

Annual Report 2023–24



St Vincent de Paul Society
QUEENSLAND

good works

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St Vincent de Paul Society Queensland
ABN 14 211 506 904

St Vincent de Paul Society Queensland is an entity incorporated by "Letters Patent" under the *Religious, Educational and Charitable Institutions Act 1861* (Amended 1895) (Qld).

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The St Vincent de Paul Society Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of Australia. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business and services. We pay our respects to ancestors and Elders, past, present, and emerging. The St Vincent de Paul Society Queensland is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters, and seas.

ARTWORK: *Reconciliation, and communities together on Country* by John Smith (Gumbula).

Celebrating 130 Years of St Vincent de Paul Society Queensland

In this edition of the Annual Report, we celebrate 130 years of St Vincent de Paul Society Queensland and honour the many hands that made this milestone possible. We reflect on our rich history of charity, faith, and compassion, and the pivotal role the Society has played in supporting communities since 1894.

This report shares the positive change our people have been able to affect over the 2023–24 financial year and is representative of the enduring impact the Society has and continues to make today.

**WATCH OUR
130 YEARS VIDEO**





Archbishop's Message

The work of the St Vincent de Paul Society is always necessary because, as Jesus himself said, *"the poor you will have with you always"* (Matthew 26:11).

It was the poor of Paris who stirred the founders of the Society, and it is the poor of the world who stir the Society now, including right here in Queensland. This Annual Report is testimony to that.

The Society's work is not just in answer to human need, but in answer to the call of Christ, who also said, *"Insofar as you did it to the least of my brothers and sisters, you did it to me"* (Matthew 25:40).

The unglamorous and often thankless work of the Society is a service of Christ himself; and as such, it points to the heart of what the Church is called to do and be.

This Annual Report tells only part of the extraordinary story of the Society through the last year; the whole story is known only to God. I thank all of those who have contributed to the work of the Society, some of whom are recorded in this Report but many of whom are not. But God knows who they are.

Through these challenging times, may the Society continue to flourish; and may younger generations find inspiration in the Society's work, so that the great Christian witness which began with Blessed Frederic Ozanam and continues to this day never fail in the Church and the world.

The Most Reverend Mark Coleridge
Archbishop of Brisbane

"Through these challenging times, may the Society continue to flourish; and may younger generations find inspiration in the Society's work."



Kingaroy Conference
80th Anniversary Celebration.

About this Report

The St Vincent de Paul Society Queensland (SVdP, the Society, Vinnies QLD) provides this report as a summary of our operational and consolidated financial performance during the financial year July 2023 to June 2024, including those of our wholly-owned subsidiary organisations Ozcare and Vinnies Housing.

This report highlights the impact the St Vincent de Paul Society has made in Queensland throughout the year as our Members, Volunteers, and Staff work together to serve those in need graciously.

To our generous donors, supporters, and corporate and government funders, we offer our heartfelt thanks — without your financial support, we would not be able to fulfil our Good Works across the state.

Finally, the Annual Report serves as a dedication to our Members, Staff, and Volunteers who work tirelessly in support of our Society's mission — thank you for being there for Queenslanders in need.

The achievements and Good Works detailed in this report would not be possible without your ongoing commitment.



Marsden Conference Members.

Our Mission

We are 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

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

Who We Are

The St Vincent de Paul Society has been operating in Queensland since 1894 as an international, voluntary, lay Catholic organisation dedicated to supporting and assisting people in need. We exist as a Member-first organisation, devoted to the prevention of poverty and homelessness, and work to holistically support those experiencing disadvantage to regain sustainable independence by providing them with a hand up, not just a handout.

Our Vincentians (Members belonging to community-based Conferences), Volunteers, and Staff work together to assist those in need with a variety of support services. Our support includes in-home visits, housing and homelessness support, domestic violence assistance, welcoming people to our support centres, and much more. However, the support our Members give to our Companions (those we serve) extends far beyond what could ever be captured on paper.

The value of a hot meal, heartfelt listening ear, warm embrace, community connection or sense of belonging is immeasurable.

Highlights

2023—2024



Our Society provided a total of

\$463m

in services and support



Our Members supported

262,585

Queenslanders in need*



128,510

nights of accommodation provided
for vulnerable Queenslanders



3,360

supported through our Specialist
Homelessness Services

* This figure may include support provided to individuals or families on repeat occasions.



Through a challenging year of cost-of-living increases and housing shortages, our Society did not waver from our mission to help the vulnerable in our community. We are thrilled to share that we delivered a total \$463m in services and support over the 2023–24 financial year, supporting 262,585 Companions in need.



\$14.3m

in direct emergency support



Members volunteered

80,000+

hours in support of their communities, including 50,000+ home visits



\$16.6m

raised through donations, appeals, events and bequests



1,342

Queenslanders experiencing homelessness helped to secure sustainable housing through our Specialist Homelessness Services



Why We Help

For 130 years, the St Vincent de Paul Society Queensland has been supporting Queenslanders in need. Always there, and always will be.

Our purpose and mission are the same today as they were in the founding days of our Society in 19th century France — to serve the disadvantaged and vulnerable in our communities with compassion, respect and love.

While times have changed significantly since the early days of our Society, the need for a helping hand has not.

Our Members state-wide put their faith into action by working with Queenslanders in need to provide a hand-up, not just a handout. We do this by working with our Companions (those we support) to sustain and progress their independence and improve their wellbeing during difficult times.

Supported by our generous donors and government-funded activities and programs, we aid those in need to establish safe and happy environments and support their return to a prosperous and independent life. With the support of our Members, Staff, and Volunteers, our help reaches right across the state.



Members delivering hampers to Companions.

Our Members

Without our Members, our Society's work would not be possible. In their Good Works, our Members aspire to follow the example set by Jesus, St Vincent de Paul and Frederic Ozanam, by serving those in need with dignity.

How We Help

Queenslanders in need connect with their local Conference through our helplines or in-person visits, where our Members dedicate their time to listen and do all they can to provide a hand up. Sometimes, that help is as simple as a grocery voucher during a tough week; sometimes, the help is something that will forever change lives for the better.

Joining Hands to Serve: The Teamwork Behind Our Support for Those in Need

Our Members are not alone — our wider Society, including our Community Program teams, also stand ready to provide professional and tailored support across a range of complex issues such as housing, specialist homelessness services, drug and alcohol recovery, child and family support, domestic and family violence, migrant and refugee services, youth issues, education, employment, and more.

By working together, we ensure we can provide the appropriate level of support to Queenslanders from all walks of life, all with their own unique needs.

Our qualified staff ensure the smooth operation of our Society throughout the state via operational, corporate and administration support services.

Our Volunteers are also integral to our mission, providing their time to help in our Vinnies Shops throughout Queensland or assist in our many Programs, education, and youth services. The additional support received from our generous donors, community, and Government partnerships and grants help us continue to keep our helping hand outstretched across every region of the state.

No matter who we are, all of us play a critical role in our Society's mission to ensure Queenslanders have a trusted place to turn for help.



Left: Volunteer Open Day, West End.

Below: Our Toowoomba team at the Carnival of Flowers Parade.





State President's Report

“All beginnings are somewhat strange; but we must have patience, and little by little, we shall find things, which at first were obscure, becoming clearer.” — St Vincent de Paul

In the Book of Matthew, Jesus says that with faith as small as a mustard seed, we can move mountains.

As our Society celebrates our 130-year anniversary in Queensland, I think back even further to Paris in 1833, where the first seeds of our Society were sown with a single question.

“And you, who pride yourself on your Catholicity, what are you doing now for the poor? Show us your works.” mocked a peer of Society founder Frederic Ozanam, inspiring him to put his faith into action.

He gathered a small group of people to discuss how they could best help the poor in their community — and the rest is history that is still being written to this day.

Frederic's spirit was still very much present in 1894, when his legacy inspired a small group of people in Red Hill, Brisbane, to form our first Queensland Conference in support of locals impacted by devastating floods.

As we carry on a centuries-old legacy to help the poor and vulnerable in Queensland, I thank all our Society's Members and supporters who continue to nourish and grow these seeds today.

Today in 2024, we reflect on a year of rising costs of living and housing, and great struggles for our Companions.

But it was also a year when our Society's people once again stepped up during our cost-of-living crisis to continue to provide a hand up to those who need it most.

Our Society has remained focused and determined for 130 eventful years in Queensland and, whatever challenges the future holds, we will be ready to face it with open hearts and helping hands.

As I conclude this update, I would like to gratefully acknowledge our new office-bearers at State Council this year, Vice-Presidents Nick Herron and John Hollamby.

I would also like to formally thank Amanda Rickman, who generously served as Secretary of State Council from 2017 to 2023 and as Chair of the Membership Committee.

Their time and dedication, and the dedication of all our Members, is deeply appreciated by the Society.

Patricia McMahon
State President

“Our Society has remained focused and determined for 130 eventful years in Queensland and, whatever challenges the future holds, we will be ready to face it with open hearts and helping hands.”



CEO's Report

It's astonishing to reflect on how far the St Vincent de Paul Society Queensland has come in our 130-year history in our great state.

We've been in Queensland long enough to see it change from a British colony to an official Australian state.

Despite such significant change over the years, the values that established our Society 130 years ago remain true and continue to guide us into the future.

Our Society's foundational document, The Rule, states that our vision must go beyond the immediate future and build sustainable development for the benefit of future generations.

Our Strategic Plan 2022–2027 is guiding our Society in Queensland through a great growth period; responding to the increasing and changing needs of Queenslanders impacted by the current housing supply crisis and rising cost of living.

This involves ensuring they receive the assistance and services they need and amplifying their voice, through our advocacy efforts, to be heard by social policy makers at all levels of Government.

Our Members, the core of our Society, are vital to our Mission and we continue to look for new ways to welcome new Members, engage, support and develop our Membership and their Good Works in all communities across Queensland.

Our housing response remains a significant part of our strategy, with our aim to not just double our existing housing stock with another 500 homes in the next few years, but to also establish a new model for housing and homelessness.

“What unites the St Vincent de Paul Society of the past, and the Society of the future, is the continued vision to offer a hand up for people in need — sharing our hope and encouraging others to take control of their destiny.”

The new model will lead to practice as a large state-wide provider of a range of wrap-around support services for Companions at risk of, or experiencing, homelessness.

What unites the St Vincent de Paul Society of the past, and the Society of the future, is the continued vision to offer a hand up for people in need — sharing our hope and encouraging others to take control of their destiny.

To everyone who helped drive our vision and mission in 2023–2024, I offer my sincere thanks and appreciation and look forward to sharing with you the next steps of our Society's journey.

Kevin Mercer
Chief Executive Officer

CEO Sleepout Volunteers with CEO Kevin Mercer.



130 Years

From Humble Beginnings

SVdP Members, Volunteers, and Staff, and Churchgoers celebrating 130 Year mass.



In this special 130 Year anniversary feature, we look back at our storied history in Queensland, look forward to what the future has in store, and meet some of the dedicated people who have been along for the journey.

1894

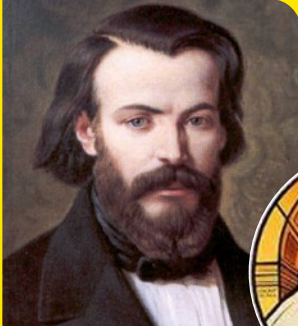
Brisbane

It's been one year since the 'Black February' floods that completely submerged the city, washing away bridges and homes, and claiming 35 lives.

With the community struggling to recover, a small group of concerned citizens met at St Brigid's Church in Red Hill to discuss how to unite and best help those who had lost everything.

This meeting marked the formation of the St Vincent de Paul Society Queensland, and the beginning of a 130-year legacy that we proudly carry on today.





1833

St Vincent de Paul Society Established

Touched by the visions of poverty on Paris streets in 1833, Blessed Frederic Ozanam, with the help of five of his peers, established the 'Conference of Charity'. This Conference later came to be known as the 'Society of St Vincent de Paul', after the patron saint of Charity. Within a decade, the Society had spread to 48 other cities in France.



1893

The Great Flood of Brisbane

In 1893, Brisbane was devastated by a historic flood that swept through the city and parts of the countryside. The waters stole lives, houses, and businesses, and with little direct support from the government, Queenslanders were left in desperate need of relief.



1854

First Australian Conference

After arriving from England in 1850, Father Gerald Ward served as one of the first priests in Melbourne. He was aware of the works of the Society of St Vincent de Paul and held a 'great concern and compassion for people in need'. His compassion led to him establishing the first Australian Conference in Melbourne in 1854.



1894

First Queensland Conference

In 1894, Brisbane was at the height of an economic depression, experiencing industry and banking collapse, and recovering from the Great Flood. Queensland had never experienced an economic crisis of this magnitude. After seeing the growth in poverty, Reverend Father Hegarty was driven to establish the first Queensland Conference in Red Hill.



30 YEARS

OF HELPING QUEENSLANDERS IN NEED

1894–2024

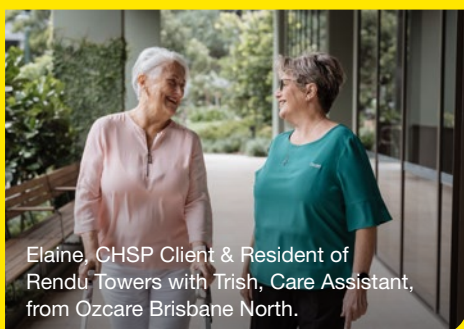


130 Year mass at St Brigid's Church, Red Hill.

1996

St Vincent's Community Services/Ozcare Established

St Vincent's Community Services was established in 1996 as a special works of the St Vincent de Paul Society, later being renamed to Ozcare. Ozcare started with a vision to offer home aged care facilities and respite services, support the disadvantaged, and help seniors and people with disabilities stay in their homes for as long as possible.



Elaine, CHSP Client & Resident of Rendu Towers with Trish, Care Assistant, from Ozcare Brisbane North.

2017

Vinnies Housing Established

Vinnies Housing was established as a subsidiary of the St Vincent de Paul Society, and aimed to provide affordable rental housing for low-to-moderate income people who are unable to secure long-term social and affordable housing.



Nerang Development Render.



2024

Celebrating 130 Years

The St Vincent de Paul Society has a rich history, one that is defined by love, compassion, and charity that has spread all across the globe. Thanks to our Queensland Members, Volunteers, and Staff, this spirit lives on today providing much needed support to Queenslanders doing it tough.



This year we celebrate 130 years of providing a hand up to people in need in Queensland. We take the time to reflect on our achievements, such as progress on our 500 Homes Project, the election of our first female State President, Trish McMahon, and record-breaking retail and fundraising events.

State President Trish McMahon, Matt Nunan, and Member Heather cut the cake at the 130 Year celebration Mass.

Decades of Dedication

Our Members, Staff and Volunteers all have their own reasons for joining the Society. But what unites them is their passion for helping their communities.

For our 130th anniversary, some of our long-serving people share how they got involved with SVdP Queensland and what it means to be a part of our Society.

Pilgrims in front of St Brigid's Church, Red Hill, after the Reconciliation Pilgrimage Walk 2024.





Bob Green OAM

Member, Brisbane Diocese
 — 58 years with
 St Vincent de Paul Society

It's a great honour to be involved with St Vincent de Paul — I'm surrounded by great people who are dedicated to uplifting others.

When I first joined the Society, we were lucky to get two or three calls a week. Now it's closer to 10.

But I've made some good friendships over the decades and the Companions are always grateful. Life should be about the four F's — Faith, Family, Friends and Fun.



Ron Telford

Member, Townsville Diocese — 59 years with St Vincent de Paul Society

I was asked to join the Society in October 1965 and am currently the President of St Thomas Conference in Airlie Beach. Throughout my time with the Society, I've learned that our mission is all about helping people quickly, effectively, and with confidentiality.

Cost of living is of course a big issue in our community, but I believe it's important to also keep our spiritual values at the forefront.

With so many people coming to us for help, we have a great opportunity to make a lasting impact on future generations.

Margaret Barlow

Member, FNQ Diocese
 — 34 years with St Vincent de Paul Society

In 1984, after my husband retired, we bought a caravan park on the side of a hill, where I first met a group of ladies from Vinnies who would bring food and support to some of the residents.

I got to know them well, and they reminded me of when my husband's family had relied on support from Vinnies during a difficult time.

Seeing these wonderful women in action week after week inspired me to get involved.

Working with Vinnies and seeing what other people go through has been amazing. It makes you a better, less selfish person and I count every blessing.



Suzanne Holden

Volunteer and Member, Northern Diocese
 — 18 years with St Vincent de Paul Society

My friend Val, who sadly passed away this year after more than 20 years with Vinnies, first encouraged me to join. It has been an amazing decision.

I've been at the Gympie Shop for 18 years and I joined the local Conference to help support Companions and manage the food bank.

My relationship with the community and my fellow Members, Staff and Volunteers remains strong and it's a real close-knit, family-like atmosphere here at Vinnies!



Decades of Dedication



Lenore Brown

Volunteer, Townsville Diocese
— 67 years with St Vincent de Paul Society

I remember, it was my aunties that encouraged me to join Vinnies as I'd be the youngest one there!

I joined in 1957 and, apart from taking a few years off to focus on my four children, 67 years later, I'm still here.

I'm 88 now and I still love going down to the shop — we have some lovely ladies I work with.

I used to be the boss, although if you ask some of the ladies there, they'd tell you I still am in a way.



Karen Roberts

Area Manager Housing and Homelessness Services, Toowoomba & Western Diocese
— 18 years with St Vincent de Paul Society

I started at Ozcare in 2006 and merged to SVdP in 2019. I managed three Programs before moving to my current Area Manager role two years ago and was fortunate to establish the pilot East Street Supported Housing Program.

The need only continues to rise, and what we're seeing now is more families in these situations that have never struggled for housing before.

Supporting people in need, the loyalty of the Staff, and the growth of our services, are all reasons why after 18 years I wouldn't want to work anywhere else.

Jackie Youngblutt

General Manager of Programs, State
— 23 years with St Vincent de Paul Society

Our housing response has grown significantly in my 23 years with the Society, especially since the COVID-19 pandemic.

The transition of Ozcare's social inclusion programs and the establishment of Vinnies Housing really opened up more opportunities for us.

While our Society has grown significantly, so too has the need in our communities. Currently, our teams are challenged by a lack of exit options for residents in our hostels or domestic violence shelters.

I'm lucky to work with a great team, but some of my fondest memories have been working alongside our Members. Spending time with them really grounds you and reminds you what our Society is all about.



Looking Forward What's Next for Our Society?

Thirteen decades after our inauguration, our Society in Queensland is not just surviving, but growing.

With more Queenslanders than ever facing homelessness, poverty and financial struggles, our mission is just as vital today as it was at the first Conference meeting in 1894.

Guided by our Strategic Plan 2022-27, our Society continues to build on its foundations to ensure we can be there for Queenslanders in need for centuries to come.

"As our Society continues along a significant growth period, our Members remain our first Strategic Plan priority — and for good reason," State President Patricia McMahon said.

"After all, there would be no St Vincent de Paul Society without them."

"Their determination amidst an increasing Companion need has not gone unnoticed and we must ensure they are supported to grow — not just in numbers, but in encouragement, spirit and faith."

Growing, Engaging and Spiritually Nourishing Our Members

General Manager — Mission and Membership Samantha Hill said if we want to best meet the needs of our Companions, we must also meet the needs of our Members.

"The strong foundation of the Society provides a significant opportunity for growth and innovation in the changing world around us," she said.

Ms Hill advised the Society is focused on creating new models of Conferences that offer various ways for people to engage with our mission, while remaining true to our core values.

"We are also encouraging growing connections with other community organisations and building lasting partnerships that will holistically support our Companions," she said.

Ms Hill said nourishing the spirituality of our Vincentians, providing resources, leadership training, mentorship and developing succession plans for Conference leadership roles were also key goals for the near future.

Elspit Mulherin

Volunteer and Member,
Rockhampton Diocese
— 47 years with St Vincent
de Paul Society



I've been President of two Conferences: St Jude's and Our Lady of Perpetual Help in Mackay. I volunteered down at the men's hostel for 36 years and was also on the housing committee.

The hostel has changed a lot over the years — conditions are stricter but safer, but the compassion we have for residents has always been there.

When we see success stories with the Companions that we help, we see the good as well as the bad. Anyone that can lift themselves up and come back and thank us in the way that they do, that's the greatest achievement.

Tanya Mahoney

Administration Manager, South Coast
— 32 years with St Vincent de Paul Society

I've seen so many changes, operationally, strategically and technologically. Holding meetings online has been a great way to connect with our Dioceses across the state.

Our Vinnies CEO Sleepout on the Gold Coast has grown tremendously in its nine years of running, thanks to the fantastic support of our local community and amazing Ambassadors.

One thing that hasn't changed is the ethos and mission of our people — it's always been a passion and it's always been for the betterment of the community.





Spiritual Advisor's Message

***"Burdens lifted; burdens shared,"
— reflecting on the year that was.***

As we come to the end of another year of privileged ministry with those made poor, those on the margins of society, and those on struggle street, there is value in looking back and reflecting on what we seek to do and seek to be.

What are our touchstones; our litmus tests? Are we authentic? Are we credible and real? What does it mean to be 'the hands behind the help?'

A sense of self pride nurtured. A place of genuine welcome and acceptance. A face and eyes and touch that is respect-filled and honouring. Words that encourage. Words that heal. A sense of personal and psychological safety. Respect — profound respect.

A sense of brotherhood and sisterhood shared. A reciprocal relationship where we both give and receive. A time and place where story is honoured and respected. Burdens lifted; burdens shared. A place of rest, a sense that you are not alone.

A knock on the door that is welcomed, and the opening of that door reveals an ordinary person in a Vinnies shirt that seeks nothing more and nothing less than to be a pilgrim on life's journey with you! Fidelity on life's journey when too many have left you to walk so alone!

Are these our touchstones? I have no doubt that, despite our own feet of clay, our Companions would say, "You are real, you are faithful, you are there!"

Thank you for all that you have done and being for Christ *"in the distress and the disguise of the poor,"* (Mother Teresa of Kolkata) during 2024.

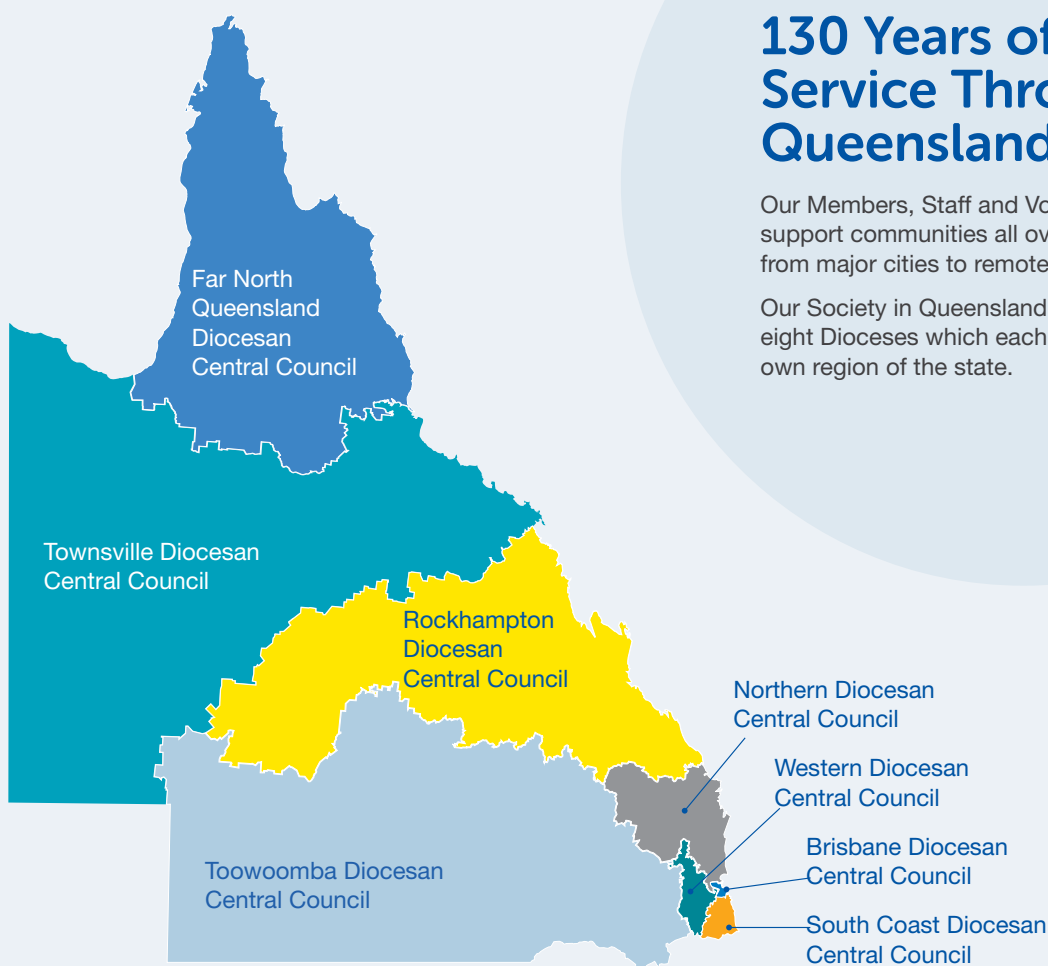
Br Damien Price
Spiritual Advisor

"...There is value in looking back and reflecting on what we seek to do and seek to be."



St Patrick's Conference in Gympie celebrates 100 years of service.

Local Support Across QLD



130 Years of Service Throughout Queensland

Our Members, Staff and Volunteers support communities all over Queensland, from major cities to remote towns.

Our Society in Queensland consists of eight Dioceses which each service their own region of the state.

Diocesan Central Council	Members*	Conferences	Volunteers	Vinnies Shops	Homeless Hostels**	Vinnies Housing Properties	Aged Care Facilities
Far North Queensland	120	10	313	13	2	37	3
Townsville	203	20	689	18	2	17	2
Rockhampton	231	32	580	23	3	111	2
Northern	512	27	795	21	1	79	4
Brisbane	513	37	652	14	1	103	1
Western	431	28	607	16	0	45	1
South Coast	383	27	680	20	0	97	4
Toowoomba	177	25	617	16	2	146	1
State-based Programs	N/A	N/A	268	N/A	N/A	N/A	N/A
TOTAL	2,570	206	5201	141	11	635	18

* Members include Associate Life Members.


** Our Society operates several domestic violence shelters and drug and alcohol services across Queensland. Their locations have been withheld from this table for privacy.

Diocesan Report



**FAR NORTH QUEENSLAND
DIOCESAN CENTRAL COUNCIL**

\$507,488 | **19,970**
distributed in support | occasions assisted



**TOWNSVILLE DIOCESAN
CENTRAL COUNCIL**

\$672,763 | **23,647**
distributed in support | occasions assisted

The Far North Queensland (FNQ) Diocese had an impactful year in 2023–2024, achieving remarkable results despite numerous challenges. Retail Volunteers delivered record-breaking sales, and FNQ Programs secured 18 housing units in Manooora, providing much-needed support and subsidised rent for people who are experiencing or at risk of homelessness.

A successful Community Sleepout in 2023, during Homelessness Week showcased continued local support, with major sponsor Kenfrost Homes contributing \$36,320, enabling us to reach our fundraising target of \$60,000.

However, the year wasn't without its difficulties. Cyclonic weather, flooding, and a COVID-19 resurgence led to temporary store closures, and the rise in living costs and housing pressures caused a significant increase in the number of people requiring assistance. Financial support increased over the 2023-24 Financial Year, as did the number of occasions our Members assisted those in need.

FNQ is piloting a No Wrong Door approach to service as part of the Better Housing Outcomes model. This approach aims to ensure all clients can access our Society's services in the region seamlessly.

The youth sector saw growth with the introduction of the Ozanam Leadership Program. School Engagement has also increased with many students engaging through visits to the warehousing and distribution centre as their commitment to Social Justice.

Vital support through Emergency Relief, Christmas Hampers, the Children's Education Fund, Disaster Relief and improvements in recycling reduced landfill by 34% all reinforced the Diocese's unwavering commitment to the community.



President:
Veronica Innes

Executive Officer:
David Monaghan



President:
Brian Headford
(Collette Brickhill to February 2024)

Executive Officer:
Sharon Nicholson

The year 2023–2024 has been a period of remarkable achievement and growth for the Townsville Diocese. We saw exceptional performance in Membership growth and youth engagement, and our retail sales exceeded all projections. The supportive culture fostered by the team, Volunteers, and Members has been the foundation of these successes. With the team now nearly at full capacity, the Diocese is well-positioned to embrace the upcoming financial year and unlock even more potential.

Despite various challenges, significant strides have been made to improve operations. A major highlight was the successful launch of Woodman Court, now the largest Vinnies store in Australia, which generated an impressive \$1.38 million in revenue within its first nine months. This achievement underscores the impact of a renewed operating rhythm and the hard work of all involved.

Looking ahead, innovation and growth will continue to extend the Diocese's reach. Membership has increased by 14% over the past year, a clear testament to collective efforts. We also introduced smaller but equally impactful Member groups at St Joseph's Catholic School in Mt Isa, St Joseph's Catholic School in Cloncurry, St Coleman's School in Home Hill, and St Anthony's Catholic College in Townsville.

Heartfelt gratitude is extended to each team member for their dedication and collaboration. With so much already accomplished, the Diocese looks forward to even greater achievements in the year ahead.



**ROCKHAMPTON DIOCESAN
CENTRAL COUNCIL**



\$722,739

distributed in support

21,185

occasions assisted

2023–2024 was a busy year for Rockhampton, with several new initiatives established in addition to our day-to-day support.

An online Conference has commenced to support Companions in remote regions where a local Conference does not exist.

Our Youth team are in the process of establishing five college Conferences throughout the Diocese, which will run in our Catholic Schools, connected by an additional online Conference which will provide extra local, on-the-ground support.

Our executive team have worked hard to secure two grants which will further our support for Companions in Biloela and Mackay. Biloela received a \$5.89m grant to fund the refurbishment of their store and support centre, while the Juliet St Support Centre in Mackay will undergo an entire redevelopment with a \$5.2m grant.

The Mackay redevelopment will include six independent living units for Companions, space for the Housing Team in Mackay, and additional resources for locals sleeping rough.

Our Retail and Distribution Centre teams in Rockhampton have been given the unique opportunity to partner with Toyota to assess and improve our stock control and distribution process.

We continue to work on our Reconciliation Action Plan, with attendance at NAIDOC and National Reconciliation Week events throughout the region. We also welcomed Foodbank donations to help provide 100 food hampers to locals in need.



President:
Peter Dougherty

Executive Officer:
Tanya Doherty



**NORTHERN DIOCESAN
CENTRAL COUNCIL**



\$2.17m

distributed in support

47,432

occasions assisted

The Northern Diocese had an eventful and impactful year marked by significant milestones and challenges. In June, we participated in the CEO Sleepout, raising awareness and funds for homelessness.

We proudly celebrated 80 years since the formation of the Conference in Kingaroy, a testament to our enduring commitment to the community. A special highlight was presenting Michael Carroll with an Associate Life Membership, recognising his 60 years of outstanding service to the Society.

In August, we hosted the inaugural Diocesan Mission Days over two days in Northern and Southern locations, ensuring broad participation from Vincentians, Staff, and Volunteers. These events reinforced our unity and dedication to working as one Society.

Our retail operations also saw growth with the reopening of the Noosa store as a Feel Good Finds store and the launch of new stores in Margate and Maryborough. Both locations have enhanced our presence and provided new homes for the local Conferences.

The year also saw the donation of Myriam's Cottage by Myriam's family in Hervey Bay, which is now a home for families in need. The housing crisis and rising living costs continued to challenge our efforts, and this year, our Conferences provided support on over 3,000 more occasions, and distributed a further \$212,000, than last year.


There were many joyous occasions, including three Festival Masses and the presentation of Associate Life Memberships to Della Lopez and Helen Hayes, who had served as Treasurer of the Coolum Conference for 40 years, in recognition of their invaluable contributions.



President:
Beryl Rowan

Executive Officer:
Lisa Baker


Diocesan Report



**BRISBANE DIOCESAN
CENTRAL COUNCIL**

\$1.9m
distributed in support

39,567
occasions assisted



**WESTERN DIOCESAN
CENTRAL COUNCIL**

\$1.8m
distributed in support

38,187
occasions assisted

Our Members continue to confront issues with housing and homelessness, cost-of-living pressures, domestic violence, mental health issues, as well as the usual requests for food and clothing.

Several Conferences celebrated special anniversaries during the year, including Guardian Angels, Wynnum (100 years), Holy Spirit, New Farm (90 years) and All Saints, Albany Creek (30 years). Festival Masses were celebrated for south-side Conferences in September and north-side Conferences in November.

A Spirituality Workshop in March brought together Spiritual Advisors from the Brisbane and Western Dioceses. The Youth team had another busy year, with the Ozanam Leadership Program, young people's camps, hands-on sessions on disadvantage, street retreats for secondary school students, and the De Paul Reconciliation Pilgrimage taking place.

The Diocese worked with other south-east Dioceses in a virtual Conference over Christmas, consolidating separate call centres into a central Contact Centre. We are reviewing a similar model for warehousing.

An active recruitment program for Volunteers for our Centres of Charity was run by retail staff, with the strong support of Regional Council Presidents.

The Wynnum and Cannon Hill Centres of Charity were closed for repairs and refurbishment during the year. Now having been blessed and reopened, they have seen strong performance against budget.

An in-principle agreement was reached with Emmanuel City Mission, a Catholic charity serving the homeless in inner city Brisbane, to support them in their work. Discussions continue on extending the Diocese's Good Works through partnership with other organisations.



President:
John O'Gorman
Executive Officer:
Ray O'Donnell



President:
John Hollamby
Executive Officer:
Liz Ward

The year under review was another challenging one for our Diocese.

Kenmore Centre of Charity was closed for seven weeks following storm damage over the Christmas/New Year period. The refurbished centre was re-opened on 10 February as the first Feel Good Finds store in the Diocese.

Paddington Centre of Charity was also closed for four weeks for refurbishment and reopened on 25 May as the State's first boutique Feel Good Finds store.

This year represented the 130th anniversary of the commencement of the St Vincent de Paul Society in Queensland, which began in the Western Diocese at Red Hill in February 1894. This milestone was celebrated at a Festival Mass at St Brigid's Church, Red Hill on Sunday 5 May. The occasion also coincided with this year's De Paul Reconciliation Pilgrimage, enabling the pilgrims to join the Festival Mass at the conclusion of their journey.

The Diocesan Spirituality Team, jointly with our counterparts in Brisbane Diocese, held a very successful Spirituality Workshop on 9 March.

Another positive aspect for the Diocese was the success of the virtual Conference that operated over the Christmas/New Year shutdown period. Although it was an initiative of three south-east Queensland Dioceses, Members and Staff from Western featured heavily on the roster and performed admirably.

The Diocesan Central Council sincerely thanks all our Members, Staff and Volunteers for their wonderful work in helping our Companions during this difficult economic time.



**SOUTH COAST DIOCESAN
CENTRAL COUNCIL**



\$1.55m

distributed in support

36,804

occasions assisted



**TOOWOOMBA DIOCESAN
CENTRAL COUNCIL**



\$1.48m

distributed in support

35,793

occasions assisted

The past year saw remarkable achievements within our Diocese, with strong community support from Parishes and Catholic Schools allowing us to assist on 36,804 occasions – a 5.2% increase. We are particularly grateful for the \$1.55m in material aid provided.

Notably, Conference Membership and Vinnies Shop Volunteers grew, with Retail and Diocesan Staff playing a vital role in meeting both operational and assistance demands.

Despite these successes, the challenges of sub-1% rental vacancies, rising homelessness, and the high cost of rent and necessities created considerable strain on both Companions and Members. Our Keeping Queenslanders Housed package, however, provided crucial support, along with nearly \$200k from the Children’s Education Fund, helping families through tough times.

The youth sector flourished, with increased involvement in Buddies Days and school visits, as well as collaborations with other Dioceses. Our Programs Staff were also active across key services, including domestic violence support, housing services on the Gold Coast, and family intervention programs.

The 2024 Gold Coast CEO Sleepout raised \$623k, which, together with \$600k from 2023, will help to fund the pre-construction of 60 new units at Nerang and further housing in the Gold Coast City Council area.

Thanks to our CEO Ambassadors and the Gold Coast community, we are well on our way to addressing housing challenges in the region.

For the Toowoomba Diocese, Membership growth has been a major focus this year. A successful two-day retreat in March drew attendees from various Parishes creating an innovative environment to reflect and build on what Membership is about for the Diocese. A workshop for country Conferences was also held, which allowed for clearly defining the support needed to keep rural Conferences active.

Efforts to address the housing crisis in south-west Queensland have led to positive outcomes, with many local Government Councils eager to collaborate with the Society to assist their communities. Strong relationships have been formed, enhancing the Diocese’s impact in addressing housing needs.

Youth engagement remains a highlight, with the Buddies and Sense Programs, Ozanam Leadership Program, and schools’ involvement all seeing great success. The Youth Program now boasts a committed group of 40 young Volunteers, a significant achievement for the Diocese.

Retail operations have exceeded expectations, generating \$4.17 million in sales. The Chinchilla Centre was successfully refurbished to incorporate the Feel Good Finds branding, further enhancing the retail experience.

As the demand for assistance has grown over the past year, all Conferences have met the increased needs, with many reporting new faces seeking support as the cost-of-living rises. With numerous projects on the horizon, there is strong enthusiasm for the coming year and the opportunities it holds.



President:
John Blake

Executive Officer:
Kris Martin



President:
Shane Blakeley

Executive Officer:
Kathie Brosnan

The Arnold Sisters

The Family Support at the Centre of Nambour's Family Support Centre

How do five sisters all end up volunteering at St Joseph's Nambour Conference, Family Support Centre?

When we reflect on the incredible example of compassion set by Jim and Margaret Arnold's generosity in service to those in need, it is easy to understand why five of their ten children would follow in their footsteps as Vincentians.

"I was motivated to join SVdP... firstly by the love of my parents in how they were involved and also my siblings who helped me so much," said Peggy.

For Peggy, Helen, Annette, Mary and Chris, it is the shared stories from their parents Jim and Margaret, which instilled a great desire to offer hope and help to others.

"It is such sacred work to share in the lives of our Companions as well as each of the Vincentians — each one is the face of God, and this stirs my heart to live more fully with integrity, kindness, compassion and justice."

Annette



“I am motivated to do this work as I believe I have been blessed with a happy life and a great family and would like to use my skills to assist others who are less fortunate than I am,” said Helen.

But the sisters’ drive to help goes beyond their family connection, as they are also motivated by the opportunity to connect with our Companions.

“It is such sacred work to share in the lives of our Companions as well as each of the Vincentians — each one is the face of God, and this stirs my heart to live more fully with integrity, kindness, compassion and justice,” said Annette.

“I learn so much from Companions about resilience, humility, self-sacrifice and courage. I hope that as I meet them with love and acceptance that I can give them a hand up, not only a handout,” said Mary.

“Sharing of my gifts and privileges in life is essential for me. It is in giving that we receive, and I am always so thankful that I have been given so much in life. My husband, Bill, has joined me as a Conference Member and our retirement is abundantly enriched by this shared experience of giving with love,” said Chris.

When the Family Support Centre opens each day, there is usually at least one Arnold family member there to help other families in need of support. From Jim’s time as a Diocesan President and State Council Member, a wonderful example has been born of the impact charity can have on a family, and a family can have in the lives of our Companions.



Left and right: Arnold Sisters — Peggy, Helen, Annette, Mary and Chris.
Centre: Jim and Margaret Arnold.



Beyond 500 Homes — Our Housing Response

In response to the ongoing state housing crisis, our Society announced our most ambitious housing project in our 130-year history — to build 500 social and affordable homes in five years to provide to Companions in need.



Since the project launch in 2021, we have secured land and developed designs for 147 homes to be built in Nerang, Bundaberg and Toowoomba, with construction expected to start in early 2025.

While this project is set to already double our existing housing stock, our Society has now made the decision to go even further.

We are currently evaluating housing projects in Woolloongabba, Dalby, Yeppoon, Townsville, Cairns and South Toowoomba.

We are also continuing to identify opportunities to build housing in key regions in all of our eight Dioceses across Queensland.

With significant support from our State Government and the Homes for Queenslanders plan, as well as the support from our donors, we look forward to providing safe, secure and supported accommodation for hundreds of Queensland families in need.

Left: Members and Staff with Hon. Grace Grace MP announcing Mackay facility funding.

Below: Toowoomba Development Render.





Immediate Housing for Immediate Need

While we wait for construction to start on our 500 Homes project, we recognise the need for immediate housing options for Queenslanders experiencing or at severe risk of homelessness.

Over the last 12 months, we've worked closely with the State Government to support converting unused housing facilities into crisis or social accommodation, with close access to our support services to help in the transition to longer-term secure housing.

This model found great success with the Park Hotel, which was bought by the State Government and converted to crisis accommodation for Brisbane residents, with on-site support from our Society.

In the last financial year alone, our Society has partnered with the State Government to provide immediate housing and support across three major projects:

SOUTH BRISBANE

An eight-story hotel has been converted to 60 social units to provide housing for families, expectant mothers and older women.

ROTHWELL

A former aged care facility in Moreton Bay (north of Brisbane) now provides 17 units for Queenslanders with urgent housing needs, with a priority for First Nations peoples and women escaping domestic and family violence.

CAIRNS

18 units, formerly used for police accommodation, now provide supported accommodation for Far North Queensland residents experiencing or at high risk of homelessness.

We are continuing to explore other partnerships with the State Government to provide needed housing, including reconstructing our Mackay Support Centre to provide an additional six social units, community support centre and facilities for locals sleeping rough.

BUNDABERG

60 dwellings

Combination of one- and two-bedroom units

Community hall, external communal spaces and BBQ area

Private reflection spaces

NERANG

60 dwellings

Mix of social and affordable housing

Communal areas

Shared BBQ and social area

TOOWOOMBA

27 dwellings

Combination of one-, two- and four-bedroom homes

Community engagement areas for residents and visitors

Top: Bundaberg Development Centre.

Right: Members and Staff with Housing Minister, Hon. Meaghan Scanlon MP, at Cairns housing facility.

Far right: Nerang Development Render.



SUMMARY

Housing and Homelessness Support

Amidst record rental costs and soaring rates of homelessness in Queensland, a light was found at the end of a long, dark tunnel.

In early 2024, the State Government announced our state's biggest social housing build — one million new Queensland homes to be built by 2046, including 53,500 social housing developments.

While time will tell if the Homes for Queenslanders plan will be our state's lifeline out of the housing crisis, our Society's housing and homelessness teams worked tirelessly to help those currently in desperate need of safe and secure accommodation.

Our Challenge



Record rent costs, **soaring 45%** since the pandemic



Less than 1% of Queensland rentals affordable for minimum wage earners



Demand for homelessness services in Queensland grew by 34% in 5 years — nearly 4 times the national average



43,000+ on the social housing waiting list waiting more than 2 years on average to secure a home

Our Response



128,510 nights of accommodation provided for vulnerable Queenslanders



3,360 supported by our **Specialist Homelessness Services**



1,342 Queenslanders supported to secure sustainable housing

Homes for Queenslanders — a Way Forward

While our Society worked tirelessly to help thousands of Queenslanders impacted by the ongoing housing crisis, it was clear our vulnerable Companions would continue to struggle under a lack of social and affordable housing options.

In February 2024, after several years of advocacy and urgency from community groups including QCOSS and our Society, a light was finally lit at the end of the tunnel.

The Homes for Queenslanders plan — a \$3.1b investment into our housing crisis — is shaping up to be the biggest social and affordable housing investment in Queensland's history.

The plan would see 1 million new homes built across Queensland, including 53,500 social homes, by 2046.

This would be enough to provide the 25,000+ households currently on the state housing register with a social home, twice over.

“Homes for Queenslanders is an important recognition of the current and future housing need,” CEO Kevin Mercer said.

“However, our concerns are still with vulnerable Queenslanders with urgent housing needs, and we hope to see the delivery of these social homes accelerated to 5,000 a year for the next four years.”

This significant investment has received bipartisan support, with the LNP pledging to also honour the housing commitment.

SEE OUR PROGRESS:
Learn more about our
500 Homes Project



Building Our Advocacy Work

While the Homes for Queenslanders plan was very much welcomed, our advocacy work is not yet done.

In early 2024, our Society welcomed its first Advocacy Manager, Jonathan Edwards, to lead and guide our efforts to create a fairer Queensland for our Companions.

In keeping with our Strategic Plan, we are growing our relationships and engagement with local and state politicians and leaders, while also empowering our Members to become advocates in their own communities.

We will continue to drive positive social impact and policy to ensure a better future for Queenslanders struggling under increasing costs of housing and living.



CEO Kevin Mercer with Clients, Queensland Premier Steven Miles and Hon. Meaghan Scanlon MP, Minister for Housing at the Rothwell housing facility.

SUMMARY

Financial Wellbeing and Support

Queenslanders saw a surge in the cost-of-living over the last financial year, which applied further pressure given the already rising housing costs. From utility bills to the grocery aisle, many of our Companions found themselves struggling to even afford the basics.

During these times of financial hardship, our Society was there to provide a hand up.

Our Challenge



Fuel prices increased

by nearly 14% and electricity by 12.7% in a single year



1 in 4 Queenslanders "on the edge of financial collapse"

32,000

Queenslanders taking out financial assistance plans to pay for utilities



No interest loan requests

increased by nearly 20% across the financial year



Families have overtaken individuals for **highest demand** of no interest loans

Our Response



\$14.3m in direct financial assistance provided by Members



\$5.5m provided in groceries, food, vouchers and hampers



641 No Interest Loans and NILS4Vehicle loans approved

SUMMARY

Residential Aged Care, Community and Health Services

Our Society's subsidiary organisation, Ozcare, demonstrates our Society's values of love, respect, justice, hope and joy through their speciality work in residential aged care, community and home care, nursing, allied health and disability support.

The last financial year was a time of significant growth for Ozcare, expanding their community care and aged care support facilities throughout the state. This included the exciting delivery of stage two of the multi-storey Rendu Towers facility in Newstead.

Our Challenge



Queensland's population of over 65's has **more than doubled** since 2003



Seniors are the **fastest growing population group** in Queensland



Over 140,000 Queenslanders access the NDIS

Our Response



30,000+ Queenslanders supported through Ozcare's aged care, home care, NDIS Services and more

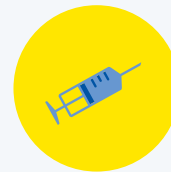
3,476 residents supported in Ozcare aged care facilities and retirement villages



Expanding community care operations in Brisbane, Sarina, Atherton and Innisfail



Growing aged-care support for rural Queenslanders following the transfer of Sarina Aged Care and Warrina Innisfail to Ozcare



100,475 immunisations administered by Ozcare nurses

SUMMARY

Family Support

The cost-of-living and housing crisis have put serious pressure on Queensland families struggling to provide a minimum standard of living. While a lack of available affordable housing made it difficult for Queenslanders to escape from unsafe living conditions at home, our domestic and family violence shelters, Child and Family Services, and support workers endeavoured to assist vulnerable women, children and families in the financial year.

Our Challenge



Police received **171,000 family and domestic violence reports in 2023** — a major increase from previous years



70% of young Queenslanders say their family relationships have been impacted by financial stress



Financial stress has been directly linked to an increase in domestic violence



Increased diversity of cultures referred to domestic violence support services

Our Response



528 women and children escaping domestic or family violence were provided with refuge and support



884 families and children assisted by our Child and Family Services



82% of children reported improved safety as a result of our services

Vinnies Youth

Honouring Our Legacy, Shaping Our Future

Over the past year, Vinnies Youth Queensland has experienced significant growth, expanding programs and increasing school engagement. Vinnies Youth is a vital part of the larger St Vincent de Paul Society, which is dedicated to social justice and community support. Vinnies Youth provides a hand up approach to empowering and inspiring young Queenslanders and equipping them to serve. Our programs are designed to involve young people in meaningful Volunteer work that directly addresses social issues in their communities.

48,000+ students
participated in Society Appeals

11,415 hours
of service from our youth Volunteers

A standout initiative is the Ozanam Leadership Program, which focuses on developing leadership skills among high school students. Participation in this program has doubled recently, highlighting its growing appeal and impact. In total, over 48,000 students participated in Society Appeals, and nearly 2,000 young people were directly involved in Vinnies Youth programs throughout the year.

Our youth Volunteers and Members have contributed an impressive 11,415 hours of service, demonstrating their dedication to supporting their peers and the wider community. This dedication is driven by the 'Pathway to Membership' model, which encourages young people to continue to contribute to the Society and foster the next generation of leaders, once they have aged out of Vinnies Youth programs.

In August 2023, 22 pilgrims from our Vinnies Youth team and wider Society flew to Europe as part of their World Youth Day pilgrimage.

Pilgrims were immersed in the history of the Society during their tour of Paris, followed by a trip to Portugal for an international Vincentian family gathering.

It was in Portugal that the pilgrims joined in the World Youth Day celebrations, where one of our Members, Mikael Pitot, was asked to read at the final mass to an audience of 1.5 million — including Pope Francis!

As we celebrate our Vinnies legacy, the involvement of our youth is crucial for sustaining and advancing our mission. Their enthusiasm and commitment ensure that Vinnies will continue to evolve and meet future challenges effectively. With each year, Vinnies Youth grows and strengthens its impact, helping to build a more just and hopeful future for communities across Queensland.



World Youth Day Pilgrimage, 2023.

SUMMARY

Community Participation

A lack of affordable housing and high cost-of-living impacted a significant range of Queenslanders, including our youth and the newest arrivals to our state. Our programs such as Volunteer Refugee Tutoring and Community Support (VoRTCS), Vinnies Refugee Assistance Program (VRAP) and Migration Advice Service (MAS) provide tutoring, advocacy and mentorship to our migrant and refugee communities, to ensure they feel welcomed and supported.

Meanwhile, our Vinnies Youth teams throughout the state worked to mentor our younger Queenslanders, engaging them in their communities and encouraging them in their social justice work.

Our Challenge



Queensland welcomed nearly **90,000 overseas migrants** in 2023 — the highest on record



1 in 10 Queenslanders aged from 15 to 24 are disengaged with employment or education



1 in 6 Queensland children live in poverty

Our Response



1,949 Queenslanders attended a **Vinnies Youth Program**



48,614 students engaged with Society Appeals



619 refugees and migrants supported with tutoring and mentorship — 291 in Townsville (VRAP) and 328 in Brisbane (VoRTCS)

SUMMARY

Education and Employment

Our Society believes all Queenslanders have the right to learn and build their skills, regardless of their financial situation. Yet, education costs continue to increase with the rising cost-of-living, putting further pressure on families and students.

During a record year of requests for support with education costs, our teams worked to ensure vulnerable Queenslanders could meet their study goals and break down financial and social barriers to education.

Our Challenge



Queensland parents spent on average **\$1,110 per child** for school supplies for 2024



85% of Australians say finances should not be a barrier to higher education



Our Society received a **record number of applications** for support with education costs for the 2024 school year

Our Response

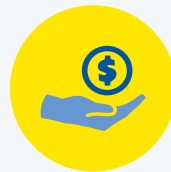


A record **2,220 applications** for our Children's Education Fund — 25% higher than the previous year

20 students successfully completing university subjects through our partnered **Clemente program**



19 participants in our **Skilling Queenslanders for Work program** 84% went on to complete their study



12 Toowoomba Scholarships awarded 75% were to refugees and migrants and 25% to domestic violence survivors



91 Queenslanders experiencing domestic or family violence engaged in the **De Marillac Program**

Feel Good Finds Have Never Felt Better!

In the last financial year, our Vinnies stores continued to deliver exceptional value to our customers through millions of pre-loved sales across our 140+ stores in Queensland.

With over 9 million pre-loved items sold, almost 3 million shoppers got to experience the true meaning of 'Feel Good Finds'; knowing that each purchase is making a difference in the local community and our environment.

The good news doesn't stop there. A record 71,440 kilograms of metal was recycled and diverted from landfill, and 1,389,076 kilograms of non-saleable goods were exported to countries where there is a desperate need for these items.

Vinnies Feel Good Finds have truly never felt better, and we can see it is making an impact in communities across Queensland. Shoppers are thrifting more than ever, delivering a 6% growth in sales year-on-year, and our biggest sales week ever in our June 50% Off Sale.

Our retail evolution continues to resonate and make a splash in the retail industry, with 12 new or refurbished stores opening, and Vinnies taking out the gold trophy for 'Best Store Design' at the Shop! Retail Marketing Awards, beating some major national retail brands.

This record-breaking year has set the course for the next year to be even greater. There will be more Feel Good Finds stores, fresh, innovative and exciting campaigns, and even more vital funds raised to help those doing it tough.

We would not be able to achieve these tremendous results without the dedication and generosity of our Members, Volunteers, and Staff. The heart of the Vinnies experience is our people. We thank you for your contributions and hope you share in the proud achievements of this year and the one to come.



Shoppers are thrifting more than ever, delivering a 6% growth in sales year-on-year, and our biggest sales week ever in our June 50% Off Sale.



Toowoomba Volunteers during 50% off sale.

Clockwise from below:
 Townsville Vinnies Store.
 Shopper at Virginia during
 Funderfest.
 Stones Corner Vinnies Store.
 Airlie Beach Vinnies Store.

Opposite:
 Volunteers and Staff at
 Paddington Vinnies Store.



CEO Sleepout 2024

Queensland business and community leaders spent a cold June's night sleeping under the stars at the 2024 Vinnies CEO Sleepout – raising more than \$2m for homelessness support in the process!



On June 20, more than 500 participants traded their warm beds for a cardboard sheet across Sleepouts held at the Brisbane Riverstage, Gold Coast CBUS Stadium, and Sunshine Coast's Maroochy Surf Club.

Vinnies Queensland CEO Kevin Mercer said the single night raised over \$2m, with all funds going to help Queenslanders facing or at high-risk of homelessness.

“Funds raised from the Brisbane and Gold Coast events will go towards our 500 Homes in 5 Years project; building long-term housing for Queenslanders in need, while the Sunshine Coast event will help resource our Northern Diocesan Members to answer the growing calls for help,” he said.

The 2024 Vinnies CEO Sleepout raised a total of \$8.2m nationally for homelessness support across Australia, with more than 1,500 leaders signing up for the challenge.

The FNQ team also held their 2024 Community Sleepout during National Homelessness Week in early August, raising over \$50,000 for the 500 Homes project.

We extend our heartfelt thanks to all our participants, sponsors, Members and advocates for their incredible support and commitment to helping those experiencing homelessness. Together, we are making a difference.

Above: Brisbane CEO Sleepout participant.

Left top: Gold Coast CEO Sleepout Participants.

Left middle: Brisbane Volunteers at the Vinnies Pantry activation.

Left below: Brisbane CEO Sleepout participants.

Our Supporters and Partners

On behalf of the Society and everyone we have helped throughout the year, we extend our deep and sincere gratitude to the following individuals, businesses and organisations for supporting us to deliver Good Works throughout our communities.

Grants & Sponsorships

Australian Catholic University
Australian Government Department of Health
Australian Government Department of Home Affairs
Australian Government Department of Industry, Innovation and Science, Energy & Resources
Australian Government Department of Infrastructure, Transport, Cities and Regional Development
Australian Government Department of Social Services
Brisbane City Council
Bundaberg Regional Council
Bunnings
Coles Kippa-Ring
Coordinated Community Response to Domestic and Family Violence (CCRDFV)
Foundation for Rural Regional Renewal
Gladstone Faith Baptist Craft Group
Gladstone Women's Health Centre
Gold Coast City Council
Griffith University
Hand Heart Pocket
Ladybirds
Longreach Regional Council
Micah Projects
Moreton Bay Regional Council
Multicultural Australia
Ozharvest
Queensland Department of State Development, Infrastructure, Local Government & Planning
Queensland Government Department of Children, Youth Justice and Multicultural Affairs
Queensland Government Department of Communities, Child Safety and Disability Services
Queensland Government Department of Communities, Housing and Digital Economy
Queensland Government Department of Community Services Funding Healthcare
Queensland Government Department of Corrective Services
Queensland Government Department of Employment, Small Business and Training

Queensland Government Department of Justice and Attorney General
Queensland Government Department of Transport and Main Roads
Queensland Revenue Office
Queensland Rural and Industry Development Authority
Rizeup
Rotary
Share the Dignity
Sisters of Perpetual Adoration
Telstra Group Limited
University of Queensland
Western Downs Regional Council
Zephyr
Zonta

CEO Sleepout Ambassadors

Mr Andre Van Der Merwe
Mr Chris Munday
Mr Colin Wheeler
Mr Dan Carroll
Mr Deon Haar
Mr Jamie Preston
Mr Matt Kratiuk
Mr Nick Herron
Mr Rob Molhoek MP
Ms Belinda Dawes
Ms Deborah Brown
Ms Jano Kotzas
Ms Karen Phillips
Ms Kirsty Rourke
Ms Lana Hill
Ms Tanya Byrne

Gift in Wills

Estate of John Joseph Cantwell
Estate of the late David Donald Moreton Brown
Estate of the late Graham Tate Dwyer
Estate of the late Ronald Ian Atkinson
Estate of the late Tadeusz Bogdan Szubelak
Perpetual Foundation –
The John Thomas Wilson Endowment
Perpetual Foundation –
Yvonne Mary Mayes Endowment

Donors

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Ausco Modular Pty Ltd
Bowen Coking Coal
Burgoyne Family
CW & AM Drew Family Trust
Daughters of Our Lady of the Sacred Heart
DNR Capital
Eagers Automotive Foundation
Emerald Co-op Mitre 10
Flight Centre Travel Group
Followmont Transport & the Tobin Family
G & O Mulcahy Barnett Family Foundation
Goldburg Family Foundation
Heinz Australia
Holy Family, Rockhampton
Hull Family Charity Trust
Italian Community Centre Association (Cairns) Inc
Kenfrost (1987) Pty Ltd

Metcash
Missionary Franciscan Sister of the Immaculate Conception
Mr Andrew Stark
Mr Anthony Oostenbroek
Mr Bryan Menhinnitt
Mr Clarence Gibbons
Mr Clark Kirby
Mr David Prior
Mr Dominic Cannon
Mr Dylan Hurley
Mr James MacDonald
Mr Joe Ganim
Mr Jon Coombes
Mr Kevin Cronin
Mr Leo Cash
Mr Matt Kratiuk
Mr Mel Pikos
Mr Michael Cranny
Mr Michael Kerwin
Mr Nicholas Butta
Mr Paul Ganim
Mr Paul Taylor
Mr Peter Campbell
Mr Scott Watson
Mr Tony Arndt
Mr Warren Castray
Mr & Mrs Ashley & Jane Conroy
Mr & Mrs Charles & Catherine Miller
Mr & Mrs Damian & Louise Power
Mr & Mrs Henry & Maryke Boegheim
Mr & Mrs Philip & Tamlynn Cranny
Mr & Mrs Terry & Susanne Smith
Mr & Mrs Vincent & Eve Burke
Mr & Mrs Wan Long & Pauline Wei
Mrs Cynthia Vaughn
Mrs Jane Gibson
Mrs Lynette Denny
Mrs Patricia Westlake
Ms Ann Gaiotti
Ms Cassie Eivers
Ms Hallee Smith
Perpetual Foundation –
The John Thomas Wilson Endowment
Perpetual Foundation –
The Wheeler Family (NQ) Charitable Endowment
Perpetual Foundation –
Yvonne Mary Mayes Endowment
Peter Ganim
Projectick
Queensland Gives – Barbara Mary Ryan & Eva May Ryan Trust Fund
RACQ Group
Rowland
SDA Queensland Branch
Sisters of Mercy
Sisters of Perpetual Adoration
Sisters of St Joseph of the Sacred Heart
St Bernadine's Catholic Parish
St Vincent's Private Hospital Northside
The Bird Family Foundation
The Worth Foundation
Transurban
Vietnamese Community QLD

Anonymous

45 donors

STRATEGIC PLAN 2022-27

Building on Hope



GROWTH AND DEVELOPMENT OF MEMBERSHIP

Developing and growing Vincentian spirituality, forming and sustaining faith, and vocational work is critical to our Members' engagement and satisfaction, and the fulfilment of our Mission.



ADVOCACY AND INCLUSION FOR HIGHLY DISADVANTAGED

We will drive systemic and policy change to achieve positive social impact for highly disadvantaged individuals across the state, and advocate for system changes required to improve the lives of those experiencing disadvantage.



BUILDING ON OUR HOUSING AND HOMELESSNESS RESPONSE

Through the collaboration of Vinnies Housing, Members, Volunteers, Staff, and partners, the Society will design and build new homes that are safe, secure, and affordable, to ensure a true person-centred model is delivered.



UNITING OUR PEOPLE IN RESPONSE

Our Members, Volunteers, Staff, and partners will continue to deliver assistance and support to those in need, in a manner that respects our history and ethos, promotes diversity and inclusion, and offers rewarding experiences.



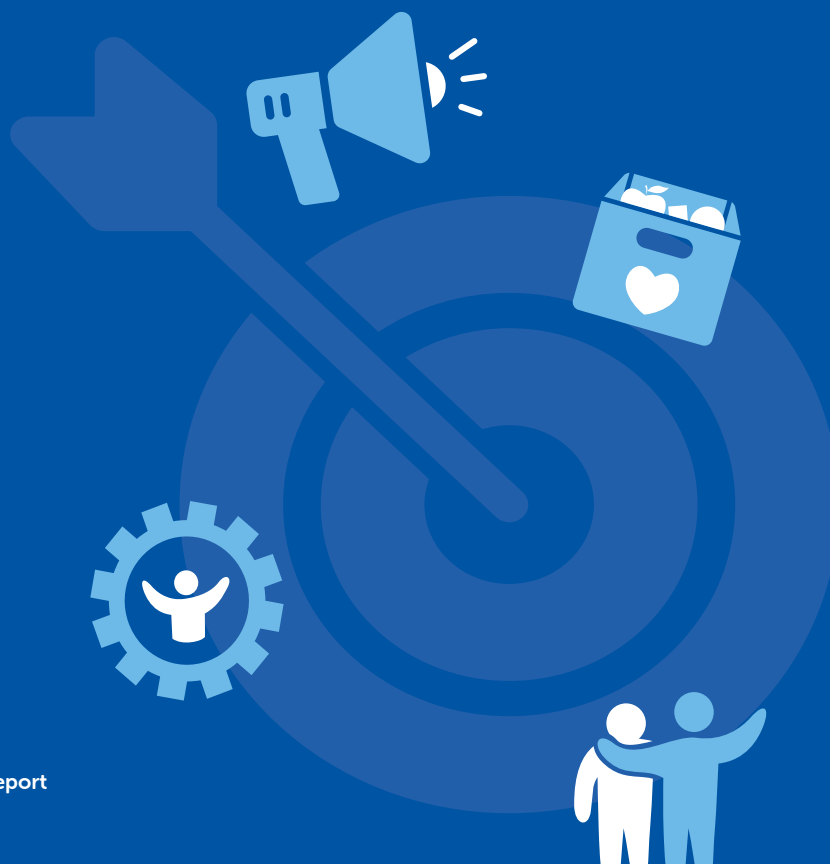
EXPAND AND IMPROVE OUR COST-OF-LIVING EMERGENCY AND DISASTER RELIEF RESPONSE

We will nurture and invest in the critical relationships between Members and Companions, as well as maintain strong funder relations, investment in research, and improved practice in service delivery.



INVESTING IN OUR GOVERNANCE AND RESOURCES

Investing in our governance, resources, and communication capability is critical to supporting all our initiatives. We recognise the need for Environmental, Social, and Governance (ESG) responsibility, measuring our social impact, meeting regulatory and legislative compliance, and prioritising our risk management plans.



State Council and Executive Leadership Team

STATE COUNCIL



Back Row (from left): Dan Carroll, Nick Herron, Veronica Innes, John Hollamby, Susan Dann, Peter Dougherty, John O’Gorman, Peter Duffy, Shane Blakeley
Front Row (from left): John Blake, Dennis Innes, Patricia McMahon, Brian Headford, Beryl Rowan, John Forrest
Absent: Stephanie Veitch, Br Damien Price

EXECUTIVE LEADERSHIP TEAM



Back Row (from left): Rachel Fraser, Joe Duskovic, Jackie Youngblutt, Stephen Bosse, Drew Eide, Sharon Shearsmith, Anthony Nowak
Front Row (from left): Samantha Hill, Kevin Mercer, Jennifer Barrett.

Vinnies Housing Report

Demand for homelessness services in Queensland is reported to have grown by 34% in the past five years (compared to 9% nationally). Housing rental prices and cost-of-living continue to inflate, with the number of private tenancies and affordable-to-low-income householding reducing by more than half since Vinnies Housing was established in 2017. Current estimates indicate that 150,000 households in Queensland continue to have an unmet housing need.

Vinnies Housing has worked closely with the Society, government, other service providers, religious orders, and the community to advocate and increase support for people experiencing housing crisis across the State; and we're making progress.

Our direct service delivery portfolio has increased by over 31% in the past 12 months, with the addition of several new Programs in response to domestic and family violence, bringing our current portfolio of safe and affordable housing to 635 homes across Queensland.

Significant progress has been made in our strategy to build 500 new homes, with 592 new homes in the development pipeline; exceeding our target by almost 20%. More than half of these planned projects are to be delivered in regional Queensland.

The first three projects in Bundaberg, Toowoomba, and Gold Coast are well underway. They are being built on land owned by the Society and with funding contributions from the State Government. These projects will create 147 new homes with construction anticipated to commence in early 2025.

We have maintained our compliance with our key stakeholders and funding partners, and implemented a range of initiatives to strengthen our governance, risk management, and compliance capability, safeguarding our ability to continue to deliver and grow our housing services.

A key highlight has been the launch of our 'Better Housing Outcomes' program. Through evidence-based, leading practice, this program takes a whole of Society approach to providing integrated and transformative service delivery responses to end homelessness.

THE HANDS BEHIND OUR GOOD WORKS

To our Vinnies Housing Board, Vinnies Housing staff, the Society's State Council and Executive Leadership Team, and our Society Members, Volunteers and Staff across Queensland, we thank you for your support. Your willingness to embrace change and to challenge and go above and beyond for the people we assist is remarkable and makes a genuine difference to the lives of many.

It is with pride that we join hands with the Society to present our year in review.

Significant progress has been made in our strategy to build 500 new homes... More than half of these planned projects are to be delivered in regional Queensland.



Greg Coghlan
Chair



Sharon Shearsmith
CEO

Vinnies Housing Board



Top row: Greg Coghlan (Chair), Annette Baker, Anthony Walsh, Gary Searle.
Middle row: Nick Herron, Pauline Thomson, Sharon Shearsmith (CEO), Paul Luton (Company Secretary).
Bottom row: Philip Cranny, Dennis Innes, Nick O'Connor.

Vinnies Housing 2018-2024 Strategic Plan

A full copy of the Vinnies Housing Strategic Plan can be found at vinnies.org.au

Strategic Theme 1: Our Spirituality

Support all of our Members and Staff involved in Vinnies Housing to become fully engaged in and committed to our Mission of serving Christ and the poor through a true understanding of their needs.

Strategic Theme 2: Our Story

Enhance the outcomes of our work through engagement with our people and the community, enriching and celebrating our collective successes.

Strategic Theme 3: Our Partnerships

Develop and grow our partnerships to ensure sustainability and positive outcomes for all stakeholders.

Strategic Theme 4: Our Governance

Maintain appropriate, effective and efficient governing and support structures to enhance values, culture and operations consistent with those of the Society.

Strategic Theme 5: Our Sustainability

To strengthen our performance and capacity to sustainably resource our organisation to enable us to continue to effectively to support those we assist.

Ozcare Report

WALKING TOGETHER

Inspired by the Vincentian Spirit, Ozcare is proud to walk with our clients each day, making a meaningful difference through the provision of accessible aged care, independent retirement living, community support and health services. We empower people from all walks of life to live their best possible lives.

THE YEAR IN REVIEW

We continue to deliver on key strategies across Ozcare while responsibly managing any impact on the communities within which we operate. The increased focus on Environmental, Social and Governance (ESG) goals has led Ozcare to deliver its first ESG Sustainability Strategy.

In harmony with our mission, Ozcare expanded its footprint into the rural communities of Sarina and Innisfail. Investing in regional Queensland ensures older Australians in these areas can continue to age within their communities of choice, assured that they can access high quality care, support and accommodation if needed.

Ozcare continues to co-locate retirement villages with our aged care facilities and support village residents with our home care services. Creating Ozcare communities within the local communities we care for, provides older Australians with peace of mind and a secure plan for their future.

It was pleasing to deliver stage two of Rendu Towers, a 21-storey tower in Newstead, offering retirees a new sophistication in elevated, riverside apartment living in the heart of Brisbane.

In May 2024, we opened the doors to co-located Villa Rosalie, our premium 120-bed aged care facility and re-located our residents from Palm Lodge, New Farm.

Reflections on the Bay, our newest retirement village in Hervey Bay, continues to expand with the addition of 18 units and a further 23 apartments under construction. Master planning is underway for co-located villages at Labrador, next door to Parkwood Gardens, and Mackay, next to St Elizabeth Villa, both of which will be supported by our local community care branches.

It is rewarding to see our retirees embracing their new homes, independence and community-centred lifestyle.

OUR INSPIRING PEOPLE

We pay tribute to Peter Driver, an exemplary Ozcare board member for eight years who retired on 31 December 2023. Peter served with dedication, commitment, and diligence and has left a legacy which provides guidance for our work as we go forward.

Our people are what makes Ozcare special; they underpin the trust in our brand. Our Staff and Volunteers are driven by a deep commitment to our core values of integrity, respect, empathy and compassion. Devoted to helping others, it's so much more than just a job and their reward lies in seeing clients achieve their goals.

We express our sincere gratitude to our Board members and Advisory Committees for their extraordinary contribution during the year. We thank and extend our sincere appreciation to all our hardworking team members across the state. Thank you for caring for our community.



Residents returning from an outing at Currimundi Gardens Retirement Village on the Sunshine Coast.



John Forrest
Chair



Anthony Godfrey
CEO

Ozcare Board



Back row (from left): Dr Minjae Lah, Peter Driver (until 31/12/23), John Forrest (Chair), Declan Rooney, Patrick Sherry.
Front row (from left): David Masters, Glynis Schultz, Christine McMillan, Robert Baker.

OZCARE 2022-2026 Strategic Vision

A full copy of Ozcare's Strategic Vision 2022-2026 can be found at ozcare.org.au

The key areas of focus for this Vision include:

STRATEGIC THEME 1: AGED CARE LIVING

To grow and further enhance our aged care facilities to meet the needs and expectations of our ageing population.

STRATEGIC THEME 2: COMMUNITY CARE

Further develop and grow our services to support a greater number of older Australians and people living with a disability to live independently at home for longer.

STRATEGIC THEME 3: RETIREMENT LIVING

To strengthen our model of integrated aged care through co-locating retirement villages with aged care facilities and supporting village residents with community care services.

STRATEGIC THEME 4: HOSPITAL

To integrate and grow the hospital's services to attract health specialists and meet the needs and expectations of the local community.

STRATEGIC THEME 5: PEOPLE

To maintain high levels of employee engagement and support the attraction and retention of staff.

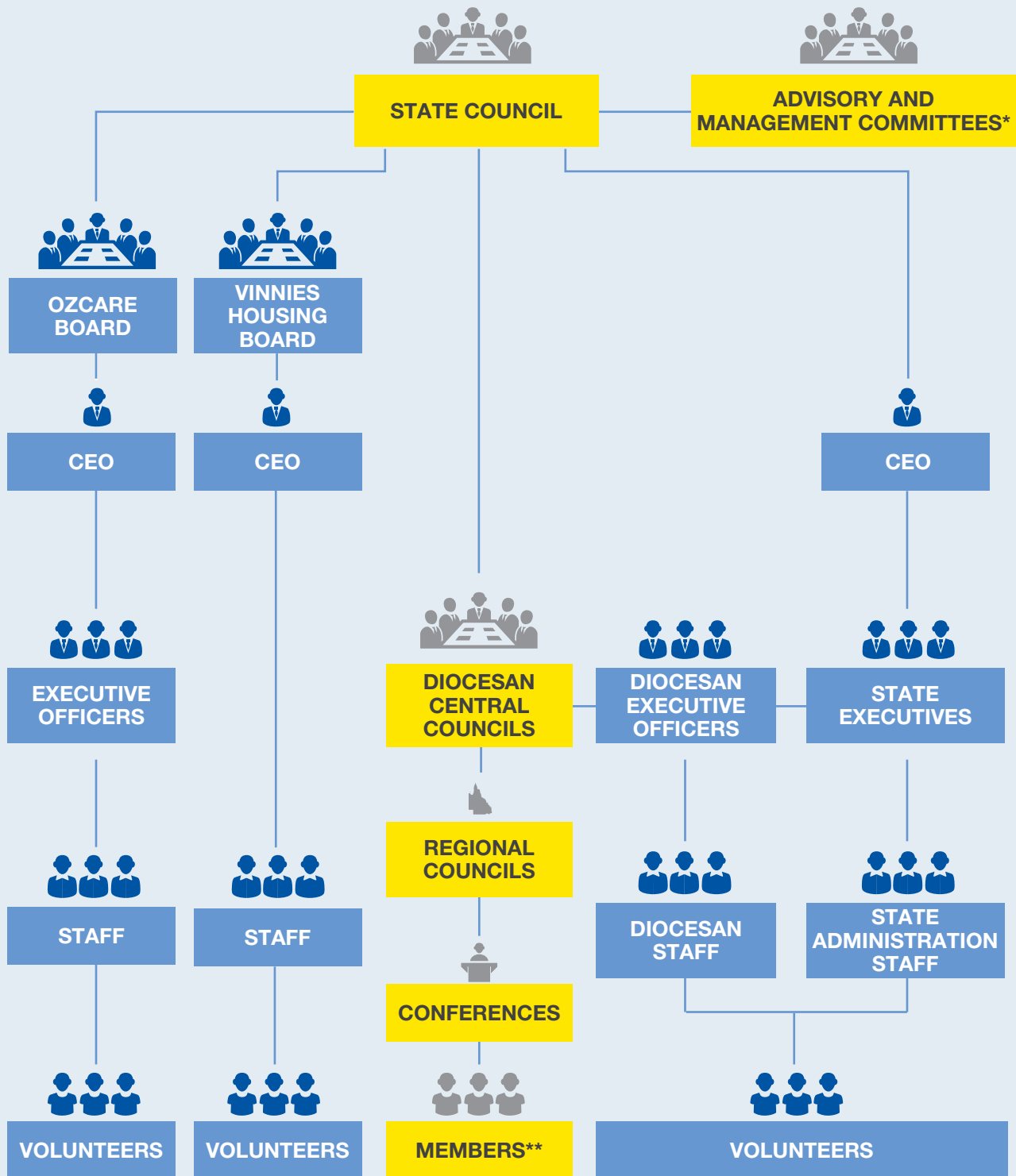
STRATEGIC THEME 6: BRAND

To position Ozcare top of mind with older Australians and their family members as a trusted provider.



Sally, Diversional Therapist, with Walter, Resident at Ozcare Toowoomba Aged Care Facility.

Organisational Chart



* Society Advisory and Management Committees are made up of Members, Volunteers, external professionals and Society Staff.

** Made up of Conference Members, Associate Members, and Volunteer Members.

Our People

This past year has been a transformative period for our People and Culture team, emphasised by the department's name changing from 'People and Safety' to 'People and Culture'. This shift signifies a broadening of scope to include the overall work environment, employee engagement, diversity, inclusion, and the values/behaviours encouraged at the Society.

Our focus on the safety of our workers, safeguarding, and managing our compliance and risk obligations are an important part of our ongoing strategic focus, now led by the Risk team.

We extend a warm Society welcome to our new General Manager of People & Culture, Stephen Bosse, as we continue our mission to support and nurture our people, ensuring we achieve our strategic objectives together.

Our team has seen considerable growth and development with a number of new team members joining the People & Culture team. Our growth allows us to strengthen our diversity, experience, and capability, and enables us to provide a strong customer focus, excellent services, and consistent support to our organisation.

With the successful launch of our Staff Vinnies Hub 2.0 Learning Management System last year, a major highlight this year was the introduction of Vinnies Important Peoples System (VIPS) Learning, our innovative Learning Management System. VIPS Learning, akin to Vinnies Hub, empowers our Members—and soon, our Volunteers—with access to the same resources and training as our Staff, fostering a unified and well-equipped workforce.

We also take immense pride in celebrating our long-standing Staff who have dedicated over 25 years of service. Congratulations to Tanya Mahoney, Melodi Simpson, Antoinette Wigginton, Julie Abrahams, and Leanne Murray for their remarkable contributions.

OUR MEMBERS: 2,570

Our 2,570 Vincentians are the backbone of our Society, operating statewide through Conferences, support centres, Programs and committees across the state.

OUR VOLUNTEERS: 5,201

Our 5,201 Volunteers give their time and expertise to support our Good Works through our retail shops, programs, youth support and offices.

OUR STAFF: 650

Our 650 Staff Members (455 full-time, 174 part-time and 21 casual) provide expert support services to our Members, Volunteers, clients and customers. Committed to our values and mission, our employees are diverse and driven professionals who strive to support our Good Works and those we assist within our communities.

	EMPLOYEES	VOLUNTEERS	VINCENTIANS
SVDP/ Vinnies Housing	650	5,201	2,570
Ozcare	4,286	126	N/A

ASSOCIATE LIFE MEMBERSHIP AWARDS

Brisbane Diocese:
Daniel Vickers, Gwen Flannery, Peter Ryan

Northern Diocese:
Delphine Lopez, Helen Hayes, Michael Carroll

Rockhampton Diocese: Denis Horton, Patricia Evans

South Coast Diocese:
Fay O'Toole, John Maksimas, Maurice Sheahan

Toowoomba Diocese:
Carmel Mahoney, Daphne Moore, Laurie Harbort

Western Diocese:
David Mapstone



Vinnies Cleveland Volunteers and Staff.

Our Governance

The Society relies on State Council to effectively govern the various activities and relationships that make up our organisation.

Good governance is embedded in the practices and procedures that help the Society's people do their work effectively and openly in an environment where their roles and responsibilities are clearly understood.

LEGAL STRUCTURE

The full name of the Society is "St Vincent de Paul Society Queensland" and it is incorporated by Letters Patent pursuant to the Religious Educational and Charitable Institutions Act 1861 (Qld). This entity is charged with responsibility for providing the organisational structure and support for its Members to carry out the Society's charitable work in Queensland.

MEMBERSHIP

The Society has three categories of Membership. Conference Members (also called Vincentians) join in Conferences. They seek to live out their faith and voluntarily offer their time, expertise and support for the delivery of our Good Works. Conferences may be established within a parish, town, suburb, school, workplace or social group. Associate Members also live out their faith in action but do not attend Conference meetings. Volunteer Members are those who respect the ethos and mission of the Society and who volunteer in any of its works or programs. Any person registered as a Conference member has voting rights in relation to the affairs of the Society.

STATE COUNCIL

The State Council consists of the President and Vice Presidents, Diocesan Central Council Presidents, State Treasurer, Youth Representative, Spiritual Adviser and State Secretary. The State Council established a State Administration Office, overseen by the Chief Executive Officer, to which it delegates various corporate and operational functions. To assist with decision-making, the State Council is also supported by advisory committees established to manage activities requiring specific capability and expertise. The State Council is ultimately responsible for the overall governance of the Society, its subsidiaries and all its Councils and Conferences. The President of State Council is the Society's representative on the National Council of The St Vincent de Paul Society in Australia.

REMUNERATION

State Council Members do not receive payment for their services. Their positions are voluntary. However, some members of State Council are provided with the use of a fleet vehicle to facilitate travel and are reimbursed for costs they incur to attend meetings, or while performing the duties associated with their roles.

MEETINGS ATTENDED

During the financial year, State Council held five State Council meetings, with additional meetings for strategy discussion, training, and provision of information leading up to key decisions. State Council meeting attendance is noted below:

STATE COUNCIL MEMBER	NUMBER OF MEETINGS HELD DURING THE MEMBER'S TERM	NUMBER OF MEETINGS ATTENDED
Patricia McMahon	5	5
John Forrest	5	5
Dennis Innes	5	5
Nick Herron	3	3
Dan Carroll	5	5
Susan Dann	5	5
Brian Headford	5	5
Stephanie Veitch	5	2
Br Damien Price	5	4
John O'Gorman	5	3
John Hollamby	5	4
Beryl Rowan	5	5
John Blake	5	5
Shane Blakeley	5	5
Peter Dougherty	5	5
Collette Brickhill	3	2
Veronica Innes	5	5

RISK MANAGEMENT

State Council oversees the establishment, implementation, and review of the Society's Risk Management Framework, which includes Risk Management Policy, Risk Management Strategy, and Risk Register. The Society's Risk Management Policy sets out the principles that the State Council and all levels of the Society need to comply with in managing risk. The Audit and Risk Committee is the key advisory committee with oversight of the Society's risk management practices, including the quarterly reporting of risks by management to State Council.

Vinnies Housing and Ozcare Governance

The Society has two subsidiaries, Ozcare and St Vincent de Paul Society Queensland Housing (Vinnies Housing).

The two subsidiaries are registered charities with the Australian Charities and Not-for-Profits Commission (ACNC), requiring the entities to meet certain governance standards to remain registered with the ACNC.

These entities deliver key services to the poor and are governed by skills-based boards appointed by State Council.

The Society established St Vincent's Community Services in 1996, with the organisation later taking the name Ozcare. From 1 September 2016, the Society resolved to adopt a new Ozcare constitution and governance structure. Governance principles were developed and are now reflected in Ozcare's Constitution.

Under a Member's Charter, certain powers otherwise exercisable by the Board of Ozcare are reserved to State Council with certain powers also reserved to Conference Members of the Society. Vinnies Housing was established to enable a state-wide housing and homelessness response under the direction of a skill-based Board appointed by State Council.

It is a public company limited by guarantee and similar to Ozcare, is a part of the Society's governance framework.

A similar governance structure was adopted for Vinnies Housing where certain powers are reserved for State Council when it commenced operating on 1 July 2017.

All proposed governance arrangements and principles of Ozcare and Vinnies Housing must be in accordance with The Rule of the St Vincent de Paul Society in Australia as amended from time to time.

OVERARCHING GOVERNANCE PRINCIPLES

The following governance principles apply to the subsidiary governance framework:

- (a) Ozcare and Vinnies Housing operate as subsidiaries of the Society;
- (b) Ozcare and Vinnies Housing strategy is to be consistent with, and directed by, the Society strategy and mission; and
- (c) Ozcare and Vinnies Housing Boards to be solely responsible for: (i) regulatory responsibility under the Aged Care Act 1997 (Cth); and Housing Act (Qld) respectively; (ii) other regulatory responsibilities arising from their operational activities; (iii) their own solvency and financial sustainability (to the extent required of directors under the Corporations Act 2001 (Cth)).

Subject to identified regulatory constraints, the Society will maintain capacity to direct key strategic operational decisions of the Ozcare and Vinnies Housing Boards that:

- (a) relate to the Society strategy and mission;
- (b) relate to the Society values and status as a lay Catholic organisation; and
- (c) impact on the financial or other operational activities of the Society. The Constitutions of Ozcare and Vinnies Housing provide that their Board of Directors will comprise of at least five and not more than nine directors where: (i) a majority of the directors must be Vincentians; and (ii) all directors are appointed by the Society.

QUALITY STATEMENT

Ozcare is a quality-certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015). Vinnies Housing is a registered Tier 2 community housing provider under the National Regulatory System for Community Housing.

MEETINGS ATTENDED

DIRECTORS OF VINNIES HOUSING BOARD AS AT 30/6/2024	NUMBER OF BOARD MEETINGS AS DIRECTOR	NUMBER OF MEETINGS ATTENDED
Greg Coghlan	6	5
Annette Baker	6	6
Gary Searle	6	5
Phil Cranny	6	6
Dennis Innes	6	6
Pauline Thomson	6	5
Nick O'Connor	6	5
Nick Herron	2	2
Anthony Walsh	1	1



Treasurer's Report

In my eighth Treasurer's report, I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) achieved a surplus of \$36.6m for the year ended 30 June 2024, a continued improvement on the \$32.1m surplus of last year. This exceptional result has been achieved notwithstanding higher interest rates, an increasing state-wide housing crisis, and global economic and geo-political uncertainties.

Construction was completed on our flagship aged care/retirement village at Newstead, which is now nearly fully occupied. We've finalised negotiations with the State Government to build 3 new housing projects in each of Nerang, Toowoomba and Bundaberg (construction is due to commence in 2025), and we have detailed plans to build further units in Dalby, Rockhampton, Brisbane, Townsville and Cairns. Financial markets rallied both nationally and globally which increased our investment returns, however high domestic interest rates have put many Australians in financial/mortgage distress. The Society responded by spending an additional 14.1% on homelessness services and assisting those in crisis which is our core mission. The Society has the strategic plan of increasing our housing stock within 5 years to over 1,000 dwellings, a goal I've no doubt will be easily exceeded. This is a time where there is a significant and increasing community need of our services and so, the Society will continue to offer the same dedicated, compassionate service to those seeking assistance in Queensland, as we have for the last 130+ years.

Consolidated revenue grew from \$501.8m to \$600m, an increase of \$98.2m or 19.6% (last year 15.1%). This is due to many factors but largely, an increase of \$2m from our retail shops, a significant uplift in aged care services of \$62.2m (including contributions from the Sarina and Innisfail aged sites for the first time), and from contributions for community care and health (\$22.2m).

We again recorded a \$2.5m gain on the Society's investment portfolio due to strong equity markets, and received \$4m additional interest on accommodation bonds held due to higher interest rates. We are very appreciative of the many supporters of our fundraising events, appeals and bequests, for without this assistance the Society would not be able to offer the services it does.

Our key resource allocation continues to be our Aged Care and Community Care & Health, which are Ozcare's core mission. These services represent approximately 72% of the group's total revenue.

Net assets at 30 June 2024 total \$587.7m. The Society continued to expand its delivery of core aged care facilities, including the completion of both stages of retirement living development at Newstead, and the acquisitions at both Sarina and Innisfail. There are significant capital initiatives for 2024-25, including commencing construction on the three State housing projects in each of Nerang, Bundaberg and Toowoomba, which will add 147 units to our housing stock, and developing additional housing projects at Rockhampton, Brisbane, Townsville and Cairns — they are so desperately needed.

Attention is again drawn to the consolidated position which discloses a net deficiency of working capital totalling \$579.5m (last year \$422.58m). This deficiency arises due to the classification of resident liabilities \$495.54m (last year \$342.6m) as a current liability in accordance with Australian Accounting Standards, whereas the assets to which these same liabilities relate (Property, Investment Properties and other investments) are disclosed as non-current assets. This deficiency position is similar to other aged care providers and is detailed in note 1 of the accounts.

Finally, I take this opportunity to personally thank all our Capital Staff, Volunteers, Members (particularly the Finance and Investment, and Audit and Risk Committees), Society members and external advisors for your hard work during the year, and for contributing to our outstanding financial result. Special thanks are extended to our CFO's Ms Rachel Fraser and Mr Dinuke Christie-David, who make my life as Treasurer so much easier. We are indeed fortunate to have such a sound financial base from which to continue the Society's work here in Queensland.

Dan Carroll
Treasurer

“We cannot better assure our eternal happiness than by living and dying in service of the poor” — St Vincent de Paul

We recognise the Vincentians we have lost during the year and their impact on their Diocese, fellow Vincentians, and their loved ones. May they be remembered as a comforting source of hope and support for their communities.

Name	Conference
Far North Queensland Diocese	
Yos Van Slooten	Our Lady of Good Counsel, Innisfail
Frank Agli	Our Lady of Good Counsel, Innisfail
Jeffrey Smith	St Therese's, Edmonton
Catherine Lewis	Our Lady of Good Counsel, Innisfail
Townsville Diocese	
Noel Hardwick	Good Shepherd, Thuringowa
Clorinda Crosby	St Mary of the Cross, Mundingburra
Petrus Offermans	Mary Help of Christians, Castle Hill
Rockhampton Diocese	
Coleen Bignell	Sacred Heart, Yeppoon and Yeppoon Centre
Terence Bishton	Sacred Heart, Yeppoon
Denis Horton	Sacred Heart, Yeppoon and Yeppoon Centre
Denis Ryan	St Francis Xavier, West Mackay
Eric Eastment	St Jude's & St Mary's, South Mackay
Gerard Masters	St Mary's South Mackay and Mackay Support Centre
Jan Webb	St Jude's, Mackay, Macalister Street and Canberra Street Centre
Joseph Mullins	Our Lady Star of the Sea, Gladstone
Julie Ryan	Holy Family & St Camillus, Rockhampton, Gladstone Road Centre
Kevin Casey	Mackay Housing Committee
Kevin Lloyd	Holy Family, Rockhampton
Northern Diocese	
Maxwell Lennox	St Gerard Majella, Maroochydore
Arthur "Stan" Churchill	Our Lady of Perpetual Succor, Tewantin
William "Bill" Potter	St Mary's, Maryborough
Kathryn Standen	St Joseph's, Deception Bay
Maureen Farrington	Our Lady of Perpetual Succor, Tewantin
Barry McKenna	St Mary's Ecumenical, Woodford/Kilcoy
Patrick "Kevin" Hynes	St Mary's, Maryborough

Name	Conference
Brisbane Diocese	
Charlie Deguara	St Bernard's, Upper Mt Gravatt
David Dekker	St Francis of Assisi, West End
Arthur Burgess	All Saints, Albany Creek & St Rita's DV Special Works
Paul Finch OAM	Our Lady of the Way, Petrie
Tom Treston	St Agatha's, Clayfield
Lenore Girard	St James, Coorparoo
Paula West	Guardian Angels, Wynnum
Wendy Cassell	Guardian Angels, Wynnum
Jan Cronin	Guardian Angels, Wynnum
Western Diocese	
Alan Taylor	St Finbarr's, Ashgrove
Robert (Paul) Vickers	Christ the King & St Joseph's, Corrinda/Graceville
Adam Morrison	Christ the King & St Joseph's, Corrinda/Graceville
Bob Devine	Our Lady Queen of Apostles, Stafford
South Coast Diocese	
Andrea Bentham	St Paul's, Woodridge
Vincent Johnson	Holy Family, Runaway Bay
Ruth Palmani	St Paul's Woodridge
Michael McKeown	Holy Family, Runaway Bay
Terry Bourke	Guardian Angels, Southport
Toowoomba Diocese	
Laurie Harbort	Holy Cross, Miles
Henrica Van Dongen	Our Lady of Lourdes, Toowoomba
John Van Dongen	Our Lady of Lourdes, Toowoomba
June Robertson	St Patrick's, St George
Patricia Hundt	Mary of the Southern Cross, Toowoomba
Neville Dredge	St Anthony's Toowoomba
Noel Sullivan	Mary of the Southern Cross, Toowoomba
Ray Young	Mary of the Southern Cross, Toowoomba
Alfio Garrone	St Thomas More, Toowoomba

Glossary

COMPANIONS

The people our Society assists. This term reflects our mission to walk alongside those in need to support them on their life journey.

CONFERENCE

Local groups comprised of Members, focused on supporting their community.

DIOCESE

A Catholic term for the regions that the Society services. St Vincent de Paul Queensland has eight Dioceses: Brisbane, Western (West Brisbane/Ipswich), South Coast (Gold Coast), Toowoomba, Northern (Sunshine Coast and surrounds), Rockhampton, Townsville and Far North Queensland. Each region has its own Diocesan President.

LAY CATHOLIC

Members of the Catholic Church who are not clergy, Bishops, Priests or Deacons. St Vincent de Paul is a lay Catholic society.

MEMBER OR VINCENTIAN

Referring to a voting Member of a Conference, who provide direct support to Companions depending on their needs. Also referred to as Vincentians, they are the core providers of our Society's Good Works in the community.

PROGRAMS

Services provided by the Society that offer specialist support, including training and education, crisis accommodation, support work, counselling, drug and alcohol rehabilitation, and more.

VOLUNTEERS

People who contribute their time and efforts to the Society who are not Conference Members. This includes Volunteers in our Shops and Programs.

Contact Us

Copies of the report can be downloaded at vinnies.org.au/qld or hard copies can be requested by emailing communications@svdpqld.org.au

ST VINCENT DE PAUL SOCIETY QUEENSLAND

State Administration

10 Merivale Street
South Brisbane QLD 4101
Yuggera and Turrbal Country

PO Box 3351
South Brisbane QLD 4101

P (07) 3010 1000
1800 VINNIES (1800 846 643)

E state.admin@svdpqld.org.au

W vinnies.org.au/qld

ABN 14 211 506 904

OZCARE

Corporate Office

66 River Terrace
Kangaroo Point QLD 4169
Yuggera and Turrbal Country

PO Box 912
Fortitude Valley QLD 4006

P 1800 Ozcare (1800 692 273)

E info@ozcare.org.au

W ozcare.org.au

ABN 58 072 422 925

VINNIES HOUSING

State Administration

10 Merivale Street
South Brisbane QLD 4101
Yuggera and Turrbal Country

PO Box 3351
South Brisbane QLD 4101

P (07) 3010 1000

E state.housing@svdpqld.org.au

W vinnies.org.au/qld

ABN 31 618 167 632

How You Can Help



To offer a financial donation or leave a gift in your Will email: qld.donations@svdpqld.org.au or call **13 18 12**



For general information visit: vinnies.org.au/qld ozcare.org.au



For help to volunteer or donate furniture/goods call: **1800 VINNIES | 1800 846 643** or for help or to volunteer **1800 OZCARE | 1800 692 273**

Be part of our online community at vinnies.org.au/qld

/vinniesqld

@vinniesqld

ozcare.org.au

/ozcareaustralia



St Vincent de Paul Society
QUEENSLAND

good works