by \$21.8M or 28% on prior year and is mainly attributable to funding for the NDIS Local Area Co-ordination program.**

**Vinnies Shop sales were \$67.0M (2017 \$67.6M). This is a decrease of \$580k or 1% on prior year, and was down on budget by 8%.**

**Major one-off revenue/(expense) items include \$2.8M due to gains on sales of property and (\$2.1M) due to impairment losses on a property.**

**The Society's total expenditure was \$226.4M (2017 \$187.8M). This is an increase of \$38.6M or 21% on prior year.**

## FIVE-YEAR FINANCIAL RESULTS SUMMARY

	2013-14	2014-15	2015-16	2016-17	2017-18	Average change (%)
<b>Income (\$'000)</b>						
Donations & appeals	15,442	14,564	14,506	14,337	15,337	
Bequests	5,946	7,382	14,536	6,202	6,926	
Sale of goods & other	62,551	65,506	68,196	68,694	67,964	
Government funding	40,652	41,677	47,125	77,143	98,953	
Client contributions	4,114	3,716	3,695	3,503	5,321	
Gains on sale of assets	8,830	2,484	8,947	4,351	4,225	
Other	6,547	8,081	9,589	9,329	9,564	
<b>Total income</b>	<b>144,082</b>	<b>143,410</b>	<b>166,593</b>	<b>183,559</b>	<b>208,290</b>	
<b>Year-on-year change (%) *</b>	<b>8.4%</b>	<b>4.2%</b>	<b>11.9%</b>	<b>13.7%</b>	<b>13.9%</b>	<b>10.9%</b>
<b>Use of funds (\$'000)</b>						
Fundraising costs	3,125	3,138	3,559	3,768	4,023	
Costs for centres of charity and other	41,038	41,633	43,159	47,096	49,079	
People in need	27,853	26,334	25,581	29,738	23,940	
Homeless, mental health and housing	35,796	36,255	40,205	41,558	50,424	
Disability services	6,955	11,001	16,286	43,932	73,546	
Other costs	18,230	18,335	19,825	21,715	21,866	
Impairment and losses on assets	436	203	53	6	3,536	
Restructuring provision	1,063	-	-	-	-	
<b>Total expenditure</b>	<b>134,496</b>	<b>136,899</b>	<b>148,667</b>	<b>187,813</b>	<b>226,414</b>	
<b>Year-on-year change (%) *</b>	<b>8.3%</b>	<b>2.0%</b>	<b>8.7%</b>	<b>26.4%</b>	<b>20.6%</b>	<b>13.9%</b>
Transfers to related entities	1,262	1,172	1,143	1,178	1,708	
<b>Net surplus / (deficit)</b>	<b>8,324</b>	<b>5,339</b>	<b>16,783</b>	<b>(5,432)</b>	<b>(19,832)</b>	
Services % of total costs*	83.9%	84.3%	84.3%	86.4%	88.4%	
Services % of total income*	78.1%	85.5%	76.2%	88.4%	94.6%	
Fundraising costs % of total costs*	2.3%	2.3%	2.4%	2.0%	1.8%	
Fundraising & admin % of total costs*	16.1%	15.7%	15.7%	13.6%	11.6%	
Fundraising costs to donations & bequests*	14.6%	14.3%	12.3%	18.3%	18.1%	

\* Net gains on sale, impairment losses and restructuring provisions have been excluded from ratios as they are one-offs.

# ANALYSIS OF RESULTS

- **Sales of Goods from Vinnies Shops** represent a significant contribution to total revenue at \$67.03M or 33% (2017: \$67.61M or 37%). The wider retail sector in which our Shops operate faces challenging market conditions. Shop sales of \$67.03M were slightly down on the prior year by 1% and down on budget by 8%.

An Executive Director, Central Councils and Commercial Operations has been appointed and the Retail Strategy implementation team is developing initiatives to improve the financial performance and long-term viability of the Shops.

- **Government funding** has increased significantly by \$21.8M to \$98.9M and represents the largest contribution to total revenue at 48%.

The increase was mainly attributable to growth in the Local Area Coordination (LAC) program funded by the National Disability Insurance Agency (NDIA), which was originally contracted to 30 June 2018 but has been extended to 30 June 2019.

- **Donations and Appeals** contributed \$15.3M or 7% to total revenues (2017: \$14.3M or 8%). Donations were up on prior year, partly due to the Hotels Have Hearts event (which is held every two years). The CEO Sleepout raised approximately \$2.2m for specialised services for those experiencing homelessness.
- **Bequests** generated \$6.9M (2017: \$6.2M) and contributed 3% (2017: 3%) of total revenues. The Society is very appreciative of these valued gifts, and these funds are applied directly as per the instructions of the estate.
- **Investment income** comprising interest and dividend income was down on the prior year at \$2.6M (2017: \$3m). The Introduction of Consolidated Treasury and Banking (CTB) midway in 2017-18 has resulted in additional investment income of \$86k in the 2017-18 Year. CTB will be fully implemented in 2018-19 and this is expected to bring in an additional income of \$300K for the year.

- **People in need, homelessness, mental health, disability and capacity building expenditure** for 2017-18 was \$148M which was an increase of \$32.8M or 28%. The main driver of the increase is growth in the LAC program. However, many of our other services are not fully funded and these shortfalls are currently being absorbed by the Society.
- **Housing Services** totalled \$2.9M (2017: \$2.4M). The Social Affordable Housing Fund project is well underway with the Society's housing arm, Amélie Housing constructing and developing 500 dwellings. The Society has provided an interest-free loan of \$23M as well as contribution of land for development.

## INTERNAL AUDIT

Internal Audit provides an independent, objective assurance and consulting activity, designed to add value to service delivery and operations. A risk-based auditing approach has been adopted to assess the effectiveness of internal controls, governance and processes for identifying and monitoring.

Reporting to the Audit Risk and Finance Committee, the Head of Internal Audit acts as the Chief Audit Executive as outlined in the International Standards for the Professional Practice of Internal Auditing.

The Risk Management Policy and Framework was updated in March 2018 to take up guidelines set out in ISO31000:2018. For the 2017-2018 year, 20 internal audit reports were produced. Overall, we observed a continued commitment for strengthening the internal control environment and policy compliance.

Ad hoc audits and investigations were also undertaken as per instructions from the Audit Risk and Finance Committee. Internal audit observations and recommendations were raised with Management and reported to the Audit Risk and Finance Committee. Follow-up audits were conducted to ensure recommendations raised had been progressively followed up by Management.

Internal Audit also acted as a whistle-blower officer to deal with matters as per 'Speaking Up' and Whistle-blower Policy and Procedures.



# INCOME STATEMENT

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

## CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2018	Note	2018	2017
<b>Revenue and other income</b>			
Income from fundraising:			
Donations and appeals		15,336,859	14,336,964
Bequests		6,925,995	6,202,436
Sale of goods - Vinnies Centres		67,033,507	67,613,037
Sale of goods - other		929,226	1,080,698
Government funding		98,952,748	77,142,885
Client contributions		5,321,043	3,503,226
Investment income		2,605,842	3,021,904
Other income		6,958,163	6,305,987
Gain on disposal of fixed assets		4,225,114	4,351,406
<b>Revenue and other income</b>	<b>5</b>	<b>208,288,497</b>	<b>183,558,543</b>
Fundraising costs		(4,023,298)	(3,767,588)
Costs for Vinnies Centres		(48,673,654)	(46,652,002)
Costs for sales - other		(405,718)	(443,500)
People in need services		(23,939,585)	(29,737,859)
Homeless & mental health services		(48,523,386)	(39,729,122)
Disability services and capacity building		(73,546,271)	(43,931,794)
Housing services		(1,900,473)	(1,828,455)
Other costs		(21,866,081)	(21,716,529)
Impairment losses recognised on fixed assets		(2,106,913)	-
Loss on disposal of fixed assets		(1,429,527)	(6,078)
<b>Expenditure</b>	<b>6</b>	<b>(226,414,906)</b>	<b>(187,812,927)</b>
<b>Deficit for the year</b>		<b>(18,126,409)</b>	<b>(4,254,384)</b>
Transfers to related entities	25(a)	(1,708,000)	(1,178,000)
<b>Net deficit for the year</b>		<b>(19,834,409)</b>	<b>(5,432,384)</b>
<b>Other comprehensive Income</b>			
Net changes in fair value of available-for-sale financial assets		555,866	175,791
Revaluation of land and buildings on recategorisation to investment property		13,581,975	-
<b>Total comprehensive income for the year</b>		<b>(5,696,568)</b>	<b>(5,256,593)</b>

# FINANCIAL OVERVIEW

## Operating position

The Society reported a net operating deficit (excluding significant one-off items) for the year of \$20.5M, which was higher than the \$13.8M budgeted deficit and the 2016-17 net deficit of \$9.8M. The operating deficit increase versus the prior year was mainly driven by additional capacity costs such as ICT and Human Resources to support Society transformation initiatives; increased LAC infrastructure costs; reduction in the retail contribution; and growth in frontline services in excess of available funding.

The Society has built adequate reserves over the longer term, which have absorbed the deficit in the short term. However a number of initiatives are in progress to address the financial situation including retail and fundraising strategies; commencement and implementation of the new strategic plan; and the 'Roadmaps' financial turnaround program. The Society also continues to actively explore new ways to increase revenue from Shops, donations and government funding as well as reducing costs and improving operational efficiencies.

## Consolidated Treasury and Banking

Included in the Roadmaps is the introduction of the model in the second half of 2017-2018. This has seen the pooling of cash reserves centrally with a monthly sweep of excess cash/cash required from/to Central Councils. Surplus cash reserves have been invested centrally with the major banks and the Catholic Development Funds seeing a general uplift in interest rate returns resulting in an increase in investment income for the Society.

## Roadmaps Turnaround Program

In response to the considerable challenges facing the Society, February 2018 saw the introduction of the Roadmaps program. Roadmaps are a framework and mechanism for bringing about change to drive sustainability and efficiency and improve the Society's financial position progressively.

Roadmap opportunities have been identified across the Society. To date, \$11.2M of financial improvements have been incorporated into the budget and are now actively being tracked and reported against with performance results presented to the Audit Risk and Finance (ARF) Committee and Board. The financial improvements relate to revenue increases (e.g. retail strategy, Consolidated Treasury Banking, new Container Deposit Scheme business), cost reductions (e.g. Central Council operational efficiencies, procurement, consolidation of front line and back office services) and efficiency improvements (e.g. ICT systems and operating improvements).

The Roadmap program will continue to gain momentum over the course of 2018-19 and beyond as existing roadmaps progress and new roadmap opportunities are explored and implemented.

## Cash and financial position

The Society is in a strong financial position with net assets at 30 June 2018 of \$411M with the main components being property assets (\$350M), cash assets (\$55M) and strategic and other financial assets (\$62M).

The objective of the Society's strategic reserve is to safeguard against the risk of major unforeseen events, ensuring the long term sustainability of the Society and its activities to support those most in need and fund major strategic initiatives presented to the ARF committee and Board. In 2017-18 the Society invested \$23M in loan funding to Amélie Housing for the Social and Affordable Housing Fund project.

## Trends and ratio analysis

Over the past five years, operating revenues have increased on average 10.9% (excluding gains on sale of property). Over the same time, operating expenses have increased by 13.9% on average, which is mainly attributable to capacity building in the LAC program.

As a proportion of total expenditure, service delivery costs have increased over the last five years. Meanwhile, fundraising and administration costs fell over the last year in relation to total expenditure. This is partly due to increased direct expenditure in the LAC program.

## OUR VISION

The vision of the Society is to have a financially sustainable position over the long term, not only to cover operating expenditures but also to allow for strategic growth and excellence of service to the people that we assist. This vision will be embedded through:

- Purposeful communication of the vision across the organisation;
- Effective financial performance and monitoring;
- Enhancing our financial performance culture, with accountability at every level; and
- A holistic and strategic approach to financial decision-making balanced with the mission of the organisation.

# FINANCIAL STATEMENTS

## The Trustees of the Society of St Vincent de Paul (NSW)

### CONSOLIDATED STATEMENT OF FINANCIAL POSITION

For the year ended 30 June 2018	Note	2018	2017
<b>Assets</b>			
<b>Current</b>			
Cash and cash equivalents	7	55,046,211	53,923,446
Trade and other receivables	9	1,601,444	2,183,405
Other financial assets	12	26,329,990	26,958,383
Inventories	10	738,772	744,071
Other assets	11	1,630,119	1,775,341
<b>Current assets</b>		<b>85,346,536</b>	<b>85,584,646</b>
<b>Non-current</b>			
Trade and other receivables	9	290,439	239,236
Other financial assets	12	36,284,209	40,702,054
Property, plant and equipment	13	281,449,637	310,761,308
Investment properties	14	68,911,580	-
Intangible assets	15	3,269,517	4,154,529
<b>Non-current assets</b>		<b>390,205,382</b>	<b>355,857,127</b>
<b>Total assets</b>		<b>475,551,918</b>	<b>441,441,773</b>
<b>Liabilities</b>			
<b>Current</b>			
Trade and other payables	16	13,849,411	10,614,209
Other liabilities	17	26,336,286	14,400,999
Borrowings	18	326,405	297,638
Provisions	19	12,377,911	10,742,118
<b>Current liabilities</b>		<b>52,890,013</b>	<b>36,054,964</b>
<b>Non-current</b>			
Borrowings	21	9,641,959	-
Provisions	19	2,207,354	2,228,186
<b>Non-current liabilities</b>		<b>11,849,313</b>	<b>2,228,186</b>
<b>Total liabilities</b>		<b>64,739,326</b>	<b>38,283,150</b>
<b>Net Assets</b>		<b>410,812,592</b>	<b>403,158,623</b>
<b>Funds</b>			
Funds for social programs	26	382,265,836	402,100,245
Investments revaluation reserve	26	1,614,244	1,058,378
Property Revaluation Reserve	26	13,581,975	-
Equity Contribution	8	13,350,537	-
<b>Total Funds</b>		<b>410,812,592</b>	<b>403,158,623</b>



## The Trustees of the Society of St Vincent de Paul (NSW)

## CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 30 June 2018	Note	2018	2017
<b>Operating activities</b>			
Receipts from:			
Donations and appeals		15,336,859	14,336,964
Bequests		6,925,995	6,202,436
Government grants		108,848,023	84,857,174
Client contributions		5,321,003	3,503,186
Sale of goods		68,038,757	68,693,735
Dividend income		342,248	329,326
Interest income		2,263,595	2,692,578
Other income		15,003,158	5,896,156
Payments to clients, suppliers and employees		(211,342,199)	(186,980,732)
<b>Net cash provided by operating activities</b>	24	<b>10,737,439</b>	<b>(469,177)</b>
<b>Investing activities</b>			
Purchase of property, plant and equipment		(30,183,300)	(21,964,496)
Purchase of intangibles		-	(4,294,106)
Proceeds from disposals of property, plant and equipment		10,133,797	7,988,881
Investments in long-term deposits		-	(9,132,747)
Proceeds from long-term deposits		5,053,724	-
Purchase of AFS investments		-	(381,197)
Proceeds from disposals of AFS investments		-	422,432
Receipt of cash on acquisition	8	548,379	-
<b>Net cash (used in) investing activities</b>		<b>(14,447,400)</b>	<b>(27,361,233)</b>
<b>Financing activities</b>			
Proceeds from loans		4,803,959	50,000
<b>Net cash provided by financing activities</b>		<b>4,803,959</b>	<b>50,000</b>
Net change in cash and cash equivalents		1,093,998	(27,780,410)
Cash and cash equivalents, beginning of year		53,625,808	81,406,218
<b>Cash and cash equivalents, end of year</b>	7	<b>54,719,806</b>	<b>53,625,808</b>

DECLARATION  
BY THE NSW  
STATE COUNCILFOR THE YEAR ENDED  
30 JUNE 2018

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 2018 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:



**DENIS WALSH**  
President, NSW State Council

31 October 2018



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## Independent Auditor's Report

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

### Report on the audit of the summary financial report

#### Opinion

We have audited the accompanying summary financial report of the Trustees of the Society of St Vincent de Paul (NSW) (the "Registered Entity") and its subsidiaries ("the Group") which comprises the summary consolidated statement of financial position as at 30 June 2018, the summary consolidated statement of profit or loss and other comprehensive income and summary consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the Trustees' declaration. The summary financial report does not contain all the disclosures required by Australian Accounting Standards.

In our opinion, the accompanying summary financial report derived from the full audited financial report of the Trustees of the Society of St Vincent de Paul (NSW) for the year ended 30 June 2018, is consistent, in all material respects, with the full audited financial report on the basis described in Note 4.

#### Responsibilities of the Trustees for the financial report

The Trustees of the Registered Entity are responsible for the preparation of the summary financial report in accordance with Note 4, and for such internal control as the Trustees determine is necessary to enable the preparation of the summary financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Trustees are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

The Trustees are responsible for overseeing the Registered Entity's financial reporting process.

#### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810: Engagements to Report on Summary Financial Statements. The standard requires us to comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the summary financial report is free from material misstatement. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

#### Independence

In conducting our audit, we have complied with the independence requirements of the Accounting Professional and Ethical Standards Board and the *Australian Charities and Not-for-profits Commission Act 2012*.

Grant Thornton Audit Pty Ltd  
Chartered Accountants

A J Archer  
Partner - Audit & Assurance

Sydney, 3 December 2018

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## OUR ASPIRATION

An Australia transformed by compassion and built on justice.  
The Society advocates on several pressing social justice issues such as homelessness, poverty and asylum seekers.

## OUR KEY VALUES

### Commitment

Loyalty in service to our mission, vision and values.

### Compassion

Welcoming and serving all with understanding and without Judgement.

### Respect

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

### Integrity

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

### Empathy

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

### Advocacy

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

### Courage

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



**St Vincent de Paul Society**  
NSW  
*good works*

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