

# GOOD WORKS

ANNUAL REPORT  
2018-19



St Vincent de Paul Society  
CANBERRA/GOULBURN

*good works*

## **ACKNOWLEDGEMENT OF COUNTRY**

The St Vincent de Paul Society Canberra/Goulburn acknowledges Aboriginal and Torres Strait Islander Peoples as Traditional Custodians of Country throughout Australia. We pay respect to their cultures, Elders past, present and emerging, and we commit to working together for our shared future.

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# PRESIDENT'S MESSAGE

## Warwick Fulton, President, St Vincent de Paul Society Canberra/Goulburn

The 2018-19 financial year has been one of significant achievements in our services to the communities of the Canberra/Goulburn region. It also marks the tenth year of the CEO Sleepout in Canberra, and the tenth anniversary of our Clemente program providing a pathway to higher education to our companions.

This year, on a freezing -4 degrees Canberra winter's night, a record 170 CEOs participated in the CEO Sleepout, impressively raising over \$812,000 in support of our homelessness services. Just as important was that through their action the CEOs raised the profile of homelessness which continues to be our greatest challenge in trying to help people in need get back on their feet.

The key work of the Society continues to be the support of the people who call on our emergency relief services (our companions). Our 644 volunteer members, based in 51 conference groups throughout the Canberra/Goulburn region have responded to requests for assistance by visiting people in their homes or through interviews at our Vinnies Centres. Whilst caring for their immediate needs we try to assist our companions to address the underlying issues that prevent them from being self-reliant. Last year our conferences responded to 17,577 requests for assistance and provided over \$2 million worth of material aid.

Our Catholic parishes have again been great supporters of the work of the Society in helping us to raise funds through the February Doorknock Appeal and by responding to all of our other appeals. Many schools, both primary and secondary, throughout the Canberra/Goulburn Archdiocese have also supported us through social justice days, fundraising and Mini Vinnies programs.

To all of our donors and supporters, a very sincere thank you. We could not do what we do without your continuing help and support. We rely on your generosity to enable us to reach out to our companions and to keep going when sometimes the task seems great.

Our Archbishop, Christopher Prowse, has been a great advocate and spiritual supporter for the work of the St Vincent de Paul Society and calling on parishioners to get involved, citing that the Society represents 'the Church in action'.

In August, we launched our Drought Appeal in response to one of the worst droughts to impact the eastern states of Australia. As is often the case, Australians generously opened their hearts and their wallets to the plight of their cousins in the bush. We raised \$76,000 and distributed relief to a wide area of NSW through our conference volunteers who have an active presence in most of the larger towns in NSW.



The Federal Government also provided us with significant drought funding of \$469,708 which we also distributed through our conferences.

In October, we launched the Community Inclusion Program at Oaks Estate. This program, funded by the NDIA, provides people with a psycho-social disability with access to information and referral to peer support networks that will provide quality information about services that can best meet their needs and build their capacity to live an independent life.

Dressed by Vinnies Day was another new initiative introduced in October to promote the great range of quality recycled clothing available through our Vinnies shops. Its success means that this will become an annual event.

Our 27 Vinnies centres are the public face of the St Vincent de Paul Society and form an important focal point of the community, particularly in our country areas. These shops enable us to recycle good quality clothing at reasonable prices and to make it available at no cost to our companions. The profits from our shops are an important source of funds to support our other services.

Our Special Works provide professional support that our conference volunteers cannot provide for some of our companions with complex needs. With our focus on homelessness it is logical that our programs like Night Patrol, Blue Door, Samaritan House, Oaks Estate, Compeer, and Energy Efficiency have a priority of supporting the homeless and those at risk of homelessness.

Our youth conferences, St Nick's and St Joe's, and VINES, a joint venture with Scouts ACT, provide respite, recreation, education and referrals to young people experiencing disadvantage in the Canberra region.

The St Vincent de Paul Society in Canberra/Goulburn covers a broad range of services which is pretty amazing given the size of our organisation. We could not provide these services on the scale that we do without the dedicated service of our 644 members, 160 employees and 1700 volunteers. I am very proud of them for their generosity with their time and their dedication to continuing the work that our founders, Frederic Ozanam and his companions, commenced 186 years ago.

I would also like to thank our 10 Territory Council members and 4 advisors for undertaking and assisting in the governance of our Society in Canberra/Goulburn. They met 5 times during the year but were also called on at other occasions for out-of-session decisions to guide the Society in many ways.

Last year I mentioned that we have developed a new and ambitious Strategic Plan for 2018-22. After consultation with our members, volunteers, employees and stakeholders we had the confidence to challenge ourselves with a comprehensive and far-reaching Strategic Plan for the benefit of our companions. It contains clear goals, measures and outcomes, plus KPIs for our employees.

In line with the plan we have worked on developing a positive environment across the organisation to ensure that we are all focused on outcomes that will give our companions a 'hand up' rather than just providing outputs, and that our mission, vision and values are at the heart of all of our decisions and undertakings. We have continued to advocate for vulnerable people including people experiencing homelessness, or at risk of homelessness, people living with mental illness, and asylum seekers.

The constant focus of the Strategic Plan is our mission. As a lay Catholic organisation we aspire 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.

Entrenched homelessness continues as the greatest challenge we face after more than 20 years of governments failing to provide sufficient resources to address the underlying problems.

Those 116,000 Australians unfortunate enough to be homeless and the 3.1 million who are living in poverty (13% of the population) are often blamed for their misfortune and treated as though they don't matter.

Of course we know that they do matter. Over 38% of the emergency assistance we provided this year was in the form of food parcels to people who did not have enough to eat. Isn't this an indicator that our social fabric is in need of repair? Why do all these people need food? The main reason is that they are paying too much for their accommodation which then leaves them with insufficient money for food and utilities.

There are two factors that are the main contributors to keeping people in poverty. Australia-wide there is a shortage of 433,000 social and affordable dwellings. Until this is fixed people at the bottom of our social ladder are forced to pay too much to keep a roof over their heads. The second factor is the inadequacy of Newstart at \$282 per week including the energy supplement. Newstart has not increased in real terms for over 25 years and the Federal Government has indicated that it does not intend to increase it. Until these issues are addressed the distress of 116,000 homeless and 13% of the population living in poverty is not going to change.

I have recently resigned from my position as Territory Council President to take up the role of Deputy President to the National Council. It is an exciting opportunity to provide a different kind of service. John Feint, Tuggeranong and Monaro Regional President, was elected on 7 June 2019 as the new Territory Council President. I congratulate John on his election.

I would like to thank our CEO, Barnie van Wyk, and his great team of employees. I have greatly enjoyed working with them. They are dedicated, inspired and hard working. They have achieved so much and many have generously given of their personal time to volunteer as well. To Barnie in particular, I have really appreciated working with you and the support you have given to me and to the Territory Council.



# CHIEF EXECUTIVE OFFICER'S REPORT



## **Bernie van Wyk, CEO, St Vincent de Paul Society Canberra/Goulburn**

The 2018-19 financial year was a year of growth allowing the St Vincent de Paul Society Canberra/Goulburn to respond to the continued needs of companions we serve.

St Vincent de Paul Society Canberra/Goulburn has continued to provide emergency material and financial aid, deliver support, coordination, accommodation, respite for young adults and ancillary services for community members in the ACT and NSW, including those affected by drought. We have also participated in a number of key social justice and advocacy campaigns to support vulnerable Australians.

The diverse work of our members, volunteers and employees, and the stories of how we help vulnerable people in our communities, are a testament to the intrinsic values on which we are founded. The Society's footprint and strengths are reflected in the love, respect, justice, hope and joy of everyone who unselfishly provides a 'hand-up' to all in need.

Poverty remains a real challenge to people living on fixed incomes, and experiencing increased living costs, with those in the ACT also experiencing the highest rents in Australia. The ongoing work of the Society plays a key role in preventing homelessness, addressing inequalities and supporting individuals to overcome disadvantage. During the 2018-19 financial year our conference members across the ACT and NSW responded to 17,577 calls for assistance, providing assistance valued at over \$2 million. Again this year, the two major support items companions required most assistance with were food and utilities.

In the 2018-19 financial year we have seen a strong focus in the area of youth and education; particularly with the momentum of our Mini Vinnies, St Joe's and St Nick's programs and VINES helping us to build a thriving young Vincentian community and breaking the cycle of disadvantage for many young people.

Strong orientation, appointments and induction programs are also cementing the next generation of Vincentians. We also celebrated the tenth anniversary of Clemente. Since it started in Canberra ten years ago, over 500 companions have benefitted from this important program, run in partnership with the Australian Catholic University.

This year we have continued to align our efforts with the 2018-2022 Strategic Plan. As such we have strengthened partnerships, increased our advocacy efforts, and invested much energy preparing for accreditation with Quality Innovation Performance (QIP). As part of our focus on communication, our 'roadshows' visited five locations in September 2018 to share plans and information with interested parties across the archdiocese.

St Vincent de Paul Society Canberra/Goulburn has also lodged budget submissions to the ACT Government asking for greater policy and funding commitment to accommodation and support for rough sleepers in the ACT, and participated in the Deputy Chief Minister's Cohort Study Reference Group.

Financially, the Society had another solid performance with annual revenue increasing, and delivering an operating surplus to provide a solid base for the support of marginalised Australians in our community. The Territory Council, as part of the adopted Strategic Plan, approved investment in the long-term sustainability of our revenue streams during the year, committing to ongoing investment in both the Vinnies shops with the refurbishment of 11 shops, and introducing the Raiser's Edge Client Relationship Management platform to aid in the Society's fundraising, as well as member, volunteer and donor management, and improving our digital and media exposure.

In addition to the growth of our services, St Vincent de Paul Society Canberra/Goulburn had our biggest CEO Sleepout yet, raising \$812,000 to support our programs and services designed to break the cycle of poverty. Hosted by Canberra Airport, the event also encouraged important conversations around systemic poverty, particularly in relation to raising the rate of Newstart.

Our work also relies heavily on the generosity of our donors. During the course of the year we have again been overwhelmed with support given by the community who consistently surprise us with their generosity. I'd like to make a special mention of ABC Canberra, Stephen Byron, Managing Director of Canberra Airport, who raised the largest amount ever for the Vinnies CEO Sleepout Canberra, and Canberra Toyota who supported us, not only with fundraising, but with sponsorship of our Doorknock Appeal and a generous agreement to acquire a new Night Patrol van replacing the original van launched in 2001. Thank you to all who assisted with fundraising; we cannot deliver these programs without your support!

Each year we benefit not only from financial donations, but also gifts in-kind such as food, clothing, furniture and homewares, which enable us to support our Vinnies shops, Christmas Appeal and other works of the Society. I would like to acknowledge and express the utmost gratitude to every individual and organisation that has assisted us to continue our important work in the communities where we serve.

Finally, I wish to thank all of our fantastic Vincentians, volunteers and employees for their contribution; whether you do home visitations, support our companions, work in our shops, or provide corporate support to our assistance programs. Every contribution, no matter the size, makes a difference in the lives of those most marginalised in our community. I look forward to the next financial year, focusing on building on our achievements to date, expanding our partnerships with stakeholders in the sector, speaking out against injustice, and increasing the footprint of the Society.



## Message from Incoming President, John Feint

I was elected President of the Canberra/Goulburn Territory Council of the Society on 7 June 2019.

Following my election I have been busy getting to know the work of the Society in more detail. I came to the role after 12 years as a conference member at Gowrie, and 3 years as Regional President for Tuggeranong Monaro. I am excited by the opportunity to serve the Society and our companions in this role. I will continue to listen and learn about all the diverse activities that we undertake across the region.

There are many challenges facing the Society which are being addressed. I will endeavour to continue the work of Warwick Fulton in leading the Society. Conferences remain at the core of the work of the Society - we must continue to look at new ways of enlivening conferences to serve the needs of our companions. Young people are continuing to make a significant contribution to our work - we must provide opportunities for young people to move into leadership roles as it's vital to our future health.

We must also ensure that our business and Society policies and procedures are consistent with best practice so members, volunteers and employees can work together to effectively serve the needs of our companions.

# SPIRITUAL REFLECTION

## John Vance, Director of Mission, Spirituality and Membership

Reading through the pages of our Annual Report you cannot but be moved by the huge impact of all of the Society's good works to ensure that we can meet the needs of our companions. As can be seen, our members, volunteers, employees and benefactors are tireless in their efforts in providing support to others, and do so with love, care and concern. They are willing to be present, reach out and walk with others. Their work with the Society always seeks to provide the opportunity for our companions to achieve the 'hand up' in their lives by respecting their dignity, sharing their hopes and providing encouragement for them to believe that they can take control of their own destiny. This can only come about, though, through mutual relationships where we are prepared to serve each other with love, respect, justice, hope and joy, always seeking to improve the quality of each other's lives.

Blessed Frederic Ozanam provided an example of this for us, because he, with his friends, working with Blessed Rosalie Rendu, sought out those who needed help. They walked with their companions, understanding their needs, visiting with them and not only provided support, material goods and help, but made available to them ways in which they could discover within themselves the means to achieve a 'hand up' in their lives. Allowing them to take part in Jesus' plan for everyone, which is that we all have life and have it to the fullest.

This Annual Report, especially through the case studies, provides us with a snapshot of the passion behind the works the Society undertakes. It talks to the way each member, volunteer, employee and benefactor seeks to show our companions just how important they are to us but especially how important they are to Christ.

Through our good works we are bringing about Jesus' words in Luke where he talked of his mission, and challenged us to follow him bringing 'good news, proclaiming liberty, restoring sight and seeking freedom for the oppressed'(1). We undertake all this in a spirit of love because we believe that "to love someone is to strive to accept that person exactly the way he or she is, right here and now"(2) and therefore wanting nothing but the very best for them.

On behalf of our companions, thank you to all of our members, volunteers, employees, benefactors and the local community for everything you have done throughout the year in support for those in need and continue to do now.

1. *The New Jerusalem Bible - Darton, Longman and Todd 1990*  
2. *Fred Rogers, The World According to Mister Rogers: Important Things to Remember - Hyperion: 2003*



“

**BLESSED, THEREFORE ARE THE OPEN HANDS THAT EMBRACE THE POOR AND HELP THEM, THEY ARE HANDS THAT BRING HOPE. BLESSED ARE THE HANDS THAT REACH BEYOND EVERY BARRIER OF CULTURE, RELIGION AND NATIONALITY, AND POUR BALM OF CONSOLATION OVER THE WOUNDS OF HUMANITY. LET US LOVE, THEREFORE, NOT WITH WORDS BUT WITH DEEDS.**

”

- Pope Francis

# WHO WE ARE

The St Vincent de Paul Society is an international, lay Catholic organisation dedicated to tackling poverty and disadvantage by providing assistance to anyone in need. The Society was founded in France by a group of young men in 1833, the principal founder being the Blessed Frederic Ozanam.

This group of young people named the Society after the Patron Saint of Christian charity, St Vincent de Paul. Today the Society has more than 950,000 members in over 150 countries. All members of the Society volunteer their time, and are at the core of what the Society does.

In addition to our members, we also have volunteers and employees who dedicate their time to serving the Canberra/Goulburn region, enabling the Society to carry out its good works.



Our founder, Blessed Frederic Ozanam

# OUR VISION

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

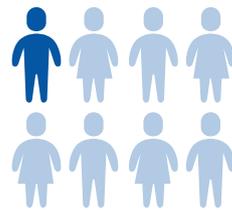
# OUR MISSION

The 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.

# WHY WE HELP

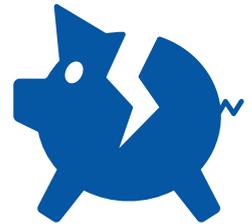
116,000

AUSTRALIANS ARE HOMELESS –  
14% INCREASE BETWEEN 2011 AND 2016



739,000  
AUSTRALIAN CHILDREN  
(MORE THAN 1 IN 8) LIVE  
BELOW THE POVERTY LINE

ALMOST  
26,000  
CANBERRANS  
ARE LIVING BELOW  
THE POVERTY LINE



AUSTRALIA HAS A  
SHORTFALL OF  
433,000  
SOCIAL HOUSING  
DWELLINGS

PEOPLE ON NEWSTART GET  
\$282 PER WEEK\*  
BUT MEDIAN RENT IN CANBERRA IS:  
\$430 A WEEK  
FOR A UNIT  
OR \$540 A WEEK FOR A HOUSE

\* Incl. the energy supplement





I WORK WITH PEOPLE WHO HAVE HAD SET BACKS IN LIFE. WE ALL HAVE SET BACKS, BUT SOME MORE THAN OTHERS. THE PERSON I'M HELPING NOW MAY GO ON TO GREAT THINGS TO BENEFIT ALL OF OUR COMMUNITY. TO BE PART OF THAT BEGINNING, TO GIVE A 'HAND UP' IS A REWARDING JOB.

- Employee

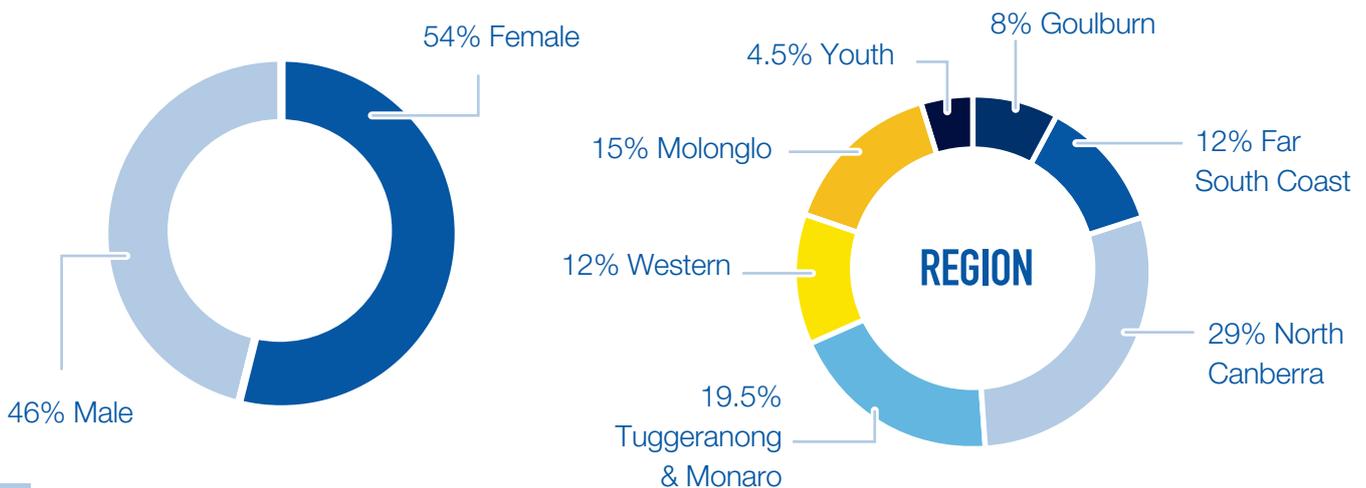


## OUR PEOPLE

People are the core of our good works and the manner in which we operate. The passion of our members, volunteers, and employees for the most marginalised in our society is evident across the Society and all the programs. Our people believe in our mission and aspire to provide a 'hand up' to people in need, covering a broad range of roles focusing on supporting our companions. With a team of 644 members, 1700 volunteers and 160 employees we are working directly in the communities we serve; in the local schools, parishes, and wherever help is needed.

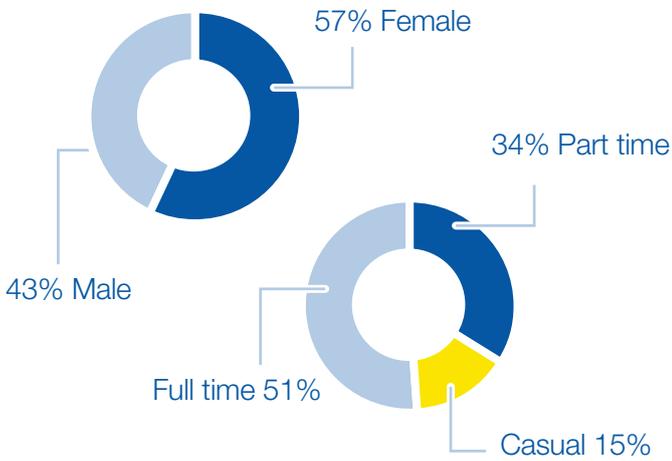
## 644 MEMBERS

Members are the backbone of the Society, providing support to companions, and determining the strategic direction of the Society and how best to provide our programs and services to people in need.



# 160 EMPLOYEES

Our paid employee base is kept to a minimum, to allow our resources to be directed at people in need. We acknowledge the expertise of our employees which complements the good works of our members and volunteers.



## AREA OF WORK

Admin	18.22%
Centres	48.13%
Conference Support	3.74%
Special Works	26.64%
Community Engagement	0.93%
Youth	2.34%

## LENGTH OF SERVICE

<2 years	49.53%
2-5 years	26.64%
6-10 years	14.95%
11-20 years	6.07%
>20 years	2.80%

# 1700 VOLUNTEERS

Volunteers extend their skills and abilities across the breadth of the Society.

Centres	58%
Community outreach	2%
Homelessness services	25%
Mental health services	1.5%
Education services	0.4%
Youth programs	12.5%
Admin	1%



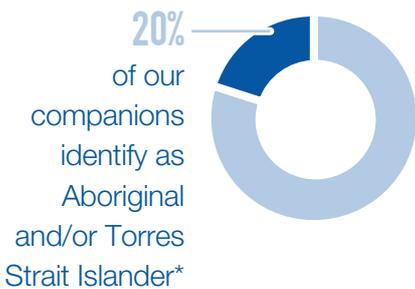
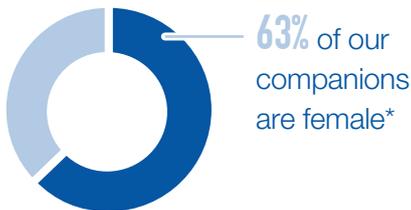
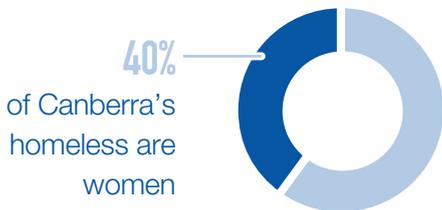
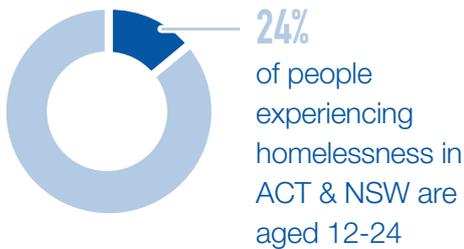
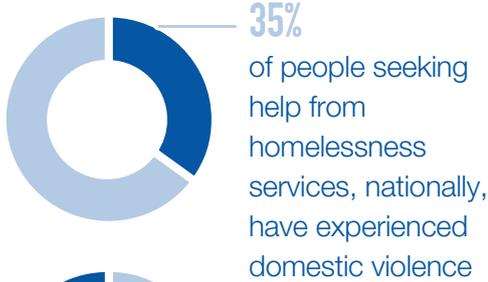
**I LOVE HOW VARIED THE WORK I DO IS AND HOW MANY DIFFERENT PEOPLE I GET TO MEET.**

- Volunteer



# OUR COMPANIONS

We refer to the people we support as 'companions' as we walk beside them, offering a 'hand up', while they achieve their personal goals.



\*These numbers only represent companions seeking assistance through our conferences



**↑ 230% INCREASE**  
IN NUMBER OF PEOPLE IN  
OVERCROWDED DWELLINGS  
IN ACT & NSW BETWEEN  
2001 & 2016



THERE ARE **1596 PEOPLE**  
EXPERIENCING HOMELESSNESS  
IN THE ACT, AN INCREASE OF  
**69% SINCE 2001**



**↑ 75% INCREASE**  
IN PEOPLE ON NEWSTART  
SEEKING ASSISTANCE FROM  
HOMELESSNESS SERVICES  
BETWEEN 2013-2019

Sources: ABS Census, 2016  
ACOSS, 'Poverty in Australia 2018' report  
Australian Institute of Health and Welfare, 'Specialist homelessness services annual report 2017-18'  
Homelessness Australia, 2019, 'Clear connection between homelessness and inadequate Newstart payments'

# HOW WE HELP

The St Vincent de Paul Society Canberra/Goulburn helps people in need in a number of ways, giving them a 'hand up' to make life-changing decisions.

The type of support offered differs from situation to situation, but our conferences remain central to the Society's good works and governance.

The special works of the Society focus on services that require professional staff and full-time support, though most are reliant on the generous donation of time from volunteers.



# REPORT ON STRATEGIC PLAN PROGRESS

## Patrick McKenna, Director of Strategy and Transition

In 2018, the Territory Council, in consultation with members, volunteers, employees, companions and other stakeholders, developed its new Strategic Plan 2018-2022, stating three core goals:

1. Companions are given a 'hand up'.
2. Vincentian Values are reflected in all we do.
3. One Society, A United Voice – in line with the Strategic Plan of the National Council.

Supporting these main goals are the initiatives and objectives identified across seven themes: Spirituality, Communication, Society Works, Partnerships, Advocacy, Sustainability, and Our People.

The Strategic Plan can be accessed on the ACT Publications page of the Vinnies website.

Work has commenced in all areas of the Strategic Plan and in many cases we have already implemented, or are well underway with the initiatives, as outlined below:

## SPIRITUALITY

- We are introducing members, volunteers and employees to Vincentian Spirituality through our induction and training programs.
- All major proposals and decisions of the Society are mapped against our Vision, Mission and Values.
- Additional spiritual resources have been made available for use by conferences.

## COMMUNICATION

- A communication committee has been established to develop an effective communication plan across the Society.
- Our regular Wednesday seminars are providing the opportunity for members, volunteers and employees to increase their understanding of other parts of the Society and our external partners.
- Biennial roadshow's give us the opportunity to communicate directly to our members, volunteers and employees.

## SOCIETY WORKS

- A large amount of work is being done to prepare us for Quality Innovation Performance (QIP) accreditation, demonstrating best practice in our service delivery.
- We have expanded services at Oaks Estate with the establishment of our Community Inclusion Program.
- The addition of our Conference Support and Regional Engagement Coordinator is enabling improved support and collaboration across the Society.

## PARTNERSHIPS

- We are continuing to strengthen partnerships with schools, universities, peak bodies and local businesses to enable and enhance our good works.
- We are active in attracting sponsorship for programs that do not receive government funding.

## ADVOCACY

- Our advocacy efforts are more visible through our principal sponsorship of Parity Magazine and our collaboration with ACOSS and ACTCOSS.
- We are active in the push to 'Raise the Rate' of the Newstart Allowance.

## SUSTAINABILITY

- We are working towards the single legal entity structure of a Company Limited by Guarantee.
- We have engaged a consulting firm who has advised us on a strategy for our property and other investments into the future.
- We have taken a long-term lease of the Rheinberger Centre in Yarralumla which will become our central office from 2020.
- We have commenced planning for the expansion of the Mitchell Warehouse.
- An ICT strategy has been developed which includes moving our systems to the Cloud and replacing outdated technology.

## OUR PEOPLE

- The Conference Recruitment Program has been successfully rolled out to conferences.

As we continue to work towards the full implementation of the Strategic Plan, we have identified the areas of focus for 2019-20 and look forward to reporting on future achievements.

# GOVERNANCE

## Patrick McKenna, Director of Strategy and Transition

The St Vincent de Paul Society in Canberra/Goulburn operates under The Rule approved by the International Council General of the Society in Paris and the National Council in Australia.

The core of the Society is the 'conference'. A conference is a group of members, or Vincentians, who seek to live out their faith by helping those in need in our community. The St Vincent de Paul Society Canberra/Goulburn has 644 members in 51 conferences, who offer people in crisis a 'hand up', not just a hand out. They operate in accordance with The Rule of the Society and may be established within any community, such as a parish, town, suburb, school, university, workplace, ethnic or social group. Members operate through their local conferences at the grassroots level by visiting people in need in their homes, or conducting interviews with them in our centres to best find ways to support them.

Many conferences are parish-based but special conferences are formed to address particular needs, including youth and young adults, spirituality and migrants and refugees. Each conference elects a President and the Conference Presidents together form a Regional Council in their area. There are six Regional Councils in the Canberra/Goulburn Archdiocese. A Vice President for Conferences, Training and Development provides high level support for conference work, and is supported by the Director of Mission, Spirituality and Membership.

Three of our conferences are youth and young adult conferences. Two of these focus on youth holiday camps, supporting young people. The third is populated by students at the Australian National University. These conferences are supported by a Vice President for Youth and Young Adults.

The governing body for the Society in the Canberra/Goulburn Archdiocese is the Territory Council. The Council is comprised of the six Regional Presidents elected as above, and the President, Vice Presidents, Treasurer, and Spiritual Advisor. The Council is advised by a Legal Counsel, Twinning Coordinator, Social Justice and Advocacy Coordinator, and the CEO. The President of the Council is elected by the Council members. The Council meets five times per year. There are a number of sub-committees formed by members of the Council and external experts who meet regularly and provide guidance to the Council on matters such as audit, risk, finance, and social justice.

The CEO manages all employees and business operations for the Society, and reports to the Territory Council. The CEO is responsible for providing input to, and implementing, the Territory Council's Strategic Plan. The CEO employs a Director of Strategy and Transition, who is the public officer and responsible for the Society's governance framework.

Under The Rule, the Society can undertake special works, the largest being our 27 Vinnies Centres. The Centres are managed by a Director of Commercial Operations who oversees Area Managers and Retail Managers. Other special works focus on services that require professional staff and full-time support and cannot be easily managed under the conference model. There are 12 other special works programs which are managed by the Director of Special Works and Director of Community Engagement, and supported by a Vice President.

The Society is incorporated as an association under the ACT Associations Incorporation Act 1991 and holds a subsidiary company limited by shares under the Corporations Act 2001. The Territory Council has identified that a single Company Limited by Guarantee would be the most appropriate legal entity for the Society and will pursue the steps to achieve this desired legal structure.



# GOVERNANCE STRUCTURE

## ST VINCENT DE PAUL SOCIETY NATIONAL COUNCIL

### CANBERRA/GOULBURN TERRITORY COUNCIL

President Warwick Fulton

AUDIT & RISK COMMITTEE

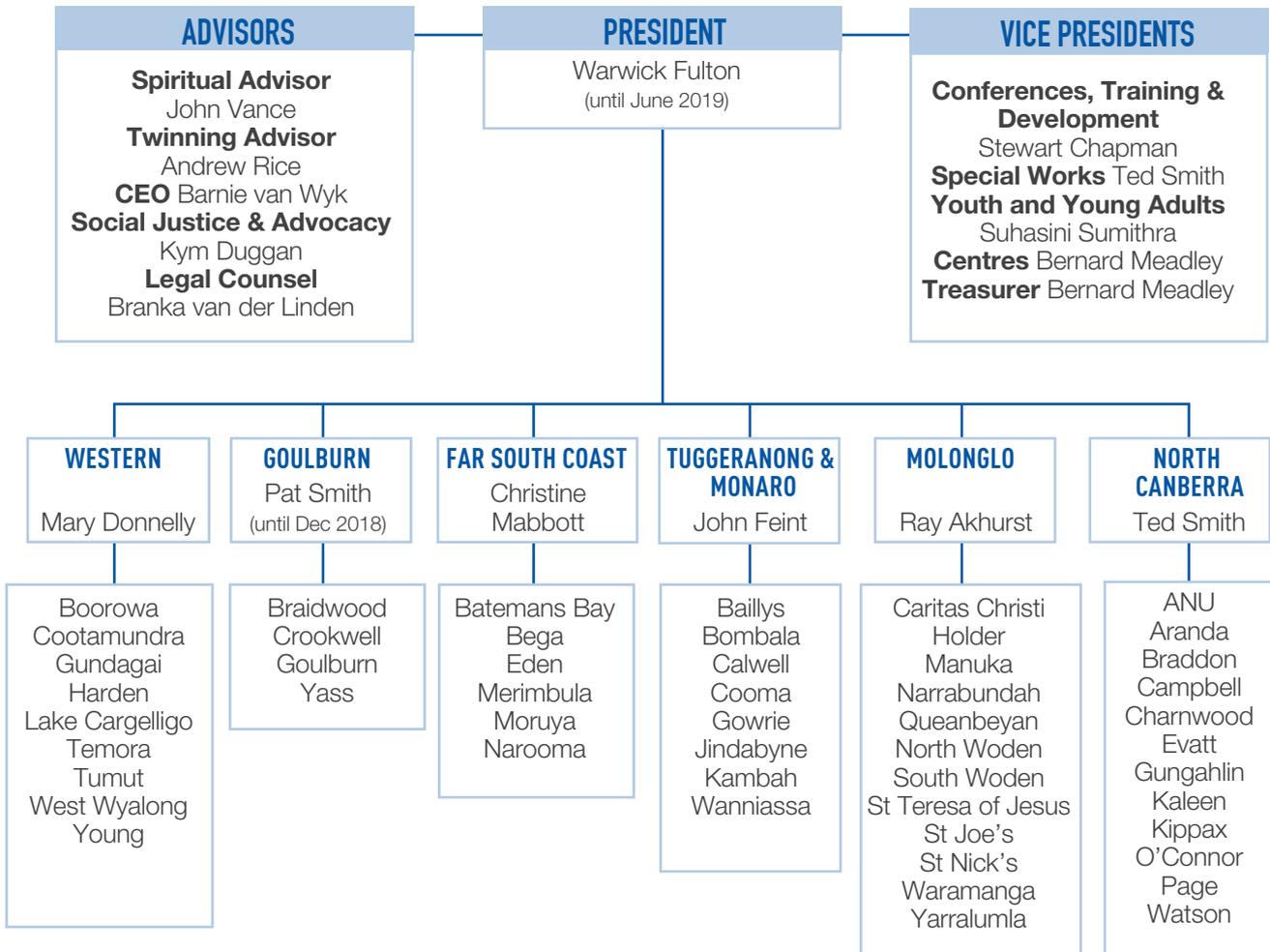
FINANCE COMMITTEE

INVESTMENT COMMITTEE



## CONFERENCE ORGANISATIONAL CHART

### CANBERRA/GOULBURN TERRITORY COUNCIL

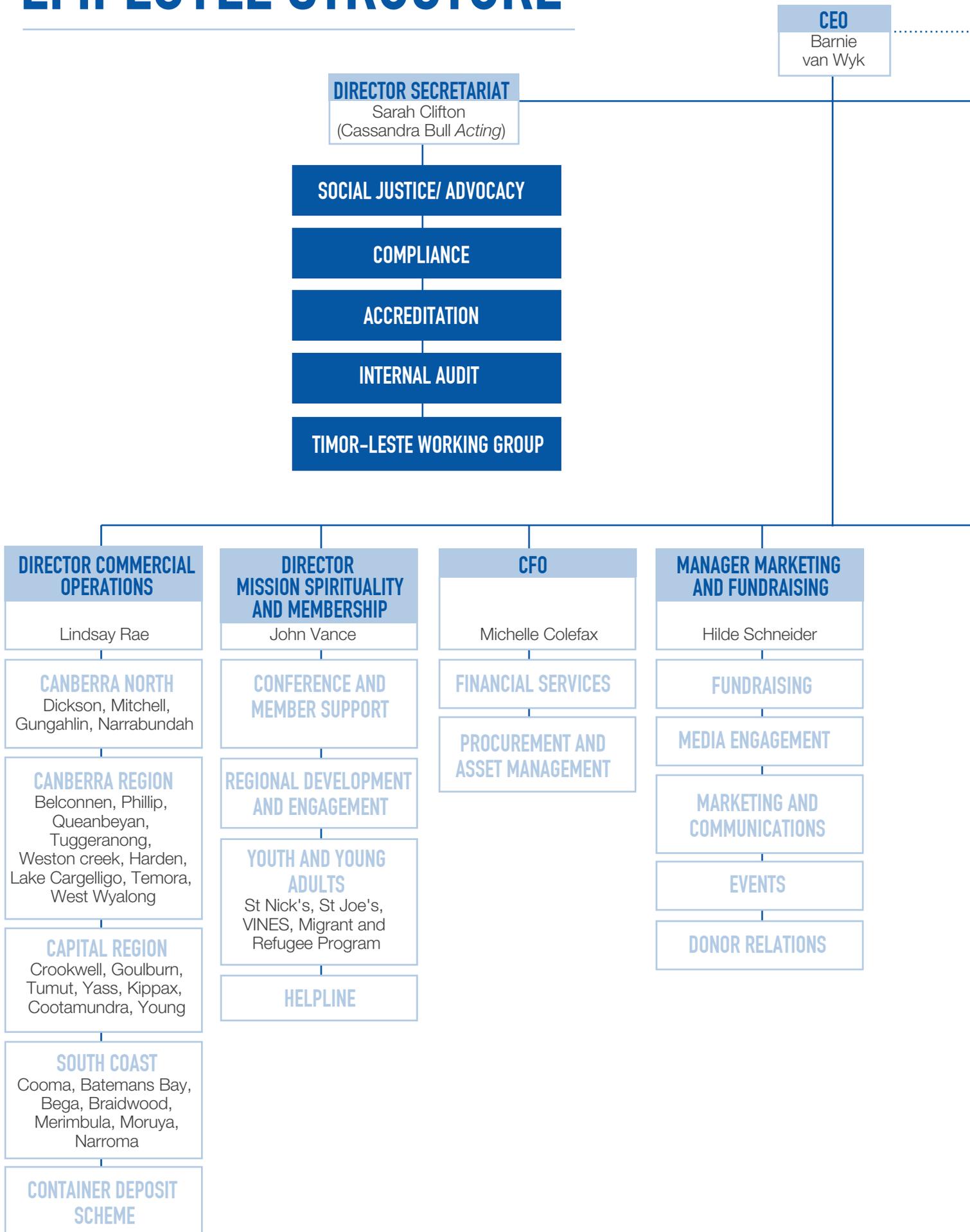


# TERRITORY COUNCIL



*From left to right: Christine Mabbott, Barnie van Wyk, Linda Barry, Ray Akhurst, Kym Duggan, Ted Smith, Jane Sampson, John Feint, Suhasini Sumithra, John Vance, Bernard Meadley, (Wendy Wise, Cathy Ffrench representing members from the Goulburn region), Warwick Fulton, Mary Donnelly, Stewart Chapman*

# EMPLOYEE STRUCTURE



**TERRITORY COUNCIL**

**EXECUTIVE OFFICER**

Jane Sampson

**SECRETARIAT  
OPERATIONAL BOARD  
TERRITORY COUNCIL**

**ADMINISTRATIVE LIAISON  
AND OVERSIGHT**

**DIRECTOR SPECIAL  
WORKS**

Chris Shortis

**MENTAL HEALTH**  
Community Inclusion  
Program  
Compeer

**HOMELESSNESS**  
Samaritan House  
Street to Home  
Family and Youth  
Homelessness Services  
Blue Door

**EDUCATION**  
Clemente  
Home Energy

**HOUSING**

**DIRECTOR COMMUNITY  
ENGAGEMENT**

Erin MacArthur

**VOLUNTEER  
DEVELOPMENT  
AND SUPPORT**

**COMMUNITY  
ENGAGEMENT**  
Night Patrol  
Thread Together

**CIO**

Rod Ingram

**BUSINESS  
ANALYSIS**

**ICT**

**INFORMATION  
MANAGEMENT**

**MANAGER HUMAN  
SERVICES**

Greg Shaw

**WHS**

**FLEET**

**PAYROLL**

**DIRECTOR STRATEGY  
AND TRANSITION**

Patrick McKenna

**ORGANISATIONAL  
GOVERNANCE  
AND LEGAL**

**PROPERTY**

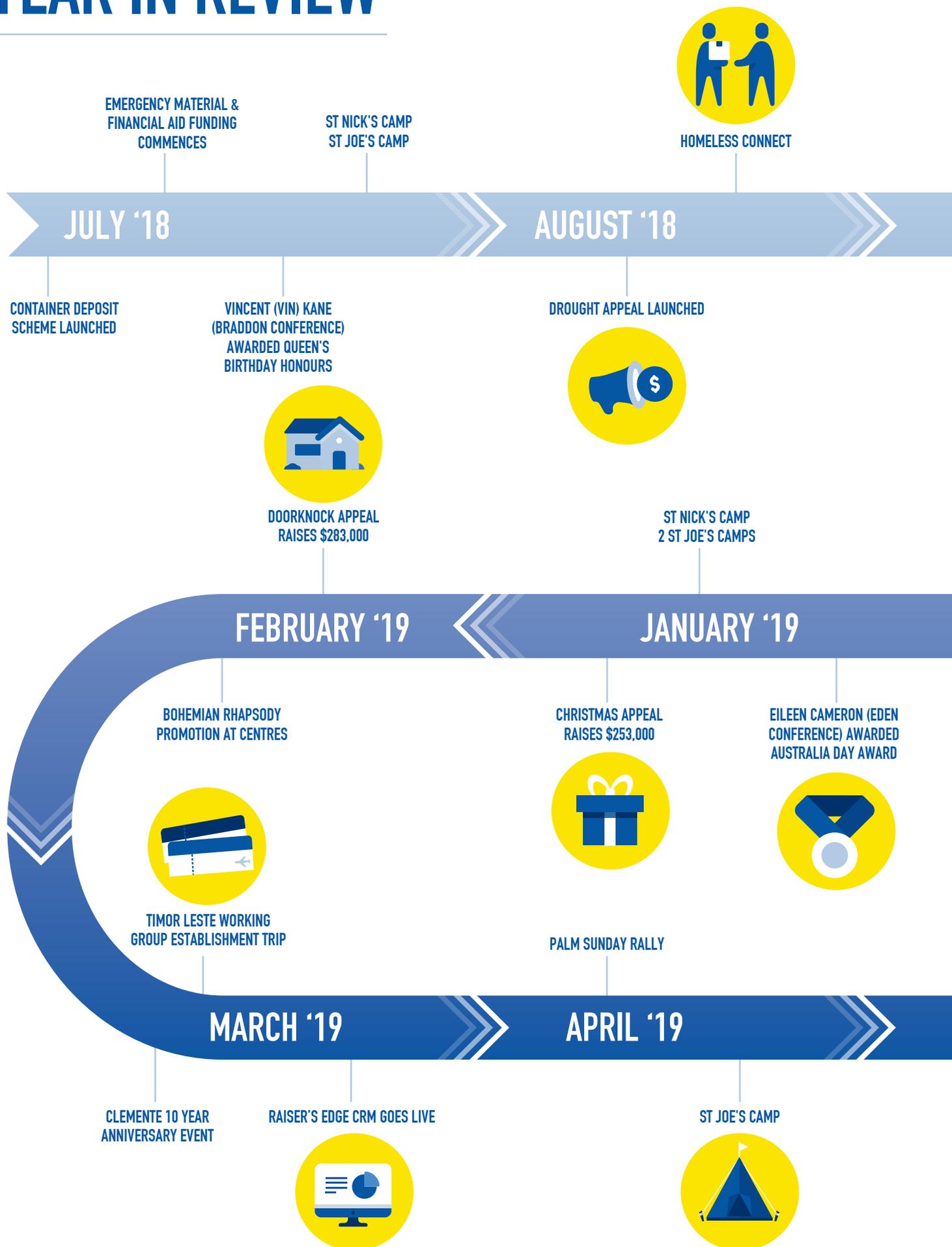
**STRATEGIC RISK**

**GRANTS**

**MAJOR PROJECTS**

**INSURANCE**

# YEAR IN REVIEW





WINTER APPEAL RAISES  
\$354,000



DRESSED BY VINNIES DAY

## SEPTEMBER '18

81 PEOPLE ATTEND THE 5  
ROADSHOWS AT BEGA,  
GOULBURN, CANBERRA,  
BATEMANS BAY & YOUNG

## OCTOBER '18

ANTI-POVERTY WEEK -  
COMMUNITY INCLUSION  
PROGRAM LAUNCHED

2 ST JOE'S CAMPS



ST NICK'S CAMP

ST NICK'S, ST JOE'S AND  
FAMILY SERVICES  
CHRISTMAS PARTIES

CLEMENTE ART  
EXHIBITION

## DECEMBER '18

FUNDRAISING BBQ AT  
PARLIAMENT HOUSE



NATIONAL VOLUNTEER WEEK  
(VOLUNTEER THANK YOU EVENT)  
COMPEER WIN 'THOUGHT AND  
LEADERSHIP AWARD'

ST JOE'S CAMP

## NOVEMBER '18

SECONDARY SCHOOLS  
SOCIAL JUSTICE DAY

AGM AND  
FESTIVAL MASS



NEW TERRITORY COUNCIL  
PRESIDENT ELECTED

## MAY '19

NATIONAL GRILL'D  
PARTNERSHIP LAUNCHED



## JUNE '19

10TH ANNIVERSARY  
VINNIES CEO SLEEPOUT  
IN CANBERRA RAISES  
RECORD-BREAKING  
\$812,500

ST NICK'S CAMP



# CASE STUDY



\*Stock image used

## “SLEEPING ON THE STREET HERE IS SAFER THAN GOING HOME”

*All conferences provide support to migrants, refugees and people seeking asylum when requested, but our specialist refugee conference, Caritas Christi, assists those people with more complex problems, and there are many of those. Caritas Christi also coordinates Vinnies refugee support with two other Canberra volunteer organisations, Companion House and Canberra Refugee Support. The case study below gives an example of that cooperation. This cooperation between the three organisations (and with Red Cross as well) has been particularly important in funding the accommodation costs of asylum seeker families denied access to the Federal Government's Status Resolution Support Services (SRSS) program.*

Ahmed and Mona\* have been living in Canberra for five years. Originally here for Ahmed's work, the couple were told by family in their home country that it wasn't safe for them to return. "They're asking for you," Ahmed's family told him, and when their house was fire bombed, they knew they could never go home.

In their home country, the couple had family members killed in front of them, and knew they were at risk of kidnapping. Most of their family members from their home country are now in neighbouring countries, or in refugee camps on the border. Ahmed and Mona are the lucky ones. Yet, despite the situation facing them in their home country, it took two years for their application for asylum to be approved, allowing them to stay. For those two years the couple existed on a bridging visa, the rules of which meant that they were simultaneously unable to work but unable to apply for any government support.

For two years the couple lived off what savings they had, and assistance from charities. Companion House worked with them for the whole period providing medical and pharmaceutical services, food vouchers, bus vouchers and access to their migration agent. Canberra Refugee Support (CRS) has worked with them for the last two years, helping them find somewhere to live, negotiating a bank account without excessive fees, and assisting with rent and bills. Other charities, such as the St Vincent de Paul Society and Red Cross also assisted the couple at this time, helping with rent, bills and food.

Working with the couple, CRS found one of the greatest challenges for the family was in securing accommodation. Rental agencies would not consider the couple since they had no proof of income. It was only thanks to an understanding landlord, renting his property directly, that the couple were able to move into a furnished one bedroom flat. Ahmed states that, for him, the most difficult part of their two years on the bridging visa was not being able to buy food. "Sometimes we just had bread and water," he said. Vinnies was able to assist the couple with food hampers provided by local volunteer members. Ahmed and Mona were also given links to other emergency food providers, such as Anglicare.

In June 2018, Ahmed and Mona were granted humanitarian visas, allowing them to stay permanently in Australia, and allowing them access to Medicare and Centrelink. While their situation is better now than it has been for the past five years, there are still many difficulties the couple faces.

At \$380 per week, their rent is 50% of their joint income; affording food is still difficult, and they no longer have access to many of the emergency food services which are only available to people with no income. They attend English classes for five hours a day, four days a week, leaving little time for any paid employment. Not that they're in a position to work at this stage.

Two years ago Ahmed underwent surgery for cancer – a procedure that ate into their savings as he was not entitled to any treatment under Medicare at the time. He has lingering issues from cancer, and Mona is therefore his primary carer.

Despite the difficulties Ahmed and Mona have faced over the past few years, the couple are friendly, and welcoming, generous with their time, biscuits and coffee, and grateful for the assistance they've received from the organisations in Canberra who work to ensure refugees find safety in Australia.

\*Names changed to protect the safety of the couple

# ADVOCACY – SOCIAL JUSTICE COMMITTEE REPORT

The St Vincent de Paul Society Canberra/Goulburn is committed to identifying the root causes of poverty and to contributing to their elimination (The Rule 7.1). We do this by constantly striving to understand our changing world and by being a strong voice in the advocacy for the most vulnerable people in our community.

Members of the St Vincent de Paul Society Canberra/Goulburn are everyday practitioners of hope, and advocate on behalf of the poor to address social determinates and the barriers that perpetuate cycles of poverty and disadvantage. To support this work, in 2018-19 the Society drafted an Advocacy Framework. The purpose of the Framework is to advocate for solutions to injustice by engaging government, working with other peak bodies and raising awareness across the community.

As Pope Francis encourages us:

*"It makes me very happy to see you working together towards social justice! How I wish that such constructive energy would spread to all dioceses, because it builds bridges between peoples and individuals. These are bridges that can overcome the walls of exclusion, indifference, racism and intolerance."*

We have continued to urge the ACT Government to recognise the right to adequate housing as a fundamental human right and, with our CEO Bernie and the rest of the team, continued to urge the government to increase its financial commitment to alleviating homelessness and lack of affordable housing.

As part of this advocacy, the Society was a major contributor to the Council on Homelessness magazine Parity, contributing to the discussion around Housing as a Human Right. We have continued to engage with other not-for-profit organisations like ACT Shelter and ACTCOSS on issues relating to homelessness and affordable housing.

One issue the Society has made a major submission on, and continues to strongly advocate about, is the appalling impact of the ACT Child Protection System on Aboriginal and Torres Strait Islander families. The rate of out-of-home care for Aboriginal and Torres Strait Islander children in the ACT has increased by 180% between 2009 and 2017. The increase in the actual numbers of children in out-of-home care in the ACT went from 81 in 2007-8 to 227 in 2016-17.

This year the Raise the Rate campaign, urging the federal government to raise the rate of Newstart, has also been a major focus of our committee and the Society nationally. The Committee has assisted conferences to lobby their political representatives on an electorate by electorate basis to urge them to commit to this long overdue reform. There have been a range of responses to the Society's campaign including meetings with a number of politicians and some media coverage. This campaign will continue.

In addition to providing support and assistance to asylum seeker and refugee families, particularly through the work of the Caritas Christi Conference, the Society regularly advocates for the rights of refugees and asylum seekers, both federally and in our region.





# RAISE THE RATE

The rates of Newstart Allowance and student payments fall well below the poverty line and are not enough to cover the cost of essentials. This pushes many of our recipient companions into poverty, contributing to housing insecurity, financial stress, and diminished health and wellbeing.

These payments have not kept pace with rising living expenses and, unless they are increased and properly indexed, will slide even further behind. In the lead up to the federal election (and beyond) the Society focused efforts to call upon the Morrison Government to:

- Raise the rate of Newstart Allowance, Youth Allowance & related payments by at least \$75 per week to reduce poverty and inequality, and to enable people who receive income support to live with dignity.
- Index payments properly (to wages and price increases) to ensure they maintain their real value over time and keep up with community standards and the costs of living.
- Establish an independent commission or tribunal to regularly review the adequacy of income support payments and recommend income benchmarks.

# OUR BOORIS OUR WAY

Throughout 2018-19, the Society maintained ongoing engagement with the ACT Government through Our Booris Our Way review of Aboriginal and Torres Strait Islander children and young people in the ACT child protection system.

The Society provides regular support to Aboriginal and Torres Strait Islander children through the St Nick's and St Joe's youth programs, providing activities and camps for children and young carers.

The Society provided a submission outlining:

- Concern around the increasing rate of Aboriginal and Torres Strait Islander children in out-of-home care in the ACT which has trebled in the last 10 years.
- Support for ACT Government pilot initiatives in the areas of Family Group Conferencing and Functional Family Therapy, noting the requirement of a significant increase in financial support for these services.
- Need for external review of a range of decisions being made by Child and Youth Protection Services (CYPS) and recognition of the value that Aboriginal and Torres Strait Islander families and communities can bring when critical decisions are being made about the future of their children.
- Need to establish a care model based on community controlled Aboriginal Child Care Agency (similar to VACCA in Victoria) to provide targeted, culturally appropriate wrap-around services to the ACT community.



**THERE IS NO JUSTICE WITH HUNGER, NOR DEVELOPMENT WITH POVERTY, NOR JUSTICE WITH INEQUALITY**

- Pope Francis



# TWINNING REPORT

## Andrew Rice, Twinning Advisor to the Canberra/Goulburn Territory Council

In keeping with the Society's desire to build connections between St Vincent de Paul Society conferences in different countries, Canberra/Goulburn conferences support some 90 twinned conferences located in India, Indonesia and Thailand.

The support is in the form of fellowship through communication, provision of financial support throughout the year, and support on an ad-hoc basis for special projects proposed by the overseas conferences.

The overseas twins are in a mix of rural and city settings, and are involved in the support of students and other people living in poverty in their local areas.

In the past financial year, Canberra/Goulburn conferences provided a total of \$25,300 to these overseas countries, with the money sent in quarterly instalments. During this period, St Mary's Conference in Young also supported a Milk Cattle Project for an Indian twin which has had very good results.

Canberra/Goulburn conferences continue to work through options to enhance communication with their overseas twins. In recent years, there has been a decline in contact, which has affected confidence in twinning arrangements. However, new communication forms, such as email, social media and messaging applications, are creating opportunities for improvement.

# TIMOR-LESTE PARTNERSHIP

## Timor-Leste Working Group

The Timor-Leste partnership is a great reminder of the words of Frederic Ozanam: *"I would like to embrace the whole world in a network of charity."*

In 2018-19 the St Vincent de Paul Society Canberra/Goulburn established a partnership with the local conference in Timor-Leste, which is preparing to form the Timor-Leste National Council.

Key to the partnership and good works is an approach of friendship, a mutual sharing of ideas, governance advice, leadership support and practical material assistance shared with the Timorese on their Vincentian journey. The goals of the partnership are the formation and capacity building of the nation's young people, supporting education and training, and establishing structures that will allow for practical material support.

In March 2019, two Society representatives travelled to Timor-Leste with the goal of establishing a strong relationship with not only the small but dedicated group of Timorese members, but also Church clergy and other key stakeholders who will be crucial to the partnership's success. Two representatives from Timor were also able to attend a St Vincent de Paul Society Oceania leadership workshop in Brisbane, and to travel on to Canberra for a few days where they could establish further links with the wider Canberra/Goulburn Vincentian community.

Once the National Council is fully operational, members hope to establish other conferences to provide support to those in need.





# CASE STUDY

## COMPANY AND A CUPPA

Lucas\* had been living in a modified trailer for over three years following the breakdown of his marriage. A local conference was helping Lucas with basic necessities like food and warm clothing, as well as social visits for company. The conference referred Lucas to Vinnies Street to Home program in January 2019.

His Street to Home case manager first worked to resolve his homelessness. He was on the Housing ACT list but couldn't get priority status without evidence that he could sustain a tenancy, and further supports in place. Street to Home had no suitable transitional housing, but gave Housing ACT the required assurances that substantial long-term supports were in place, and he was approved as priority, including a discretionary approval for a two bedroom property so his children could stay with him.

His levels of anxiety and living situation meant he couldn't work and was receiving Newstart Allowance. Street to Home worked with him to understand Centrelink processes around Newstart Allowance and the Disability Support Pension, and to link him with a specialist Disability Employment Service. He started feeling more confident that he would be able to gain employment with the right support.

The greatest improvement for Lucas came when he recently moved into a Housing ACT property. He was supported by a number of different St Vincent de Paul Society services to move: Street to Home helped him to complete the Housing ACT sign up process, do an initial grocery shop, connect utilities and access furniture from the Vinnies Mitchell Warehouse; conferences provided white goods; and the Energy Efficiency program prioritised him for advice, draught-proofing, curtains and a heated throw. The ability to shower, cook, and stay warm has seen his health improve.

With the help of Vinnies, Lucas was able to move into a house and turn it into a real home. He has a passion for gardening and had, within weeks of moving in, transformed the garden, by pruning back overgrown vegetation and putting in a veggie patch.

The local Vinnies conference has continued to help Lucas with basic furniture and other items to help him feel at home. Important to him was a bed for himself and one for his children to use when they visited, something he could not arrange without a home. The conference also provided a small dining table and four chairs for his family room.

When the conference members finished delivering the bed, table and chairs, Lucas offered to make them a cup of tea. This meant a lot to Lucas, who had been gradually acquiring enough cups and a kettle so he could make and share a drink with others. Having the table to sit at completed the equation. The conference members could have said make it another time as they had other visits to complete, but they agreed to have a cuppa.

It is the time taken with companions that is as important as the material things Vinnies provides. To sit and share a cup of tea - a simple act of community - meant so much to both Lucas and to the conference members. We all need to consider how we can make more time for each other.

Lucas now has increased contact with his children and has had his son come to stay. He is now energetic, feeling positive about his abilities, and is hopeful for the future.

*\*Name changed for privacy purposes*

“

**I CONSIDER MYSELF TRULY PRIVILEGED TO BE ABLE TO GO INTO THE HOMES OF OUR COMPANIONS AND JUST SIT DOWN AND TALK AND ASSESS THEIR NEEDS, AND BE ABLE TO FOLLOW THROUGH AND WALK THEIR JOURNEY WITH THEM.”**

- Member

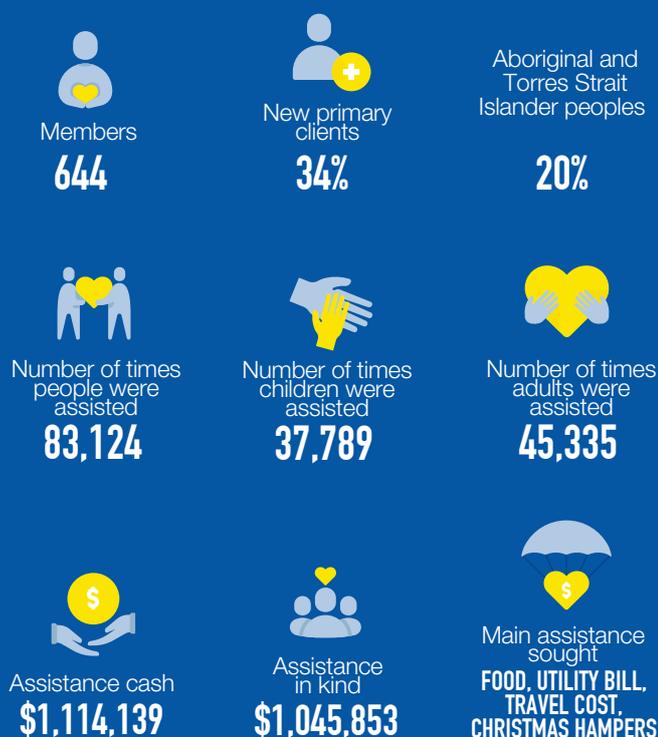
”



**The Canberra/Goulburn Archdiocese**

# CONFERENCES ACROSS CANBERRA/ GOULBURN

Stewart Chapman, Vice President, Conferences,  
Training & Development



The conferences across the Canberra/Goulburn Archdiocese are the lifeblood of the work of the St Vincent De Paul Society and continue to be pivotal in providing the many services of the Society, and 2018-19 was another busy year. In general the need for assistance continues but can be more wide-ranging and more complex for our companions. The main service is certainly emergency relief. Homelessness of companions across the archdiocese is still a major concern.

The majority of companions are female, on government assistance, and in government rental accommodation. In the 2018-19 financial year conferences provided more than \$2 million worth of assistance. More than 34% of assistance was given to new companions and about 20% of companions are Aboriginal and/or Torres Strait Islander people. Given that Aboriginal and /or Torres Strait Islander people make up about 3% of the Australian population, this statistic is further evidence of the disadvantage this cohort face in our society.

The services that are provided are made possible by the support of various organisations, governments and firms, for example, meat supplied in regional areas, and of course donations from the parishes and communities of the archdiocese.

A special role is the link with, and work of, Care Inc. Financial Counselling. Members can refer companions to this service to obtain advice on budgeting, and assistance in dealing with utilities and a range of financial institutions.

During 2018-19, the Western region, through the West Wyalong Conference, facilitated the provision of government drought relief funds to farming communities in the Lachlan, Bland and Weddin local government areas. With the drought worsening there is a further continuing need to support farmers as farm incomes shrink, costs rise, and services become limited.

There is a clear ongoing need to increase or renew conference membership and look for more innovative means to attract and maintain new members. Increased membership may also enable members to undertake social calls to companions which in many respects is a rewarding experience to both companions and members.

The work of conferences is greatly strengthened by spiritual guidance. It is the aim of conference support to build on the role of spiritual facilitators within conferences and across regions.

As mentioned above, the Society is most grateful for the support and donations provided by parishes and community groups.

A very big thank you must be given to the Conference Support Team including the Helpline Team, led by John Vance at the Deakin office. The conferences could not function effectively without the huge and vital work of the Conference Support Team – they provide a vital link in the work of conferences and are at the frontline of calls.

I would like to take the opportunity to thank just some of the organisations and governments for their support in ensuring people requiring emergency relief get the support and assistance they deserve:

- Telstra Bill Assistance Program (TBAP)
- NSW Government for their Energy Accounts Payment Assistance (EAPA) Scheme
- ActewAGL
- Foodbank ACT & NSW for their ongoing support with food relief
- Roadmaster for their support transporting food from Sydney to the ACT
- ACT Government
- Federal Department of Social Services (DSS)
- Care Inc. Financial Counselling

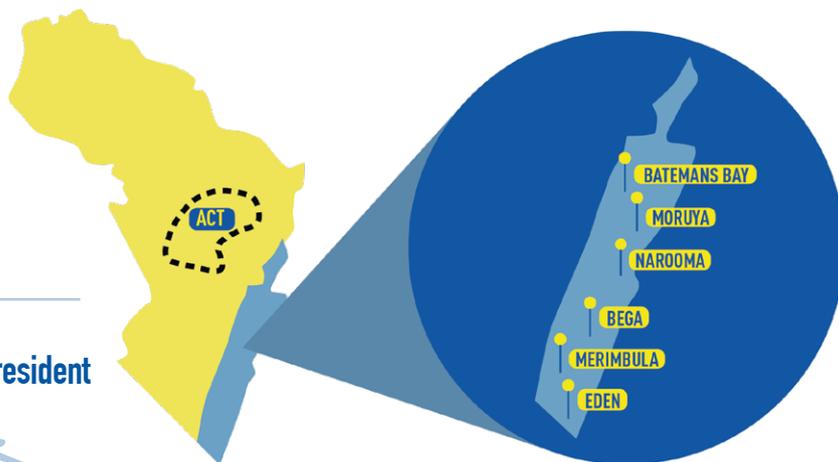
Money raised from shops and fundraising provided



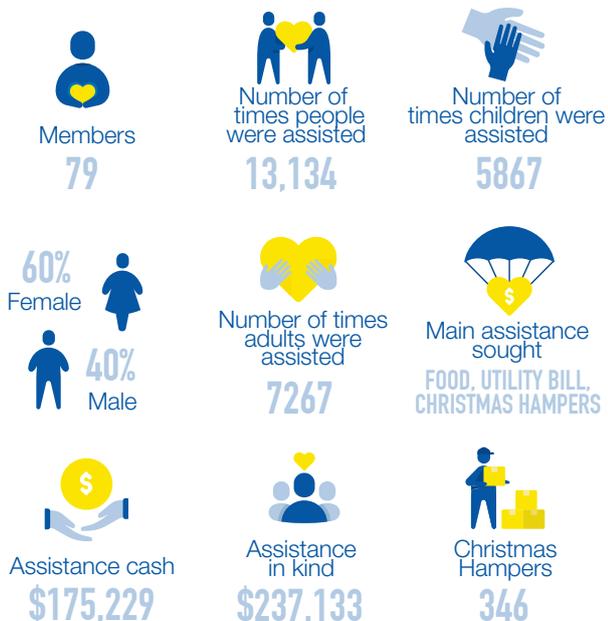
**\$1,105,270**

to fund Conference Support

# FAR SOUTH COAST



## Christine Mabbott, Far South Coast Regional President



The last twelve months have generally seen an increase in support over most areas of the Far South Coast. With lack of affordable housing on the increase we are constantly exploring ways we can be of greater assistance. We are consistently asked for help with accommodation and rental costs. Many people seem to flock to the coast in the hope of better living conditions, but find there is little or no employment and few homes available for a reasonable rent.

Eden Conference recently collaborated with local groups to celebrate NAIDOC week in the local park. Although it was a NAIDOC celebration all were included with the mingling of all cultures and denominations. They continue to work closely with local Indigenous women who have a women's get-together where they explore such activities as tie-dying, food preparation and basic maintenance for cars and lawn mowers.

Narooma and Bega conferences have both moved into new premises. They each now have spacious new conference areas that offer greater privacy and comfort for companions. Most conferences have moved to a twice-monthly meeting pattern. One meeting is formal and is minuted, while the other is not minuted and is informal. This gives the opportunity for guest speakers to be invited and to provide training for members old and new. This is a good opportunity for us to network with other agencies and to go over some policies and protocols that may need to be refreshed.

This year has also seen the impact of the drought in some areas, and support for the ongoing recovery of people affected by the Tathra bushfire. The challenges are many but our members continue to be generous in their support of our companions, always looking for new ways to help. Batemans Bay Conference hosts a successful breakfast program at the local Catholic Primary school.

In Bega a few special events have been held. These include a Dressed by Vinnies Fashion Parade and a Mother's Day Raffle. They were also supported by the Bega Valley Motorcycle Expo for their Winter Blanket Drive. In Merimbula a system of special treats has been organised for those who have been through a rough patch or just need a bit of TLC. These include a voucher to a local coffee shop, movie tickets and gifts for women supplied by the local parish women's group that meets once a month. It has been very successful and greatly appreciated by all.

Christmas hampers are a feature of the work done by many conferences with some receiving great support from local schools. Lumen Christi Catholic College gather hampers based on a list provided by the conference. We are always overwhelmed by the variety and amount of goods received. There is plenty to go around and they are able to support both the Eden and Merimbula Conferences.

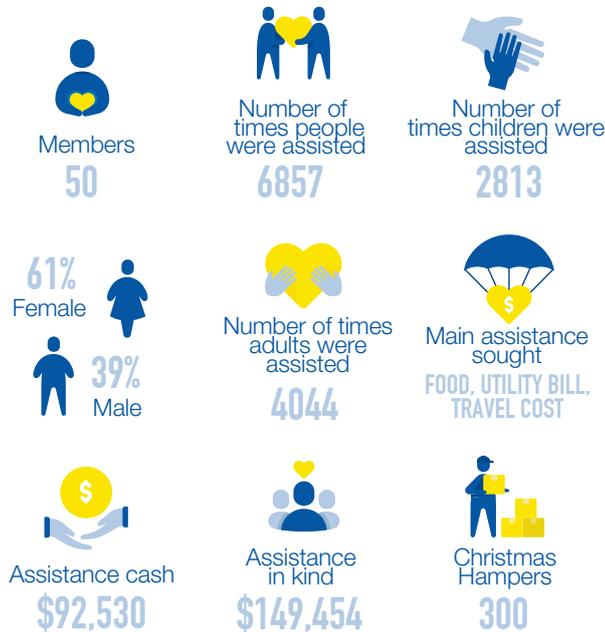
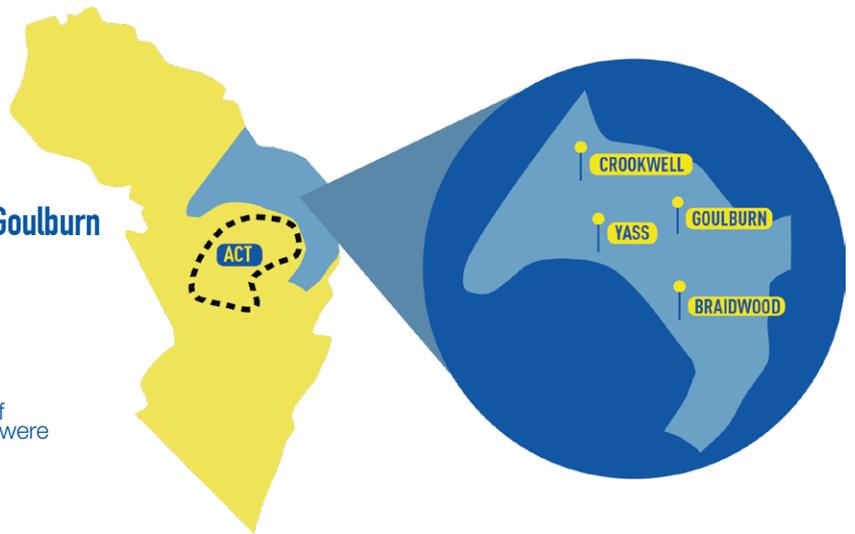
Batemans Bay has had a longstanding association with Hope House and have had great success with the rehabilitation of a number of companions many of whom had been living on the street and using alcohol and drugs to sustain themselves.

I believe the best good news stories are the companions we see in the street or at the supermarket who go out of their way to say 'hello' and how proud they are that they haven't had to ask for support for some time. It is also the smiles on the faces of those who come in looking so down, but leave happy that someone has listened and offered support.

Some conferences have reported an increase in members and that is good news for all!

# GOULBURN

## Wendy Wise and Judith Williams, on behalf of Goulburn Region Conferences



The Goulburn region consists of conferences in Braidwood, Crookwell, Goulburn and Yass. Across the region our members provide many supports. For example, for travellers we have provided support with emergency accommodation, bus tickets, petrol, food and clothing from the local Vinnies centre.

For local residents we have provided assistance with food, train tickets, blankets, Christmas hampers, energy bills using the NSW Government's EAPA Scheme and clothing from our Vinnies centres. In addition to providing support to companions, our members also make referrals to other agencies who specialise, for example Care Inc. Financial Counselling.

The majority of the people seen by the Goulburn Conference this year have been for food requests. In order to prepare packs of food for companions, the members undertake many tasks. Some of the tasks include; ordering food, unpacking boxes, stacking them onto the shelves, shopping for fresh fruit, vegetables and eggs on a weekly basis, collecting meat and packing into the freezer. Packs are prepared into family and single size packs to save time and monitor stock. During winter this year we saw a great number of blankets donated by our local schools which we are very grateful for. In the Goulburn Conference we have also had a number of representatives from other agencies attend our meetings to educate our members on the supports and referral pathways available in Goulburn.

Our members have also attended information sessions held by other agencies to acquaint themselves as to what services they offer and then feed that information back to the conference.

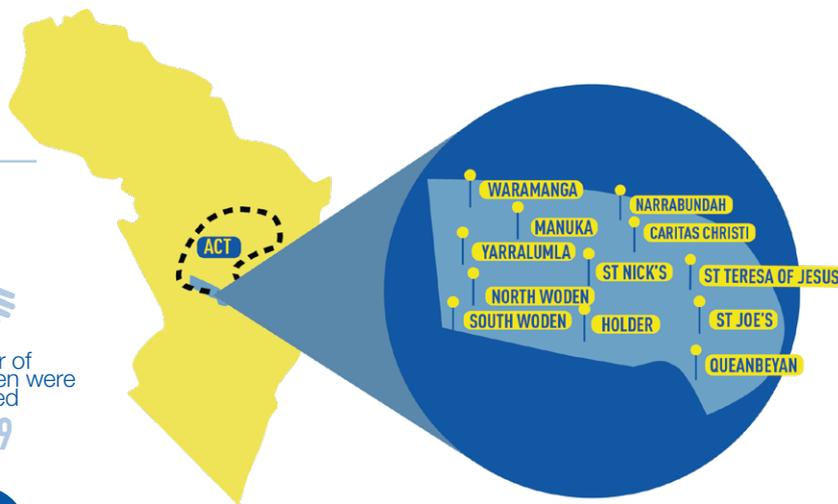
The Yass Conference has been helping people in the Yass District since 1924. They assist all people in need in the Yass Valley, not solely in the town of Yass but also in Binalong, Bowning, Galong, Gunning, Murrumbateman and other nearby locations. Some of the people they assist are homeless or in transit through the area. Many others are families struggling to make ends meet often due to inadequate income such as the Newstart Allowance. Typically, in a week, the Yass Conference would support 8-12 families.

Many of the Catholic schools in the region have an active Mini Vinnies or social justice group. Throughout the year our members have been invited to schools to speak about how the Society supports the local community and how they can get involved. Many of the schools are active supporters of the Winter and Christmas Appeals and some hold Social Justice Days which are great initiatives to educate young people on some of the issues our companions face.

We are very fortunate to receive support from many of the local schools, parishes and community and would like to thank them for their ongoing commitment and passion. Also, thank you to all the conference members in the region who continually give up their time to support vulnerable members of our community. The conferences are often a small group of dedicated people who work tirelessly to meet the needs of those they assist.

# MOLONGLO

## Ray Akhurst, Molonglo Regional President



The conferences in the Molonglo region responded to 3485 calls for emergency relief, and distributing over \$500,000 in support. Most assistance was provided in the forms of food and clothing. However, about 13% of calls were for assistance with utility bills, a proportion that continues to rise. Indigenous people form a substantial proportion (20%) of our companions, far above their proportion of the Australian population, further evidence of a need to close the gap in Australian society.

There are twelve conferences in the Molonglo region. In addition to the eight parish-based conferences, there are two special purpose conferences, St Teresa of Jesus and Caritas Christi, and the two youth conferences, St Nick's and St Joe's.

The St Teresa of Jesus Conference provides spiritual and material support to inmates at the Alexander Maconochie Centre and their families, and to former inmates to assist them in resettling back into the community after release.

The conference also organises Sunday services at the Blue Door (Ainslie Village) and meets with individual companions who request such contact (e.g. hospital visits).

The Caritas Christi Conference works with refugees, people seeking asylum and migrants. Its ten members operate across the ACT and Queanbeyan. There has been a further significant increase in calls for assistance this year. The conference aided 1561 people and provided \$59,139.25 of assistance. Increases from the previous year have resulted from new restrictions on access to the Federal Government's Status Resolution Support Services (SRSS) program. This program supports people seeking asylum waiting for the government's decision on a visa application, and new restrictions imposed in 2018 have left many people without any form of financial support and unable to pay for their accommodation.

The number of visits undertaken by the eight parish-based conferences was roughly the same as in the previous year but there was a 28% increase in the value of assistance provided. This reflects the increased financial stress that many of our companions are experiencing.

The conferences continue to work hard to provide the funding needed to continue the foundational work of the Society. Their revenue was more than 30% over budget and expenses were kept to just under budget. However, this revenue combined with the huge effort put into the annual Doorknock Appeal by conferences still falls well short of the funding needed to meet the needs. This shortfall is made up from government emergency relief grants as well as profits from the Vinnies Centres and other fundraising activities conducted by the Society.

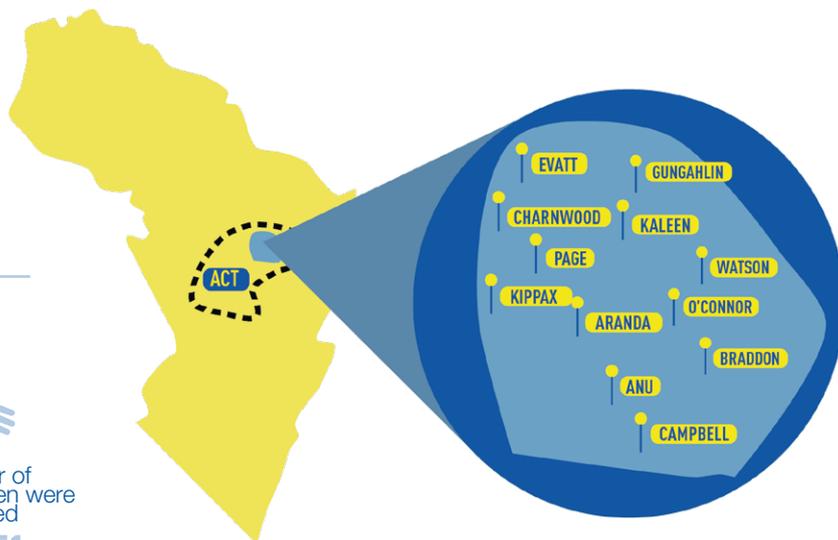
The conferences in the Molonglo region distributed \$63,435 worth of food and toys in Christmas hampers. The hampers and toys were funded and provided by parishes, Catholic schools, government departments, local radio stations and the Society itself. As usual, the assembly and distribution of the Christmas hampers and toys was a high-energy activity for the conference members.

The Sports & Cultural Program, set up by the South Woden Conference, recognises the social value of participation in group activities. Conferences across Canberra have utilised this program that supports children from disadvantaged homes to participate in activities such as joining sports teams, drama clubs, music lessons or dance classes. This year, we have supported four young people through this program. One participated in an elite sports competition, one attended a dance school, another played in a rugby league competition and one was able to join the school sports team.

The South Woden Conference also manages a guitar lesson program operated by one of the teachers at Canberra Grammar School. The Society provides the guitars, which become the property of the students once they have completed a year of lessons.

# NORTH CANBERRA

Ted Smith, North Canberra Regional President



  
Members  
**194**

  
Number of times people were assisted  
**27,206**

  
Number of times children were assisted  
**12,751**

**67%** Female  
  
**33%** Male  


  
Number of times adults were assisted  
**14,455**

  
Main assistance sought  
**FOOD, TRAVEL COSTS, CHRISTMAS HAMPERS**

  
Assistance cash  
**\$285,893**

  
Assistance in kind  
**\$183,380**

  
Christmas Hampers  
**761**

The major activity for North Canberra conferences is home visits to people in need. Calls for assistance in our region have included requests from refugees and also assistance to individuals and families who have been relocated following the closure of older accommodation in the Canberra central areas.

A large percentage of the people we assist have mental health issues, and addressing these issues is generally a long-term task requiring specialist assistance. We can only support them in their current situation while other organisations provide the professional help required.

Much of our assistance provided in 2018-19 has been emergency food and clothing to local families and individuals. This year we have again been assisted in our task by local food pantries who provide food at a reduced cost. Parishes and local parish schools, through Mini-Vinnies, have provided major support for our work through the donations of non-perishable food and winter clothing. We thank them for their continued support.

Other types of assistance provided include furniture, white goods, assistance with medical expenses and utility costs such as electricity, gas and car registration.

Some of those we assist are experiencing homelessness. We have continued to work very hard to help these most vulnerable persons in our society, but continue to struggle to make a fundamental difference.

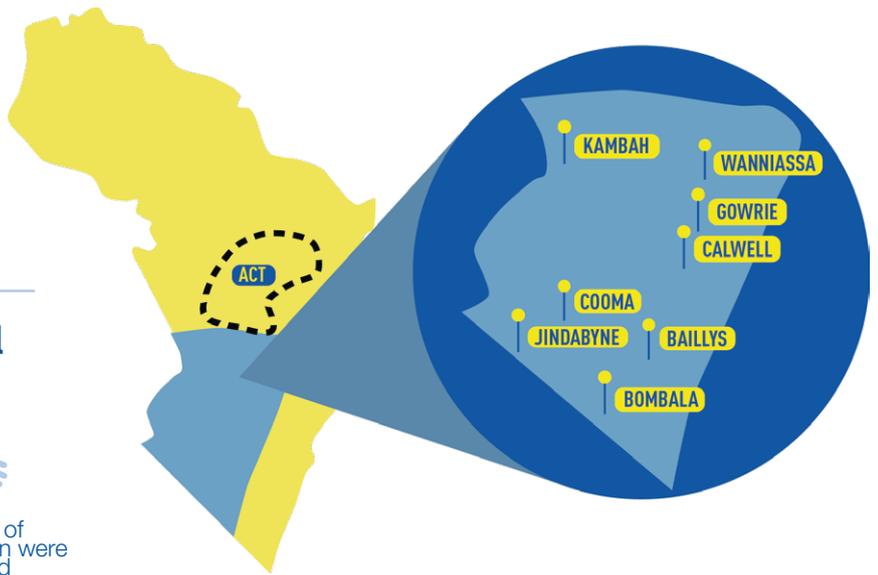
Where we considered it beneficial we also referred people to Care Inc. Financial Counselling Service for budgeting help, and to other organisations who provide specialist assistance. Those who have used these services have found them to be most beneficial in providing options on ways to move forward.

In looking beyond the immediate needs of the people we support, our focus is on trying to help them to get a better quality of life. Although it is challenging to gauge success in this endeavor, we do feel that we have been able to make a difference.

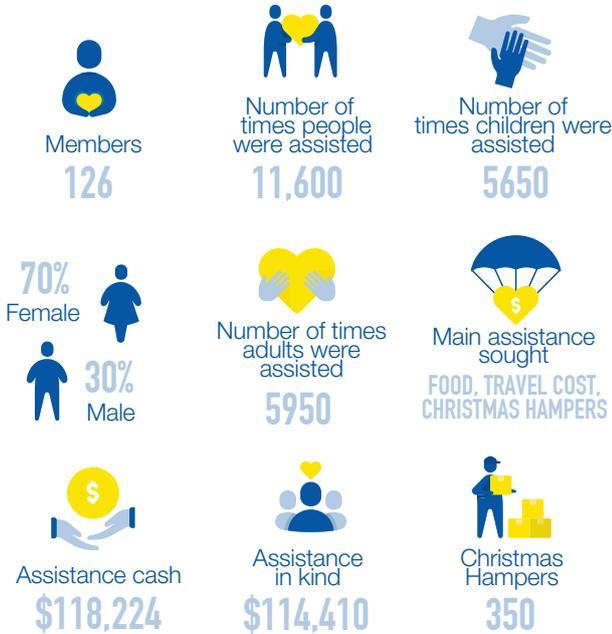
I acknowledge the dedication of our members to the values of the Society and the generous gift of their time to support those in need.

The North Canberra region undertakes a number of support activities in addition to home visitations. These include; support for the Blue Door at Ainslie Village, fruit and vegetable runs from the Belconnen Markets, bread runs from Bakers Delight, Christmas hampers - supported by Rotary and schools, and support to Karinya House for mums and bubs.

# TUGGERANONG AND MONARO



## John Feint, Tuggeranong and Monaro Regional President



The members of the eight conferences in the region spent most of their time this year helping companions with emergency assistance, either through home visits or meetings with conference members. Calls for assistance continued to be varied and, in many cases, demanded considerable time and effort from conference members to satisfactorily resolve. Fortunately, members do recognise that the time taken for visits is by far the most important factor in achieving a ‘hand-up’ for companions.

Tuggeranong Valley-based conferences continued to try to work beyond immediate emergency assistance with many companions. This meant:

- Advocating on behalf of companions about housing, social security payments, health care, utility payments, transport assistance, medical assistance and child services. Providing regular social visits to companions to keep in touch and gently encourage lifestyle improvements.
- Directing companions to special works delivered by the Society, such as Compeer (supporting companions with mental health issues); Street to Home (housing the homeless) or VINES (supporting youth at risk).
- Directing companions to services that are offered by complementary organisations in our region like Communities at Work, Care Inc. Financial Counselling, Anglicare, the Salvation Army and CatholicCare.

Kambah Conference continued to maintain a regular Friday and Saturday presence at South Point Shopping Centre at Greenway, seeking donations to Vinnies. This provides a valuable presence for the Society at the largest shopping centre in our region and a gentle reminder of the role the Society plays in our community.

Another highlight for the year was the tremendous result that the Tuggeranong Valley conferences achieved in the annual February Doorknock Appeal, where the conferences continued to successfully engage volunteers to collect, and subsequently achieved significant success in the coverage of doorknock areas.

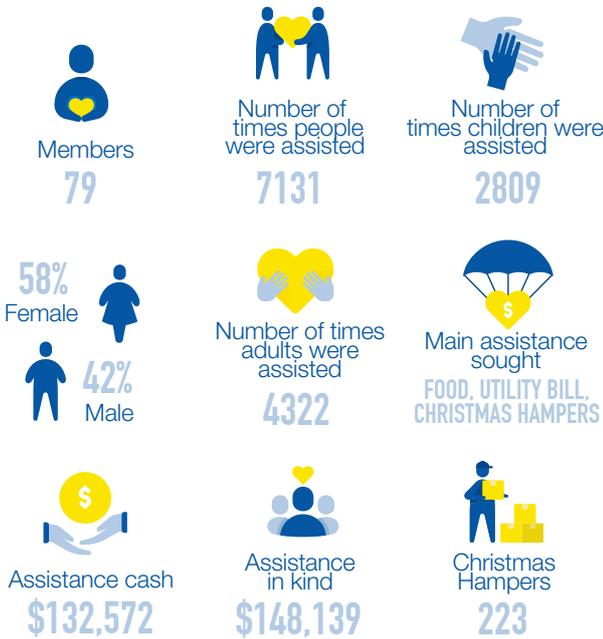
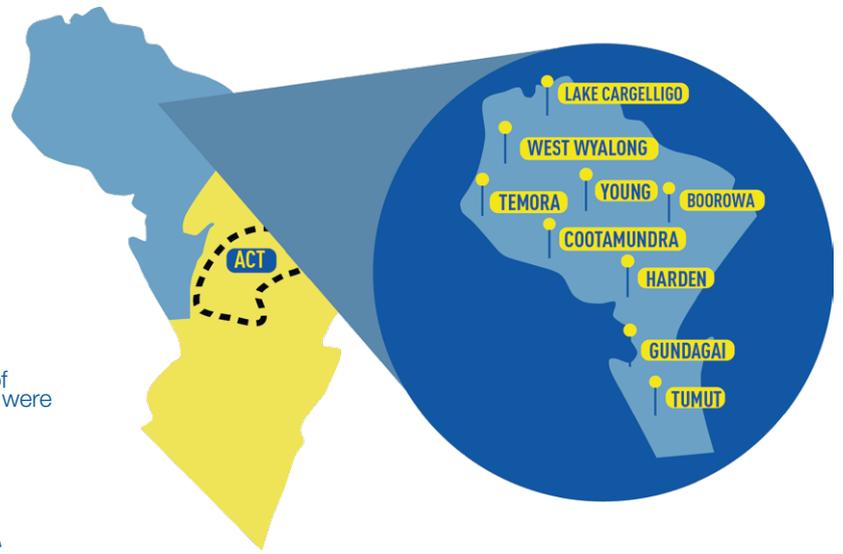
Mini Vinnies continues to have a strong presence across the region, supporting the work of conferences by garnering donations of food, clothing and other useful items, as well as raising funds directly. This reinforces a strong positive relationship we have with Catholic schools and their communities across the region.

We are also well supported by the Catholic Parish communities and our Parish Priests who actively support the work of the Society in our local communities. Like many of the regions in Canberra/Goulburn, we are spread out with two clear clusters of conferences, one in the Tuggeranong Valley and another in the Snowy Mountains. We support each other in these clusters, sharing the load and our experience.

Despite the distances, all conferences in the region met regularly during the year to share experiences and support one another. The conferences continued to remain largely healthy with the smaller Society presences in Bombala and Jindabyne able to serve local community needs. Our region is also blessed to have a Bailly’s Conference for older Vincentians, which meets regularly every fortnight of school terms at the Corpus Christi Parish Centre at Gowrie. Bailly’s, like every other conference, meets to support the continuing needs of members in their Vincentian vocation, with prayer, spiritual reflection, and fellowship. Bailly’s conference members also work on projects that support the broader work of the Society, such as preparing support packs for Night Patrol.

# WESTERN

Mary Donnelly, Western Regional President



We have nine conferences in the Western region covering a very wide area. Conference members continue to carry out home visitation, hospital and nursing home visits, plus social visits when needed.

Assistance to our companions totalled \$280,711 with the majority of needs being in utilities, food vouchers, and transport/travel/petrol. The latter has increased by \$5,207 since last year. This is due to the isolation of many country towns and the need to travel to larger towns for medical appointments.

Overall cash assistance provided was \$132,572. In-kind support valued \$148,139, a decrease of \$6,383 for 2018-19.

We have had a lot of calls for drought relief assistance and we would like to recognise and thank Maureen Galvin and a very small group of West Wyalong Conference members, led by their President Ray Scott, in a job well done. They have worked tirelessly in supporting farmers and farm workers, all while continuing to respond to their usual requests for assistance from our companions. Congratulations.

Tumut has enjoyed an increase in members and are looking forward to moving into their new conference premises in the near future. Members are looking at new projects and developing friendships with like-minded organisations as they will have the room to expand into other areas to assist our companions.

We have had some success in running the Conference Recruitment Program in our region with Tumut, Temora and Cootamundra signing up new members. Thank you John Vance for helping and guiding us in this venture. Across the Western region, we have noted an increase in companions with mental health issues, and therefore the need for further support, including accommodation, for these individuals.

Thank you to Hennessy Catholic College students who raised funds and gave a donation to Young Conference. Thank you also to the local community groups who raise funds and donate to our conferences throughout the year, we greatly appreciate your help in providing to those who seek our assistance.

Thank you to all our members for their continuing support and giving of their time to help those in need, I daren't think where our companions would be without you.

*Authored by Linda Barry, Vice President*

# DROUGHT COMMUNITY SUPPORT INITIATIVE

## Maureen Galvin, Coordinator, Conference Support and Regional Engagement, and Ray Scott, President, St Vincent de Paul Society West Wyalong Conference.

On 26 October 2018, the Australian Government announced at the National Drought Summit that it would provide \$30 million in much-needed support to drought-affected families through the Drought Community Support Initiative (DCSI).

The objectives of the Drought Community Support Initiative were to provide immediate assistance to farmers, farm workers and farm suppliers/contractors who are facing hardship arising from the impact of drought in eligible local government areas improve levels of economic activity in regions, and support local communities.

The Salvation Army, St Vincent de Paul Society and Rotary Australia World Community Service were engaged to deliver the assistance.

St Mary's Conference in West Wyalong managed the majority of the claims for the St Vincent de Paul Society Canberra/Goulburn region. These claims were from the Bland, Lachlan and Weddin local government areas which were drought declared. The conference assisted 166 households from these areas.

The farming communities who were assisted provided feedback that the cash payment into their bank accounts allowed them a chance to 'catch up' and to pay for household expenses. The expenses included grocery bills, vehicle maintenance, school fees, electricity bills, rates, telephone, as well as dental and medical bills (gap payments or cost of travel to access treatment). These expenses were current and/or outstanding. The invoices which were presented for payments to local businesses included rural supplies, vet bills, and supply of water.

*"Our members have been there, providing financial and material aid, as well as providing compassion to people who are in need."*

The Australian Government's Drought Community Support Initiative ended on 30 June, and Vinnies Canberra/Goulburn had distributed \$469,708 to people affected by the drought.

While the DCSI funding has now ended, Vinnies is still available to help with everyday household and living expenses as well as providing support and referrals to other services. There are still funds available through the generosity of our supporters in responding to our Drought Appeal, and people who are in need are encouraged to contact Vinnies in their local area to seek help.

Farming communities have responded with gratitude to the offer of support.

“

**THANKS SO MUCH ST VINCENT DE PAUL SOCIETY. WE ARE SO GRATEFUL FOR YOUR HELP.**

”

“

**I CAN'T TELL YOU WHAT A DIFFERENCE THE BIT OF FUNDING HAS MADE TO OUR MENTAL HEALTH. IT DOES REALLY LIFT THE SPIRITS TO KNOW THAT PEOPLE HAVE THE COMPASSION FOR A REALLY TOUGH SITUATION.**

”



In recognition of their outstanding work, St Mary's Conference in West Wyalong has received the NSW Volunteer of the Year Award.

““

ONCE AGAIN, OUR SINCERE THANKS TO THE ST VINCENT DE PAUL SOCIETY FOR ADVOCATING FOR FUNDING AND SUPPORT ON BEHALF OF OUR FAMILY AND OUR FARMING FRIENDS. THE ASSISTANCE HAS PROVIDED US WITH A BIT OF BREATHING SPACE TO PREPARE FOR THE NEXT FEW MONTHS AHEAD. FINGERS CROSSED THEY BRING RAIN AND THE SITUATION CHANGES.

””

““

THANK YOU ONCE AGAIN FOR ALL YOUR HELP AND PLEASE PASS ON MY THANKS TO ALL YOUR COLLEAGUES TOO.

””

““

THE TEAM OFTEN HAD TO JUST SIT BACK AND TAKE STOCK OF WHAT WAS HAPPENING AND HOLD (AND HIDE) THEIR EMOTIONS.

””

# MISSION, SPIRITUALITY AND MEMBERSHIP UPDATE

## John Vance, Director of Mission, Spirituality and Membership

The Directorate of Mission, Spirituality and Membership encompasses the very core elements of the Society. Our role begins with the foundational statements of vision, mission and key values ensuring that, as the Society undertakes its good works, we remain fastened to these three important anchor statements.

The Director of Mission, Spirituality and Membership sits on the Canberra/Goulburn Territory Council as the Spiritual Advisor to the Council and not only facilitates spiritual reflections and events for the Council, but also provides counsel to the members. The Director has facilitated the celebrations for our two founders, Blessed Frederic Ozanam and Blessed Rosalie Rendu, as well as our patrons, St Vincent de Paul and St Louise de Marillac, and also special celebration events and farewells for employees. Other events coordinated by the Director of Mission, Spirituality and Membership include membership commissionings, the Annual General Meeting and annual Festival Mass. Assistance is also provided to Regional Festival Masses and events.

This year has seen the Conference Recruitment kit presented to each conference at regional meetings, with the Director of Mission, Spirituality and Membership assisting a number of conferences with their recruitment campaigns.

Our conference members are a diverse group of people who carry out the good works of the Society in the archdiocese. There is no work of charity foreign to the Society. Conference members visit people in their homes, in hospitals, institutions or wherever else our companions may be found needing aid or comfort.



# YOUTH AND YOUNG ADULTS UPDATE

The Youth and Young Adults Team had an exciting year, engaging with schools and tertiary educational institutions in social justice advocacy, with the aim of starting students on a lifelong Vincentian journey. Our passionate Youth Conference members and volunteers continue to support children and young people from vulnerable backgrounds, by providing respite camps and activities, as well as literacy support in schools. In April 2019, the VINES program transferred from Special Works to Youth and Young Adults and we continue to work with Scouts Association ACT to build life skills and increase the social and emotional development of young people in the program.

## SCHOOL AND TERTIARY ENGAGEMENT

The aim of the schools program is to engage school students in social justice advocacy, volunteering, and fundraising. By engaging with students at a young age we hope to start them on a lifelong Vincentian journey.

The Society has a strong presence in 70 Catholic schools across the Canberra/Goulburn Archdiocese. In the primary schools space, 27 Mini Vinnies groups meet on a weekly or fortnightly basis, 44 schools participated in the Christmas Appeal, 38 participated in the Winter Appeal, 16 schools have had Night Patrol van visits and we have run five Mini Vinnies Social Justice Days and two Sleepouts.

The Society is actively engaged in 20 secondary and central schools throughout the archdiocese and receives intermittent support from another eight. In the past year, nine secondary schools hosted Sleepouts, more than 250 staff and students volunteered for the Doorknock Appeal and three schools have helped run Night Patrol. A definite highlight was the inaugural Secondary Schools Social Justice Day which was held in partnership with Caritas Australia and saw over 75 students attend.

Tertiary volunteers also had significant engagement with the Society and we regularly deliver presentations on social justice advocacy, and participate in career fairs and Market Day events to recruit volunteers. Over 20 members of the ANU St Dominic's Conference conduct home visitation, and another 20 volunteers participate in Night Patrol and Thread Together. The conference also organised Winter Appeal collections, Pop-Up Op Shops and a Youth Homelessness Panel and Sleepout event on campus.

## YOUTH PROGRAMS

The St Joe's Youth Program and St Nick's Young Carers Program continue to provide respite and recreation for children and young people faced with difficult home situations across the Canberra region. Across the two youth programs, close to 300 young people attended the 11 camps and 18 weekend activities that we run in a year.

The most popular activities of the year were, of course, the Christmas parties held in December. Ninety young carers from St Nick's and their families enjoyed a Christmas lunch at Dickson Pool, and 70 children from St Joe's attended Zone 3 in Belconnen, with each of them receiving a Christmas gift (hand-selected by our volunteers from the range of donations made by schools, corporate groups and individual donors).

## MIGRANT AND REFUGEE SCHOOLS PROGRAM

The Migrant and Refugee Schools Program provides opportunities for migrant and refugee children to gain positive social interactions, which can help develop social skills as well as encouraging children to enjoy learning. After the success of the pilot phase, in 2019, the Migrant and Refugee Schools Program expanded to four days a week at two primary schools. Volunteer recruitment has been very successful for this program, with a high level of interest from tertiary students and retired teachers. We had 40 active volunteers in the program who contributed 1-2 hours a week to support 55 students from Kindy to Year 6.

## VINES

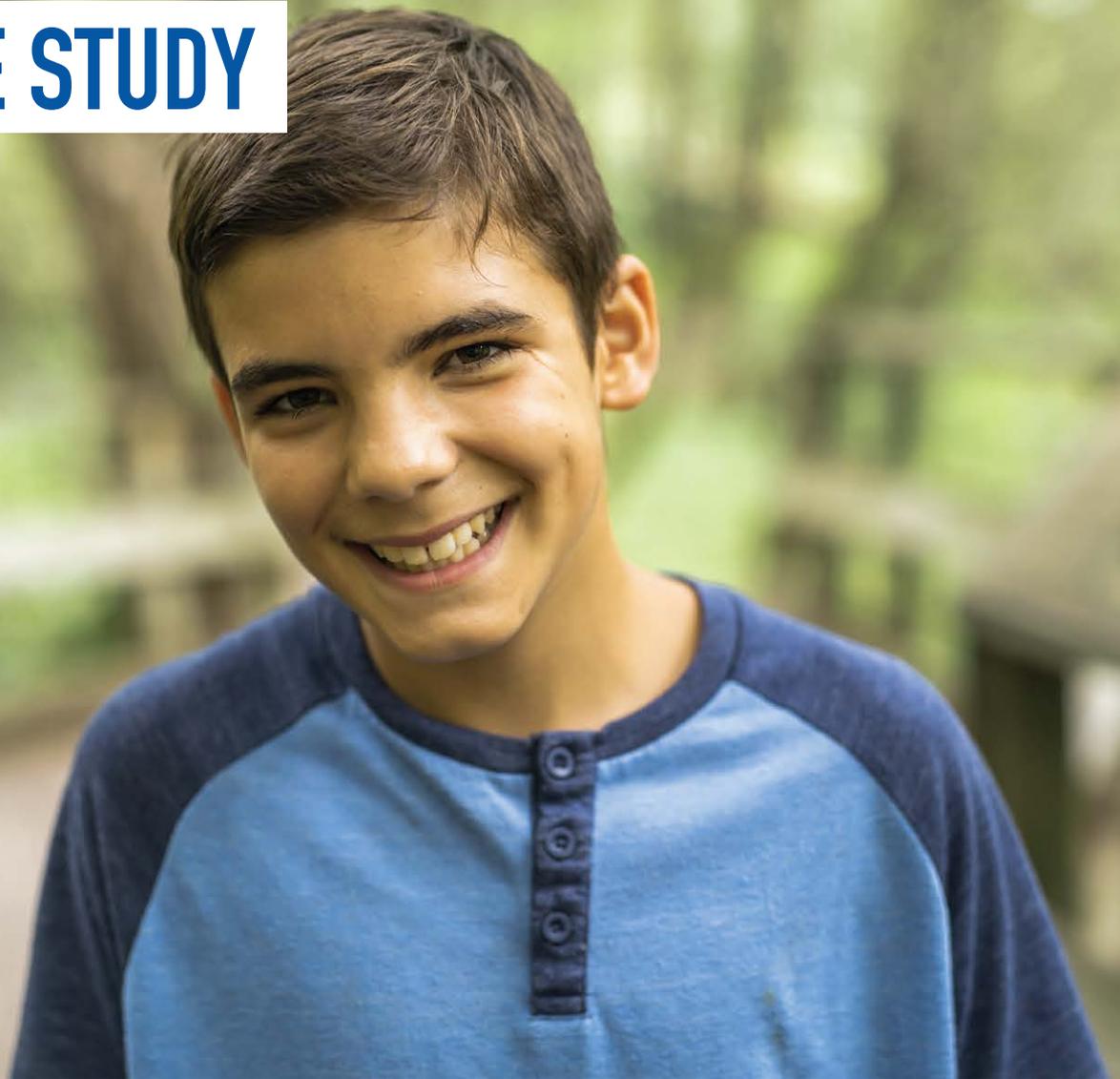
In the last financial year, VINES conducted a total of 18 activities in which 20 young people between 6-13 years participated in the program. We worked together with Scouts Association ACT to provide educational and adventure activities, to promote role modelling and positive risk-taking behaviours. Feedback from the young people and their families has been positive, with noticeable improvements in the young people's engagement in their schools and the opportunity for families to receive respite on the activity weekends.



**\$350,600**

Money raised from shops and fundraising provided to fund Youth and Young Adult Programs

# CASE STUDY



## A SONG OF GROWTH

\*Archer has been a participant of the St Joe's Youth Program since mid-2017. Many of his older siblings have participated or are currently participating in the program. Archer's parents struggle financially to look after all of the children and there is limited opportunity for the kids to engage in recreation and leisure activities. Several of Archer's older siblings struggle with developmental delays and behavioural conditions.

When Archer commenced in the program, his verbal communication was quite limited. It was very challenging for our volunteers to explain complicated instructions to him or to have a conversation about boundaries and appropriate behaviours.

Archer has been attending the program regularly and comes along to most monthly activities and school holiday camps. Our volunteers have noticed a considerable maturation in his behaviour and engagement with both other participants and the volunteers.

On the school holiday camp in October, Archer was upset by an incident with another child in which the other child had made some unkind comments about him. Our volunteers sat down with Archer and had a conversation in which they built him up, saying that at the end of the day what he felt about himself was the most important thing. Archer responded very emotionally, saying that no one had ever said that to him before, that he recognised that he was a kind, thoughtful and happy person, and that he felt extremely empowered by the conversation.

On the last night of camp, Archer performed a song and dance routine at the talent show, demonstrating this confidence. The camps and weekend activities will continue to be an important platform on which to further develop Archer's social skills and self-esteem.

*\*All names have been changed*

# CASE STUDY



## SETTLING IN

David\*, his wife, Louise, and their child have spent the last five years struggling to find accommodation. Both adults survive on disability support pensions, and come from difficult backgrounds.

After being abandoned by his parents, David was cared for by his grandfather, but after he died, David was on his own. Louise's father had a substance abuse problem, and her mother also has a disability requiring care. Without family support, and unable to find work, David and Louise had limited options for affordable housing.

They've lived in caravan parks - sometimes without power - and small, cheap motel rooms while continually trying to find either private rental properties, or affordable housing through the government.

Louise was seeking assistance to prioritise their case for affordable housing, and OneLink referred them to St Vincent de Paul Society's Family and Youth Homelessness Services team. The team visited the family, and also referred them to members of the local conference who visited the family in their motel room to provide emergency material and funding aid with which they could buy food items or toiletries.

The motel room was tiny and didn't have any cooking facilities; there was no easy access to public transport, and the family didn't have a car. David and Louise's three year old daughter couldn't play outside due to heavy traffic around the motel, as well as roadworks and a concern for snakes.

Additionally, the motel's clientele were mainly men with no other children. They were isolated in an environment unsuitable as a long term solution, especially for a child.

Vinnies supported them to secure government funding for day care for their daughter, who now attends two days a week, ensuring she receives essential education and socialising skills. Additionally, the family have now moved into one of the properties Vinnies manage as part of their transitional housing program.

With stable accommodation assured, the family can now concentrate on improving other parts of their lives, with the first priority getting all their documents together for Housing ACT to progress their application for a long-term housing solution. Vinnies also provided links to community engagement opportunities in order for the family to widen their social inclusion.

*\*All names have been changed*

# SPECIAL WORKS UPDATE

## Chris Shortis, Director of Special Works

This last financial year has been both successful and a busy, challenging year for the programs within Special Works. A review of Special Works resulted in centralising five of the programs into one location in Deakin. This move proved highly successful for improving productivity, synergies and collaboration between programs, which will result in better outcomes for the people we support.

Homelessness services remain the core purpose of Special Works and we are funded by the ACT Government to provide a range of services to people at risk of, or experiencing homelessness.

Samaritan House provides crisis accommodation to men in Canberra. Our Family and Young Parents Homelessness Services provide accommodation and support to families at risk of homelessness. Blue Door is a drop-in centre based in Ainslie Village that provides meals and light case management, and Street to Home provides intervention and support to people experiencing chronic rough sleeping in the ACT.

The aim of these programs is to transition people to permanent accommodation, and improve their health and wellbeing. We case manage by walking beside the participant as a guide to enable, empower, and build resilience, to take accountability for their own lives.

This year, these services have all noted an increase in people who are at risk of homelessness. Mental illness, poor physical health, family breakdowns, domestic violence, intergenerational welfare cycle of dependency, substance misuse, and lack of affordable housing continue to be the main causes of homelessness. A major contributing factor as to why people find it difficult to find tenancy is due to the Newstart Allowance being so low. Service users exiting Samaritan House, for example, have limited housing options as rent is too high for job seekers.

In addition to homelessness services, the Society delivers the Actsmart Home Energy Efficiency Program on behalf of the ACT Government Environment, Planning and Sustainable Development Directorate.

The Home Energy Efficiency Program looks at the energy usage of low-income households and teaches household members the best ways to reduce their energy bills and carbon emissions. By ensuring the efficiency of energy consumption, which allows for greater temperature control, service users' health also improves.

Compeer, a friendship program for people with mental health issues, is run in partnership with the ACT Health Directorate. The aim of Compeer is to improve the quality of life and self-esteem of service users through social inclusion, enjoyable activities and the experience of mutual trust in a non-clinical setting.

PROGRAM	SUPPORT PROVIDED	NUMBER
Samaritan House	Men provided with crisis accommodation	116
Blue Door	Meals	49,500
Street to Home	Case management	44
	Outreach support	127
	Transitioned to stable accommodation	19
Family and Young Parents Homelessness Service	Case managed and provided short term accommodation.	362
Home Energy Efficiency	Long term accommodation	150
Clemente	Energy assessments & draught-proofing	728
	Students graduated with Certificate in Liberal Studies	5
	Students enrolled in Pathways	98
Community Inclusion Program	Number of participants	85
	Number of participants who don't live in Oaks Estate	7
	Improved health and wellbeing	22
Compeer	Found employment	8
	Friendship matches made	27

## 10 YEARS OF CLEMENTE IN CANBERRA

In March 2019, Clemente celebrated its 10th anniversary in Canberra. This program, run in partnership with Australian Catholic University (ACU), provides people who have experienced disadvantage with the opportunity to engage in tertiary education. The day was a great success with past and present students, teachers and coordinators of the program coming to celebrate this wonderful milestone. Over 500 Canberran students have benefited from this program since it started.

A range of speakers acknowledged the positive impact of the program, including the ACT Minister for Higher Education, Meegan Fitzharris. Students were interviewed by ABC Radio Canberra, Nine News Canberra and the Canberra Times.

Clemente students benefit not only from tertiary study, but from educational outings. One of the many excursions the Clemente students participated in this year was visiting Parliament House as a guest of ACT Senator David Smith. Senator Smith supported the students' learning experience by providing talks on the House's beekeeping, gardens and artwork.



**\$122,829**

Money raised from shops and fundraising provided to fund Clemente

## COMMUNITY INCLUSION PROGRAM LAUNCHED

The Community Inclusion Program (CIP) is funded by the National Disability Insurance Agency through an Information, Linkages and Capacity Building grant. The program started at Oaks Estate in July 2018, and was officially launched by ACT Minister for Mental Health, Shane Rattenbury, during Anti-Poverty Week in October 2018.

The program acts as a referral service for people living with a psycho-social disability who are ineligible for NDIS funding. The program offers service users access to quality information about services that can best meet their needs. In addition, CIP aims to build the capacity and readiness of organisations and the community to operate within a nationally consistent approach to Information Linkage and Capacity building (ILC) outcomes. The program aims to help service users to make optimum choices, enhance their skills and confidence, gain access to mainstream services, and shape and influence their community.

## NDIS MENTAL HEALTH SERVICES

The St Vincent de Paul Society Canberra/Goulburn has been a National Disability Insurance Scheme (NDIS) provider in mental health for five years. This year the Society's NDIS program underwent a functional review in service delivery, participants' plans and operation costs. The Society decided to withdraw from the NDIS Mental Health Program and, in line with the Strategic Plan, refocus its efforts on its core programs of homelessness and community services, retaining a strong focus on mental health as a comorbidity factor in homelessness. The 26 participants in the program were successfully transitioned to alternative services such as Premium Care and CatholicCare by 30 June 2019.



# CASE STUDY



## MAN'S BEST FRIEND

The Samaritan House experience has always been one of hope and opportunity. This has recently included guests being able to enjoy the companionship and joy of dogs in the House. The residents are always pleased to see the furry smiles, and the happiness and joy that they bring is evident by the response from the people that access the services at Samaritan House.

The initiative is aimed at addressing one of the biggest unmet needs in the homelessness sector in the ACT - supporting individuals with pets. Because of the limited availabilities and opportunities for accommodation, individuals often have to choose between their pets or accommodation. Too often, these individuals, who have lost everything or have nothing, will choose to keep their canine companion rather than lose their best friend and closest support.

The initiative is designed to trial the effects (positive and negative) on residents and the House of having dogs in the property.

The role animals play in providing comfort and compassion to people experiencing social isolation is well documented, with many hospitals and nursing homes allowing animal visitation.

Samaritan House offers short-term accommodation to men over 18 in crisis. They may have mental health challenges, be coming out of correctional services, or be transitioning from homelessness. Having the dogs in the House makes it feel like home. Dogs provide no judgement; they love unconditionally. Animals also break down barriers. Sometimes men are uncomfortable entering the House and the dogs provide an ice breaker.

There are currently four dogs that access the House including Charli the spoodle, who belongs to one of the Samaritan House case managers, Krystal.

'Charli gives the men comfort, and something to talk about,' said Krystal.

'She makes them feel human again, providing some comfort in dark times or lonely times. She plays ball with the guys and melts hearts wherever she goes. Charli picks up on things with the men. She will put her head on their leg and keep an eye on them, and then she'll come back and then she'll go around again. She picks up when people are having hard days, and we've had feedback that she's really helped some men get through dark times.'

'She loves coming to work. She doesn't like being alone at home. We recently lost another dog, and losing her companion was sad for her, so having the chance to come in and have a full time job has been really great for her. She thoroughly enjoys it, and loves the men. They take her out for walks, and buy her blankets and treats. The love and care they give her is reward for her efforts,' she added.

The dogs do need to have a break, though, so Charli goes home with Krystal. She has one day off a week because she needs to recuperate.

The trial has been very successful and will continue. The dogs are really well looked after, the men care for them and prioritise them. They provide a focus for the men, and bring the community together.

“

**HAVING HER HERE MAKES ME FEEL HUMAN AGAIN.**

”

# COMMUNITY ENGAGEMENT UPDATE

## Erin MacArthur, Director of Community Engagement

In 2018-2019, the Volunteer Directorate had a change in name but not direction. Formerly known as Volunteer Programs, the Community Engagement Directorate continues to provide strategic direction, development, operational oversight and functioning of volunteer programs in line with the Society's ethos, contractual requirements and legislative frameworks. Through the development of clear and transparent frameworks, policies and procedures, the directorate is enacting change to gain the ability to be proactive regarding compliance measures for volunteers, and to improve volunteer management systems, and learning and development strategies.

The work of the Community Engagement Directorate also includes the vital role of operational programs, Night Patrol and Thread Together Clothing Hub@Vinnies. These programs create community connections and improve access to support our companions.

This year, Night Patrol won a Volunteer Community Grant to introduce iPads into the vans, replacing the old paper-based shift reporting system. A newly established national partnership with Grill'd is supporting donations to Night Patrol, and a new van has been purchased to replace the older, historic van.

In collaboration with the youth team, the Night Patrol service attended and supported many meaningful events and visits with local school groups to increase awareness about homelessness across the Canberra/Goulburn Archdiocese, and to promote social justice.

Night Patrol and Thread Together Clothing Hub@Vinnies have both also been involved with multiple community engagement events including the ACT Reconciliation in the Park event, Homeless Connect, the Handmade Market annual blanket drive and the Vinnies CEO Sleepout.

Thread Together Clothing Hub@Vinnies had a very successful first year of operations, supporting people from all walks of life including those experiencing or at risk of homelessness, fleeing domestic and family violence, exiting the prison system, and those looking for employment and volunteering opportunities.

New bathroom renovations were funded by the 2018 Vinnies CEO Sleepout, allowing us to install showers for companions' use. Over the year we have worked to build a diverse volunteer base and increase our referring partner agencies.

Across the Canberra/Goulburn region, volunteerism remains an invaluable part of the Society. We acknowledge how incredibly lucky we are to have the support of our volunteers who manage their studies, part-time and full time work, family priorities and other commitments in a way which still allows them to give back to the community.

## NIGHT PATROL

15,649 instances of support



3,524 Females

11,536 Males

7828 MATERIAL AID items provided (socks, jackets and hygiene packs are top 3 items in demand)

584 Under 18s



\$156,291

Money raised from shops and fundraising provided to Night Patrol

## THREAD TOGETHER

150 COMPANIONS came through our doors and accessed 1504 ITEMS OF CLOTHING



Thread Together gave out more than 200 ITEMS OF CLOTHING at Homeless Connect



Thread Together gave out over 30 JACKETS AND WARM ITEMS at Reconciliation in the Park



\$1,550

Money raised from shops and fundraising to fund Thread Together





# VOLUNTEERS IN THE SPOTLIGHT

The diverse and invaluable contribution of our volunteers builds supportive, connected and inclusive communities, and makes a meaningful difference in the lives of those we support. Our volunteers truly change lives by tackling poverty and inequality. This page is just a small snapshot of the diversity of our volunteer-based programs, and the dedication of our volunteer teams.

## COMPEER

At the 2019 Volunteering Awards Canberra Region, the Vinnies Compeer program won the impressive 'Thought and Leadership' award.

Compeer is an award winning international program that links adults living with a mental illness to a friendship volunteer. Our volunteers are the backbone of the program and are matched with people living with mental illness throughout the community based on similar interests.

## CALVARY HOSPITAL NIGHT PATROL TEAM

The Calvary Hospital Night Patrol Team received a 'Highly Commended' award as Corporate Volunteer of the Year at the recent Volunteering Awards.

Since beginning with Night Patrol in 2010, Calvary have had over 100 employees volunteer on their team, ranging from general health professionals to administrators, physicians, nurses and surgeons.

The Calvary Hospital Night Patrol Team is also involved in fundraising for the Night Patrol vans, whether its organising donations of toiletries, blanket drives or placing a coat rack around the workplace for a jacket collection.

# COMMERCIAL OPERATIONS UPDATE

## Lindsay Rae, Director of Commercial Operations

This was the second year of our four year program to upgrade our centres. The program is aimed at improving the working conditions in our centres for volunteers and employees, and improving the shopping experience for our customers.

This year it was the turn for major upgrades in our centres in Moruya, Batemans Bay, Phillip, Tuggeranong and Crookwell. Other centres had the first stage of their upgrades completed. Bega and Narooma were provided with new conference facilities in order to improve the experience of those that we support with a 'hand up' in our community.

Income from our centres rose by 13% and surplus by 8% for the year. Centres volunteer numbers also increased by 8%. Clothing donations continued to increase but the quality continued to decrease. These changes have brought about the urgent need to increase storage and working capacity at the Mitchell warehouse.

The Container Deposit Scheme was introduced into the ACT and Vinnies supported the recycling initiative by opening kiosks to receive bottles and cans at Vinnies centres in Belconnen, Tuggeranong and Dickson. A temporary depot was opened at Mitchell to help Return-It establish the scheme. This income stream is expected to grow in the future.

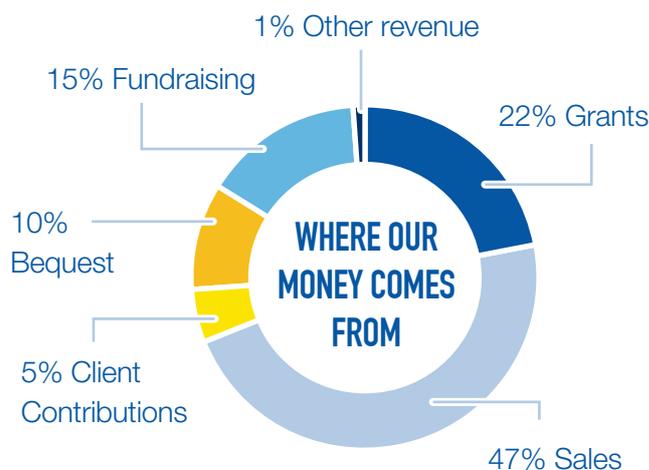
The first national centres promotion was held in October with all states supporting Dressed by Vinnies Day events. The promotion encourages corporates and schools to hold a Dressed by Vinnies Day event and upload photos onto social media. The events are intended to encourage participants to visit a Vinnies centre and therefore increase exposure to people who might not otherwise do so.

The staff at the Bega Centre organised a Dressed by Vinnies fashion parade on the day, which was a great success.

Selected centres were invited by Fox Studios to help launch the release of Bohemian Rhapsody on DVD. To help with the promotion, the centres created window displays inspired by the movie and promoted clothing and other items from the 70s and 80s. The theme was 'Find me something to love'. Our selected centres rose to the challenge with creative Bohemian Rhapsody displays that impressed shoppers, passers-by, and our social media following who voted on the best displays.

In a year of firsts, some of our centre managers participated in the CEO Sleepout, individually raising money for the Sleepout, whilst those who couldn't sleep out helped our CEO, Bernie, raise money and beat last year's total. In total the centres collectively raised over \$23,000 towards the 2019 Vinnies CEO Sleepout. A job well done on a -4 degree night.

Centre managers and conference presidents from the Far South Coast region gathered together this year for a workshop that focused on improving how the centres and conferences work together to serve our communities and companions. This was a great opportunity for the centre managers and presidents to share experiences and ideas. Further workshops have been planned for the other regions.





Our media coverage has expanded, with a **29% INCREASE** in cumulative audience from

2017 to 2018 thanks to a

**40% INCREASE** in media spots.

In the same timeframe, our social media presence also grew,



**WITH A 51% INCREASE OF FACEBOOK FOLLOWERS.**

We've been able to expand the team to now have a staff member dedicated to donor relations, ensuring our generous benefactors are treated well. The implementation of the new customer relationship management system, Raiser's Edge NXT, to replace an out of date system was a big project this year and will assist with improving relationships with our members, volunteers and donors as well as accurate record keeping.

In working to increase the public profile of the Society and diversify the Society's sources of income we have continued to nurture corporate partnerships. On a national level, the burger chain, Grill'd, has come on board donating free burgers from their loyalty program to homelessness services. This builds on strong relationships developed with the Canberra Grill'd team following the 2018 Vinnies CEO Sleepout.

As part of our internal communications strategy we organise Wednesday Seminars, hosted monthly to provide Society members, volunteers and employees with information about programs and services in the Canberra region, and to build relationships with other community service providers.

In the past year we've heard from Menslink, Uniting Care, ACTCOSS, Care Inc. Financial Counselling, Domestic Violence Crisis Service, ACT Mental Health, Legal Aid, Companion House, Ted Noffs, as well as from internal stakeholders presenting on priorities and focuses within Vinnies Canberra/Goulburn.

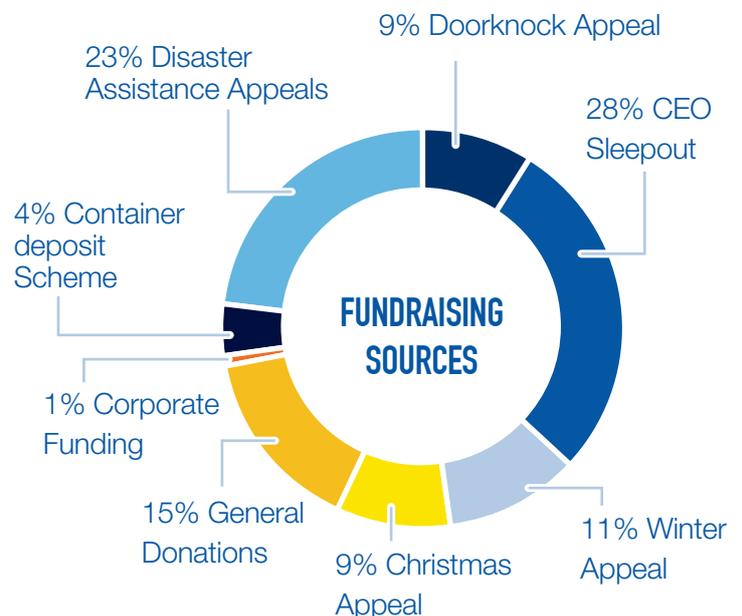
# MARKETING AND FUNDRAISING UPDATE

## Hilde Schneider, Manager of Marketing and Fundraising

It has been a successful year for the Marketing and Fundraising Team. With the generous support of the community we have exceeded expectations for all major fundraising appeals and events, except our Christmas Appeal. While the Christmas Appeal results were less than expected, our urgent appeal following the Tathra Bushfire in March 2018 was an unanticipated event requiring the support from the community. In 2018 we also successfully raised \$76,000 for an emergency Drought Appeal.

The 2019 Vinnies CEO Sleepout, the tenth anniversary of the event in Canberra, yielded a record fundraising result, but importantly also engaged participants in meaningful conversations about how they can further assist the Society.

APPEAL	EXPECTED	MADE
2019 CEO Sleepout	\$700,000	\$812,500
2018 Winter Appeal	\$284,000	\$354,000
2019 Doorknock Appeal	\$282,000	\$283,000
2018 Christmas Appeal	\$302,000	\$253,000
Drought Appeal		\$76,000
<b>Total</b>	<b>\$1,564,000</b>	<b>\$1,778,500</b>



# CASE STUDY



## 2019 VINNIES CEO SLEEPOUT

The tenth anniversary of the Vinnies CEO Sleepout in Canberra was a resounding success. Hosted by Canberra Airport in Hangar 47 on Thursday 20th June, the event raised a total of \$812,506 – a record for Canberra. Stephen Byron, Managing Director of Canberra Airport, raised an impressive \$72,830 making him the highest fundraiser ever in Canberra. While it is the Society's biggest fundraiser of the year, the event also allows an opportunity for discussions about how to break the cycle of poverty, and invites participants to think of other ways in which they can support Vinnies.

For the first time in Canberra, participants engaged in an interactive activity to 'Walk a Mile in Their Shoes', whereby they received a character card reflecting a persona of a Vinnies companion, and needed to negotiate a path through various services to receive assistance. Each scenario ended in the person receiving support at Vinnies where our staff and volunteers also explained the scope of assistance Vinnies provides. This role play allowed CEOs to better understand the multiple factors contributing to homelessness, and the complexities associated with breaking the cycle of poverty.

Feedback from this activity was extremely positive. Participants certainly found it a worthwhile venture, and were emotionally invested in the outcomes for their characters. Some feedback from CEOs included:

'Brilliant! Brings it all home and makes it real! Well done Vinnies!!'

'Eye opening. Well done Vinnies for all the great work you do!'

'Awesome experience. Eye opening, touching, relatable experience'

'Referral fatigue makes one angry about the system.'

'Frustrating, humiliating, demeaning. Having to retell your story again. It was a relief to end up at Vinnies.'

'Fabulous exercise. Frustrating, annoying, time consuming. There has to be a better way!'

'Puts into perspective how fortunate we are plus how incredible the work is that Vinnies do. I had no idea!'

Presentations were hosted by Adrienne Francis from ABC Canberra, and included a Welcome to Country from Selina Walker, a welcome from Stephen Byron of Canberra Airport, and speeches from Toby oConnor, the new St Vincent de Paul Society National Council CEO, and Barnie van Wyk. As it was the ten year anniversary of the event, the video presentation from Southern Cross Austereo reflected on the work of Vinnies over the past ten years, including the work of members, helpline, Night Patrol, Clemente and the Vinnies centres.

Guest speakers Keira-Lee Gilroy and Ingrid Mahony shared their experiences of receiving assistance from Vinnies, as someone negotiating intergenerational poverty and as a young carer respectively. These articulate young women shone a light on some of the diverse backgrounds of Vinnies companions.

After a simple meal of soup and a bread roll, 170 business, community and government leaders bedded down either on the icy cold concrete floor of the hangar, or out on the tarmac where temperatures dropped to -4 overnight.

At 5am an air horn woke everyone, allowing time for a quick breakfast and a closing address from John Feint, President of the St Vincent de Paul Society Canberra/Goulburn.

The success of the 2019 Vinnies CEO Sleepout would not have been possible without the amazing support and contribution from local sponsors including the Canberra Airport, the Rapid Relief Team, Southern Cross Austereo, Alex Pasquali Photography, EAVS, Mox Productions, Australian Transport Safety Bureau, and Adrienne Francis and the team at ABC Canberra for the exposure they gave to the issue of homelessness in Canberra, and to Vinnies itself, during the lead up to the event.

## THE TOP 10 FUNDRAISERS WERE:

1. Stephen Byron	\$72,830
2. Robert Pantano	\$43,061
3. Mirko Milic	\$27,182
4. Neville Tomkins	\$25,301
5. Barnie van Wyk	\$24,494
6. Todd Wills	\$20,721
7. Trish Clancy	\$18,948
8. Catherine Rey	\$16,631
9. Brendan Nelson	\$14,356
10. Greg Hood	\$14,006

## THE TOP 5 TEAMS WERE:

1. Catholic Education	\$49,172
2. Canberra Toyota	\$43,430
3. Vinnies Canberra/Goulburn	\$32,332
4. EY Canberra	\$25,308
5. Boston Consulting Group	\$21,146





# SECRETARIAT UPDATE

## Cassandra Bull, Director Secretariat (Acting)

The role of the Secretariat is broad, and aims to provide executive level support for Society compliance activities, supporting Operational Board functions, and assisting the executive team with good governance practice. The Secretariat also supports the Society's Social Justice Committee's advocacy efforts, Timor-Leste working group, and Policy Review Committee. The Society relies on its Territory Council to effectively govern the various activities and relationships that make up our organisation. The Secretariat provides a role in supporting the Territory Council to ensure that good governance is embedded in the practices and procedures that help the Society's representatives do their work effectively and openly, in an environment where their roles and responsibilities are clearly understood.

This financial year has seen an increased focus placed on continuous quality improvement and knowledge sharing, with Society representatives continuing to be engaged and involved in the Society's commitment to obtaining certification to QIC Health and Community Service Standards 7th Edition, assessed by Quality Innovation Performance Limited (QIP).

The accreditation process has seen Society representatives have an increased focus throughout the financial year on governance, management systems, consumer and community engagement, diversity and cultural appropriateness, and service delivery.

The Secretariat has supported the Society's social justice initiatives, assisting with the development of an advocacy framework, and contributing to the national Raise the Rate campaign, as well as taking a close interest in the Our Booris, Our Way review of Aboriginal and Torres Strait Islander children within the child protection system.

# ICT UPDATE

## Rod Ingram, CIO

This year we welcomed our first Chief Information Officer to the St Vincent de Paul Society Canberra/Goulburn.

The CIO manages the Information Communications & Technology Team overseeing the development and implementation of an Information Communications Technology Strategy and the delivery of all Information Communications Technology functions for the Society.

In the past financial year the Society has focused on assessing whether the current technology is fit for purpose, or requires upgrades and is aligned with our Risk and Cyber Security Posture.

The Society has already introduced several security enhancements for Vinsite, the Society's intranet, our Records Management System, TRIM, as well as software security patches for the centres and conferences networks.

In 2020 the Society's administrative services will be relocating to the Rheinberger Centre in Yarralumla ACT. To this end we have commenced the technology design and build for the new corporate offices which include hosting our data in the cloud and upgrading to the Office 365 platform.

# HUMAN RESOURCES UPDATE

In 2018 the St Vincent de Paul Society Canberra/Goulburn introduced a significant growth and outcomes based strategy to address the footprint of the Society for the future.

In order to achieve the strategic goals set by the Territory Council, management registered with Quality Innovation Performance Limited to secure accreditation and introduced the following positions to assist with compliance, records management, evidence on accredited services and programs: Director – Secretariat, Director of Strategy and Transition, and CIO to address the ICT legacy systems. In addition to this, the Youth and Young Adults Team merged with the Mission, Spirituality and Membership Directorate.

Great change fosters increased responsibility and accountability, and our employees have risen to the challenge of transforming our organisation over the reporting year with the introduction of the new structure that has resulted in shaping new culture and introducing pathways in areas of innovation, co-creation and collaboration across the organisation, to support and drive our work in the communities that we serve.

Through the launch of the Society's Accreditation program, we have put the strategic building blocks in place and are actively investing in our new way of life, reinvigorating our policies, procedures, systems, and tools in accordance with best practice.

An Internal Safety Officer was introduced and has greatly assisted the Society in identifying innovative ways to proactively build support and employee synergy, and introduce further safe systems of work, while striving for zero harm in all areas of our operation. This has led to routine site visits and voluntary coaching, frequent auditing and reporting for continuous safety, and culture improvements.

We are proud of the depth of talent and commitment of our members, volunteers and employees and thank them for their contribution and passion for providing 'a hand up' to people in need with respect and dignity, while sharing hope and encouragement in delivering core services.





# MESSAGE FROM THE ARCHBISHOP

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Dear Friends,

Once again the St Vincent de Paul Society in the Archdiocese of Canberra and Goulburn has demonstrated the practical charity of the Gospel in an exemplary way.

Although immense difficulties abound on all sorts of social issues here in our fair land, it is quite clear that the St Vincent de Paul Society is offering a practical response to human hardship.

Living out the Gospel message always entails us standing alongside the Least, the Lost and the Last and seeing Christ in their difficulties whatever this might be.

May the St Vincent De Paul Society continue to meet people at the fundamental levels of need, food, shelter and loving care, as they present themselves in today's world.

As always, I stand alongside the St Vincent de Paul Society, thank and encourage them and ask you to also encourage them by participation in whatever way you can.

**Archbishop Christopher Prowse**  
**Catholic Archbishop of Canberra and Goulburn**  
**Thursday, 29 August 2019**



# IN OUR PRAYERS

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We remember our brothers, sisters and friends.

During this year a number of our members and volunteers have passed away or are struggling with illness.

We remember with love and respect those who are no longer with us and we give thanks for their lives and contribution to the Mission of the Society.

We pray for their families that they will be comforted by the knowledge that they now have eternal comfort, one with the Father.

We pray for those that are ill in our Society and that through the Lord's grace their suffering may be eased.



# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

2019 (\$)

2018 (\$)

## Assets

### Current assets

Cash and short-term deposits	9,310,491	6,835,932
Trade and other receivables	102,833	341,778
Inventory	53,117	30,795
Investment in shares	3,420	3,617
Other assets	297,605	301,783
<b>Total current assets</b>	<b>9,767,466</b>	<b>7,513,905</b>

### Non-current assets

Property, plant and equipment	11,376,720	10,832,414
<b>Total non-current assets</b>	<b>11,376,720</b>	<b>10,832,414</b>
<b>Total assets</b>	<b>21,144,186</b>	<b>18,346,319</b>

## Liabilities

### Current liabilities

Trade and other payables	1,239,682	1,192,450
Provisions and employee benefit liabilities	806,669	843,008
<b>Total current liabilities</b>	<b>2,046,351</b>	<b>2,035,458</b>

### Non-current liabilities

Provisions and employee benefit liabilities	227,614	251,308
<b>Total non-current liabilities</b>	<b>227,614</b>	<b>251,308</b>
<b>Total liabilities</b>	<b>2,273,965</b>	<b>2,286,766</b>

### Net assets

<b>Net assets</b>	<b>18,870,221</b>	<b>16,059,553</b>
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## Funds

Accumulated funds	15,062,974	12,252,306
Reserves	3,807,247	3,807,247
<b>Total funds</b>	<b>18,870,221</b>	<b>16,059,553</b>

## OFFICERS' DECLARATION

The officers of the Territory Council of the St Vincent de Paul Society Canberra/Goulburn declare that the financial statements:

1. Present a true and fair view of the financial position of the St Vincent de Paul Society Canberra/Goulburn as at 30 June 2019 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.

2. At the end date of this statement, there are reasonable grounds to believe that the St Vincent de Paul Society Canberra/Goulburn will be able to pay its debts as and when they fall due.

This statement is signed in accordance with a resolution of the Territory Council and is signed for and on behalf of the Territory Council: Dated this the 23 October 2019.



John Feint  
President



Bernard Meadley  
Treasurer

# IF YOU'D LIKE TO GET INVOLVED

## MEMBERSHIP AND VOLUNTEERING

Become a member of a conference or volunteer your time to assist people in need in your community.

## DONATE

The Society's major lifeline has been the generous financial assistance our loyal donors have given over the years. This support assists the many activities undertaken by the Society.

Donations can be directed to a specific special work or general works. You can make a secure donation online at [www.vinnies.org.au/donate](http://www.vinnies.org.au/donate) or by calling 13 18 12.

Donations of quality second hand clothing, furniture and household goods can also be made at any Vinnies centre.

## GIFTS IN WILLS

You can support those in need by leaving a gift to the Society in your Will. Through remembering the Society in your Will, you will ensure your legacy lives on through the assistance your generosity provides.

## WORKPLACE GIVING

Individuals or groups of employees can take part in this program by donating a small amount each fortnight. This pre-tax donation is deducted from employees' salaries by their payroll department, and then forwarded to the Society.

## CORPORATE COLLABORATION

If you are a business looking to partner with a charity, you can contact our office to discuss ways in which your company can support one of Australia's largest and most respected charitable organisations.

## BE A PART OF OUR ONLINE COMMUNITY AT:

[www.facebook.com/VinniesACT](http://www.facebook.com/VinniesACT)  
[www.twitter.com/VinniesACT](http://www.twitter.com/VinniesACT)  
[www.vinnies.org.au](http://www.vinnies.org.au)

To discuss opportunities to support the St Vincent de Paul Society Canberra/Goulburn, please call us on (02) 6282 2722 or email [info@svdp-cg.org.au](mailto:info@svdp-cg.org.au)



# THANK YOU

We could not do what we do without the help and support of our loyal donors. We rely on their generosity to enable us to reach out to our companions and to keep going when sometimes the task seems great.

Our supporters help by providing financial support and material goods; by participating in fundraising events and appeals; and by leaving a gift to the Society in their Will, which is a powerful way to make a difference in improving the lives of future generations.

All of these vital contributions ensure the Society is able to continue to support, assist and most importantly provide a 'hand up' to those at greatest risk of experiencing social exclusion, disadvantage or homelessness in our community.

The St Vincent de Paul Society Canberra/Goulburn is grateful for the ongoing financial and in-kind support from the following:

## MAJOR SPONSORS:



## GOVERNMENT AND ORGANISATIONS:



## NATIONAL SPONSORS:



# IN-KIND SUPPORT:

- 2CC/2CA
- Alex Pasquali Photographs
- Australian Catholic Bishops Conference
- Australian College of Nursing
- Avenue Hotel (Capital Hotel Group)
- Calvary Community Care ACT
- Calvary Hospital
- Canberra Metro Construction
- Canberra Southern Cross Club, Jamison
- Canberra Southern Cross Club, Tuggeranong
- Canberra Southern Cross Club, Woden
- Cantlie Recruitment
- Change Yoga Studio Crew
- Community Medics Australia
- Deloitte
- Department of Home Affairs, Citizenship and Multicultural Affairs Program Branch
- Department of Infrastructure, Regional Development and Cities - finance branch
- Duffy Primary
- EAVS - Event AV Services
- F45 Training
- Fast Print Services
- Forrest Chiropractic
- Gas Energy Australia
- Guardian Early Learning Gungahlin
- Gungahlin Marketplace
- HWL Ebsworth
- Hyatt Hotel Canberra
- Jerrabomberra School - Kindergarten
- Kmotion Dance Studio
- Knight Shift
- Macgregor Primary School
- Mawson Out of School Hours Care
- McInnes Wilson Lawyers
- Mills Oakley Lawyers
- MOX Productions
- Questacon
- Raiders Weston Club
- St Christopher's Cathedral
- St Edmund's College, Canberra
- St Mary Mackillop College
- Stellar Canberra
- Telstra
- The Good Toy Shop
- The Pier, Kingston Foreshore
- Transitgraphics
- Trinity Catholic College, Goulburn
- Watson Blinds
- Wisdom Learning
- Young Mercy Network
- CITSA
- Belconnen Lions Club
- Daramalan College
- Kindness Conquers All
- Independent Parliamentary Expenses Authority
- Canberra Hand Made Markets
- GIVIT ACT
- The Military Shop
- Australian Taxation Office
- Canberra Raiders Rugby League
- Residential Reports
- The University of Canberra Association of Marketing Students (UCAMS)
- Scouts Association of Australia ACT Branch Inc.
- YWCA Canberra Mura Lanyon Youth and Community Centre
- Canberra PCYC Erindale Centre
- Canberra Grammar School
- Carroll College
- Daramalan College
- Dickson College
- Gungahlin College
- Hennessy Catholic College
- Lumen Christi Catholic College
- Lyneham High
- Marist College
- McAuley Catholic Central School
- Merici College
- Radford College
- Sacred Heart Central School
- St Anne's Central School
- St Clare's College
- St Edmund's College
- St Francis Xavier College
- St John Paul II College
- St Mary Mackillop College
- Trinity Catholic College
- ANU John XXIII College
- Australian Catholic University Canberra Campus
- Chapman Primary School
- Good Shepherd Primary School
- Holy Family Primary School
- Holy Spirit Primary School
- Holy Trinity Primary School
- Mother Teresa School
- Mt Carmel School
- Sacred Heart Primary School
- St Anthony's Primary School
- St Bede's Primary School (Red Hill)
- St Bede's Primary School (Braidwood)
- St Benedict's Primary School
- St Bernard's Primary School
- St Clare of Assisi Primary School
- St Gregory's Primary School
- St Francis of Assisi Primary School
- St Joseph's Primary School (Boorowa)
- St Joseph's Primary School (Goulburn)
- St Jude's Primary School
- St Matthew's Primary School
- St Mary's Primary School (Crookwell)
- St Mary's Primary School (Moruya)
- St Mary's War Memorial Primary School
- St Michael's Primary School
- St Monica's Primary School
- St Patrick's Primary School (Bega)
- St Patrick's Primary School (Gundagai)
- Sts Peter and Paul's Primary School (Garran)
- Sts Peter and Paul's Primary School (Goulburn)
- St Thomas Aquinas Primary School
- St Thomas the Apostle Primary School
- St Vincent's Primary School

The commitment of these organisations is a tremendous help towards the running of the Society's frontline services.



To communicate in another language please call the Translating and Interpreting Service on 131 450. If you are deaf, hard of hearing and/or have a speech impairment, contact us through the National Relay Service. Visit [relayservice.gov.au](http://relayservice.gov.au) or call 1300 555 727 (speak and listen number).

Privacy Statement: St Vincent de Paul Society Canberra/Goulburn respects the privacy and dignity of the people it assists, our members, volunteers and employees. For more information about how the Society manages privacy information please refer to our Privacy Policy on our website: [www.vinnies.org.au/page/Publications/ACT/Policies](http://www.vinnies.org.au/page/Publications/ACT/Policies).

St Vincent de Paul Society Canberra/Goulburn ABN: 16 732 852 554



**St Vincent de Paul Society**  
CANBERRA/GOULBURN  
*good works*