

JULY 25 - JUNE 26

A YEAR OF IMPACT

Compassion in action across our region.



St Vincent de Paul Society
CANBERRA/GOULBURN

good works

A MESSAGE FROM THE CEO

When someone has nowhere safe to sleep, can't afford food for their family, or has no one left to turn to, your generosity can change everything.

With thanks to you, we provided nearly \$2.5 million in emergency relief, answered more than 20,000 calls for help, served more than 51,000 meals and supported thousands of people experiencing hardship across our region.

Your support helps put food on the table, provides a safe place to sleep, covers essential needs and offers the reassurance that someone is there to listen.

Across our region, more people are turning to Vinnies for help as the cost of living, housing pressures and personal crises place growing strain on households. Because of you, we have been able to respond with practical support, compassion and care, ensuring people know they do not have to face hardship alone.

This report shows what your kindness has helped make possible. Behind the calls answered, meals shared, visits made and support offered are real people and families. A child with food on the table. A family finding a little more stability. Someone who had nowhere else to turn, knowing they were not alone.

At Vinnies, support is always personal. Alongside practical assistance, we take the time to listen, understand each person's circumstances and walk alongside them on their journey. We believe everyone deserves to be treated with dignity, respect and compassion.

On behalf of everyone at St Vincent de Paul Society Canberra/Goulburn, and the many people whose lives have been touched by your generosity, thank you. We are deeply grateful for your support, your trust and your belief in a community where no one is left to face hardship alone.

With heartfelt thanks,



Lucy Hohnen

Chief Executive Officer
St Vincent de Paul Society
Canberra/Goulburn



**Your generosity
makes a difference**

**\$2.49
MILLION** 

in assistance provided by Vinnies
Emergency Relief Program

 **20,226
PHONE CALLS**
to Vinnies Emergency
Relief Helpline

**4 IN 5
PEOPLE** 
request food assistance when
calling Vinnies Emergency
Relief Helpline

 **643
PEOPLE**
case managed through Vinnies
Specialist Homelessness Services
↳ including **204 children**

**20,226
HOME VISITS &
INTERVIEWS** 
conducted by Vinnies conferences
across our region

 **23,172
MATERIAL AID &
CLOTHING ITEMS**
provided by Vinnies Night
Patrol, Vinnies Roadhouse
and Thread Together
↳ **40% increase**
from the previous year

**51,736
MEALS** 
provided by Vinnies Blue Door
and Vinnies Roadhouse

 **157 PEOPLE**
supported by Vinnies Migrant &
Refugee Settlement Casework
Program

**1,484
CHRISTMAS
HAMPERs** 
provided by Vinnies
Emergency Relief Program

**Support provided by Vinnies between July 2025 and June 2026*

25 YEARS of Vinnies Night Patrol



2001-02

1 van
3 nights a week
40-50 people supported
each night
130 volunteers



2017-18

2nd van launched
364 nights a year
10,899 instances of
support
4,586 essential items
provided



2023-24

2 new purpose built vehicles
replace old vans
364 nights a year
13,558 instances of support
8,086 essential items
provided



2025-26

2 vehicles
364 nights a year
19,062 instances of
support
11,203 essential items
provided

For 25 years, Vinnies Night Patrol has brought practical support, connection and dignity to people experiencing homelessness, isolation and hardship across Canberra and Queanbeyan.

What began in 2001 as one van operating three nights a week in Civic has grown into a vital nightly service. From the beginning, the heart of Night Patrol has been simple: offering a warm drink, a light meal and a friendly conversation to people who may otherwise feel unseen. Within a year, 130 volunteers were supporting around 40 to 50 people each night the van operated, showing just how quickly the service became a lifeline for people in need.

As Russell Walls, President of St Vincent de Paul Society Canberra/Goulburn at the time, told The Canberra Times,

"If we are able to reach just one lonely, homeless or depressed person and tell them that we care, and are here to help them, then we have done our job."

Today, thanks to the commitment of more than 300 volunteers and the support of our community, two Night Patrol vehicles operate almost every night of the year, across four locations.

This work is a powerful example of what can happen when our community chooses to stand beside people doing it tough. Every warm drink, essential item, and friendly conversation reminds someone that they matter.

Twenty-five years on, every meal, conversation and act of kindness still offers something more than practical support: dignity, connection and hope.

CASE STUDY: From Crisis to Stability

When Vinnies Street to Home first met 60-year-old Lily*, she was sleeping under a carport after fleeing a violent relationship. With nowhere safe to go, she was fearful for her safety and managing serious health concerns.

After being robbed several times while sleeping rough, Lily had lost her belongings and identification. Without photo ID, she could not open a bank account, access key services or progress her public housing application.

When Lily was struggling to move forward, her Vinnies case manager stood beside her and helped her take important steps towards rebuilding her independence. Lily was able to obtain ACT photo identification, opening the door to a bank account and greater control over her finances. She then secured a newly renovated two-bedroom public housing property, creating a stable place to call home. Vinnies helped her establish her tenancy, connect essential utilities and furnish her new home with items from Goodies Junction, allowing her to settle in safely and comfortably.

Today, she is safely housed, engaging with healthcare services and rebuilding connections with her children. Her journey shows what is possible when people are met with compassion, practical support and a place to call home.

* Names have been changed to protect the privacy and identity of the people involved.



79 ROUGH SLEEPERS
case managed by
Vinnies Street to Home





Vinnies Winter Appeal Raises \$450,000 to Provide Vital Community Support

A heartfelt thank you to everyone who supported Vinnies Canberra/Goulburn's Winter Appeal.

Thanks to the generosity of our community, we raised \$450,000 to help provide support to people experiencing hardship across the ACT and surrounding regions during the coldest months of the year.

Every donation makes a difference, turning compassion into practical support, providing food, clothing, everyday essentials and assistance with bills and other expenses ensuring no one has to face hardship alone.

For people like David*, this support can be lifechanging. After experiencing homelessness, David is no longer sleeping rough and now has safe, long-term accommodation, giving him the stability and hope to begin rebuilding his life.

To everyone who donate, shared our message, volunteered or supported the appeal in any way - thank you. Your compassion is part of a much bigger story. Because of your support, more people facing hardship found safety, connection and hope when they needed it most.

** Names have been changed, and model photos have been used to protect the privacy and identity of the people involved.*

Funds raised from this appeal can help:

1,389 PEOPLE 
put food on the table and access clothing*

821 PEOPLE 
access everyday essentials*

295 HOUSEHOLDS 
establish a safe and comfortable home*

121 FAMILIES 
pay their rent for another month*

*Figures are indicative & demonstrate the potential impact.

CASE STUDY: A Practical Gift of Hope

Like many people who contact Vinnies for help, Mary had spent a long time trying to manage on her own before reaching out. After a difficult separation, Mary was left to manage the family farm and care for the animals alone.

With bills mounting and drought conditions worsening, she was struggling to keep going. As her water supply became critically low, Mary faced an impossible choice: use the last of her remaining water for the animals or keep it for herself. With the dam almost dry and tanks nearly empty, she reached out to Vinnies for help.

The NSW Far South Coast support team listened to Mary's situation and responded quickly, organising for local conference members to visit that same day. By that evening, water had been delivered to refill her tanks and provide immediate relief.

For Mary, that delivery was more than practical assistance. It reminded her she was not alone and gave her the breathing space to care for herself, her farm, and the animals that depended on her.

** Names have been changed, and model photos have been used to protect the privacy and identity of the people involved.*



A Gift That Lives On

Your kindness is already making a difference and it can continue to bring hope for generations to come.

After caring for your loved ones, leaving a gift in your Will to St Vincent de Paul Society Canberra/Goulburn is a meaningful way to continue supporting people experiencing hardship into the future.

To find out more, visit:

<https://www.vinnies.org.au/act-surrounds/get-involved/leave-a-gift-in-your-will-bequests>



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Join Us in Creating Lasting Change

Your support is already changing lives across our community. If you'd like to make an even greater difference, here are other ways you can help:

DONATE

VOLUNTEER

FUNDRAISE

Together, we can continue bringing hope, dignity and practical support to those who need it most.

Stay connected



vinnies.org.au/act-surrounds



[instagram.com/vinniescanberraregion](https://www.instagram.com/vinniescanberraregion)



[facebook.com/vinniesact](https://www.facebook.com/vinniesact)



[linkedin.com/company/vinniesact](https://www.linkedin.com/company/vinniesact)



[youtube.com/vinniesact](https://www.youtube.com/vinniesact)

We're here to help

If you're going through a tough time and need support, **call the Vinnies Emergency Relief Helpline on 13 18 12.**



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