



St Vincent de Paul Society
NSW
good works



ANNUAL REPORT 2018/19

COMPASSION IN ACTION

OUR MISSION

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

OUR VISION

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

OUR ASPIRATION

An Australia transformed by compassion and built on justice.



ACKNOWLEDGEMENT OF COUNTRY

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

The Annual Report of the St Vincent de Paul Society NSW was produced by the State Support Office Communications Team, December 2019.

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

Designed by Claudia Williams

Privacy statement:

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

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

Auditor: Grant Thornton

Primary Bank:
Commonwealth Bank of Australia

Primary Solicitor: Hicksons

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YEAR IN REVIEW

HIGHLIGHTS OF 2018/19



OUR MEMBERS HELPED MORE THAN 61,000 PEOPLE

with food, clothing, household items, emotional support and financial assistance



OUR STAFF AND VOLUNTEERS ASSISTED MORE THAN 64,000 PEOPLE

through professional support services including crisis accommodation, food vans and community centres



WE INVESTED MORE THAN \$242 MILLION

in social and affordable housing



OUR DISABILITY SUPPORT STAFF HELPED MORE THAN 30,000 PEOPLE

to access the National Disability Insurance Scheme through our Local Area Coordination program



WE MANAGED 237 VINNIES SHOPS

contributing more than \$21.6 million to our good works



WE RECEIVED 95,000 DROP-BY VISITS

to our Night Patrol vans, which provide hot meals, blankets and support



WE RAISED \$2.2 MILLION

at Vinnies CEO Sleepouts in Sydney, Wollongong and Newcastle, and a further \$146,000 at Community Sleepout events



NSW STATE COUNCIL PRESIDENT'S MESSAGE

The past year has been one of great progress and reform for the St Vincent de Paul Society in New South Wales. In the following pages you will read about the various projects and initiatives we have worked on and the successes we have celebrated.

The success of Vinnies NSW's Drought Appeal launched in August 2018 had an impact far beyond the much-needed financial relief. The funds we raised, combined with our distribution of the Federal Government's drought assistance package, helped to restore a sense of optimism to rural communities doing it tough through one of the worst droughts we have seen. You can read more about our work with drought-affected communities on page 18.

An affordable and suitable place to live is a fundamental need for each and every human being. A stable roof over our heads gives us the chance to live with dignity, health and security.

St Vincent de Paul Housing has been contracted to deliver 500 dwellings across 12 sites in Sydney and regional NSW under the State Government's Social and Affordable Housing Fund (SAHF). At 1 July 2019, 127 units were completed and tenanted, with all construction on time and budget to deliver the remaining contracted units by October 2020.

More than a place to live, the SAHF model enables residents to develop into communities through tailored support coordination provided by Vinnies staff and Conference members. Sites in Penrith, Dubbo and Albury have already opened with a further location in Campbelltown set to open shortly. You can read more about our work addressing homelessness and housing affordability on page 17.

For all the achievements detailed throughout these pages, the heart and soul of our success is our people. It is through the members, volunteers and staff dedicated to our mission of working to shape a more just and compassionate society that we are able to provide a hand up to those experiencing disadvantage and hardship.

This is my final annual report as NSW State President of the St Vincent de Paul Society NSW. I joined Vinnies in 2004 as a member of the West Wollongong St Therese Conference and was fortunate enough to serve as Conference Secretary, Conference President and then Regional President before being appointed NSW State President in 2015.

I consider myself incredibly blessed to have played a part in the good works started by Frederic Ozanam almost two centuries ago. At the time of writing we are eagerly anticipating the election of our next State Council President, and I leave with full confidence they will lead the Society towards bigger and better things in partnership with our CEO, Jack de Groot.

To everyone who has provided support in any capacity, I am eternally grateful for your efforts in making the work of the St Vincent de Paul Society NSW possible. It is through the compassion and generosity of people, partners and donors that we are able to impact lives for the better.

Denis Walsh
President, NSW State Council

GUIDED BY SPIRITUALITY *"Come to me, all you who are weary and burdened, and I will give you rest."*

Every day at the St Vincent de Paul Society we aspire to live out this gospel message from Matthew by supporting all those around us in an effort to create a more just and compassionate society. As a lay Catholic organisation, our 'good works' are based on a rich heritage that focuses on living out a spirit of faith in action.

While change is constant, our focus on spirituality, formation and pastoral care remain central and steady. Read about how we continued to be guided by our spirituality in 2018/19 on page 46.

Close to two centuries ago the Society was founded by Frederic Ozanam as a way of living out his faith. All these years later we remain devoted to following his example, charisma and spirituality by giving of ourselves to alleviate poverty and disadvantage.

Leo Tucker
Executive Director, Mission and Spirituality



CEO'S REPORT

Our world is changing rapidly. To respond to growing social pressures, the St Vincent de Paul Society must continue to be a strong and adaptable organisation. More and more people in NSW are experiencing poverty and disadvantage. Homelessness, mental health issues, drug and alcohol abuse, and domestic violence are on the rise. The people and communities we serve have increasingly complex needs.

In 2018/19, we started developing a renewed and ambitious vision for the future that will enable us to respond to external pressures while making the most of our many strengths and opportunities.

From September 2018 to June 2019 we conducted state-wide surveys of our members, volunteers and staff and held focus groups and individual interviews, all designed to gain insight and input into the future direction of our organisation.

These consultations asked our people to consider what makes Vinnies great, and where there are opportunities to improve. We explored the core role of our members and volunteers and what is needed to help them do their invaluable work as effectively as possible.

In March 2019 we launched our Strategic Plan 2020-2022, which came into effect on 1 July 2019. The coming 12 months will be a period of significant transformation as we put new systems, processes and structures in place to enable us to achieve our ambitions and continue the work started by Frederic Ozanam more than 185 years ago.

We closed the 2018/19 financial year with a solid record of achievement and growth, and a bold new vision and strategic plan for the years ahead.

SOME OF VINNIES NSW'S KEY HIGHLIGHTS DURING 2018/19 INCLUDE:

Rallying behind our farming communities

During 2018/19, NSW experienced one of the most severe droughts and extreme heat on record. With 99.8 per cent of the state experiencing drought conditions, communities across NSW have been suffering a complex range of consequences.

Vinnies NSW responded by launching a Drought Appeal in August 2018 in partnership with the Sunday Telegraph. This raised nearly half a million dollars, which was further augmented with \$1 million provided by the National Farmers' Federation and another \$1 million dedicated from our own accounts. These funds meant we were able to provide much-needed assistance to many farming families and individuals doing it tough.

This was further bolstered by the Federal Government's Drought Assistance Package, which Vinnies distributed across NSW, Queensland and South Australia between January and June 2019. You can read more about our work with drought-affected communities on page 18.

Shining a light on homelessness

In February 2019 Vinnies NSW joined the NSW Government and a number of other non-government organisations as a signatory to a global agreement to reduce rough sleeping. In late 2019 we will join the End Street Sleeping Collaboration - a new entity established to help achieve the targets of a 25 per cent reduction in street sleeping in Sydney by 2020, and of 50 per cent statewide by 2025.

For the 14th consecutive year, the Vinnies CEO Sleepout was held to raise funds and awareness for people experiencing homelessness. In NSW, 465 CEOs and business leaders raised \$2.2 million whilst braving the cold at events held in Sydney, Newcastle and Wollongong. A further 160 community members slept out in Wagga Wagga, Lismore, Deniliquin, Maitland and Parramatta with all funds going directly back into these communities.

We continued providing a wide range of homelessness services in cities and towns across the state, from crisis accommodation to 'night patrol' vans offering a hot meal and referrals to services. We supported thousands of people at risk of homelessness or already experiencing homelessness over the course of the financial year.

Reduce, reuse, recycle

Vinnies Shops are a vital part of local communities, often serving as the initial point of contact for people engaging with our services. In 2018/19 we expanded into new locations with shops opening in Castle Hill, Coogee, Scone, Mulwala, and a new flagship store in the heart of Western Sydney at Greystanes. Our achievements in retail are on page 34.

In September 2018 Vinnies NSW joined with Red Cross Shops, Salvos Stores, and the DoSomething Foundation to host 'What's In My Wardrobe?' – a look at the negative impact that fast fashion has on the environment, as well as the positive things that are happening to reduce that impact.

Panellists including Gretel Killeen, journalist Rae Johnston and Justine O'Byrne from Tigerlily discussed ethical sourcing, sustainable fashion and the need for garment longevity, while stylists Tara Castellan, Alex van Os and Faye De Lanty provided tips on the best way to get a new outfit. This event was a precursor to National Op Shop Week which encourages Australians to think about the many benefits of buying second-hand and giving back to the community.

After a successful start to our involvement in the NSW Government's Return and Earn Container Deposit Scheme in 2018, Vinnies NSW opened our third bulk container facility in Penrith in October 2018 (following the opening of sites in the Shoalhaven and Illawarra), followed by another site in Cardiff in November and then Wagga Wagga in April 2019. As at June 2019, Vinnies had processed more than 30 million containers, helping to divert in excess of 115,000 cubic metres of recyclable waste from landfill – that's around 1,250 semi-trailer loads!

Vinnies NSW was named as a Social Responsibility Champion in the 2018 National Retail Awards for our involvement in the Return and Earn program and won the inaugural Keep Australia Beautiful NSW Return and Earn Litter Prevention Award. Read about our work in recycling and waste reduction on pages 35 and 36.

Reconciliation in action

In 2018/19, work on our Reconciliation Action Plan (RAP) continued, as we set up a number of local RAP Committees and began establishing an Aboriginal and Torres Strait Islander Advisory Group that will play a key role in guiding our efforts toward reconciliation. We developed a new Cultural Protocol to assist our members, staff and volunteers to work in ways that

respect Aboriginal and Torres Strait Islander cultures and practices, and started work on a cultural awareness strategy. During the year Vinnies NSW also became a member of Indigenous business directory Supply Nation, committing to support Aboriginal and Torres Strait Islander businesses and promote sustainability and diversity in our relations with suppliers.

A solid foundation for the future

We closed the 2018/19 financial year with a solid record of achievement and growth, and a bold new vision and strategic plan for the years ahead.

All community sector organisations need to have robust governance and sound infrastructure to support service delivery. Our future annual reports will assess and report on our performance against our Strategic Plan 2020-2022, ensuring we can continue to provide excellent services to people experiencing poverty or disadvantage.

I wish to acknowledge the service and leadership of our outgoing State Council President Denis Walsh. Denis has been a valued colleague, whose guidance and counsel have helped steer our organisation soundly through significant change over the past four years. In his term as President, Denis has overseen the roll-out of our Local Area Coordination (LAC) program, enabling tens of thousands of people with disability to achieve their goals through the National Disability Insurance Scheme (NDIS); the establishment of our partnership with the NSW Government's Social and Affordable Housing Fund (SAHF), which will see us provide more than 500 units for people in dire need of suitable housing; the development of a vital new revenue stream in the Return and Earn Container Deposit Scheme, which will see us bring in more funds for our good works while supporting recycling and sustainability; and the introduction of a new and ambitious strategic plan, which will see Vinnies NSW continue to grow and evolve under our incoming President.

Jack de Groot
CEO, St Vincent de Paul Society NSW

WHO WE ARE

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

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

The St Vincent de Paul Society NSW has around 14,000 members and volunteers across the state, giving tirelessly of their time. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

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

Importantly, we also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is also a leading provider of frontline services, with 100 local services across the state. These deal with a range of issues including homelessness, domestic and family violence, disability, mental health, youth wellbeing, refugee and migrant inclusion, rehabilitation and addiction.

OUR HISTORY

1833 The St Vincent de Paul Society was founded in Paris in 1833 by 20-year-old university student, Frederic Ozanam and his friends.

1881 Scott Charles Gordon O'Neill joined the St Vincent de Paul Society in Scotland at just 23 years of age. He moved to Sydney in 1881 where he founded the first St Vincent de Paul Society Conference in NSW at St Patrick's Church Hill in Sydney's Rocks District.

1891 The first Special Work of the Society was founded in Surry Hills.

1922 Until 1922 Parish Conferences had organised wardrobes of clothes for people in need by collecting local donations. When this practice became too difficult to manage, the idea of Vinnies Shops where people could purchase second-hand items was born.

1938 The Matthew Talbot Hostel was opened by Bishop Norman Gilroy in Kent Street to help the many men experiencing homelessness in Sydney. It moved to Woolloomooloo in 1965, where it remains to this day.

1975 A State Youth Committee, comprising a representative from every Central Council and a spiritual adviser, was formed to co-ordinate and promote the involvement of young people in the St Vincent de Paul Society.

1990 Over 500 Vinnies Centres were in operation in Australia.

2006 The Ozanam Learning Centre in Woolloomooloo opened. It offers a range of education programs, recreations activities, a drop-in day centre and extensive information and referral services for men and women experiencing homelessness.

In the same year, the first CEO Sleepout was held at Sydney Olympic Park, with a handful of CEOs raising around \$5,000.

2013 The St Vincent de Paul Society celebrated the bicentenary of its founder Frederic Ozanam's birth.

2015 The Matthew Talbot Hostel celebrated 50 years at its Woolloomooloo location, a site now synonymous with the service.

2016 Vinnies NSW began delivering Local Area Coordination Services under the National Disability Insurance Scheme. This program employs around 450 staff and is the largest single service provided by the Society in NSW.

2019 We built 127 social and affordable housing units out of a total commitment of 500 for people at risk of homelessness in partnership with the NSW Government's Social and Affordable Housing Fund.



OUR VALUES

COMMITMENT

Loyalty in service to our mission, vision and values.

COMPASSION

Welcoming and serving all with understanding and without judgement.

RESPECT

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

INTEGRITY

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

EMPATHY

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

ADVOCACY

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

COURAGE

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

OUR PEOPLE

Vinnies NSW's people include members, volunteers and staff who are integral to delivering our support of people in the community, our frontline services, retail shops and distribution centres.

We work as 'One Society' to ensure we have the greatest impact for the people we serve.



MEMBERS

OUR CONFERENCE MEMBERS:

- + ASSISTED MORE THAN 61,000 PEOPLE IN THEIR LOCAL COMMUNITIES
- + PROVIDED \$14.4 MILLION WORTH OF ASSISTANCE INCLUDING FOOD, CLOTHING AND HOUSEHOLD ITEMS
- + DISBURSED \$7.2 MILLION WORTH OF ENERGY VOUCHERS THROUGH THE NSW GOVERNMENT ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) SCHEME

Our 4,500 members are the face of Vinnies in more than 420 communities across NSW. Most of our members belong to local Conferences, which in turn are mostly connected to Catholic parishes throughout the state.

We've always believed our members are special, because they make an ongoing – often lifelong – commitment to serve their communities through Vinnies. Our members visit people in their homes, distribute food and electricity vouchers, provide furniture and clothing, and accompany people through their times of hardship.

We are proud to have almost 800 youth members in universities, schools and communities across the state, forging the next generation of Vincentian action. Our young people run camps, recreation days and homework help for disadvantaged kids and teens; host social justice nights in their communities to help bring about grassroots change; visit and befriend those who are lonely in aged care homes; and fundraise for our services through various events and activities.

There are also over 280 'Mini Vinnies' programs active in NSW schools, teaching children about the importance of social justice and their power to create change.



Meet Margaret

Margaret Smith has been involved with Vinnies for half her life and currently serves as the President of the Springwood Conference.

Holding a number of positions with the Society over the past 37 years, including serving on the State Spirituality Committee, Margaret was recognised with a Volunteer of the Year award in 2018.

"My greatest joy has always been working with our wonderful Vinnies volunteers," says Margaret.

Above: Long-time members and friends Brigette Williams (2019 Volunteer of the Year) and Margaret Smith (2018 Volunteer of the Year).

VOLUNTEERS

We simply couldn't operate without the critical support of our volunteers. These amazing people are active in Vinnies Shops and distribution centres as well as across a wide variety of our community services, generously offering their time and skills.

From 20 to 26 May 2019, we celebrated the 30th anniversary of National Volunteer Week with the theme "making a world of difference".

"Volunteers are the heart and soul of our society. Because of your generous contribution we are able to provide deeply needed services to people in need. On behalf of all of us at the St Vincent de Paul Society, we want to thank you for your dedication to our work. We couldn't do it without you," said Jack de Groot, CEO of St Vincent de Paul Society NSW.

Meet Eva

Eva has been a volunteer at the Ozanam Learning Centre in Woolloomooloo for the past nine years.

Drawing upon her social work degree and experience in the creative arts, Eva runs the Paint-A-Plate program where people have the chance to express themselves by drawing, designing and glazing.

"I love the sense of community that has developed in this space. There is a real warm sense of reciprocity and empathy among the whole group, including me."



STAFF

Around 2,100 people work across our services in homelessness, health, community development, disability support and more, as well as providing essential administrative functions including fundraising, pastoral care, human resources, governance and policy, finance and communications.

We are proud to have a particularly dedicated team, with well over 300 employees having been with Vinnies for more than a decade. We are proud to have a diverse workforce with a spread of ages, genders and cultures.

We are continually impressed by the passion and expertise of our employees, who frequently go above and beyond their assigned roles to improve the lives of those we assist. We are committed to supporting our staff to perform in their roles as well as maintaining their well-being and achieving their own goals – see page 45 for more information on how we support our people.



Meet Marcus

Marcus Weatherall is an Aboriginal Local Area Coordinator, supporting Indigenous people living with disability in the Hunter, New England and Central Coast regions.

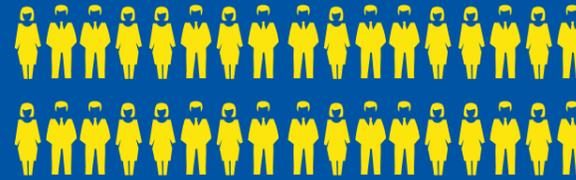
Originally from Walgett (or as he calls it “God’s country”), Marcus is now based in our Charlestown office and helps people to access National Disability Insurance Scheme (NDIS) funding and develop personalised support plans to help them live life to the fullest.

“I love being able to support [NDIS] participants and be a voice for them,” Marcus says.

EMPLOYEE SNAPSHOT

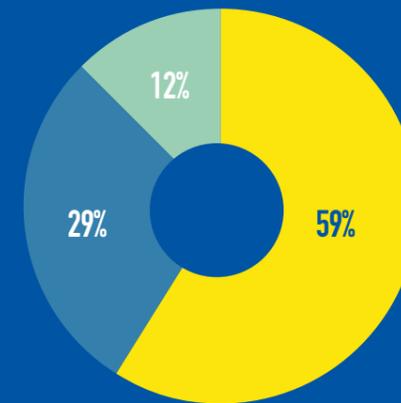
TOTAL EMPLOYEES

2095

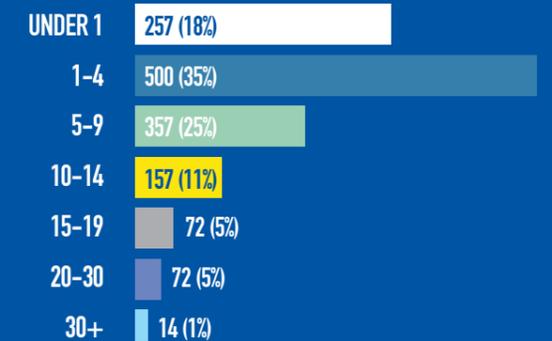


EMPLOYEE TYPE

| TYPE | NO. |
|-----------|------|
| FULL-TIME | 1236 |
| PART-TIME | 602 |
| CASUAL | 257 |



YEARS OF SERVICE



PEOPLE WHO JOINED US

| YEAR | 2018/19 | 2017/18 |
|-------|---------|---------|
| TOTAL | 613 | 628 |

PEOPLE WHO LEFT

| YEAR | 2018/19 | 2017/18 |
|-------|---------|---------|
| TOTAL | 469 | 466 |

We are proud to have a particularly dedicated team, with well over 300 employees having been with Vinnies for more than a decade.



HOW WE HELP

Vinnies NSW provides evidence-based services helping people, families and communities to effectively reduce the impacts of poverty, homelessness and other forms of social disadvantage.

Our approach is supportive and non-judgemental: giving a hand up to people in their time of need, helping them to identify and achieve their own goals. We assist people to reach greater stability, resilience and independence, and become part of inclusive community networks.

Our diverse services are well integrated with one another, recognising that poverty and hardship affect people in a variety of ways and require a coordinated response. Our ways of helping can be broadly grouped into the following areas:

- Homelessness services
- Housing
- Financial and material assistance
- Community development
- Health services
- Disability services

HOMELESSNESS SERVICES

Well over 37,000 people are currently without a safe and secure place to live in NSW, including a growing number of young people and older women. Between the 2011 and 2016 census, our state saw the highest increase in homelessness rates across Australia.

We believe that in a society as fortunate as ours, there is no excuse for anyone to face homelessness. We provide short- to medium-term accommodation for people without a home or at risk, including women, men and children fleeing domestic and family violence. Our accommodation services are supplemented with individualised case management support, so we not only assist people to find accommodation, but to maintain stability for the long-term.



Accommodation services

We operate more than 25 crisis and transitional accommodation services across NSW to meet the different needs of single men and women, families, older women and young people.

These are highlights from a few of our accommodation services during 2018/19:

VINCENTIAN HOUSE

A crisis accommodation service primarily for families and single women in inner Sydney. This is one of the few homelessness refuges that accepts single fathers with children and single mothers with teenage sons.

- + 300 PEOPLE ACCOMMODATED
- + 854 PEOPLE ATTENDED DAY SERVICES INCLUDING COUNSELLING, COOKING AND RENT ASSISTANCE
- + 600 CHILDREN AND YOUNG PEOPLE ACCESSED HOMEWORK CLUBS, COOKING CLASSES AND COUNSELLING THROUGH THE V4YOU PROGRAM



EDEL QUINN

A safe haven for people experiencing homelessness in Wagga Wagga, also offering community outreach services including free flu vaccinations and blood tests.

- + 15,000 MEALS SERVED
- + 100+ PEOPLE ACCOMMODATED



MATTHEW TALBOT HOSTEL

One of Sydney's longest-standing crisis refuges, offering homeless men a hot meal and a safe place to sleep.

- + 989 MEN ACCOMMODATED
- + 138,700 MEN FED
- + 4,380 MEN USED THE LAUNDRY
- + 21,900 MEN RECEIVED ACCESS TO A SHOWER AND TOILETRIES
- + 20,000 MEN ACCESSED THE ONSITE HEALTH CLINIC



The house of hope

Chris was one of 90 men accommodated at John Purcell House in Nowra during 2018/19. The Vinnies facility is the only crisis accommodation service for single men in the Shoalhaven region.

Chris was kicked out of his dad's place when he was 14 and diagnosed with stage-four cancer at 18 (somewhat miraculously, he's in remission). His mum was never really in the picture, and their relationship is rocky at best.

Life was going well when he worked in the construction boom on the Gold Coast during his early 20s, but when his contract ended, he fell back into the grips of an ice addiction that he had battled since his teenage years.

Addiction has led Chris to live on the streets for weeks at a time. When he was stabbed and robbed, he realised he needed to clean up. He approached the team at John Purcell House, where he had stayed twice before. He knows our staff well; he knows they have high expectations but are fair, and always on his side.

Chris is living in John Purcell House while waiting to go into a 12-month residential rehabilitation program. The staff are helping him to prepare for rehab while navigating the legal system, where he's facing a slew of driving-related charges.

It's a long and hard road ahead, but Chris is cautiously optimistic: once he's broken free of his ice addiction, he can take on the world.

Above: Chris at John Purcell House.

Case management, support and outreach services

In addition to supporting people who are living in our crisis and transitional accommodation facilities, we assist many individuals and families who are at risk of homelessness or who have recently experienced homelessness.

Our teams also conduct outreach activities in the wider community, proactively approaching people who are sleeping rough and offering food, blankets, other material and financial assistance, as well as referrals to our services.

This year, we collaborated with Service NSW on a program in inner Sydney that helped people experiencing homelessness to access identification documents – often essential in accessing financial help, housing and medical care.

Another collaboration with the NSW Department of Family and Community Services (now the Department of Communities and Justice) saw our team approach and assist men who were sleeping rough in the Parramatta area – successfully supporting them to relocate to long-term accommodation.

VINNIES VANS

In 2018/19, our food vans continued to go out seven nights a week to provide a hot meal, tea and coffee, blankets, toiletries and support for people sleeping rough or unable to afford the essentials. This year we had:

- + 59,904 VISITS TO THE SYDNEY NIGHT PATROL VAN
- + 8,231 VISITS TO THE LIVERPOOL NIGHT PATROL VAN
- + 14,809 VISITS TO THE WOLLONGONG VINNIES VAN
- + 5,925 VISITS TO THE PARRAMATTA VINNIES VAN
- + 3,375 VISITS TO THE SYDNEY BREKKIE VAN
- + 3,115 VISITS TO THE ORANGE VINNIES VAN

SERVICE SNAPSHOT

DOMESTIC VIOLENCE RAPID RESPONSE PROGRAM

In the Macarthur region, our Domestic Violence Rapid Response Program supports women and children to escape domestic violence and remain safe in the following weeks, months and years. In 2018/19:

- 36 women and children were helped to leave abusive homes
- 48 families were helped with furniture and whitegoods
- 28 families were assisted with security upgrades including cameras, security doors, sensor lights and lock changes for homes, and dash cameras for cars

SERVICE SNAPSHOT

V4YOU

Our V4You (short for “Vinnies for you”) child-centred case management framework supports the health, education and developmental needs of children and young people (aged 0-17) and their families who are accessing support through our homelessness services. It’s a model that combines case management for children and families with fun activities aimed at addressing intergenerational disadvantage and improving safety and wellbeing.

Over the financial year, more than 500 children and young people received support across inner Sydney, Port Macquarie, Macarthur and Bowral. An expansion into Coniston, Deniliquin and Armidale is planned next year.

The flagship site of V4You, Vincentian House, won a 2018 Specialist Homelessness Sector Good Practice Award in the category “ending homelessness for families and children”, recognising our good work.



We received a message from a woman who stayed at Dolores Refuge, one of our accommodation centres for women experiencing domestic violence, telling of her journey.

“After 27 years and 10 months I left my psychologically, emotionally, financially controlling husband. I was now homeless. What I believed was normal my entire married life had been given a label, a name... I was a victim of domestic violence. This was a harsh reality.

I arrived at the refuge with red, bloodshot eyes and tears rolling down my face. We were met at my car by a team of earth angels that helped us carry in our heavy bags and showed us to our beautifully prepared room. My son’s face lit up when he saw a brand-new toy ready and waiting for him.

I was made to feel so welcome; no question was too much. Thanks to the unbelievably kind team here, I am feeling so confident; I am happy and excited for my next chapter. I am not alone, I no longer feel panicked and anxious. I get reminded daily that I am brave and strong.”



HOUSING

SOCIAL AND AFFORDABLE HOUSING FUND

+ BUILT AND OPENED 127 NEW HOMES FOR PEOPLE UNABLE TO AFFORD PRIVATE RENTALS

Vinnies NSW understands that many Australians could be one or two paycheques away from homelessness. Our members and staff have seen first-hand the consequences of the failure of the housing market to provide safe, secure and affordable housing to those on low incomes.

Through St Vincent de Paul Housing, we are providing people with one of the most fundamental human needs: a safe and stable home. As a provider of the NSW Government’s Social and Affordable Housing Fund (SAHF), St Vincent de Paul Housing has been

contracted to build 500 units for people on low incomes (this number has risen to 502 since the end of financial year). Of these, 357 will be for social housing and 145 will be for affordable housing tenants.

Under the SAHF model, we are also coordinating tailored support for our housing tenants through our Vinnies Services team. These wrap-around services ensure that not only do people have a roof over their heads – they are also supported to address any issues impacting their wellbeing.

We have made a significant investment in our provision of social and affordable housing, complementing the funding provided by the NSW Government. All current properties are built on Society-owned land, and we have dedicated more than \$242 million to the demolition of pre-existing buildings and the construction of new, purpose-built units.



After loss and loneliness, finding a home and community

Deb Madden is one of two older women who we successfully relocated from the Our Lady of the Way refuge into our own social housing properties this year.

“If it wasn’t for Vinnies, I would still be on the street,” Deb said. Before finding safety and support at Our Lady of the Way, Deb had slept in a park and on a friend’s couch. She was one of an increasing number of older women with nowhere to live – in the latest census, women over 55 were the fastest growing cohort of people experiencing homelessness.

For Deb, it all began when her husband, Rick, passed away. The tight-knit couple had been married for 40 years.

“I just couldn’t cope because he was my family. That’s all the family I had... once he was gone, my family was gone. Completely gone.”

The loss of Rick left her alone in the truest sense of the word – and unable to afford the rent on their apartment.

Deb couldn’t have imagined it then, as she looked down the barrel of homelessness and battled severe grief – but 18 months later, she is independent and thriving in her very own apartment. That all became possible when Vinnies came into her life.

“They have helped me a hell of a lot, they really have,” Deb said.

FINANCIAL AND MATERIAL SUPPORT

Vinnies NSW provides a broad range of financial and material support for people who need our help, including disbursing government funds through the Federal Government's Drought Community Support Initiative (DCSI) and the State Government's Energy Accounts Payment Assistance (EAPA) scheme.

In many cases, making a difference can be as simple as helping to pay off an urgent, debilitating bill, or providing a food voucher to help a family make it through to their next pay. Much of this support is provided by our hard-working members, who are embedded in their communities all around the state. Of those who came to our members this year seeking help, more than half were in need of that most basic resource: food. One in 10 people needed help paying their energy bills and were at risk of being cut off from their supply.

Concerningly, we are seeing the level of need rise much faster in regional and remote areas than in our big cities. The value of assistance provided by Vinnies NSW (excluding EAPA fund distribution) in regional and remote areas increased 38% this year when compared to the previous financial year, whereas in metropolitan areas this increased only 1%. This was even more severe in drought-affected areas, where the demand for our services increased by 77%.

HELPING GOVERNMENT FUNDS REACH THOSE WHO NEED IT MOST:

+ DISTRIBUTED \$6.7 MILLION IN FEDERAL GOVERNMENT DROUGHT RELIEF FUNDS TO FARMERS AND FARM WORKERS IN NSW

+ DISTRIBUTED \$7.2 MILLION IN NSW GOVERNMENT EAPA VOUCHERS TO HELP WITH THE COSTS OF ELECTRICITY AND GAS



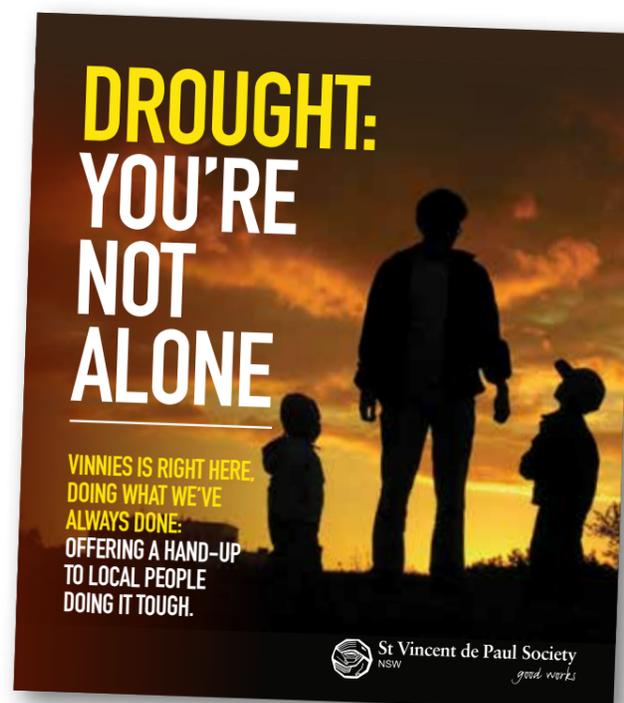
PROVIDING OUR OWN FINANCIAL ASSISTANCE:

+ PROVIDED MORE THAN \$600,000 IN NO-INTEREST LOANS TO MORE THAN 630 PEOPLE EXPERIENCING HARDSHIP

+ PROVIDED \$377,800 WORTH OF TELSTRA VOUCHERS TO HELP PEOPLE WITH THE COST OF PHONE BILLS

+ PROVIDED \$2.1 MILLION WORTH OF CLOTHING AND HOUSEHOLD ITEMS

+ PROVIDED \$1.9 MILLION WORTH OF FOOD PARCELS



Drought relief

Vinnies was one of three charities contracted nationally to distribute the Commonwealth Government's \$30 million drought assistance package.

Farmers, farm workers and farm suppliers in eligible local government areas were able to apply for up to \$3,000 in assistance per household. Here in NSW, we helped more than 2,300 households. In October 2019, the Federal Government announced a second round of funding, with Vinnies again nominated as a partner in providing relief across three states.

Thanks to generous public donations to our Vinnies Drought Appeal, including \$1 million provided via the National Farmers' Federation, we were able to help even more households, farms and businesses to meet urgent expenses and keep managing through the drought. Vinnies also contributed \$3 million of its own funds to assist farming communities, on top of the appeal.

HOW FEDERAL DROUGHT RELIEF FUNDS WERE SPENT

Vinnies NSW distributed \$6.7 million of federal drought relief funds, helping with costs including:

- rural and agricultural supplies
- vehicle costs
- rates
- fuel
- other farm business costs



Keeping Floods Creek Station up and running

What remains of the O'Connor family's severely diminished merino mob is currently scattered across two states. Some of the animals are grazing 500 kilometres from home.

Sonja O'Connor, her husband Luke, and their three kids live on Floods Creek Station, 130 kilometres north-west of Broken Hill. It's a remote spot severely battered by the big dry.

Drought assistance provided by Vinnies helped to cover much-needed household expenses such as groceries and utilities, as well as pay the car registration when there was an unexpected family crisis. It's been a hard year, with the

farming family not just dealing with the drought, but the recent death of Sonja's father. And now Luke is working away from the station, over state lines, for about five days every fortnight.

With typical country resilience, Sonja was initially reluctant to receive any assistance through Vinnies and the Federal Government's Drought Community Support Initiative (DCSI).

"I found it hard to accept that money because I knew there were people in more need of help," Sonja says.

"But I was really grateful. Overwhelmed, actually, because I was in a pretty bad spot.

"That help towards groceries and bills was fantastic."

Photo by Mia Degoumois

Support with the cost of energy bills

The Energy Accounts Payment Assistance (EAPA) scheme is a NSW Government initiative helping people experiencing financial hardship with their energy bills.

The scheme assists people who are unable to arrange a payment plan with their energy supplier. Eligible customers receive a \$50 voucher credited to their account – in many cases, this is the difference between keeping the lights on and being disconnected.

Vinnies is one of the largest EAPA providers in NSW, distributing \$7.2 million worth of vouchers in the 2018/19 financial year. The need for help paying energy bills was highest in regional and rural areas, where the demand for our EAPA assistance increased by 15% from last financial year.

As well as helping people to access government funds, we advocate on their behalf with power companies to negotiate flexible payment plans and other forms of assistance. Our goal is simple: to help people stay connected to their energy supply.

Support for people on low incomes

The St Vincent de Paul Society's No Interest Loan Scheme (NILS) offers people on low incomes the opportunity to purchase essential household items or services that can improve their quality of life.

Loans of up to \$1,500 are available with no fees, no interest, no extra costs and low repayments for the entire loan. This limit is extended to \$2,000 for people who have experienced (or are experiencing) domestic and family violence.

During 2018/19, we responded to around 632 requests and provided \$600,653 in no-interest loans.



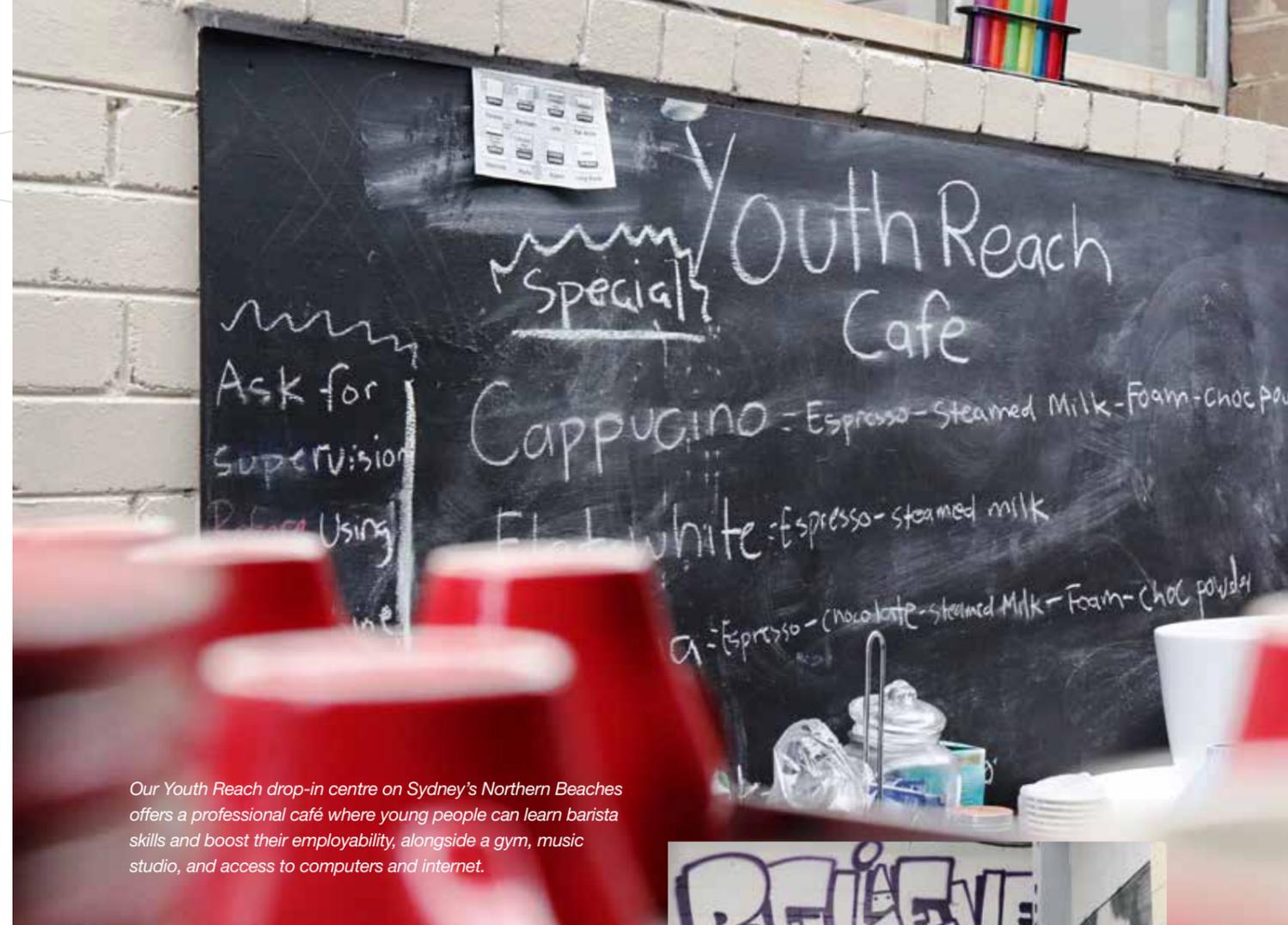
How our loans turned a house into a home



Bill was over the moon when he was granted social housing after being homeless for several months. He finally had a stable home – but was still lacking many of the essentials to go inside it, including a fridge and television.

After approaching a member of our Vinnies Campbelltown Conference, Bill was referred to our Macarthur NILS team, who assisted him to complete a no-interest loan application. Bill was also eligible for the NSW Government's Home Energy Appliance Program, which meant he could save about 50% on both his fridge and TV.

Within a week of applying for a loan from Vinnies, Bill had a new fridge and TV set up in his home, with a manageable fortnightly repayment schedule in place. He called our office to let us know how happy he was – he could now invite his grandkids over for a meal and ice cream, and they could watch TV together.



Our Youth Reach drop-in centre on Sydney's Northern Beaches offers a professional café where young people can learn barista skills and boost their employability, alongside a gym, music studio, and access to computers and internet.

COMMUNITY DEVELOPMENT

Our community development programs build individual and family resilience and promote meaningful participation in the community.

We offer everything from education and skills development, to schools-based youth development programs, to inclusive and accepting community groups, to casework support and counselling. We even offer a handful of holiday accommodation units in Shoalhaven, Port Macquarie and Woolgoolga, giving families living in poverty the opportunity to take a much-needed break and reboot their mental health. With 97% of people assisted by our members living on a fortnightly income of \$1,000 or less, these services are vital.

Support for children and young people

We operate a range of programs in various parts of the state to support young people from low-income families and/or at risk of homelessness or disconnection from their communities. Many of these programs focus on early intervention, supporting kids and teens to get their lives on track in order to thrive later in life.

Our youth support services include everything from school breakfast clubs and drop-in centres, to animal therapy programs, adolescent and family counselling, and accommodation for children and young people facing homelessness or unable to afford accommodation close to university.



This year we expanded our V4You program (formerly named KEEP), while making the difficult decision to begin winding down our SPARK program.

Through SPARK, we have been helping newly arrived families of refugee and asylum seeker backgrounds to become part of communities in Western Sydney for 13 years. At the end of financial year we were working closely with the schools and communities who we have partnered with to offer SPARK, supporting them to take the reins and continue the program after Vinnies' exit in September 2019.

SERVICE SNAPSHOT

THE FAMILY ASSISTANCE HOTLINE

The Family Assistance Hotline is a central assistance hotline for anyone who is experiencing financial hardship in Western Sydney and the Blue Mountains. People can also call the hotline to donate furniture and organise for it to be picked up by our Vinnies Shop staff. The hotline received more than 14,000 calls during the financial year.

The call centre forwards requests for assistance to the nearest volunteer members, who will then make a home visit to the person requiring assistance and make an assessment on the best way to help. Emergency relief can take the form of food parcels, food vouchers, and assistance with utility bills, clothing, furniture and referrals.



SERVICE SNAPSHOT

BREAKING THE BARRIERS PROGRAM

For kids coming to school on an empty stomach, being able to concentrate in class can be a struggle.

In an effort to ensure students stay focussed and achieve their best results, breakfast clubs sponsored by Vinnies have provided much more than a healthy start to the day.

With five of the 16 most disadvantaged areas in NSW falling in the Northern Rivers and surrounding region, our local Breaking the Barriers program was established in 2016 to provide a hand up for children by reducing disadvantage and improving

social, emotional and educational outcomes.

Among the other benefits for students taking part, the chance to socialise before class has helped strengthen relationships in class and results in the classroom.

"It's a real investment in the students' future," said Sarah Mason, a Vinnies social worker.

"We're running breakfast programs in various North Coast primary and high schools, and teachers invariably say how a bowl of cereal or a few slices of toast can make all the difference to how students handle the first periods of the day."

Community support centres

Our various community drop-in centres offer a broad range of programs to keep people connected to their communities, help them engage with education and skills, and access tailored support. These centres also provide access to our financial and material assistance services (detailed on page 18).

Our Ozanam Learning Centres in Sydney, Armidale and Wagga Wagga are the perfect reflection of our people-centred support model: holistic centres that help build inclusive communities and allow people at risk of social or economic exclusion to access various types of assistance in one place. These centres offer arts and music classes, life skills workshops, healthcare services, counselling, drug and alcohol support, and casework services all under one roof.

A range of other personal and family support centres in greater Sydney, the Central Coast and Wagga Wagga help people to access counselling, financial assistance, food, education, the use of computers and internet, assistance with completing forms, one-on-one caseworker support, and referrals to other services.

Friendship and emotional support

- + 147 NEW FRIENDSHIPS CREATED BETWEEN PEOPLE WITH MENTAL ILLNESS AND CARING VOLUNTEERS
- + 97% OF PARTICIPANTS SAID THEIR FRIENDSHIP HAS HAD A POSITIVE IMPACT ON THEIR LIFE

Our Compeer program improves the quality of life and self-esteem of adults with mental illness through matching them one-on-one with caring volunteers. People paired through Compeer meet up regularly for social activities such as going for a walk, grabbing a bite to eat or attending local events. The duration of the volunteer commitment is for 12 months, but the majority of friendships continue in some form beyond the official program period, and there are now several hundred friendships in the Compeer community.

During 2018/19 this program continued to operate in greater Sydney and the Central Coast, making 147 new matches between volunteers and people living with mental illness (a 27% increase on the previous year).

We were grateful to receive two Commonwealth Government grants this year to work on special Compeer projects. One grant enabled us to develop a website application to expedite the matching process and enable those we assist to have more control over choosing their Compeer 'buddy'. The other grant helped us to ramp up our presence in key culturally and linguistically diverse communities in greater Sydney. Much work has been done in developing referral pathways in the Mandarin and Cantonese-speaking communities, and in 2019/20 we look forward to creating links in the Arabic and Vietnamese-speaking communities.

Meanwhile, an additional portion of this grant enabled us to further build our involvement with young people (18-25 years old), and we were delighted to receive interest in the Compeer program from young volunteers.



Finding a community through art

Hillary's life has been full of twists and turns. She's lived everywhere from Tennant Creek to Canberra to the NSW North Coast, and worked in transport, a laboratory and a timber mill. Her thirst for knowledge has seen her gain two bachelor's degrees, a diploma and a master's degree.

Yet Hillary's path has often been derailed by mental illness. She was first diagnosed with schizophrenia at 21 years old, and since then it's been hard to find stability and a place in the wider community.

Hillary attends painting and "mindful making" classes at the Ozanam Learning Centre in Sydney on Tuesdays and Thursdays, where she says an informal peer-support group has flourished between the regular participants. The art classes give her structure and a chance to get out of her social housing unit, where she lives alone.

"I appreciate St Vincent de Paul services a lot, they're really good," Hillary says. "For someone with a mental illness it's very isolating living in Sydney; it's really hard to meet people."

She is also involved with the Vinnies Compeer program, which supports people who are isolated due to mental illness. She and her Compeer buddy meet after work once a week and go walking around the local oval. They've been meeting regularly for more than five years.

Above: Hillary with one of her artworks created at the Ozanam Learning Centre.



DISABILITY SERVICES

We deliver personalised, strengths-based support services for people living with disability and members of their support network, enabling them to live life to the fullest and on their own terms.

We also break down barriers to accessibility and inclusivity in local communities; offer specialist accommodation and respite services for people with disability and their carers; and run social enterprises that provide employment for people with disability in Coonamble and Sydney.

Ability Links

- + WORKED WITH ALMOST 2,000 BUSINESSES AND COMMUNITY ORGANISATIONS TO IMPROVE ACCESSIBILITY FOR PEOPLE WITH DISABILITY
- + SUPPORTED ALMOST 1,700 PEOPLE WITH DISABILITY TO ACCESS EDUCATION, EMPLOYMENT AND SOCIAL OPPORTUNITIES THROUGH ABILITY LINKS

For the past six years, we have been breaking down barriers to access and participation for people with disability in their communities through the Ability Links program. This work has helped to increase awareness and change public attitudes towards people with disability, create connections and reduce isolation.

Vinnies NSW piloted this ground-breaking NSW Government program in the Hunter region in 2013, and it was rolled out state-wide the following year. Since then, we've continued to be the Ability Links provider in the Hunter and Central Coast regions, and partnered with Settlement Services International (SSI) to provide the program in Sydney.

On 31 October 2019, NSW Government funding for Ability Links ended as part of the transition to the Information, Linkages and Capacity Building (ILC) program under the NDIS. Many of the people we have assisted through Ability Links will continue to be supported through our LAC program. Community groups, libraries, councils and other organisations will also continue to benefit from our Community Development Resource Package, which was made available in August 2018 and shares what we've learned through Ability Links about delivering community-based inclusion projects with people with disability.

These were some of the highlights of our Ability Links program delivery in 2018/19:

- We advocated for cinemas to introduce on-screen captions in film screenings, leading 23 cinemas to embrace this change. A deaf movie-goer told us: "[This means] everyone has the same quality of language. You're all laughing at the same jokes at the same time. You can relax, you can sort of turn your brain off a little."

Beaches for Everybody

It was a special moment when 78-year-old Maggie Moulder enjoyed her first ocean swim in 12 years in February 2019. She cut the tags off a pair of swimmers that morning that had been sitting in her closet for three years.

This was made possible thanks to Vinnies' Beaches for Everybody project, which brings surf clubs together with community members to discuss how to improve access to the beach for people with mobility restrictions. In Toowoomb Bay on the Central Coast, this project saw a new beach wheelchair made available for Maggie and others to use.



- We supported 26 schools and youth centres to establish 'Lego Clubs', helping kids to develop play and social skills and bringing children who are experiencing difficulty with schoolwork or social interactions together with peers who are more confident in these areas. One teacher told us: "We have seen students that have never spoken before in class talk to each other."
- We employed people with disability as project officers to work on the Better Access Map, an app that aims to give people with access requirements the confidence to go out independently and with dignity. Development of the app involved engaging with local businesses, assessing their level of accessibility and supporting them to make improvements, and providing display signage to indicate the business' accessibility credentials. The app will go live in October 2019.
- We worked in partnership with councils, community centres and schools to establish four inclusive playgrounds which allow children with disability to play alongside their friends without physical barriers.

Services and programs for people with disability

+ MORE THAN 140 NDIS PARTICIPANTS ACCESS OUR SERVICES IN THE SUTHERLAND SHIRE, SYDNEY'S INNER WEST, THE SHOALHAVEN AND COONAMBLE

- We also provide several programs that people with disability can nominate as part of their NDIS plan to enhance their health and wellbeing. These include:
- Day programs that help people to participate in the community and enjoy a range of educational and recreational activities.
 - Accommodation and around-the-clock support for children and adults in a home-like environment. Often, the young people we are supporting have had adverse life experiences, which have impacted negatively on their development. Our focus is on positive communication with families, friends and circles of support, and strong working relationships with schools, government, and specialist services.
 - Short-term respite accommodation for children aged 7-18, allowing them to take part in activities and make new friends while giving their parents and carers a break.
 - Support coordination that assists in building skills required for NDIS participants to understand and effectively use their NDIS plan.

DELIVERING THE NDIS

As an accredited partner of the National Disability Insurance Agency (NDIA), we support people with disability to develop support plans and access services under the National Disability Insurance Scheme (NDIS). We also support people with disability who are ineligible for the NDIS or haven't yet been successful in securing access.

Local Area Coordination

For the past three years, our Local Area Coordination (LAC) program has been helping children (aged seven and above) and adults with disability to develop personalised NDIS support plans and access services.

We help people with disability to:

- Understand and access the NDIS – this can include workshops or individual conversations about the NDIS.
- Develop and implement an NDIS plan – if the person is eligible for an NDIS support plan, our Vinnies LAC will have a conversation with the individual to learn about their support needs and goals, and assist with the development of their plan.

Much of our work in the LAC this year has focused on equity and accessibility for marginalised and diverse communities. Vinnies NSW employs around 450 staff in the LAC program, working across 23 offices in the Central Coast, Hunter, New England, Central Sydney, South East Sydney and South West Sydney regions. This includes 23 identified Aboriginal and Torres Strait Islander staff positions.

- + OVER THE THREE YEARS SINCE THE LAC PROGRAM STARTED, WE HAVE SUPPORTED MORE THAN 35,000 NDIS PARTICIPANTS ACROSS NSW
- + THIS YEAR WE SUPPORTED MORE THAN 28,000 ACTIVE NDIS PARTICIPANTS
- + 5% OF NDIS PARTICIPANTS WE ASSIST IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER, AND 11% IDENTIFY AS CULTURALLY AND LINGUISTICALLY DIVERSE
- + 99% OF PARTICIPANTS REPORTED THEY FEEL SAFE AND WELCOME WHEN THEY MEET WITH US

Our Aboriginal staff provide crucial leadership in helping Vinnies reach Indigenous people, who are more than twice as likely to live with disability than non-Indigenous Australians. This year we were excited to hold our first Vinnies LAC cultural camp in Nelson Bay, offering our Aboriginal clients an opportunity to come together and enhance their wellbeing through connecting with culture.

We also made significant headway in assisting people from culturally and linguistically diverse communities, establishing dedicated community access networks that are embedded in these spaces and offer information, support and access to the NDIS in many languages. Additionally, we have been testing pathways to best reach other community cohorts who are marginalised or hard to reach, including people experiencing homelessness.

We are also harnessing technology to improve access to information for people with disability. In May 2019 we launched the Vinnies LAC website, which presents information across 12 languages, text-to-speech, and a range of visual formats.

In March 2019 we created the Vinnies LAC Knowledge Hub, which provides a central point of information and support to NDIS participants and their families and carers across the entirety of the program. People can call or email the Knowledge Hub, or live-chat with a team member via the Vinnies LAC website. In just two months, we responded to 3,060 queries through the Knowledge Hub.

On 1 July 2019, the scope of our NDIA contract increased to include providing time-limited supports to persons with disability not eligible for the NDIS. We look forward to reporting on this new area of our work in the 2019/20 annual report.



Delivering the NDIS in your community



Helping Natasha find employment

Natasha is a 21-year-old woman with an intellectual disability who lives with her mum Heidi.

Natasha's major goal through her NDIS plan was to secure paid work.

Just six months into her first plan, Natasha transitioned from a work experience program into employment. She now spends three days a week working for Disability Services Australia (DSA) Packaging Solutions, and the remaining days in support services.

She also regularly works with a psychologist who supports her in continuing to develop her skills and interests.

Her mother Heidi reports that Natasha has grown so much since leaving school. With her new routine, she has made new friends and has had job offers in communication and secretarial roles. She has also featured in DSA promotional materials and even had the opportunity to meet celebrities!

Heidi says it has been fantastic to see the positive impact of Natasha's NDIS supports on both their lives.

Employment for people with disability

+ WE EMPLOYED 112 PEOPLE ACROSS THREE AUSTRALIAN DISABILITY ENTERPRISE SITES

For more than 40 years, Vinnies has operated social enterprises that enhance the lives of people with disability. We offer employment in supported work environments in Stanmore, Coonamble and West Ryde.

Our supported employees undertake a range of commercial activities including bulk mailing (including the sorting and mailing of some Vinnies publications), general packaging and showbag assembly. In Coonamble, our supported employees create our beloved 'Bespoke Totes', bags made out of recycled textiles and sold at select Vinnies Shops. They also operate a commercial laundry, carwash and the retail shop.

As well as providing an income, our work centres provide a safe, friendly, happy and supportive environment for our employees.

Our priority is to ensure that each person has the opportunity to achieve their full potential as a member of the Australian workforce through effective, relevant and ongoing training.

Over the course of the financial year, 24 people were employed at Castlereagh Industries in Coonamble; 55 people were employed at Ozanam Industries in Stanmore; and 33 people were employed at Ozanam Industries in West Ryde.



Employees at Castlereagh Industries in Coonamble.

HEALTH SERVICES

Our health and wellbeing services deliver high-quality care to the most vulnerable people in our community: those experiencing or at risk of homelessness, people with a dependence on alcohol and other drugs, people with mental health concerns, and older people.

Our services include the provision of drug and alcohol services, aged care, primary healthcare and rural and remote outreach services. We aim to help people reach stability in their mental and physical health, build supportive connections in the community and develop the resilience to deal with challenges that come their way. We also support the people we assist to achieve financial stability and secure accommodation, recognising the huge impacts that poverty and homelessness have on all aspects of health.

Drug and alcohol rehabilitation

WE SUPPORTED:

- + MORE THAN 500 PEOPLE AT RENDU HOUSE**
- + 150 PEOPLE THROUGH THE NEW ENGLAND OUTREACH PROGRAM**
- + 80 PEOPLE AT ROSALIE HOUSE**
- + 50 PEOPLE AT FREEMAN HOUSE**

We offer a wide range of services for people who wish to address their drug dependency, from residential rehabilitation to outreach community support.

Rendu House in south-west Sydney offers a 12-week day program as well as a complex needs program assisting people who are experiencing both drug dependence and mental health issues. Our outreach teams proactively go out into communities in various parts of the state where there is limited access to drug and



alcohol support services, offering case management services to get people into rehabilitation programs and address other needs such as employment, education and housing.

At Freeman House in Armidale, men and women (including women with accompanying children) are able to live onsite while they recover from addiction. As well as addressing the physical, psychological and emotional impacts of withdrawal, we provide therapeutic activities focusing on social and community connectedness, and building living skills. This year we partnered with the University of New England, hosting a number of social work and nursing students who completed their work placements at Freeman House. We also partnered with TAFE New England to celebrate NAIDOC Week and other cultural events, with a focus on being a welcoming and accessible service for Aboriginal and Torres Strait Islander community members.

We also offer non-residential drug and alcohol rehabilitation services through Rosalie House in Tamworth, our New England Outreach Program, and Continuing Coordinated Care Program.

Primary healthcare

The Matthew Talbot Clinic provides health services for men who are homeless or at risk of homelessness in Sydney, with an emphasis on chronic disease management, keeping people out of hospital and providing accessible, high-quality healthcare. Services provided include GP access, psychiatry, optometry, podiatry, metabolic health, hepatitis clinics and help to quit smoking, as well as services under the NDIS.

The clinic is connected to the Matthew Talbot Hostel and provides services to up to 100 men every day. We also enjoy great partnerships with research groups and have significantly contributed to scientific studies around homelessness, mental health, metabolic health and smoking cessation.

+ 20,000 MEN ACCESSED THE MATTHEW TALBOT HEALTH CLINIC IN SYDNEY

Aged care

At Frederic House in Waterloo, we offer specialised residential aged care for single men who need around-the-clock attention. Men using this service have experienced long-term homelessness, often prematurely ageing after years of rough sleeping and lack of healthcare. Their needs are complex, with many residents needing support for mental health issues, alcohol and other drug dependence, and cognitive impairment. We provide psychosocial, clinical and spiritual support, and link our residents with other community and public health services in the surrounding area.

+ WE LOOKED AFTER 61 MEN AT FREDERIC HOUSE AGED CARE SERVICE

In March 2019, close to 2,000 community leaders and members from the St Vincent de Paul Society, the Sydney Alliance, and the Everybody's Home campaign participated in the Housing + Energy Assembly at Sydney Town Hall.



OUR ADVOCACY

Throughout 2018/19, our advocacy work continued to focus on our three social justice priorities:

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

This year we also began work on an additional priority: mental health and wellbeing.

The cost of living

- + IN 2018/19 THE ENTIRE STATE OF NSW WAS IMPACTED BY DROUGHT
- + MORE THAN 1 MILLION PEOPLE IN NSW LIVE BELOW THE POVERTY LINE – MORE THAN IN ANY OTHER STATE

For many families, the cost of basic necessities still exceeds household income. In 2018/19, we continued to support the Raise the Rate campaign, calling on the Federal Government to increase Newstart, Youth Allowance and related payments by \$75 a week. In the lead-up to the federal election in May, Vinnies NSW advocates wrote to or met with candidates to highlight the importance of the

issue, and the detrimental impact the low rate has on many of the people we assist. We know that raising issues such as Newstart with members of parliament at the local level is critical to achieving change, and at least two NSW MPs publicly supported the campaign following local advocacy from us and others.

Large areas of NSW continue to be impacted by the drought, with more and more households struggling to make ends meet as a result. As well as providing direct financial assistance, Vinnies NSW lobbied the NSW Government to provide additional assistance to drought-affected households to help them pay their energy bills and local council rates.

Our policy work to help ensure the affordability of essential services for people on low incomes saw us support an important change to the Social Programs for Energy Code in September 2018, requiring retailers to ensure any customer who receives a rebate is on the best plan. This change – which will come into effect in November 2019 – should benefit customers by reducing the potential for retailers to absorb the value of Government subsidies via poor energy deals.



In 2018/19 we also helped shape the Australian Energy Regulator's new Hardship Guideline. This is the first binding and enforceable guideline setting out retailers' responsibilities in relation to their customer hardship policies. While it was encouraging to see rules making it easier for customers to access hardship programs introduced, we will continue to push for stronger rules around how retailers must proactively identify customers who may require assistance.

This year we also worked with the Department of Planning, Industry and the Environment to improve access to energy assistance for people who purchase their energy from an embedded network (a private electricity network serving multiple dwellings – such as in some apartment buildings). As rapid changes in the energy market continue, it is more important than ever to make sure vulnerable people are not left behind.

Housing and homelessness

Ensuring everyone has a place to call home continues to sit at the heart of our social justice work. Home is where we raise our families, socialise with our friends, and become part of our local community. Yet for too many people, a home – and especially an affordable home – remains a dream.

Throughout 2018/19 we continued to promote our Right to Home campaign, calling on the NSW Government to require developers to set aside at least 15% of all new residential developments for affordable housing. Building on our May 2018 partnership with Sydney Alliance, housing teams across Sydney organised local housing forums to demonstrate the extent of community support, and to call on local representatives to commit to take action.

Many of these forums called on councillors to apply to the NSW Government for inclusion in State Environmental Planning Policy No. 70 (SEPP 70), enabling them to prepare affordable housing contribution schemes. In December 2018, we were encouraged to see the State Government decide to expand SEPP 70 to all councils across NSW – thus removing an administrative hurdle for local councils working to address housing affordability.

With both state and federal elections looming, the St Vincent de Paul Society NSW and Sydney Alliance entered into a tripartite agreement with the Everybody's Home campaign to hold an assembly at Sydney Town Hall in March 2019. Politicians who attended the Assembly looked out over a crowded room and saw proof that diverse communities from across Sydney and beyond are united in our call for action on affordable housing. Politicians – and indeed all in attendance – would also have been moved by the stories from people who have experienced poverty and disadvantage first hand.

While the Assembly saw no further promises from the Coalition Government in relation to inclusionary zoning, political engagement in the lead-up to the event helped secure funding commitments from NSW Labor towards new social housing and increased homelessness services. At the Assembly, Labor also committed to introduce energy efficiency standards for rental housing while the Liberal Government committed to a review of rental housing standards.

Standing with refugees and people seeking asylum

Over the course of 2018/19 Vinnies NSW continued to push for a fairer and more compassionate response to refugees and people seeking asylum.



In the lead-up to Universal Children's Day 2018, Vinnies staff went #BlueForNauru, standing in solidarity with children and families still trapped on Nauru.

Many of our members got behind the #KidsOffNauru campaign that eventually saw the Coalition Government commit to taking all refugee children off Nauru. This campaign was also instrumental in securing the support needed to pass the Medevac Bill – a new law designed to ensure timely and life-saving medical care is provided to people in offshore detention. This legislation was repealed after the end of the financial year, but we will continue to advocate for its return.

In the lead-up to the March 2019 state election, we also asked what the NSW Government could do to improve the lives of people seeking asylum in the community. Access to housing emerged as a key priority in our conversation with experts both in the Society and in other organisations, and we therefore recommended the NSW Government remove permanent residency and citizenship requirements for accessing social housing and all other housing and homelessness services and supports.

St Vincent de Paul Society NSW will continue to work alongside like-minded organisations to create a fairer process for people seeking asylum that is efficient, reasonable and humane.

Mental health and wellbeing

Following growing concern about the prevalence of mental ill-health – reflected in feedback at the 2017 Social Justice Forum – the Social Justice Committee elected to add mental health and wellbeing as a fourth social justice priority in 2019. This work is still in the research and policy development phase – supported by an internal mental health reference group – with plans to release a new social justice statement at the Rosalie Rendu Forum in October 2019.



ROSALIE RENDU FORUM 2018

In October 2018, four inspiring Aboriginal women challenged and encouraged a captivated audience at the 2018 Rosalie Rendu Forum. Keynote speaker Prof. Robynne Quiggin began by providing a small snapshot of the ways in which Aboriginal and Torres Strait Islander people have been purposefully excluded from the economy, removed from their land and the means of production, and denied the right to self-determination over a period of more than 200 years. At the same time, the usual pathways out of poverty – an education, stable housing, and access to opportunity – have been inaccessible; sometimes deliberately so.

Yet there are also powerful stories of strength and resistance. In recent years we have begun to see change, largely thanks to the untiring advocacy of strong Aboriginal leaders. More change is needed, and Prof. Quiggin affirmed her belief that ending both economic poverty, and poverty of the spirit, is possible. Central to this challenge is the importance of truth-telling – hearing, listening and understanding the diverse experiences of Aboriginal and Torres Strait Islander peoples.

Panellist Aunty Elsie Heiss, a founding member of the Aboriginal Catholic Ministry Sydney and highly respected Aboriginal Elder, spoke with conviction about the need for all people to know and to share the stories of where they are from.

Triple J Breakfast news presenter, journalist and Gamilaroi Gomeroi woman Brooke Boney shared her love for Australia while emphasising the need to acknowledge that our country's wealth is built on the back of the dispossession of Aboriginal and Torres Strait Islander peoples.

Yeena Thompson, from Vinnies' Local Area Coordination Program, called for the Society's Reconciliation Action Plan to be meaningfully enacted by all staff, members and volunteers across NSW.

Above: Yeena Thompson, Prof. Robynne Quiggin and Brooke Boney at the Rosalie Rendu Forum.



ADVOCATING FOR COMPASSION AND JUSTICE

Every day, more than **37,000 people** in NSW experience homelessness

Around **40% of those sleeping rough** in NSW live outside major cities

There are more than **100,000 adults and children** currently approved for social housing in NSW, but not enough properties to house them

In parts of the state, the wait time for social housing is over **10 years**

WE ADVOCATE FOR ACTION TO REDUCE HOMELESSNESS AND ENSURE ALL PEOPLE HAVE A SAFE, SECURE AND AFFORDABLE PLACE TO CALL HOME

More than **1 million people** in NSW are living in poverty – more than in any other state

People relying on Newstart receive just **\$40 a day** – leaving too many living well below the poverty line

1 in 3 young people are unemployed or underemployed, with full-time and secure work increasingly hard to find

The ongoing drought has left **thousands more** households struggling to pay their bills

WE ADVOCATE TO RAISE THE RATE OF NEWSTART AND MAKE ENERGY MORE AFFORDABLE SO THAT PEOPLE AREN'T PUSHED INTO POVERTY

The United Nations estimated **1.4 million refugees** would need to be resettled in third countries in 2019. Compared to other wealthy countries, Australia offers protection to relatively few refugees

Of the roughly 5,000 people seeking asylum on bridging visas in NSW, most have little or no reliable income

There are more than **500 refugees and people seeking asylum** in Australian offshore detention, where at least 12 people have died

WE ADVOCATE FOR A FAIRER AND MORE COMPASSIONATE RESPONSE TO REFUGEES AND PEOPLE SEEKING ASYLUM SO THAT THEY CAN LIVE WITH SAFETY AND DIGNITY



HOW WE RAISE FUNDS

As a charitable organisation, we would not be able to provide our many services without the support of thousands of generous community members, businesses, philanthropists and funders.

We are incredibly grateful to our donors and partners, as well as those who fundraise on behalf of Vinnies, donate pre-loved items and buy from Vinnies Shops, and return and earn through our Container Deposit Scheme centres.

The funds we raise through these income streams go back into our community services, allowing us to support more and more people experiencing poverty and hardship. We saw a 13% increase in funds raised in 2018/19 compared to the previous year, putting us in good stead to continue growing our impact.

VINNIES SHOPS

+ VINNIES SHOPS BROUGHT IN A \$21.6 MILLION SURPLUS FOR OUR WORK IN THE COMMUNITY

+ 7,000 VOLUNTEERS HELPED US OPERATE 237 SHOPS

Vinnies Shops have been part of the fabric of Australian communities for almost 100 years, and we have the largest footprint of any retailer in NSW. Our shops raise crucial revenue, contributing 29% of funding for our services in 2018/19.

We are proud of the positive social impact that our shops make on the environment, diverting quality clothing and items from landfill and allowing them to 'live a second life'. Our customers benefit from our affordable prices while knowing they are contributing to our good works and promoting sustainability through recycling.

Throughout 2018/19, Vinnies NSW continued to review and strengthen our retail operations. Highlights of our commercial operations during the year included:

- We introduced a new pricing model to ensure that donated goods are sorted and priced optimally.
- We successfully piloted and rolled out training for 150 retail volunteers working across 20 shops to improve customer service skills. This training will be delivered to more retail volunteers over 2019/20.
- We designed and commissioned a major data project to understand the number, weight, volume and type of donations including more detailed analysis of textiles in preparation for scoping recycling opportunities and alternatives to export. We look forward to actioning these insights in 2019/20.

We have exciting plans in retail for the year ahead, with new shops on the horizon, an online retail option and further opportunities to raise profit through recycling initiatives.



GREYSTANES VINNIES SHOP

Vinnies NSW opened a new flagship shop at Greystanes, Western Sydney in December 2018 on the former 'Babies R Us' site – a prominent location on the Great Western Highway with lots of passing traffic.

With 950m² of retail space, the shop showcases Vinnies' complete retail offering featuring furniture, homewares and fashion and has ample customer parking.

The Greystanes shop trades seven days a week. In its first six months of trading, the shop had sold more than \$400,000 worth of goods, with around 30% being in women's fashion, another 30% in furniture and household, and the remainder across children's wear, leisure, menswear and manchester.



Our commitment to recycling

The Lismore Vinnies 'Bag O Rags' initiative has helped divert textiles from landfill by giving unsellable clothes and materials a new life.

Attracting plenty of interest from customers on the NSW North Coast, the recycled rags fit a multitude of purposes including polishing cars and furniture, mopping up paint or grease in workshops, and cleaning plates used in print-making.

The Vinnies Bag O Rags are processed and packed at the Matthew Talbot clothing recycling centre in Goonellabah.

"It's the ultimate recycling operation," says manager Angelo Grande, proudly adding that his team of 20 remove all buttons and zippers – "you wouldn't want to polish your car with a zipper!" – and then blade-shred the rags for compacting into packs weighing from 5kg up to 200kg pallets.

"We believe there's no such word as 'waste'," Angelo quips, "and I reckon we're putting that commitment into practice, truckload by truckload."



COMMERCIAL ENTERPRISE

Vinnies NSW is a partner in the NSW Government's Container Deposit Scheme (CDS), which encourages customers to return their drink containers to collection points in exchange for a refund, or to generously donate their refunds to a worthy recipient such as Vinnies.

+ 105,600 CUBIC METRES OF WASTE DIVERTED FROM POTENTIAL LANDFILL = MORE THAN 1,100 SEMI-TRAILER LOADS

Our role as a Return and Earn partner is providing us with a new and sustainable source of income while also promoting sustainability for the environment. The rebates we receive from Government for every returned drink container, as well as the refunds donated by customers, help to fund our vital community services.

Three new Vinnies bulk container deposit centres opened during 2018/19, located at Penrith (opened October 2018), Cardiff (opened November 2018) and Wagga Wagga (opened April 2019). These joined our existing sites at Unanderra and South Nowra, as well as 12 over-the-counter deposit sites at selected Vinnies Shops, to process nearly 27.5 million eligible containers over the course of the year. That's an almost five-fold increase on the 5.7 million containers we processed the previous year, when the program first commenced. Thank you to our CDS partners and the many people who've chosen to recycle through us for making this possible!

Above: We accept Return and Earn container deposits through our bulk processing centres as well as over-the-counter and in these blue bins, provided in select locations.



FUNDRAISING

| KEY RESULTS | \$ |
|----------------------------------|-------------------|
| Major donors | 1,750,059 |
| Gift in wills | 17,874,541 |
| Corporate partnerships | 1,201,216 |
| Charitable foundations | 410,926 |
| Regular giving | 962,726 |
| Winter and Christmas appeals | 4,908,429 |
| Events and community fundraising | 3,007,566 |
| General fundraising | 5,133,777 |
| TOTAL | 35,249,240 |

+ AROUND 6,000 PEOPLE DONATED TO OUR WINTER AND CHRISTMAS APPEALS

Our community of generous donors and supporters have continued to help us be there for people experiencing poverty and disadvantage. Through their combined contribution of over \$35 million during the financial year, we have been able to ensure that many more Australians have hope for a better future.

From those up for a challenge by fundraising in events such as the City2Surf, to everyday families giving what they can in our appeals, to socially conscious companies and philanthropists, our donors come from many walks of life and they are all deeply valued.

Our major donors, individuals of high net worth, contributed more than \$1.7 million in 2018/19. We extend our special thanks to Protrust (The Profield Foundation), The Fussell Family Foundation, and The Maple-Brown Family Foundation.

We keep in our hearts and our prayers those benefactors who together bequeathed almost \$18 million to Vinnies in their wills this year (a full list of these incredible individuals is on page 49). We acknowledge the generosity and compassion of each person, as well as their families, for making a positive difference beyond their lifetime. We remember all our benefactors in our Book of Gratitude and in prayer at our Annual Mass.

We were yet again touched by the many community members who shared in the spirit of Christmas by donating to those less fortunate. During Christmas 2018, donors gave almost \$2.2 million to help fund our services for the year ahead. Through our 2019 Winter Appeal, we asked our supporters to give to Vinnies to ease the pain of poverty and relieve the loneliness of older and isolated people. We received a great response with \$2.7 million donated.

Our 1,900 regular givers donated close to \$1 million this year, providing a vital source of ongoing income for our services.

Our valued corporate partners also continued to provide vital funding for existing and new initiatives, and many supported our Christmas and Winter Appeals. Janssen Cilag (Johnson & Johnson Family of Companies) supported the V4You children's program to expand beyond Sydney's Vincentian House to other locations in NSW, providing a \$112,000 donation for the second year of a three-year partnership. Genworth increased their support for the same program, providing a \$45,000 donation plus a \$10,000 donation to our Christmas Appeal; while IGA helped us raise \$75,000 for the Christmas Appeal in NSW in addition to funds raised on a national level. Groupon backed the Vinnies Drought Appeal, providing a donation of \$26,000, while Lagardère Travel Retail supported our Winter, Drought and Christmas Appeals, donating almost \$34,000 across the three campaigns. Meanwhile, Abergeldie continued their sponsorship of the Parramatta Night Patrol, giving \$40,000 to help provide hot meals and other essentials for people sleeping rough.

Sleeping out so others don't have to

For a number of years, Vinnies Community Sleepouts have been held by local community groups to support the good works of the St Vincent de Paul Society. We were grateful to many communities and schools that again raised money for our homelessness services through sleepout events.

For the first time, our very own regional offices were encouraged to join in a state-wide effort to host these events and raise funds for people experiencing homelessness in their own backyards. Events were held at Parramatta, Lismore, Wagga Wagga and Newcastle. On Thursday 30 August 2018, four incredibly successful Vinnies Community Sleepouts were held, helping raise over \$146,000 and attracting 160 participants.



Nicholas Gray (left), Managing Director, The Australian, NSW & Prestige Titles, presents the Highest Fundraiser award to Steadfast CEO Robert Kelly.

Another \$7.9 million was raised nationally through the 14th Vinnies CEO Sleepout, including \$2.2 million here in NSW. More than 460 CEOs and executive leaders participated in Sydney, Wollongong and Newcastle events. A big thank you to all participants, donors, volunteers, corporate partners and sponsors, whose incredible support, dedication and generosity made this event possible for yet another year.

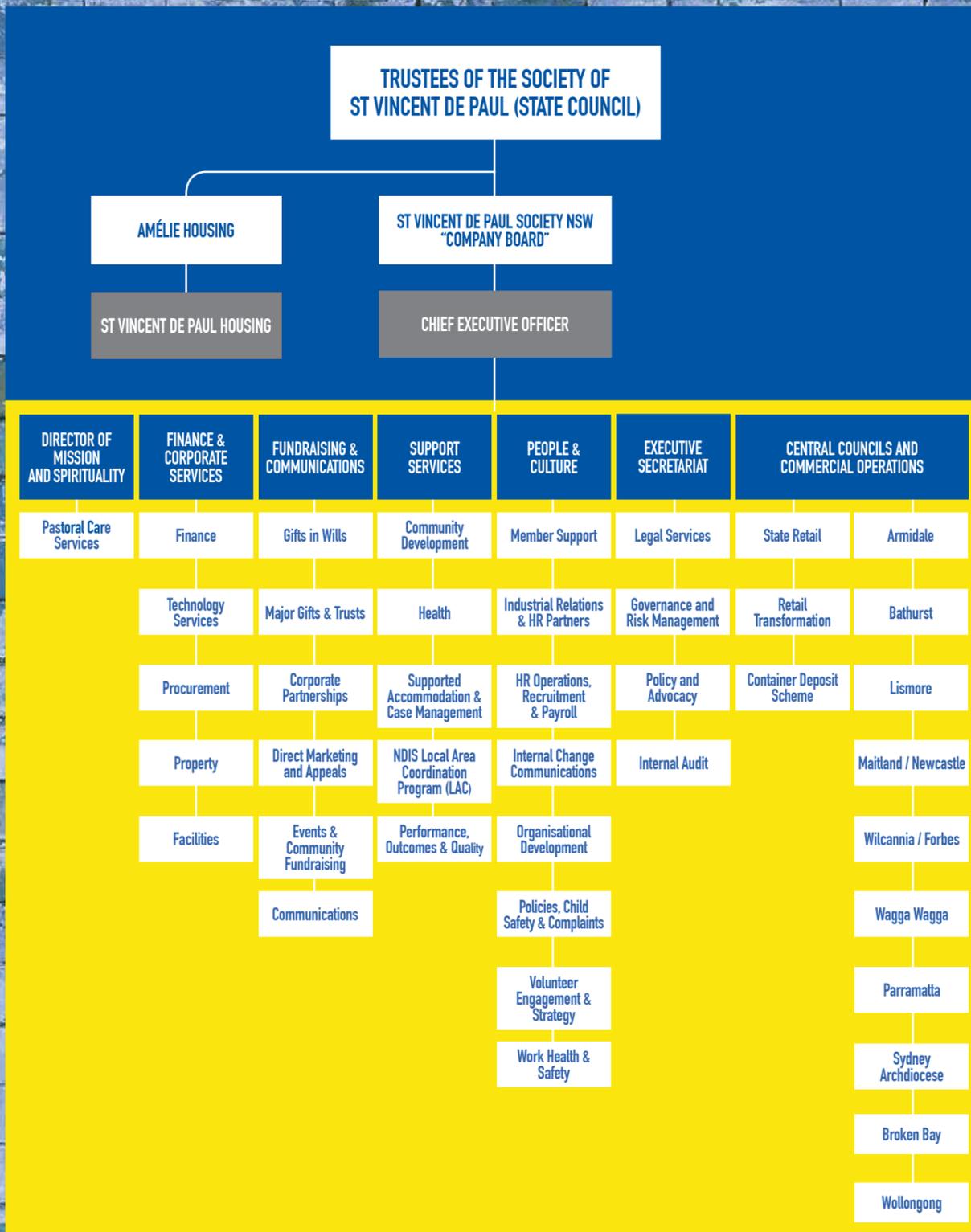


DURING THE 2018/19 FINANCIAL YEAR, FUNDS FROM THE 2018 VINNIES CEO SLEEPOUT WERE USED TO CHANGE LIVES IN THE FOLLOWING WAYS:

- + \$410,000** HELPED PROVIDE MEALS AND OTHER SERVICES AT MATTHEW TALBOT HOSTEL
- + \$370,000** WENT TO EDUCATION AND SUPPORT PROGRAMS AT OZANAM LEARNING CENTRE
- + \$262,000** FUNDED MEALS AND SUPPORT SERVICES AT FREEMAN HOUSE ARMIDALE
- + \$200,000** HELPED PROVIDE MEALS, ACTIVITIES, LINEN, BEDDING AND OTHER SUPPORTS AT EDEL QUINN
- + \$170,000** WENT TO OUR HOMELESSNESS AND MENTAL HEALTH SERVICES ACROSS THE MACARTHUR, ILLAWARRA, SHOALHAVEN AND SOUTHERN HIGHLANDS REGIONS
- + ALMOST \$154,000** HELPED PROVIDE ACCOMMODATION, BEDDING, FOOD AND MENTAL HEALTH SUPPORT FOR PEOPLE EXPERIENCING HOMELESSNESS IN NEWCASTLE
- + \$146,000** WENT TOWARDS ACCOMMODATION, FURNITURE, WHITEGOODS, MEDICAL NEEDS AND OTHER SUPPORTS AT OUR LADY OF THE WAY
- + \$140,000** FUNDED FURNITURE, MEDICAL SUPPORT, FOOD AND OTHER SUPPORT SERVICES AT VINCENTIAN HOUSE
- + \$130,000** WENT TO MEDICAL SUPPLIES AND THE PROVISION OF NURSING STAFF AT MATTHEW TALBOT HEALTH CLINIC
- + \$125,000** HELPED PROVIDE CHILD AND ADOLESCENT SUPPORT SERVICES AT MCCOSKER HOUSE
- + \$125,000** HELPED FUND THE YOUTH REFUGE AND OTHER SERVICES AT WINGECARRIBEE HOMELESSNESS ACCOMMODATION



OUR STRUCTURE AND OPERATIONS



OUR GOVERNANCE

The St Vincent de Paul Society in NSW is comprised of three separate but related legal entities:

- The Trustees of the Society of St Vincent de Paul is a body corporate incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW).
- Since 2013, all of the operations of the St Vincent de Paul Society have been managed through a public company limited by guarantee, named St Vincent de Paul Society NSW (the company).
- The Society's third entity in NSW is Amélie Housing, a public company limited by guarantee registered as a Tier 2 community housing provider in NSW.

The Society is listed on the Australian Charities and Not-for-profits Commission (ACNC) register and is regulated by the ACNC.

We are governed by a State Council (comprising the Trustees, who are all members of the Society) as well as a Board of Directors (comprising six members of the State Council and three independent, non-executive directors). The State Council is focused on the good works of the Society, fostering our members and volunteers and driving action for justice, while the Board governs company decision-making.

STATE COUNCIL ADVISORY COMMITTEES

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

+ MEMBERSHIP AND YOUTH COMMITTEE CHAIR: KATHLEEN THICKITT

To provide advice and recommendations to the State Council and assist all Central Councils to effectively recruit, retain and support members. Works to enable members to understand, support and empower the people we serve.

+ SOCIAL JUSTICE COMMITTEE CHAIR: PETER MCNAMARA

To advise and make recommendations to the State Council on ways to address social justice issues and enhance members' understanding of the root causes of poverty and disadvantage.

+ SPIRITUALITY COMMITTEE CHAIR: MAURICE RYAN, ALEX POPOV

To provide the State Council with advice and recommendations relating to the organisation's mission, and spiritual and pastoral development of members, volunteers and employees.

OUR STRUCTURE

While the St Vincent de Paul Society exists in each Australian state and territory, each state operates as a separate entity. The St Vincent de Paul Society NSW is an independent organisation, covering all areas of the state.

The organisational structure of Vinnies NSW allows for decisions to be made and services delivered at the grassroots. In addition to centralised social services, in 2018/19 we operated Central Councils that provided leadership and services tailored to their localised regions. Within each Central Council are a number of Conferences, local groups through which our 4,500 members support their communities.

Some significant changes will be made to this structure under our incoming Strategic Plan 2020-2022, including the realignment of our operations into five larger regions and a centre-led approach to frontline services, finance, fundraising, property, and work health and safety. These changes will allow for a more cohesive approach to our strategic goals, while reducing duplication across the Society. We look forward to reporting on these changes in the 2019/20 annual report.

STATE COUNCIL MEETINGS

| Trustee | Meetings entitled to attend | Meetings attended |
|-------------------|-----------------------------|-------------------|
| Denis Walsh | 6 | 5 |
| Beverley Kerr | 6 | 6 |
| Kathleen Thickitt | 6 | 6 |
| Peter McNamara | 6 | 6 |
| Kerry Muir | 6 | 6 |
| John Donnelly | 6 | 6 |
| Yvonne Wynen | 6 | 6 |
| Anne Stanfield | 6 | 6 |
| John McKendry | 6 | 6 |
| Tony Cranney | 2 | 1 |
| Paul Burton | 6 | 5 |
| Michelle Chahine | 6 | 6 |
| Alex Popov | 6 | 5 |
| Leo Woodman | 6 | 6 |
| Tony Aduckiewicz | 4 | 4 |
| Jenni Duff | 6 | 4 |
| Gaynor Mason | 1 | 1 |
| Maurice Ryan | 6 | 4 |
| Kristen Watts | 1 | 1 |

OUR BOARD OF DIRECTORS

Directors of St Vincent de Paul Society NSW

During 2018/19, the following individuals were Directors of the St Vincent de Paul Society NSW (see biographies on pages 41-43 for Directors who also serve on our State Council and as Central Council Presidents):

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

Independent Directors

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

Jason Joukhador has close to two decades of experience in leading retail organisations, where he has worked in senior executive roles across strategy, transformation, operations and technology.

Richard Stewart is a partner at PricewaterhouseCoopers (PwC) where he has worked for 33 years, gaining extensive experience in finance strategy and risk analysis.

ST VINCENT DE PAUL HOUSING AND AMÉLIE HOUSING

Amélie Housing is the national community housing vehicle under the St Vincent de Paul umbrella.

St Vincent de Paul Housing is a Special Purpose Vehicle holding only the assets we are developing under the NSW Government's Social and Affordable Housing Fund program. Further details about our significant building projects under this program can be found on page 17.



The Board at the 2019 AGM. L-R: Terry Clout, Peter McNamara, Jason Joukhador, Anne Stanfield, John McKendry, John Donnelly, Richard Stewart. Not pictured: Denis Walsh, Beverley Kerr.

Board Advisory Committees

The Board is supported by a number of advisory committees. During 2018, the People and Culture Advisory Committee and the Remuneration Committee commenced operation. The Board committees and their purposes are set out below.

+ AUDIT AND FINANCE COMMITTEE CHAIR: RICHARD STEWART

To provide oversight of the Society's financial performance and position; investments; effectiveness of internal controls; compliance with law and regulation; and external and internal auditors.

+ GOVERNANCE, RISK AND NOMINATIONS COMMITTEE CHAIR: TERRY CLOUT

To provide advice on good governance practices and principles, including in relation to the Company's structure; operations and performance; risk management; and decision-making.

+ PEOPLE AND CULTURE COMMITTEE CHAIR: JASON JOUKHADOR

To provide advice on workplace safety, health and wellbeing; organisational culture; organisational structure; recruitment, selection and retention; learning and development; workplace and industrial relations; and independent investigations and inquiries.

+ SPECIAL WORKS COMMITTEE CHAIR: BEVERLEY KERR

To provide advice on proposals for the establishment of new Special Works (services established by our regional Central Councils) and to assess existing Special Works against the Special Works Framework. The Committee receives quarterly reports on each Special Work across the Society.

+ REMUNERATION COMMITTEE CHAIR: DENIS WALSH

To provide advice on remuneration of the Chief Executive Officer and his direct reports.

OUR STATE COUNCIL TRUSTEES OF THE ST VINCENT DE PAUL SOCIETY NSW



During 2018/19, the following individuals were Trustees of the Society of St Vincent de Paul in NSW and served on the State Council:

1. DENIS WALSH, PRESIDENT

Denis was elected President of the NSW State Council in December 2015 after serving as President of Wollongong Central Council. Denis joined the Society 15 years ago and has been a Conference Secretary, Conference President and Regional President. He is a member of the West Wollongong St Therese Conference and is currently Chair of both Company Boards and the Trustee Board, and sits on all of the Board Committees of the Society.

Denis has a background in the insurance and superannuation industries, where he held many senior positions. He is an Associate of the Insurance Institute of Australia.

2. BEVERLEY KERR, VICE PRESIDENT, SUPPORT SERVICES

Beverley is Vice President of the Vinnies NSW State Council, a Company Director, and President of Vinnies NSW Support Services. Beverley joined the Society 17 years ago and is a member of the Corrimal Conference, as well as previously serving as Regional President for Wollongong. She is also a Director of Amélie Housing.

Beverley is the Chair of the Special Works Committee, a member of the Audit and Finance Committee, and also a member of the Governance, Risk and Nominations committee. She sits on the Coonamble Advisory Committee and was previously Advisory President for Ozanam Industries, Migrants and Refugees, Compeer and established the Rural Task Force. Beverley has a background in social services and previously worked for the NSW Department of Family and Community Services.

3. PETER MCNAMARA, VICE PRESIDENT, SOCIAL JUSTICE

Peter is Vice President Social Justice of the NSW State Council (and has recently been elected incoming President of St Vincent de Paul Society NSW, taking over from Denis Walsh in December 2019). Peter joined the Society in 1984 and has been on the Parramatta Regional Council and National Council Board, as well as assisting the International Council General in promoting youth development.

A solicitor in private practice since 1988, he has worked in business, workplace and property law. He has also been a Regional President of the NSW Law Society and is a Notary Public and a Director of Law Week Limited.

4. KERRY MUIR, VICE PRESIDENT, CENTRES

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

5. MICHELLE CHAHINE, VICE PRESIDENT, YOUTH

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

6. KATHLEEN THICKITT, VICE PRESIDENT, MEMBERSHIP

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

7. KRISTEN WATTS, TREASURER

Kristen has been a member of the Society for five years and was appointed Treasurer of the NSW State Council in 2019. Kristen is also Treasurer for the Gladesville Conference and a member of the Audit and Finance Committee. She serves on the board of St Vincent de Paul Housing, where she is Chair of the Audit, Risk and Finance Committee and a member of the Asset Management and Development Committee. Kristen has over 20 years' demonstrated experience in commercial finance, risk management, asset management and investment governance and is a qualified Chartered Accountant and a graduate of the Australian Institute of Company Directors.



Central Council Presidents at the 2019 AGM. L-R: Peter Burgess, Paul Burton, Tony Cranney, Anne Stanfield, John Donnelly, Gail Gaudron, Leo Woodman, Neil Rabbett, John McKendry. Not pictured: Maurice Ryan, Yvonne Wynen, Alex Popov.

OUR CENTRAL COUNCIL PRESIDENTS

ROSEMARY FISHER, ARMIDALE CENTRAL COUNCIL PRESIDENT (TO SEPTEMBER 2018)

Rosemary joined the Society 39 years ago and is a member of the Tamworth Care and Support Conference. Rosemary is the Conference Vice President and previously had roles as Conference Secretary, Conference Treasurer and Tamworth Regional President. She has also been involved in the State Council Centres Committee, Armidale Central Council Disaster Recovery and represented the Armidale Central Council in the review of the Society's Work Health and Safety Policy. Rosemary is one of two drought support coordinators for Armidale Central Council.

PAUL BURTON, ARMIDALE CENTRAL COUNCIL PRESIDENT (FROM SEPTEMBER 2018)

Paul has been a member of the Society for over 33 years. He has served as Conference President, Centres President, and Regional President in south-western Sydney, and currently holds the positions of Conference President (St Patrick's West Tamworth) and Armidale Diocesan Central Council President.

Paul spent his working life mainly as a logistics manager in road, rail, sea and air freight, providing transport, warehousing and distribution services to the general, food, agricultural and pharmaceutical sectors. Paul is married to Jennifer, has four children and is a member of Rotary.

MAURICE RYAN, BATHURST CENTRAL COUNCIL PRESIDENT

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

JOHN DONNELLY, BROKEN BAY CENTRAL COUNCIL PRESIDENT

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

YVONNE WYNEN, LISMORE CENTRAL COUNCIL PRESIDENT

Yvonne was elected President of the Lismore Central Council in October 2015. She was previously President of Mary Immaculate Conference, Bellingen. Along with her husband Frank, Yvonne runs a successful tourist accommodation business in Bellingen. She has a background in sales and marketing management and is a qualified personal trainer.

JOHN MCKENDRY, MAITLAND/NEWCASTLE CENTRAL COUNCIL PRESIDENT

John has enjoyed a life-long journey with the Society, from Queensland to Canberra and now the Maitland-Newcastle Central Council, where he serves as President. Since 2010, he has also been an active member of the Cessnock Conference.

John has held senior positions in both corporate and government organisations. Prior to retirement, he was Chief Operating Officer for Australia Japan Cable, an international consortium of telecom companies.

ANNE STANFIELD, PARRAMATTA CENTRAL COUNCIL PRESIDENT

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

Anne has a background in employment and training, and held senior management roles in government regulation and customer service.

TONY ADUCKIEWICZ, SYDNEY ARCHDIOCESE CENTRAL COUNCIL PRESIDENT (TO JUNE 2019)

Tony was elected to the position of President of the Sydney Archdiocese Central Council in August 2018, having also served as President of the Hunters Hill Conference. He is an experienced managing director with experience in the information technology and services industries.

TONY CRANNEY, SYDNEY ARCHDIOCESE CENTRAL COUNCIL PRESIDENT (FROM JUNE 2019)

Tony was elected as President of the Sydney Archdiocese Central Council in June 2019. He is also President of the Sutherland Shire Regional Council, having previously served in this capacity from 2004 to 2006, and Acting President of Liverpool Regional Council.

Tony joined the Society in 1986 and has always played an active role in Conference work and fundraising for the good works of the Society. He and his wife Maggie are currently members of the Oyster Bay Conference. Tony has a background in project management in the building industry and continues to work full-time.

JENNI DUFF, WAGGA WAGGA CENTRAL COUNCIL PRESIDENT (TO JUNE 2019)

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

PETER BURGESS, WAGGA WAGGA CENTRAL COUNCIL PRESIDENT (FROM JUNE 2019)

Peter is married with three grown-up children and six grandchildren. He has worked as a psychologist for the last 18 years, mainly as a school counsellor with the Department of Education. Before that, he spent 14 years teaching mathematics in schools in Western Sydney.

Peter was a Councillor on Kogarah Municipal Council, spending three of those years as Deputy Mayor. He has been active in community affairs most of his life and has been a Vincentian for nearly six years.

LEO WOODMAN, WILCANNIA/FORBES CENTRAL COUNCIL PRESIDENT

Leo has been a member of the Sacred Heart Conference in Broken Hill since 2007, and was Broken Hill President from 2014 to 2019. He has a mechanical trade background and worked for 37 years in water supply and water treatment. For 10 years he held management roles as Building Trades Supervisor, Works Supervisor and Project Manager, and retired from the paid workforce in 1999.

Leo was elected Wilcannia/Forbes Central Council President in July 2018 and regularly travels to all regions of the Wilcannia/Forbes Diocese, covering 52% of NSW. Leo is also a NSW Justice of the Peace.

GAYNOR MASON, WOLLONGONG CENTRAL COUNCIL PRESIDENT (TO AUGUST 2018)

Gaynor joined the Society in 1999 and was appointed President of the Wollongong Central Council in December 2015. She was associated with the Society in Hurstville in the 1970s and again in the 1990s while working for the Daughters of Charity in the inner city.

ALEX POPOV, WOLLONGONG CENTRAL COUNCIL PRESIDENT (FROM AUGUST 2018)

Alex has been a St Vincent de Paul Society member since 2006, initially at Caringbah Conference and moving to the Wollongong Central Council region in 2011 as a member of the Camden/Oran Park Conference. He held the positions of Conference President, Regional President, Spiritual Advisor and Vice-President before taking up the President tenure in 2018. He is currently also Chairperson of the State Spiritual Advisory Committee, having been a committee member for the past four years.



EXECUTIVE LEADERSHIP TEAM

The Executive Leadership team provides high-level management and strategy for the organisation. The team is led by the Chief Executive Officer, who reports to the President.

During 2018/19, one member of the Executive Leadership Team moved on from the Society; in March we farewellled Peter Knock, Executive Director Central Councils and Commercial Operations.

Jack de Groot, Chief Executive Officer

Jack is CEO of the St Vincent de Paul Society NSW. Prior to taking on the role in August 2016, Jack served in senior executive roles in the not-for-profit sector. He was CEO of Caritas Australia for 13 years and part of the Group Executive of St Vincent's Health Australia for three years.

He currently serves on a number of boards including St John of God Healthcare, University of Notre Dame and is Chair of the Implementation Advisory Group that monitors the Catholic Church's implementation of the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse. He has served on government advisory, industry and community organisation boards.

Niamh Mannion, Executive Director Support Services

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

Ray Mouwad, Executive Director People and Culture

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

Yolanda Saiz, Executive Director Fundraising and Communications and Acting Executive Director, Central Councils and Commercial Operations (from March 2019)

Yolanda joined the Society in 2012, bringing almost 25 years' experience in communication, strategic development, community engagement and fundraising. She

has worked in radio broadcasting, not-for-profits, local government, international trade, and major international sporting events including the Sydney 2000 Olympics and two FIFA World Cups.

Chris Thomson, Executive Director, Finance and Corporate Services

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

Kate Temby, Executive Director – Executive Secretariat

This role provides high-level strategic advice and policy support to the CEO and Board. Kate joined the Society in October 2018, having previously delivered major public policy projects including at the Royal Commission into Institutional Responses to Child Sexual Abuse, the Defence Abuse Response Taskforce and the Australian Human Rights Commission. The Executive Director – Executive Secretariat role was held by Joanne Yates up to September 2018.

Leo Tucker, Director of Mission and Spirituality

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



Yolanda Saiz, Chris Thomson, Jack de Groot, Niamh Mannion, Ray Mouwad and Kate Temby at a late 2019 Executive Leadership Team meeting. Not pictured: Leo Tucker.

OUR OPERATIONS

People and culture

+ ONLINE COURSES THROUGH THE NEW VINNIES LEARNING CENTRE WERE COMPLETED MORE THAN 13,000 TIMES

Without a skilled and well-resourced workforce, Vinnies would be unable to provide our many services to disadvantaged people in our communities. We are committed to supporting our staff, volunteers and members to excel in their roles.

We made great strides this year in keeping our vast Society of 2,100 staff, 9,600 volunteers and 4,500 members connected and informed, with the appointment of a Manager of Internal Communications in September 2018 and introduction of a three-year internal communications strategy. We commenced work to introduce Workplace by Facebook to the organisation, facilitating timely and engaging communications across our internal network. This platform went live in August 2019.

We collected the views of more than 1,100 employees across the organisation in our Vinnies Voice Employee Engagement Survey in December 2018 and January 2019, and will now be conducting annual staff engagement surveys under our Strategic Plan 2020-2022. This will enable us to track improvements in staff satisfaction and engagement.

The introduction of the Vinnies Learning Centre, our new learning management system, saw 149 e-learning courses rolled out to more than 6,600 staff members and volunteers. These online courses covered key compliance modules including child safety and our code of conduct, as well as building core competencies for our work including understanding poverty and mental health awareness.

Our Employee Assistance Program continued to provide counselling services for our people, as well as rolling out more education and self-assessment resources to assist in proactively managing mental health. These resources are also providing the organisation with de-identified data about the mental health concerns of our people, giving crucial insights into how we can develop a more supportive and healthy workplace.

Safety is a top priority for Vinnies, and we were pleased to develop a new Safety Action Plan as part of the new Strategic Plan 2020-2022. We continue to make constant improvements to our work health and safety procedures, including the introduction of new data-capture systems that provide greater transparency around incident management and reporting, and allow improved decision-making at executive levels.



Supporting young people to create change with Vinnies

+ WE HAVE ALMOST 800 YOUTH MEMBERS

In 2018/19 we continued to raise the influence and recognition of young people in Vinnies, including the appointment of youth representatives for almost all regions. We also held our inaugural State Youth Retreat, where our young leaders came together to build their skills, capacity and connections.

We have several membership Conferences especially for young people aged 16 to 35, and this year we welcomed a new one in West Wollongong to our community. The Macarthur Youth Conference proudly celebrated its 20th anniversary.

Our Asquith Young Adult Conference, established in 2017, proved particularly active this year. Members hold annual trivia and movie nights to fundraise for crisis accommodation services, provide hot meals for people sleeping rough, visit isolated people in nursing homes, put together Christmas hampers for people facing poverty, and more.

"I first joined the conference because it was a few mates of mine. I've stayed because of seeing how much of a difference we make when we hand over the money we've raised. It's really rewarding and it's with friends as well," said Conference President, Reon Rebello.

Above: Members of the Asquith Young Adult Conference raised funds for a Vinnies crisis accommodation service in Sydney's inner west, presenting a cheque to manager Marie Crotty (right).

Spirituality and mission

In 2018/19 we continued to place spirituality, formation and pastoral care at the centre of our work and mission. These were some highlights:

Ministry Leadership Program

This year there were four Executive Directors participating in the Ministry Leadership Formation Program developed through Catholic Health Australia. This program works with executives of Catholic health and social services in forming leaders in Catholic social thinking, ethics, vocation, heritage, discernment and other aspects of the work of a faith-based organisation.

Leadership and Catholic culture

Four senior staff participated in the Graduate Certificate in Leadership and Catholic Culture through Australian Catholic University. This formation course briefs students in mission leadership, ethics and decision-making and Catholic social thought.

State Council, Board and Executive Retreat

On the weekend of 9-11 November 2018, members of the State Council, Board and Executive Leadership Team came together for the first time for a spiritual retreat at the Winbourne Retreat Centre in Mulgoa. Participants took part in reflective conversations with Sydney Archdiocese Seminary Rector, Fr Danny Meagher and Parramatta Diocese Bishop Vincent Long, exploring how to tell the stories of our faith and our mission in modern times, and why now is a critical time to bring a beacon of light to the world. At Sunday Mass with State Council Chaplain, Fr Kevin Canty and then gathered with Susan Pascoe, the team reflected on the themes of radical inclusivity and restoration.

Pastoral care

Throughout the year we continued to provide pastoral care and support for those we serve, as well as our own people.

During October, the team at the Matthew Talbot Hostel celebrated International Pastoral Care Week, a time when the importance of pastoral care is highlighted in hospitals, parishes, schools, prisons, and for us at Vinnies. Each year a new theme brings to light a certain aspect of pastoral and spiritual care. The theme this year was "Hospitality – Cultivating Time".

As a means of guiding our members in their Vincentian values, the NSW Spirituality Committee began the process of developing a formation program and handbook to guide the crucial role of Spiritual Advisers within the Society. We look forward to delivering further on this project in 2019/20.



Safeguarding children

We continued to build the National Child Safe Principles into all aspects of our work, responding proactively to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse (which apply to all organisations working with children).

We have improved a range of training and pre-employment screening procedures and resources, and increased our support to employees, members and volunteers to raise and report any concerns. This includes the operation of our 1800 4 SUPPORT phone line: a dedicated, internal service for our people to report child protection concerns. Calls to this line resulted in 664 referrals for support to address issues during 2018/19; referrals covered areas such as finding secure accommodation for children and their families, providing casework support, and accessing healthcare. We are committed to upholding our mandatory reporting obligations, and made a number of reports to the Department of Family and Community Services to ensure the safety of children who we come into contact with in the course of our work.

Our Child Safe Familiarisation Training has also been rolled out to 9,000 personnel as part of our commitment to increase education and awareness around child abuse issues. An additional refresher training course for mandatory reporters has been developed and is currently being rolled out.

Property

This year we developed a strategy to ensure our property activities are aligned with our overarching strategy, mission and vision. Under this strategy, we are working to provide better places for our members, volunteers and staff to do their work and for the people we assist to access services – whether that be in the form of enhanced facilities at our service sites or improved retail stores. We are also foregrounding sustainability, focusing on cost effectiveness and the use of environmentally-friendly energy sources. This has seen us begin rolling out LED lighting to our Vinnies Shops and solar panels at suitable freehold properties across our portfolio.

Procurement

As in our property strategy, we have driven cost effectiveness, sustainability and alignment to our vision and values in our procurement activities this year.

We are formalising these improvements into a new procurement policy, scheduled for release in November 2019. This policy will put in place greater governance to reduce risk, a preference for partnering with Indigenous suppliers in accordance with our Reconciliation Action Plan, and updates to be on the forefront of compliance with new legislation.

We are also working collaboratively with St Vincent de Paul Society branches in other states and territories, identifying opportunities to negotiate deals with suppliers together. Meanwhile, our procurement team is working closely with our fundraising and corporate partnerships team, resulting in sponsorship and procurement opportunities with our existing partners.

+ CREATED \$800,000 IN SAVINGS PER ANNUM ACROSS OUR WASTE MANAGEMENT, TRAVEL, OFFICE SUPPLIES AND STATIONERY CONTRACTS

Technology services

During 2018/19 we continued to transform our technology capabilities, equipping our staff, volunteers and members to provide high-quality services to the people we assist.

This year we reviewed cost-effectiveness for several technology systems, significantly reducing costs while simultaneously improving service. We also enhanced our cybersecurity controls and introduced new platforms for data reporting and collaboration.

In an organisation as vast as Vinnies, keeping our people informed and enabling them to collaborate is crucial. We overhauled our internal employee communication and file storage platforms in 2018/19, introducing Microsoft Teams.

We also implemented cloud-based information systems for client information, fundraising and business intelligence so that our employees are empowered to work from anywhere with an internet connection, and key information is more centralised and secure.

In 2019/20, we will continue our focus on improving technology tools across our regions. Key priorities include systems for our member conferences, retail shops and regional staff; as well as harnessing technology to gain insights into our operations and better inform our services to the people we assist.

- + HALVED THE COST OF MOBILE PHONE CONTRACTS
- + REDUCED THE COST OF DATA STORAGE AND SERVERS BY 45%
- + IMPROVED OUR TECHNOLOGY SO OUR SERVERS ARE NOW UP AND RUNNING 99.8% OF THE TIME

SYSTEM SNAPSHOT

SOCIETY CLIENT INFORMATION SYSTEM (SCIS)

After kicking off development for this client data system last financial year, we were excited to launch it across several of our services in 2018/19.

SCIS is allowing us to capture extensive information about the service we provide to our clients and the outcomes achieved, from the moment they come into contact with Vinnies to when they reach a level of independence where they no longer require our assistance. Importantly, we are now able to centralise data across our various services, allowing us to capture a client's complete journey.

These evidence-based insights are equipping us to understand the people we assist on a whole new level, and in the future they will enable us to improve the design of our services to better meet their needs.

Communications and marketing

DURING 2018/19 WE INCREASED OUR SOCIAL MEDIA FOLLOWING BY:



Over the last year, Vinnies' social media presence continued to grow, allowing us to share our good works with new audiences. Our online reach includes 7,000 Facebook, 3,000 Instagram, 2,700 Twitter and 3,400 LinkedIn followers.

We worked with Twentieth Century Fox to celebrate the release of the Oscar-winning movie Bohemian Rhapsody by providing customers with a range of vintage clothing in Vinnies Shops. Instagram fashion influencers helped promote the campaign by encouraging shoppers to share their vintage outfits online using the hashtag #SomethingToLove.

Vinnies NSW CEO Jack de Groot appeared on several high-profile media programs including Today, Weekend Sunrise and Sky News, highlighting the CEO Sleepout, in-store donations, and our NSW Election Statement.

We continued to receive well in excess of 100 mentions per month across NSW print, TV, radio and online news media.



Our audience engagement rate on Facebook increased in 2018/19 as we continued to build the Vinnies online community.



OUR SUPPORTERS

We extend our heartfelt thanks to the following individuals and organisations that gave significant support to Vinnies NSW this year:

- Abergeldie Complex Infrastructure
- Ainsworth Game Technology
- Aristocrat
- Asahi
- The Australian
- Australian Hotels Association NSW
- Australian Liquor Marketers Pty Ltd
- Australian Stockbrokers Foundation
- AV1
- Bally Technologies
- Banktech Group
- Beam Suntory
- Blue Star Print Group
- Board Direction
- Box for Monkeys
- Brother Dan Stafford C.Ss.R
- Cambridge Stud
- Campbell Arnott's
- Campbelltown Catholic Club
- Carlton United Breweries
- CBRE Hotels
- The CEO Institute
- Claude Outdoor Group
- Clayton Utz
- Coca-Cola Amatil
- Commonwealth Bank of Australia
- COS
- Create Engage
- Crown Resorts
- Sir William Deane AC KBE, Patron, Matthew Talbot Homeless Services
- Diageo
- Dooleys Catholic Club
- Emirates
- EzyCharge
- Fairfield RSL
- Festival Hire
- Genworth
- Grace Removals
- Grinders Coffee
- Groupon
- Guillaume Group
- Hilton Sydney Hotel
- Host Plus
- Hotels Have Hearts Committee
- Hyped Media
- IGA
- International Gaming Technology
- Janssen
- JLL
- Keri Juice Blenders
- Deborah Knight
- Lagardère Retail Travel
- Lion Co
- Laundy Hotels
- Leichhardt Volkswagen
- Moonee Valley Racing Club
- Mount Franklin
- Nine Cares
- Nous Group
- Our Big Kitchen
- Ooh! Media
- Pinstripe Media
- PopUp Wifi
- Port Authority NSW
- Rapid Relief Team
- Ray White Hotels
- RØDE Microphones
- Richards on the Park
- Samuel Smith & Son
- Schwartz Family Co Pty Ltd
- Schweppes
- Scientific Games

- Sky News Australia
- Adam Spencer
- Nathan Strempel
- Sydney Harbour Exclusive
- Treasury Wine Estates
- TVSN
- Vinnies CEO Sleepout Ambassadors Committee
- Visionair Media
- Visy
- The Wiggles Pty Ltd

Charitable foundations

- Claffy Foundation
- Collier Charitable Fund
- CommBank Foundatoin
- The Cootes Family Foundation
- Dick and Pip Smith Foundation
- The Fussell Family Foundation
- Jenour Foundation
- The Maple-Brown Family Foundation
- Matana Foundation for Young People

- Oranges and Sardines Pty Ltd
- Protrust (The Profield Foundation)
- The Rali Foundation

Government bodies

- City of Sydney
- Australian Government Department of Education
- Australian Government Department of Employment
- Australian Government Department of Health
- Australian Government Department of Home Affairs
- Australian Government Department of Infrastructure and Regional Development - Stronger Communities Programme
- Australian Government Department of Social Services
- Hunter New England Local Health District
- Hunter New England Primary Health Network

- Lord Mayor of Sydney, Clover Moore
- Nepean Blue Mountains Local Health District
- NSW Department of Family and Community Services
- NSW Department of Education
- NSW Department of Industry - Stronger Country Communities Fund
- NSW Department of Planning and Environment
- NSW Health
- NSW Fair Trading
- Regional Development Australia Fund
- South Eastern Sydney Local Health District
- South Western Sydney Local Health District
- South Western Sydney Primary Health Network
- Wagga Wagga City Council
- Western Sydney Primary Health Network
- Wingecarribee Shire Council

Estates of the late

We remember for their generosity the following people who bequeathed us a gift in their wills this year, and we keep their family and friends in our thoughts and prayers:

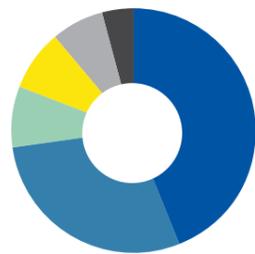
The late Aileen Mary Delaney; Ruth Margaret Rafferty; Geraldine Ann Sweeney; Margaret Mary Dobson; Lillie Josephine Furlong; Claire Monica Smith; May McLennan; Joseph James Boseley; John Patrick Brandenburg; Norman Frederick Bunter; Phillip Albert De Baun; Kathleen Maud Horgan; Jack Joseph Gleeson; Francesca Daphne Guterres; Antoinetta Maria Van Rossum; Mary Elizabeth Dallimore; John Hailes Flood Nagle; Clare Gertrude Walker; Alice Norma Jenkins; Vincent Paul Kelly; John Francis Walsh; Susan Bridget Loeffler; Verna Florence Dinham; Peter Maurice Oakley; Ruth Anderson Oakley; Emily Sarah Campbell; Eva May Randell; Raymond Charles Twomey; and Ellen Patricia Armstrong.



FINANCIALS

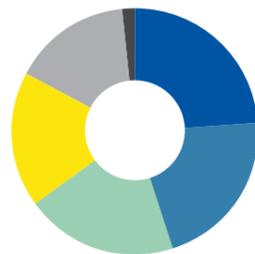
FOR THE YEAR ENDED 30 JUNE 2019

We present the consolidated financial report for the year ending 30 June 2019, which includes The Trustees of the Society of St Vincent de Paul (NSW), St Vincent de Paul Society NSW and St Vincent de Paul Housing.



INCOME

| | |
|-----|-------------------------|
| 44% | Government |
| 29% | Sale of goods |
| 8% | Gains on sale and other |
| 8% | Bequests |
| 7% | Donations |
| 4% | Client contributions |



EXPENDITURE

| | |
|-----|---|
| 24% | Disability services |
| 21% | Homelessness & mental health services |
| 20% | Costs for Vinnies Shops and other |
| 18% | Supporting functions |
| 15% | Supporting people in need through Conferences |
| 2% | Fundraising |

KEY FINANCIAL RESULTS:

- We ended the financial year with a consolidated net operating deficit of \$13.3M (excluding net gains on sale of fixed assets and one-offs as per below). (2018: deficit \$20.5M.)
- Total revenues and other income amounted to \$235.3M (2018: \$208.2M), an increase of \$27M or 13% on the prior year.
- Total expenditure amounted to \$261M (2018: \$226.4M), an increase of \$34.6M or 15% on the prior year.
- Government funding increased by \$4.9M or 5% on last year to a total of \$103.8M. This was mainly due to the Federal Government Drought Community Support Initiative (DCSI), through which funds were disbursed via Vinnies to assist drought affected farmers.
- Sales through Vinnies Shops increased by \$1M or 2% on last year to \$68M.
- In 2018/19, the Society spent \$158M (2018: \$148M) directly in the areas of people in need, homelessness and mental health, disability and capacity-building services. The increase was mainly due to the Federal Government DCSI grant of approximately \$7M.



REVIEW OF OPERATIONS

| | 2019 | 2019 | 2018 | 2019 | 2019 | 5 year |
|--|-----------------|-----------------|-----------------|---------|-------------------|-----------|
| | Actual \$'000 | Budget \$'000 | Actual \$'000 | vs 2018 | Actual vs. Budget | average % |
| Revenue | 230,967 | 224,177 | 205,492 | 12.4% | 3% | 11.3% |
| Expenditure | (242,462) | (242,579) | (224,308) | 8.1% | (0.0%) | 15.8% |
| Operating (deficit) / surplus | (11,495) | (18,402) | (18,816) | | | |
| Transfers to related entities | (1,829) | | (1,708) | | | |
| Net operating (deficit) / surplus | (13,323) | (18,402) | (20,524) | | | |

Significant one-off items

| | | |
|---|-----------------|-----------------|
| Net gains on sale | 1,963 | 2,796 |
| Amelie Housing profit share for 8 months to June 2019 | 2,375 | - |
| Amelie Housing deconsolidation from 1st November 2019 | (13,202) | - |
| Donation transfer of properties to Amelie Housing | (4,908) | - |
| Revaluation gains/impairment losses on fixed assets | - | (2,107) |
| Net (deficit) / surplus | (27,095) | (19,835) |

FIVE-YEAR FINANCIAL RESULTS SUMMARY

| | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | Avg change (%) |
|--------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Income (\$'000) | | | | | | |
| Donations & appeals | 14,564 | 14,506 | 14,337 | 15,337 | 17,375 | |
| Bequests | 7,382 | 14,536 | 6,202 | 6,926 | 17,874 | |
| Sale of goods & other | 65,506 | 68,196 | 68,694 | 67,963 | 69,045 | |
| Government funding | 41,677 | 47,125 | 77,143 | 98,953 | 103,810 | |
| Client contributions | 3,716 | 3,695 | 3,503 | 5,321 | 8,700 | |
| Gains on sales of assets | 2,484 | 8,947 | 4,351 | 4,225 | 2,398 | |
| Other | 8,081 | 9,589 | 9,329 | 9,564 | 16,103 | |
| Total income | 143,410 | 166,593 | 183,559 | 208,289 | 235,305 | |
| Year-on-year change (%)* | 4.2% | 11.9% | 13.7% | 13.9% | 13.0% | 11.3% |

| | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | Avg change (%) |
|---------------------------------------|----------------|----------------|----------------|-----------------|-----------------|----------------|
| Use of funds (\$'000) | | | | | | |
| Fundraising costs | 3,138 | 3,559 | 3,768 | 4,023 | 3,919 | |
| Cost for centres of charity and other | 41,633 | 43,159 | 47,096 | 47,079 | 52,170 | |
| People in need | 26,334 | 25,581 | 29,738 | 23,940 | 40,387 | |
| Homelessness, mental health & housing | 36,255 | 40,205 | 41,558 | 50,424 | 55,178 | |
| Disability services | 11,001 | 16,286 | 43,932 | 73,546 | 62,319 | |
| Other costs | 18,335 | 19,825 | 21,715 | 21,866 | 46,164 | |
| Impairment and losses on assets | 203 | 53 | 6 | 3,536 | 435 | |
| Total expenditure | 136,899 | 148,667 | 187,811 | 226,414 | 260,572 | |
| Year-on-year change (%)* | 8.3% | 8.6% | 26.3% | 20.6% | 15.1% | 15.8% |
| Transfers to related entities | 1,172 | 1,143 | 1,178 | 1,708 | 1,829 | |
| Net surplus / (deficit) | 5,339 | 16,783 | (5,430) | (19,833) | (27,096) | |

| | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|--|---------|---------|---------|---------|---------|
| Ratios | | | | | |
| Services % of total costs* | 84.3% | 84.3% | 86.4% | 88.4% | 80.7% |
| Services % of total income* | 80.9% | 75.2% | 88.4% | 94.6% | 89.3% |
| Fundraising costs % of total costs* | 2.3% | 2.4% | 2.0% | 1.8% | 1.5% |
| Fundraising & admin % of total costs* | 15.7% | 15.7% | 13.6% | 11.6% | 19.3% |
| Fundraising costs to donations & bequests* | 14.3% | 12.3% | 18.3% | 18.1% | 11.1% |

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

Operating position

The Society reported a net operating deficit for the year of \$27.1M (2018: \$19.8M deficit). Included in the net deficit are significant one-offs which include a \$13.2m loss on the deconsolidation of Amelie Housing from St Vincent De Paul Housing to become Amelie Housing Company from 3 November; \$2.3m recognised as a share of the Amelie Housing profits for the 8 months to June 2019; and \$4.9M worth of properties transferred to Amelie Housing.

The Society also contributed an additional \$0.8M for the assistance of drought-affected farmers over and above the government funding of approximately \$7m and funds provided by our donors.

The Society has been fortunate in the past to build sufficient reserves to be in a strong financial position to sustain this planned deficit in the short term. As part of the approval of the 2019/20 Budget, the Board endorsed strategic initiatives to be progressed including further development of the Retail and Fundraising Strategies, Property Strategy and Support Services review. Working with Baxter Lawley, a new three-year Strategic Plan has been developed for the 2020-2022 financial years, accompanied by an Implementation Plan. Consulting firm Nous Group have been engaged and are working in consultation with our Executive Leadership Team, senior management and other key personnel to help develop our New Ways of Working optimal operating model to support achievement of the Strategic Plan.

In line with this, we are continuing the Roadmaps financial turnaround program which commenced in February 2018, with a number of Roadmaps initiatives well underway in 2018/19 to increase revenue, decrease expenditure and realise productivity efficiencies. Thanks to these initiatives and other strategic measures, we are on track with our plan to reach a balanced budget before depreciation or EBITDA neutrality within three years.

Cash and financial position

The Society is fortunate to be in a sound financial position with net assets at 30 June 2019 of \$383.7M. The main components of this are property assets of \$384.5M, cash assets of \$79.7M, and strategic and other deposits of \$40.4M.

As mentioned above, the Society has developed its new three year Strategic Plan commencing 1 July 2019. The result of this process will be a three-year financial plan which places the people we serve at the centre, surrounded by our mission, vision, values and spirituality thus ensuring the Society's resources are allocated to priority areas of service delivery which have been identified by the Board.

The objective of the Society's strategic reserves is primarily to safeguard against the risk of major unforeseen events, ensuring the long-term sustainability of the Society and its activities to support those most in need. An example in 2018/19 is a pledge of \$2.2M in assistance to drought-affected farmers across the state to be disbursed in 2019/20.

Furthermore, these funds are utilised to fund major strategic initiatives presented to the Board, subsequent to review by the Audit and Finance Committee. The Society's plan for 2019/20 will be working on implementation of the New Ways of Working organisational model and continuation of major transformation projects that will further build organisational capability to support service delivery to people we assist.

Trends and ratio analysis

Over the last five years, operating revenues have increased on average by 11.1%. Over the same time, operating expenses have increased by 15.5% on average. In 2018/19 a significant uplift in expenditure was seen in the assistance we provide to people in need, due to increased demand as a result of the prolonged drought in NSW.

The ratio of service delivery costs as a percentage of total costs increased over the four-year period FY15-FY18 but reduced in FY19 with respect to the above mentioned factors. The ratio of fundraising and administration costs as a percentage of total costs increased in the last year, including \$7M in remediation and costs incurred for properties transferred to St Vincent de Paul Housing as part of the Social and Affordable Housing Fund (SAHF) project.

Analysis of results

Sales of goods from Vinnies Shops represent a significant contribution to total revenues at 28.9% (2018: 33%). As observed in the wider retail sector in which our shops operate, there were challenging market conditions which impacted trading. Sales of \$68M were up on last year by 2%, although 4% down on budget.

A number of initiatives are in the process of being implemented to ensure our shops continue to make a strong contribution to the Society's works. The Retail Strategy continues to be developed with specific initiatives and activities identified and implemented by the Retail Transformation team. Three of these initiatives are well underway in 2018/19 including improvements to pricing and extension of trading hours.

From 2019/20, management of retail and commercial operations will reside in a new directorate under the Executive Director of Commercial Enterprise, Fundraising and Communication, bringing together local and central fundraising, communications and retail activities to further drive performance.

Government funding increased during the year to \$103.8M, representing the largest contribution to total revenues at 44%. The increase was mainly due to the Federal Government Drought Community Support Initiative (DCSI), which included funding of approximately \$7M.

The Society is fortunate to receive significant funding from Government, however many of our services are co-funded by the Society, as can be seen by our spending of \$158M in areas of people in need, homelessness and mental health services, disability, capacity-building and housing services. As such, these shortfalls are sustained by surpluses generated from Vinnies Shops, donations, client contributions and cash reserves.

Donations and appeals contributed 7.4% to total revenues (2018: 7%). Donations were around \$2M more than the previous year, largely due to a targeted Drought Appeal as well as the receipt of major gifts and performance of other appeals including Winter and Christmas. The 2019 CEO Sleepout raised \$2.2M for crisis accommodation and specialised services for those experiencing homelessness.

Bequests performed very strongly, generating \$17.9M (2018: \$6.9M) and accounting for 8% (2018: 3%) of total revenues. The Society is very appreciative of these valued gifts, which are applied directly as per the instructions of the estate. Bequests are unpredictable in nature; as such, for budget purposes the Society applies a five-year historical average with an appropriate growth target.

Investment income, comprised of interest, dividends and fair value gains investments, was up on the prior year at \$4.6M (2018: \$2.6M). The performance of the Strategic and Employee Entitlement Reserves was up on last year including \$1.8M of fair value gains and better than budgeted interest rates as part of the already implemented consolidated treasury and banking framework. This has generated additional investment income as a result of increased cash invested in short-term deposits, coupled with an uplift in interest rates offered by Archdiocesan Development Fund - Archdiocese of Brisbane (ADF) and financial institutions for the most part of the year.

Expenditure on our various community services in 2018/19 totalled \$158M, an increase of \$10M or 7%. This increase was mainly seen in capacity-building services, supporting people in through our local members' conferences and housing. Disability services saw a reduction in expenditure due to activity associated with the Local Area Coordination program being funded by the National Disability Insurance Agency.

Housing services expenses totalled \$18.4M (2018: \$2.9M) for 2018/19. Changes within our housing services saw the establishment of the Amélie Housing national company with The Trustees of the Society of St Vincent de Paul (NSW), St Vincent de Paul Society SA, St Vincent de Paul Society ACT and St Vincent de Paul Society National Council as members. The membership agreement was signed on 3 November 2018. This led to the deconsolidation of Amélie Housing from St Vincent de Paul Housing, with St Vincent de Paul Housing becoming the special purpose vehicle for delivery of the Social and Affordable Housing Fund (SAHF) project.



Jack de Groot
Chief Executive Officer



Chris Thomson
Executive Director Finance and Corporate Services

Dated this 23rd day of October 2019

DECLARATION BY THE NSW STATE COUNCIL

FOR THE YEAR ENDED 30 JUNE 2019

1. In the opinion of the State Council of The Trustees of the Society of St Vincent de Paul (NSW);

a) The summary consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) are in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- Giving a true and fair view of its financial position as at 30 June 2019 and of its performance for the financial year ended on that date; and
- Complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Australian Charities and Not-for-profits Commission Regulation 2013, and

b) There are reasonable grounds to believe that The Trustees of the Society of St Vincent de Paul (NSW) will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities:



Denis Walsh
President, NSW State Council
St Vincent de Paul Society NSW
30 October 2019

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2019

| | 2019 | 2018 |
|--|----------------------|----------------------|
| | \$ | \$ |
| REVENUE AND OTHER INCOME | | |
| Income from fundraising: | | |
| Donations and appeals | 17,374,699 | 15,336,859 |
| Bequests | 17,874,541 | 6,925,995 |
| Sale of goods - Vinnies Shops | 68,080,294 | 67,033,507 |
| Sale of goods - other | 964,242 | 929,226 |
| Government funding | 103,810,646 | 98,952,748 |
| Client contributions | 8,699,549 | 5,321,043 |
| Investment income | 2,799,546 | 2,605,842 |
| Fair value gain on financial assets | 1,798,825 | - |
| Other income | 8,342,045 | 6,958,163 |
| Net gain on investment properties | 786,633 | - |
| Gain on disposal of fixed assets | 2,397,910 | 4,225,114 |
| Share of profit from Amélie Housing | 2,375,800 | - |
| Revenue and other income | 235,304,730 | 208,288,497 |
| Expenditure | (260,571,620) | (226,414,906) |
| Fundraising costs | (3,917,659) | (4,023,298) |
| Costs for Vinnies Shops | (51,870,483) | (48,673,654) |
| Costs for sales - other | (300,015) | (405,718) |
| People in need services | (40,386,761) | (23,939,585) |
| Homelessness & mental health services | (55,178,321) | (48,523,386) |
| Disability services and capacity building | (62,319,123) | (73,546,271) |
| Housing services | (3,546,994) | (1,900,473) |
| Other costs | (24,507,985) | (21,866,081) |
| Impairment losses recognised on fixed assets | - | (2,106,913) |
| Loss on disposal of Amélie Housing | (13,201,598) | 0 |
| Net loss on disposal of fixed assets | (434,988) | (1,429,527) |
| Donations to related entity | (4,907,693) | - |
| Deficit for the year | (25,266,890) | (18,126,409) |
| Transfers to related entities | (1,828,650) | (1,708,000) |
| Net deficit for the year | (27,095,540) | (19,834,408) |
| Other comprehensive income | | |
| Net changes in fair value of available-for-sale financial assets | - | 555,866 |
| Revaluation of land and buildings on recategorisation to investment property | - | 13,581,975 |
| TOTAL COMPREHENSIVE (LOSS)/ INCOME FOR THE YEAR | (27,095,540) | (5,696,568) |

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2019

| | 2019 | 2018 |
|---------------------------------|--------------------|--------------------|
| | \$ | \$ |
| ASSETS | | |
| Current | | |
| Cash and cash equivalents | 66,576,899 | 55,046,211 |
| Trade and other receivables | 1,975,638 | 1,601,444 |
| Other financial assets | 13,100,000 | 26,329,990 |
| Inventories | 874,344 | 738,772 |
| Other assets | 1,379,460 | 1,630,119 |
| Assets held for sale | 1,832,987 | - |
| Current assets | 85,739,328 | 85,346,536 |
| Non-current | | |
| Trade and other receivables | 384,836 | 290,439 |
| Other financial assets | 42,842,630 | 36,284,209 |
| Property, plant and equipment | 263,043,187 | 281,449,637 |
| Investment properties | 121,473,300 | 68,911,580 |
| Intangible assets | 6,218,092 | 3,269,517 |
| Non-current assets | 433,962,045 | 390,205,382 |
| TOTAL ASSETS | 519,701,373 | 475,551,918 |
| LIABILITIES | | |
| Current | | |
| Trade and other payables | 26,167,086 | 13,849,411 |
| Other liabilities | 18,432,225 | 26,336,286 |
| Borrowings | 384,836 | 326,405 |
| Provisions | 12,568,296 | 12,377,911 |
| Current liabilities | 57,552,443 | 52,890,013 |
| Non-current | | |
| Borrowings | 76,300,002 | 9,641,959 |
| Provisions | 2,131,876 | 2,207,354 |
| Non-current liabilities | 78,431,878 | 11,849,313 |
| TOTAL LIABILITIES | 135,984,321 | 64,739,326 |
| NET ASSETS | 383,717,052 | 410,812,592 |
| FUNDS | | |
| Funds for social programs | 356,784,540 | 382,265,836 |
| Investments revaluation reserve | - | 1,614,244 |
| Property revaluation reserve | 13,581,975 | 13,581,975 |
| Equity contribution | 13,350,537 | 13,350,537 |
| Total funds | 383,717,052 | 410,812,592 |

CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 30 June 2019

| | 2019 | 2018 |
|--|---------------------|---------------------|
| | \$ | \$ |
| OPERATING ACTIVITIES | | |
| Receipts from: | | |
| Donations and appeals | 17,374,699 | 15,336,859 |
| Bequests | 17,874,541 | 6,925,995 |
| Government grants | 114,191,711 | 108,848,023 |
| Client contributions | 8,699,549 | 5,321,003 |
| Sale of goods | 69,044,536 | 68,038,757 |
| Dividend income | 351,345 | 342,248 |
| Interest income | 2,448,201 | 2,263,595 |
| Other income | 7,558,203 | 15,003,158 |
| Payments to clients, suppliers and employees | (241,093,024) | (211,342,199) |
| Net cash (used in)/provided by operating activities | (3,550,239) | 10,737,439 |
| INVESTING ACTIVITIES | | |
| Purchase of property, plant and equipment | (75,988,844) | (30,183,300) |
| Proceeds from disposals of property, plant and equipment | 9,265,755 | 10,133,797 |
| Proceeds from long-term deposits | 11,114,751 | 4,126,520 |
| Purchase of investments | 2,279,283 | - |
| Proceeds from disposals of investments | (2,547,837) | 927,204 |
| Receipt of cash on acquisition | - | 548,379 |
| Cash from loss of control of Amelie Housing | (596,655) | - |
| Net cash (used in) investing activities | (56,473,547) | (14,447,400) |
| FINANCING ACTIVITIES | | |
| Loans received from ADF | 71,496,043 | 4,803,959 |
| Net cash provided by financing activities | 71,496,043 | 4,803,959 |
| Net change in cash and cash equivalents | 11,472,257 | 1,093,998 |
| Cash and cash equivalents, beginning of year | 54,719,806 | 53,625,808 |
| CASH AND CASH EQUIVALENTS, END OF YEAR | 66,192,063 | 54,719,806 |

Independent Auditor's Report

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

Report on the audit of the summary financial report

Opinion

We have audited the accompanying summary financial report of the Trustees of the Society of St Vincent de Paul (NSW) (the "Registered Entity") and its subsidiaries ("the Group") which comprises the summary consolidated statement of financial position as at 30 June 2019, the summary consolidated statement of profit or loss and other comprehensive income and summary consolidated statement of cash flows for the year then ended, and the Trustees' declaration. The summary financial report does not contain all the disclosures required by Australian Accounting Standards.

In our opinion, the accompanying summary financial report derived from the full audited financial report of the Trustees of the Society of St Vincent de Paul (NSW) for the year ended 30 June 2019, is consistent, in all material respects, with the full audited financial report.

Responsibilities of the Trustees for the financial report

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

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

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

Auditor's Responsibility

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

Independence

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



Grant Thornton Audit Pty Ltd
Chartered Accountants



A J Archer
Partner – Audit & Assurance

Sydney, 30 October 2019

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HOW YOU CAN HELP

- + DONATE TO ONE OF OUR APPEALS OR BECOME A REGULAR GIVER TO MAKE A MONTHLY CONTRIBUTION
- + VOLUNTEER YOUR TIME AND SKILLS FOR ONE OF OUR SERVICES OR IN A VINNIES SHOP
- + BECOME A MEMBER OF A VINNIES CONFERENCE TO HELP PEOPLE IN YOUR LOCAL COMMUNITY
- + DONATE YOUR QUALITY, PRE-LOVED ITEMS TO A VINNIES SHOP
- + REMEMBER US IN YOUR WILL TO LEAVE A LASTING LEGACY BEYOND YOUR LIFETIME
- + FUNDRAISE FOR US BY CHALLENGING YOURSELF TO EVENTS LIKE COMMUNITY FUN-RUNS
- + BECOME A CORPORATE PARTNER AND JOIN YOUR BUSINESS WITH VINNIES TO SUPPORT THOSE IN NEED



St Vincent de Paul Society
NSW
good works

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