

DELIVERING OUTCOMES FOR PEOPLE WE ASSIST

ANNUAL REPORT | 2023/24



St Vincent de Paul Society
NSW
good works



Our Mission

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

Our Vision

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

Our Aspiration

An Australia transformed by compassion and built on justice.

The Annual Report of the St Vincent de Paul Society NSW was produced by the State Support Office Communications Team, November 2024.

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

Designed by Claire Hutchinson

Acknowledgement of Country

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

Privacy statement:

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

St Vincent de Paul Society NSW

ABN: 91 161 127 340

Auditor: Crowe

Primary Bank: Commonwealth Bank of Australia

Primary Solicitor: Hicksons





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HIGHLIGHTS OF 2023/24



Our members supported close to
100,000 PEOPLE
with food, clothing, household bills, material
assistance, advocacy and emotional support



11,800 PEOPLE
were supported by our Vinnies Services
across Homelessness and Housing,
Health, and Disability and Inclusion



Our Vinnies Vans assisted
102,000 PEOPLE
across the state



\$13.7 MILLION
in financial and material aid was provided
to people in need through our members



\$2.8 MILLION
was raised in NSW as part of the
Vinnies CEO Sleepout



Years of advocacy by our
members helped to deliver
\$6.1 BILLION
for social housing in the State Budget



WHO WE ARE

The St Vincent de Paul Society is a lay Catholic member-led organisation that has been assisting people experiencing disadvantage and hardship in NSW for over 140 years.

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

The St Vincent de Paul Society NSW currently has more than 12,000 members and volunteers across the state, giving tirelessly of their time. In total, we have close to 400 local member networks, referred to as Conferences, present in communities throughout NSW.

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

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

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

A YEAR IN MOMENTS

1



July '23

Alternate Voices – a collective of people supported by the Ozanam Learning Centre – showcased their musical talents with a performance at Sydney's Factory Theatre

2



August '23

The NSW Vinnies Community Sleepout brought together locals from across the state to raise funds for local services and programs

3

September '23

We advocated in support of establishing a First Nations Voice to Parliament



4

October '23

Vinnies Waverley held a Bridal Expo with customers lining up to secure their dream dress at value for money prices



5



November '23

Members – both young and old – came together for a weekend of connection and impact at the Member Leaders' + Activate Youth Forums in Sydney

6

December '23

The Vinnies Christmas Appeal shone a light on cost of living hardship with a showpiece Christmas concert held in Martin Place for people we assist

January '24

Vinnies Shops were featured in the Sydney Festival to raise awareness of the impacts of fast fashion



9

March '24

A report produced in partnership with The McKell Institute highlighted the need for greater investment in social housing to address the state's housing crisis



May '24

The Society was saddened by the passing of State Council President Paul Burton

April '24

The Vinnies CEO Sleepout was launched for the 19th year, culminating in another terrific result with \$2.8 million raised in NSW.



8

February '24

A redeveloped Our Lady of the Way refuge opened in Western Sydney to support women escaping domestic violence to rebuild their lives



10

11

12

June '24

The NSW Government announced \$6.1 billion for social housing in the State Budget following years of sustained advocacy by the Society



President's Message

As we look back on all that the St Vincent de Paul Society NSW has achieved over the past year, I want to take this opportunity to express my heartfelt gratitude to each of you. The incredible contributions of our members, volunteers, employees and supporters have made a truly inspiring impact on the lives of those we serve.

This year has not been without its sorrows. We remember with sadness the passing of Paul Burton, our State President, along with others who have given so much to the Society. May they rest in peace.

In looking back on the past year, it is important to acknowledge the progress we've made through the implementation of our strategic plan – *Strengthening Communities, Transforming Lives* – which has guided us in enhancing our operations and increasing our impact. This year's Annual Report showcases the incredible work being done across our programs, services and outreach efforts. We've strengthened our financial stewardship, developed new partnerships, and improved support systems for our volunteers and members. These advancements ensure we can better serve those in need, providing not only material assistance but also hope and opportunity.

The Annual Report is a testament to the collective efforts of everyone involved, highlighting the achievements we've accomplished together. It underscores the Society's ongoing commitment to transparency, accountability, and the continuous improvement of our services. The hard work of all our people has been instrumental in making this possible.

Despite the vast challenges many in today's society face your unwavering dedication to living out the Gospel through compassion, generosity, and selflessness – the core values of Vincentians – has made a profound difference in countless lives.

As we head into a new year, the support and the hope we deliver to families and individuals in need goes beyond material worth. This support symbolises our steadfast commitment to bringing joy, dignity, and hope to those who may feel forgotten. Your ongoing kindness and efforts brighten lives, and the work we do all year reflects the generous hearts of every Vincentian as we reach out to those in need.

Thank you for your dedication and for the warmth and compassion you continuously extend to those who need it most. Your efforts ensure that the light of hope and the Vincentian spirit touches every corner of our community every day.

Let us carry this spirit into the coming year, continuing to serve with love, kindness and a shared commitment to our mission.

Thank you for the meaningful difference you have made in bringing warmth, joy and fulfillment in the lives of others.

On behalf of the State Council,
With heartfelt appreciation and warmest wishes,



Peter Houweling
NSW State Council President



Spiritual Reflection



"For I was hungry, and you gave me food; I was thirsty, and you gave me drink; I was a stranger and you welcomed me; naked and you clothed me..." I tell you solemnly, in so far as you did this to one of the least of mine, you did it to me."

Matthew: 25.31-45

When we first started our strategic journey of consultations and conversations, I shared an account of the narrative from the gospel of Matthew of the parable of the talents. Briefly, the narrative tells us that a wealthy person entrusted their property to three servants; one five talents, another two and another one, then went away. On return this person came to settle these accounts. The one with five talents and two talents transformed them adding another five and two talents. But the servant with one hid the talent, without vision and in fear, returned only the talent given.

We reflected on the importance of the gift or the "talents" that we too in the Society have been given which needs to be nourished and cultivated in order to excel and grow not for our own sakes but for the people who call on us in their tough and difficult times.

Our reading here presents to us the challenge from the next chapter in Matthew's Gospel where our actions are needed in echoing the ministry of Jesus to be inclusive, to accompany and to find hope and restoration for the needs of others. I guess, it is a path in our works of justice, compassion, advocacy and faith.

In hearing the voice of the Spirit, the parable reminds us in contemporary terms that we cannot be complacent in our compassionate care in an ever-changing world where many are hungry and many are thirsty. Jesus' ministry of inclusion, accompaniment and restoration leads us in continually reviewing our present strategy,

fundamentally grounded in dignity of the human person enabling human flourishing, solidarity, subsidiarity, and preferential option for the vulnerable. These are the deep roots of our social principles but also the very deep roots of our strategy to excel, grow and cultivate.

The Annual Report holds us to pause and reflect, through the lens of this mission, how the year has called us in progressing the gospel imperatives through our Strategic Plan 2024-2028. How are we strengthening communities and transforming lives, how are we journeying in collaboration, partnerships and responsiveness in order that our gifts or talents in the service of compassion, excel, grow and find cultivation.

It has been an extraordinary year. The implementation of this Strategic Plan is taking shape in all our communities. It echoes our pastoral response to those we serve, not for our own sake, for Vincentians serve in hope. We have a long way to go still but may we draw closer together enhancing our responses to the growing needs in our communities, needs in the face of poverty, needs in the face of vulnerability and exclusion across NSW.

May we continue to follow the example of the gospels and our founders in seeing those we serve through the prism of our wounded humanity. May we learn more of ourselves and the purpose of our life in this place, being drawn closer in our shared humanity, being drawn closer in hope and being drawn closer in radical love and compassion.

Leo Tucker
Executive Director, Mission & Spirituality

Chair and CEO Message

The 2023/24 financial year has seen the St Vincent de Paul Society NSW make an immense difference to thousands of people in the face of challenging circumstances.

In commencing the first full year of our current Strategic Plan, we have made important strides in mapping our impact for years to come while responding with compassion to the needs of people facing hardship right now.

The demand for assistance from our members continues to increase with close to 100,000 people supported over the last 12 months. This need for assistance is deeply concerning yet speaks to the capacity of the Society to make a meaningful impact to the lives of people across the state.

The repositioning of our Membership directorate to emphasise the role of early intervention is an important step in strengthening our impact to relieve the hardship faced by a growing portion of the population.

The Society operates more than 100 programs and services across the state with support provided across homelessness and housing, health, disability and community inclusion. This past year has seen an expansion of our alcohol and other drugs services, refurbishments to domestic and family violence refuges and additional Vinnies Vans increasing our reach across the state.

To ensure that we can sustain the delivery of our good works, our commercial enterprise, retail and fundraising directorates have contributed immensely by raising \$127 million in funds that will make a profound difference for people in need. Every shirt donated, container recycled or school sleepout raises critical funds that help us support a family with food, keep someone in their home by covering rental arrears and restore dignity to people who feel isolated and overlooked.

To everyone who has played a part in the impact we have achieved over the past year, we say thank you:

To our **Conference members** who have supported close to 100,000 people in communities across the state.

To our **employees** in frontline services who have been a light for the most vulnerable in our community as they go through the darkest of moments.

To our **volunteers** who generously give their time to support our Vinnies Shops, services and programs.

To our **enabling services** who have ensured that all our people are equipped for success.

To our **commercial enterprise, retail and fundraising teams** who sustain the delivery of our good works.

To our **people and culture leaders** who strive to lift our people up and create an environment of acceptance for all.

To our **mission stewards** who ground our work in an ever-changing world with Catholic Social Teachings and values that have endured.



To our **strategy and engagement team** who guide the direction of the Society, raise awareness of injustice and tell our story to the world.

The collective impact we are able to make is possible because of all these functions working towards a common cause.

Most importantly, we acknowledge the people that we assist, who show such great resilience as we accompany them on their journey to recovery.

As we move together to address hardship, it is important to celebrate what we've achieved, recognise why our work is important and to know that a better future is possible.



A handwritten signature in black ink, appearing to read 'R Stewart'.

Richard Stewart
Chair

A handwritten signature in black ink, appearing to read 'Yolanda Saiz'.

Yolanda Saiz
CEO

OUR VALUES



COMPASSION

Welcoming and serving all with understanding and without judgement.



EMPATHY

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



COMMITMENT

Loyalty in service to our mission, vision and values.



RESPECT

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



ADVOCACY

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



INTEGRITY

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



COURAGE

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

Living our Mission

The St Vincent de Paul Society's heritage shapes and inspires a living and contemporary tradition. It is a heritage of which we are proud – it is faith in action to address poverty and inequality.

We are inspired by the basic tenets of our mission and vision: to work 'to shape a more just and compassionate society' and to offer a 'hand up' to people experiencing disadvantage. We respect the dignity of the people we assist and encourage them to take control of their own destiny.

We are spiritual and connected. Our spirituality is guided by the ministry of Jesus – radical inclusivity, restoration and accompaniment. We aspire to live values of commitment, compassion, respect, empathy, advocacy and courage each day.

We are committed to those people who live on the margins of our community and are guided by Catholic social principles of dignity of the human person and solidarity.

All of our people contribute to the common purpose of serving the most disadvantaged in our community, providing a 'hand up' and helping them to rebuild their lives.





In loving memory of Paul Burton (1950–2024)

The St Vincent de Paul Society NSW was deeply saddened by the passing of State Council President Paul Burton. Paul passed on Sunday 12 May, surrounded by his loved ones.

“A more just and compassionate society will not materialise out of a vacuum of indifference; such a society requires the active work of individuals, willing to apply a particular focus of compassion according to personal circumstances, but, nonetheless, be united in coming together collectively.”

These words from Paul Burton came from the last annual report message penned in his capacity as State President.

They speak to his belief in the mission and vision of the St Vincent de Paul Society – a cause he dedicated more than 40 years of his life in service of as a member.

Crediting his grandfather's legacy as a Vincentian for inspiration to join in the 1980s, Paul collaborated with another Vincentian, Eddie Solarz, where the two men established the momentum for the founding of the Conference of St Thomas More at Ruse in Campbelltown.

As a Vincentian, his roles included Regional Centres President in Campbelltown before moving to the Armidale Central Council, where he took on numerous leadership positions, including Central Council President.

In his professional career, Paul specialised in road, rail, sea, and air logistics, providing transport, warehousing and distribution services to the food, agricultural and pharmaceutical sectors.

Paul was elected as State Council President in February 2022 and was immediately thrust into a time of crisis as floods devastated the Northern Rivers. He provided support to members and employees working on the ground in the immediate aftermath and during the ensuing months as the Society responded to thousands of people in need of assistance.

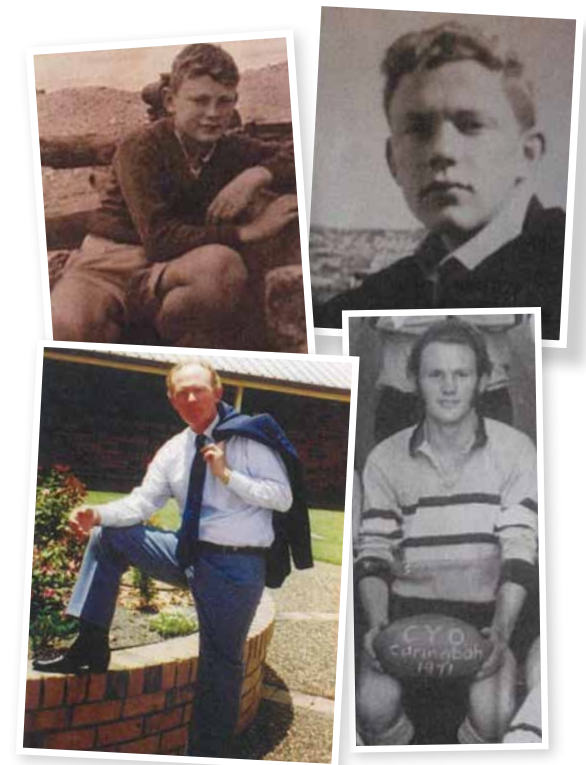
Under his leadership, he established the Regional President's Forum to empower members in positions of leadership, who he viewed as taking on roles requiring trust and character, to support members working on the front line of their communities.

He was also the first Vice President of Spirituality for the State Council and urged the Society to act with increased momentum regarding Reconciliation Action Plan and Diversity and Inclusion initiatives.

It was important to Paul to be conscious of the diligence and consistent commitment displayed every day by members, volunteers and employees as they performed their roles in assisting those they seek to serve. His belief was that a culture of gratitude and appreciation should be constantly evident as part of the Vincentian culture.

He served with humility, respect and a true sense of Vincentian spirit. He never forgot the vulnerable, marginalised and disadvantaged. He was selfless in his service of others, often putting the people the Society assists before his own wellbeing.

Paul will be greatly missed by everyone across the Society, leaving behind a wonderful legacy of prayerfulness, healing, kindness, compassion, and companionship.



A promising start to our five-year vision

Our new Strategic Plan “*Strengthening Communities Transforming Lives*”, came into effect at the start of the financial year, acting as a guide for our progress towards greater impact for the people we serve over the coming five years.

To deliver on our aspiration during the 2024-2028 timeframe, a new team – Strategy, Delivery and Impact – was established to commence the process of reprioritising our strategic vision into three core goals:

1. **Excel**
2. **Grow**
3. **Cultivate**

These goals have played an important role in allowing the Society to identify our existing service delivery with the aim of refining our processes across the organisation to bring about and sustain greater impact.



1. Excel

Amplify the impact of our service offering

The Society seeks to deliver service excellence and long-lasting outcomes for the people we serve.

Progress on this goal has seen co-design incorporated into the design, evaluation and review of our services, along with developing a place-based approach to our service delivery. This work will continue to be developed and refined as we strive to establish a recognised Vinnies approach in the new year.

Achievements:



Developed People We Assist and Community Involvement Framework to incorporate co-design into service design, evaluation and review.



Two refuges remodeled and opened to provide safety for vulnerable women.





2. Grow

Extend the reach of our services

To ensure that we can offer support, including to new groups of people in the most disadvantaged and hard to reach communities, it is important for our services to be approachable and welcoming access points for support

Our work in growing our capacity has resulted in more flexible supports across our homelessness and housing services so that we can respond more effectively to people experiencing domestic and family violence and those affected by the housing crisis.

The work and reach of our Vinnies Vans have increased across the state to meet the increasing need for assistance. Beyond providing food assistance, our vans have partnered with Vinnies Services to allocate a caseworker who can respond to the needs of the people we assist.

We have also undertaken a funding agreement signed with the Ministry of Health and a sub-contract developed with the First Nations partner Armujan to deliver an Alcohol and Other Drugs (AOD) Hub in Armidale, which commenced seeing clients and operating fully early in the new financial year.

Achievements:



Our services have continued to strive for early intervention to prevent homelessness increasing the spaces from which we work to identify those at early risk. We lead the way in best practice with three of our service models showcased at sector wide conferences this year.



We expanded service delivery including a successfully funded AOD Hub in Armidale, additional Vinnies Vans and a dedicated caseworker, and additional service expansion in our Disability and Inclusion Services.



3. Cultivate

Enable our people, operational and financial capabilities so we can deliver more and better outcomes

As we strive to increase our capabilities and capacity to support greater impact and service delivery, it is essential that we have growth in income generating activities in the interests of responding to the people we serve.

This expansion has seen new retail and commercial enterprise operations open with Vinnies Shops in Campbelltown and Tamworth, along with Return and Earn Container Deposit Scheme sites in Griffith and Maitland.

We have also invested in the marketing of our retail offering with the third iteration of the 'Got it at Vinnies' retail campaign resulting in increased retail sales

A new Strategy, Delivery and Impact team was established to invest in program delivery, change and strategy capability in order to realise an ambitious set of strategic initiatives over the course of the Strategic Plan and to amplify our impact.

Achievements:



Expanded our retail network to fund our mission with new shops and established the groundwork to launch a Vinnies online store.



Uplifted the compliance for Working with Children and policy checks across our member, volunteer and employee cohorts.

OUR PEOPLE

Members

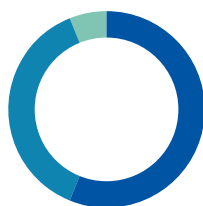


The Society has 4,400 members located in communities across the state living out our mission and vision of a more just and compassionate society. This past year has seen our membership base increase by 12%.

The support provided by our members, through material aid and emotional support, has the widest reaching impact of the work performed by the Society.

Members belong to locally based groups, known as Conferences, that are traditionally associated with Catholic parishes. Many members view their work as an opportunity to put their faith into action by doing good works.

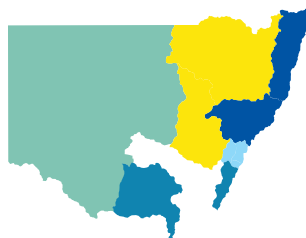
Over the past year, Conferences re-engaged with the NSW Government's Energy Accounts Payment Assistance (EAPA) scheme, supporting 460 people with close to \$142,000 in energy relief. Other initiatives include refining our data reporting for member assistance through the Conference Assistance Management System (CAMS), developing a new website for members and volunteers to improve onboarding and ongoing support, piloting a new leadership course for current and emerging leaders in partnership with the University of Notre Dame, and supporting 702 people through the No Interest Loans (NILS) scheme.



Gender of Members

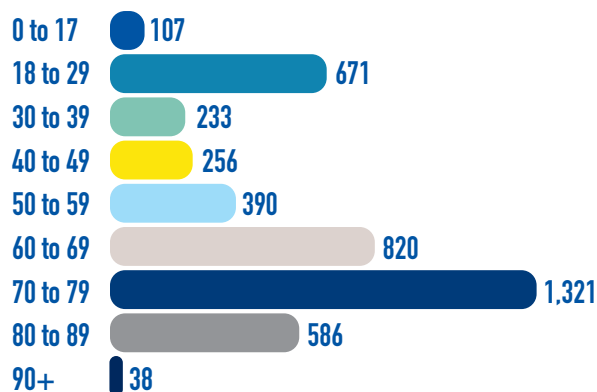
Female	2,489	56%
Male	1,668	38%
Other / unknown gender identity	265	6%

Members by Region



Metropolitan	2,348	North West	421
North East	768	West	119
South	729	TOTAL	4,385

Age of members



Average age: 59





Youth Membership

The Society was born out of the energy and enthusiasm of young people and that legacy of youth endures to this day through age-appropriate programs aligned with our values and social justice teachings.

Youth membership has continued to rise with 900 young people engaged across the state. Our presence at O Week events has played a crucial role in growth with 22 campus events held in 2024, resulting in close to 6,900 expressions of interest.

Currently, 190 school Conferences, including Mini Vinnies programs, are active in NSW schools, instilling children with social justice values that will last a lifetime. In addition to schools who have a Mini Vinnies or High

School Conference, there are an additional 297 schools engaged with the Society through other avenues including support of the Winter and Christmas Appeals, volunteering and donating towards Vinnies Conferences and services such as Vinnies Vans, and participation in social justice reflection days. The Vinnies Service Medallion, tailored to high school students, continues to grow with 10 schools participating and a further five considering involvement.

The past year has also seen an expansion of our Buddies Days initiatives to the Lismore and Armidale Central Councils, the Homework Help program implemented in the Sydney Metropolitan Region, and the formation of a Youth Conference in Newcastle.



Volunteers

The Society is powered by the commitment and compassion of volunteers giving their time to make a difference in communities across the state. We are so thankful to the nearly **7,900 volunteers** who perform a variety of roles to support our good works.

Approximately 80% of volunteers support the work of our Vinnies Shops, which play a central role in enabling more than 100 services and programs that assist people facing hardship and disadvantage.

Volunteers also play a crucial role in sustaining the assistance provided by our Vinnies Vans with a roster of volunteers going out each night to provide people facing hardship with much more than a meal.

The average age of volunteers is 54 years with a significant proportion of our volunteer base being post-retirement age along with a large number involved through school and young adult initiatives. We are continuing to refine our program offerings to provide working-aged adults with opportunities to become involved with the Society.

Volunteers by Directorates

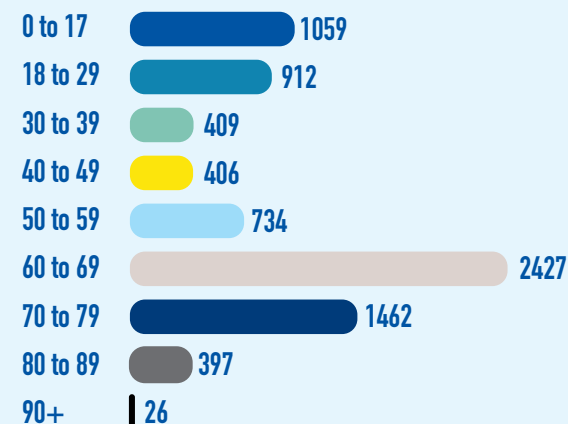
Retail: 6340 / 80%

Membership, Volunteers and
Early Intervention: 1258 / 16%

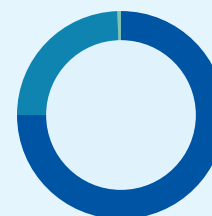
Vinnies Services: 292 / 3%

Enabling Services: 6 / 1%

Age of Volunteers

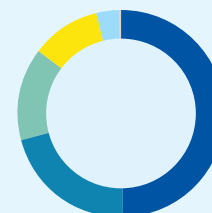


Average age of volunteers: 54



Gender of Volunteers

Female	5921	75%
Male	1925	24%
Other / unknown gender identity	22	1%



Volunteers by Region

Metropolitan	3927	50%
North East	1669	21%
South	1134	14%
North West	851	10%
West	272	3%
NSW	17	2%



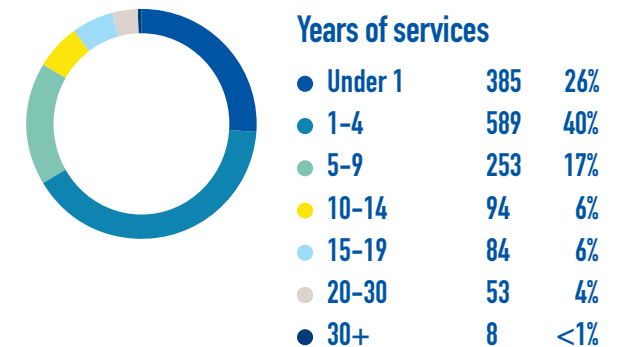
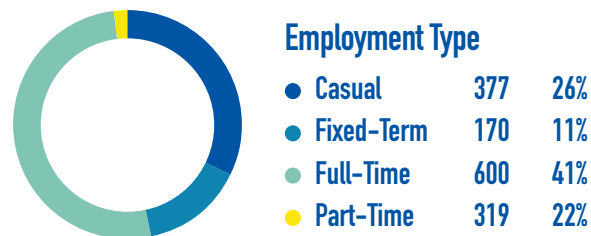
Employees

The Society has over **1,450 employees** supporting our work across a spectrum of directorates.

This work encompasses Vinnies Services; Enabling Services; Membership, Volunteers and Early Intervention; People, Culture and Safety; Commercial Enterprise, Retail and Fundraising; Strategy and Engagement; and Mission and Spirituality.

A third of our employees have been with the Society for five years or longer, providing valuable organisational knowledge and contributing to a culture of recognition and opportunities for career development.

Ensuring our employees have a safe and respectful workplace, fostering an environment and culture of diversity and inclusion for all, is paramount to achieving our aspiration of a more just and compassionate society.



People who joined the Society

YEAR	2023/24	2022/23
Total	460	507



People who left the Society

YEAR	2023/24	2022/23
Total	309	445

The impact of member assistance

The ongoing cost of living crisis has seen a high demand for assistance with close to 100,000 people reaching out to our members across the state during the 2023/24 financial year.



99,500

people assisted, increasing by 14% from last year



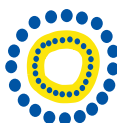
\$13.7 million

in financial and material aid distributed



151,500

interactions with people through office appointments, phone calls and home visits, increasing by 23% from last year



1 in 4

people seeking assistance identify as First Nations



60,700

hours of support provided through our members, increasing by 20% from last year



4 in 5

people requesting food assistance



1 in 3

people seeking assistance for the first time



Close to half

experiencing housing stress



Recommended our involvement in the EAPA program, providing

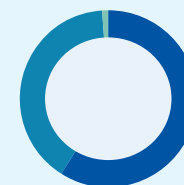
460

people with energy relief



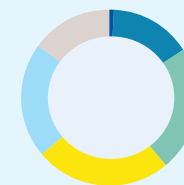
700

people supported through the No Interest Loans scheme



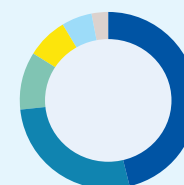
Gender identity:

Female	59%
Male	40%
Other gender identity	<1%



Age of primary people seeking assistance:

0 to 17	<1%
18 to 29	15%
30 to 39	23%
40 to 49	25%
50 to 59	21%
60+	15%



Household type:

Single	49%
Sole parent with dependant(s)	29%
Other shared household	11%
Couple with dependant(s)	8%
Couple	6%
Other	3%



Vinnies Vans

Our Vinnies Vans offer people much more than a meal with volunteers providing a space for connection. Specialist support from Vinnies Services also provides referrals to services run by the Society and externally.

More than 95,000 meals were served as part of day and night-time services, along with an additional 75,000 snack packs and 10,000 toiletries packs distributed to people seeking assistance.

New Vans were launched in the North East region in Newcastle, Coffs Harbour and Lismore to meet the need for assistance, while our services in Central Sydney, operating seven nights a week along with two day-time shifts, supported more than 3,000 people on average each month.

The NSW Government proudly funded a new Isuzu truck to help the Society meet the growing need for assistance, which has come into operation in the new financial year.

Vinnies Vans around the state

- Sydney Central
- Bayside/Randwick
- Ryde/Cumberland
- Liverpool
- Greater Western Sydney
- Woy Woy
- Wollongong
- Campbelltown
- Orange
- Newcastle
- Coffs Harbour
- Lismore



102,000
people supported
by our Vinnies Vans

VINNIES SERVICES

11,793 people assisted through
Vinnies Services in 2023/24



2,147

people supported
through our Community
Inclusion programs

1,322

through Alcohol and Other
Drugs services



5,405

people supported through
Homelessness and
Housing services

238

people supported
through our refugee
resettlement
service

1,889

people supported through
Domestic and Family
Violence services

633

through our
homelessness primary
health care clinic



109

through our Disability
Services

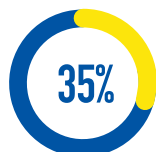
On average,
50 residents were
accommodated at
our aged care facility
supporting older,
vulnerable men



25% increase in enquiries from people seeking support across our homelessness and health services



Domestic and Family Violence (29%) remained the leading reason for people seeking support from our homelessness services.



35% of people requested case management/coordination from our alcohol and other drugs services.



Our Disability & Inclusion services ran 6,266 Activities through our various centre-based services throughout the year.

Vinnies Services utilise the following practice principles and frameworks in its support of people in need:

Person-centred; we recognise that people have individual needs and circumstances that influence what services are required, the priorities for addressing needs and the best ways to provide care. We understand that a person's care and support needs does not define them, and we employ a person-centred, strength-based approach to ensure that all our service users are treated with respect and dignity.

Trauma-informed; we recognise how experiencing trauma can impact a person's sense of safety, wellbeing and trust, which in turn can make accessing services considerably more difficult.

Culturally safe; we welcome people in all their diversity. Our services use a range of culturally safe and respectful practices to offer a safe environment for everyone. These practices include awareness of and respect for culture and diversity, and the impacts of our actions and beliefs on others; understanding the diversity in our local communities and partnering with a range of stakeholders and community representatives to ensure inclusion and safety; seeking and learning from feedback about cultural safety in our services from people, communities, and our own staff.

Evidence based; our services are informed by evidence-based practice approaches and align with current best and emerging practice, and lived and living experience expertise. We are committed to using evidence-based practices that have proven effectiveness in the scientific literature.

Harm reduction; harm reduction is designed to reduce individual and social consequences of drug use, without necessarily involving a reduction in use. It is also sometimes referred to as secondary prevention. Harm reduction work focuses on supporting positive changes,

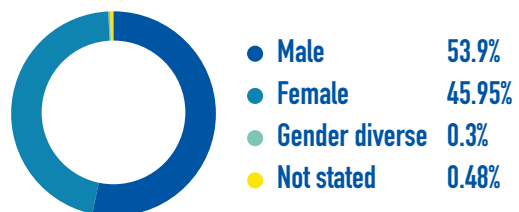


and working with people without judgement, coercion, discrimination, or requiring people to stop using drugs as a precondition to support.

Housing First; we acknowledge that safe and stable housing is essential to achieving stability and whole of life wellbeing.

Community Development; alongside our crisis responses, we employ a community development approach to support a whole of community response to social issues. This involves working alongside communities to strengthen connections, improve capacity and advocate for issues that matter to them.

Homelessness and Housing and Health Services



21.59% Indigenous

17% Born outside Australia

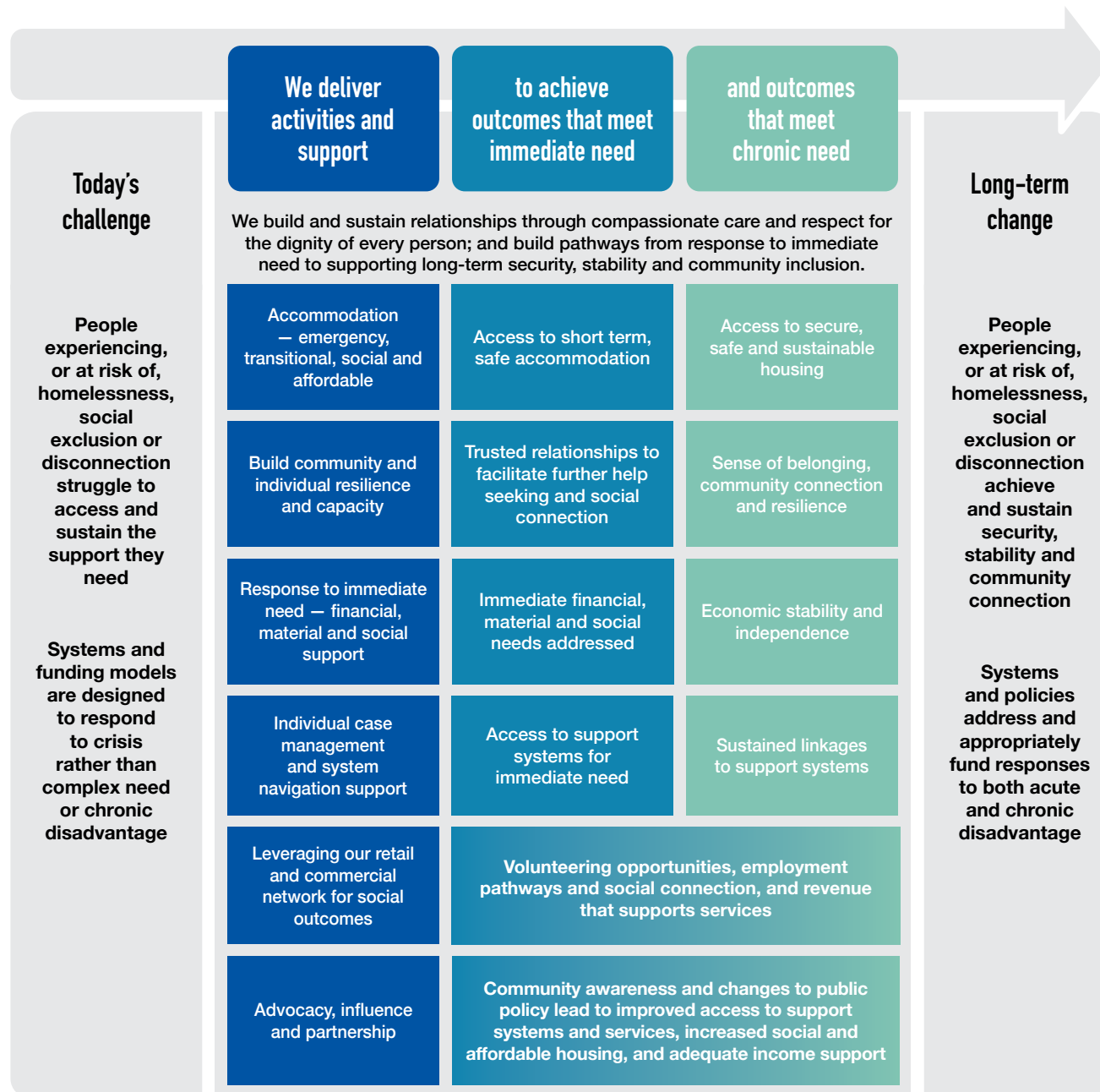


Disability and Inclusion

3.9% Indigenous

20.3% Born outside Australia





Theory of Change

“We build and sustain relationships through compassionate care and respect for the dignity of every person; and build pathways from response to immediate need to supporting long-term security, stability and community inclusion.”

Our Theory of Change articulates the difference we want to make in people's lives and our communities. It reflects who we are, what we do, and how we do what we do.

It also reflects our current understanding of how the activities and supports we provide contribute to the people we assist achieving long-term positive change.



Homelessness and Housing

Our Homelessness and Housing services offer a range of programs that aim to deliver safety and security in housing at all stages of life. These include:

- Specialist Homelessness Services (SHS)
- Soft Entry Hubs
- Social and Affordable Housing Fund (SAHF)
- Together Home
- Reconnect Program

As the housing crisis escalated, so too did our length of service provision.

Our Homelessness and Housing services saw a 32% increase in the length of time taken to support people to achieve their goals.

We had 3,393 requests for assistance through our Housing and Homelessness Services that we were unable fulfill – a 9.5% increase from the previous year. The primary reason being a lack of available accommodation (we note that this may in part be due to increased reporting).

41% of the families we assisted through Homelessness and Housing, who had child dependents, were experiencing homelessness, increasing by 5% from the previous year.

The Society operates 12 domestic violence refuges which supported close to 1,900 people throughout the year. Our Lady of the Way and Louise House, refuges supporting older women who have experienced homelessness and domestic and family violence, were formally opened in Sydney during 2024 following redevelopment work. These crisis accommodation services operate in line with best practice principles, allowing residents to live in independent, rather than communal, living with tailored support provided on-site.



Case study: Mick

"It's a really good place to live and I feel very secure here."

Mick is one of the thousands of people thriving thanks to social housing.

Living in a private rental prior to the on-set of COVID, Mick's health took a turn for the worse.

Drawing down on his superannuation to keep a roof over his head, he turned to the Society's Matthew Talbot Homelessness Service, where he was offered a three-month stay at the on-site accommodation.

Not long into his stay at the service, Mick received the breakthrough he was after when a home at the Society's social housing complex in Cardiff became available for him and his son.

"It was a big 'wow' factor when we walked in. It's a brand new two-bedroom apartment with an open plan kitchen and living area," recalls Mick.

"It blew me away, it was just fantastic!"

"In this day and age, where rents are through the roof, it's affordable housing. It's a community, it's everything that you want in a place to live," says Mick.



Health Services

The Society operates a range of health services designed to support vulnerable members of the community during early intervention, crisis and recovery stages.

These services operate across six functions:

- Alcohol and Other Drug (AOD) Detoxification and Rehabilitation Service
- Complex Support AOD Services
- AOD Day Rehabilitation Programs (non-residential)
- AOD Outreach Programs
- Clinic Services (Primary Healthcare)
- Aged Care Services

Frederic House – an aged care facility in Waterloo – supported 50 residents, on average, over the course of the year. Residents are mainly older men, who are experiencing homelessness, relying on low pensions and are unable to live independently due to their medical and support needs.

The Matthew Talbot Clinic provides primary healthcare to people who fall outside the scope of the traditional health system. The service supported 633 men during the year with a range of treatments including distributing medication, vaccinations, referrals to specialist services and more.

Our Alcohol and Other Drugs Services have experienced increased demand over the past financial year:



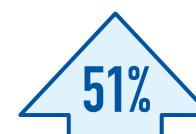
increase in women seeking AOD support



increase in people seeking AOD case management/care coordination support



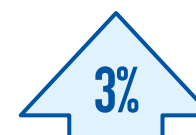
increase in people seeking AOD community based day rehab programs



increase in people seeking AOD detox/rehabilitation support



increase in people seeking support for AOD relapse management



increase in enquiries of people seeking our support across our alcohol and other drug services

Case study: Jarrod

Jarrod was supported by Freeman House and is now giving back as a peer worker and care navigator – drawing on his experience to help others struggling with addiction and dependence.

This is his story – in his own words.

My story of recovery, near death and life began last year after an outreach worker from Freeman House encouraged me to seek treatment. I was unwell from drinking to excess, resulting in liver cirrhosis.

When I started in detox, I didn't last a night and had to be hospitalised. It felt as though I was dying and for a time, I lost the use of my legs from the waist down.

After recovering in hospital, I was able to complete detox and moved into the residential program where I set about regaining my mind and putting into practice what I was taking from the group sessions.

I was progressing through the program but continued to be sick. It culminated in a seizure which saw me hospitalised, ultimately leading to a diagnosis of type one diabetes.

The diagnosis was a shock but thanks to specialists who taught me how to deal with this chronic incurable illness I now inject insulin daily, check my glucose levels and have more energy and am more active than I've been in a long time.

I met so many inspiring people during my time at Freeman – nurses, case workers, support staff and management – all of them brilliant and filled with compassion.

I feel whole again with purpose and meaning – I'm working, have a place of my own, enrolled in an alcohol and other drugs course and have a support system in place.

I'd like to thank St Vincent de Paul and my new friends at Freeman House for helping me to see clearly – I feel whole and happy in harmony with myself.





We saw an 18% increase in people seeking support via our Community Inclusion programs than the previous financial year



Our Disability and Inclusion services supported 2,258 people over the past year through 14 programs and services across the state

Disability and Inclusion

The Society commenced supported open employment opportunities for people with a disability over the past year. Following the closure of our Australian Disability Enterprises (ADEs) in Sydney, the introduction of supported open employment has allowed 24 people we assist to work across the Society in departments such as people and culture, retail and procurement with the support of employment coaches to allow them to thrive in their roles. With the successful funding granted by the Department of Social Services, we will aim to double this impact over the next three years and expand the program to Coonamble.

Castlereagh Industries continues to offer a safe and supportive work environment, as a registered NDIS service, for people with a disability. Given the geographical location and limited capacity of local employers to cater for people with a disability, the service continues to provide 19 employees with an opportunity to undertake meaningful work and participate in the social and economic life of the Coonamble community.

Additional achievements in our disability services include:

- Mary MacKillop Outreach supported 42 people with a disability to develop greater independence, social connections and friendships as well as to develop new skills and improve quality of life.
- Supported accommodation, such as Greene Villa in Coonamble, enabled people to live independently with support as needed, while day programs allowed people to address isolation and marginalisation in an inclusive, person-centred environment.
- Our services offered support coordination to 77 people to access the NDIS and manage their plans to meet individual goals.

Our Community Inclusion services aim to promote social inclusion, address isolation and provide people with opportunities to gain new skills.

People we assist who participate in music programs offered at the Ozanam Learning Centre had the opportunity to headline a show at the Factory Theatre in Marrickville to coincide with the release of an album 'Alternate Voices' featuring songs written and recorded at the OLC. The OLC Music Collective also performed as part of the formal proceedings at the Vinnies CEO Sleepout, showcasing the diversity of the Society's services and the holistic impact we are able to make in people's lives.

Some of our other accomplishments throughout the financial year in this area include:

- The Ozanam Learning Centre offered 8,475 instances of service to 950 community members, who participated in various health and wellbeing, life skills, education and creative arts programs.
- Our Community Development team offered 2,608 instances of service and participated in the establishment of a Community Action Group in the Macarthur Region as part of our Place-based work in the region.
- North Coast Settlement Service, located in Coffs Harbour, operates as part of the Department of Home Affairs' Settlement Engagement & Transition Support (SETS) program. 238 migrants were supported to access services, connect with the local community, and gain confidence; a Society-funded Settlement Engagement Worker enabled the service to provide support to people no longer eligible for SETS.
- The Woolloomooloo Street Parade engaged people we assist and the broader community through a community development initiative that featured a range of floats and performances.
- Vinnies Connect addressed loneliness by connecting people with volunteers who meet regularly, offering support to develop skills and confidence.

Case study: Gerard

Gerard is a regular at the community cook-up session held each Thursday at the Ozanam Learning.

Attending with their NDIS support worker, the routine of participating in the cook-up has had social benefits as well as leading them to develop an interest in exploring new flavours and vegetables. This has seen them take the skills and recipes learned from the OLC and apply them at home.

Apart from the enjoyment of digging into a prepared meal at the end of a cook-up, they find fulfillment in serving other members of the session and seeing many happy faces.

Gerard feels part of the community at the OLC and will often stop by to say hello to staff while enjoying a coffee.



Case study: Shane

First Nations artists supported by the Society had the opportunity to showcase their work and culture as part of a First Nations Art Exhibition held at the Ozanam Learning Centre.

Shane is one of the featured artists who enjoys coming to the OLC to connect, create and share in the longest living culture with other artists.

"You've got this space down here to paint, plus you've got upstairs to get a coffee, have a break, play pool table and table tennis," says Shane.

"You get to meet and run into new friends."

The First Nations Hub has grown over time according to Merindah Hardy, who runs weekly art classes as part of the First Nations Hub.

"It's a good place where [people] can feel really good about themselves... showcase what they've created and tell a bit of their story – where they've come from and their journey to where they are now – as artists and First Nations people."

Quality

Our Homelessness and Housing, Health and Disability and Inclusion services brought together quality accreditation assessments this year through QIP; with auditors noting commendable continuation and progress of our quality practices at our midpoint assessment review.

Frederic House, our aged care facility for vulnerable older Australians, received an Overall Star Rating for 2023/24 of 4 of 5. This rating is based on the Society's performance in relation to Compliance, Quality Measures, Residents' Experience, and Staffing.

Impact Data

Across our Vinnies Services, we want to understand the impact of the work we do with the people we assist. Alongside metric based outcome data, we use evidence-based measurement instruments that help us understand from a person-centred perspective the improvement in subjective wellbeing across domains of safety, security, standard of living, health, achievements, safety, community connections and personal relationships, the impact of healthcare and the prevalence of psychological distress.

Homelessness and Housing



Improved wellbeing

- 7 out of 10 people reported stabilised or improved satisfaction in their overall wellbeing and life satisfaction
- On average, scoring showed people's feelings of future security moved from below the Australian average of 5.8 to above the Australian average at 7.81 whilst accessing our services.



Reaching Goals

- 90.9% of people we supported who set individual goals relating to areas such as health, employment, community and family connection and education made progress or completed these while accessing our services.

Health



Improved wellbeing

- 7 out of 10 people accessing our AOD services reported their quality of life stabilised or improved whilst accessing treatment in our services
- 6 out of 10 people saw a positive change in their psychological health while receiving AOD support.



Reduction in Severity of Dependence

- 8 out of 10 people utilising our residential rehabilitation facility Freeman house reported a reduction in dependence of alcohol and other drugs
- 7 out of 10 people who accessed our AOD day programs also saw a reduction in dependency.



OUR ADVOCACY

During 2023/24, the St Vincent de Paul Society NSW helped secure a historic social housing investment, engaged extensively with political decision makers, released a new set of Social Justice Statements and conducted comprehensive research, policy, submissions and reports.

State Budget delivers social housing

After years of campaigning and advocacy, the Society celebrated the largest investment in social housing in NSW history following a \$5.1 billion State Budget announcement to build 8,400 new and redeveloped public homes over the next four years.

The road to achieving this result was long won by our members, volunteers and employees over many years. The Society launched the 'Build Homes, Build Hope' social housing campaign in 2019, calling on the NSW

Government to invest in social housing to address the waiting list and to strengthen our overall housing system.

Many actions were taken during the campaign including a petition, attracting over 15,000 signatures, which was subsequently debated in NSW Parliament. Members wrote and met with MPs consistently, stories on social housing waiting lists were placed in the media to generate public interest and a joint report with The McKell Institute was published ahead of the State Budget highlighting the need to strengthen the overall housing system through social housing.

This investment will have a transformative impact for people in need of a home and play a critical role in lifting the amount of social housing from 3.8% of all housing nationally and 4.5% in NSW.

The Budget also included an additional \$1 billion to conduct maintenance repairs to 33,500 social homes.

Engaging with decision makers

Over the past year, our members and leaders met with a range of local, state and federal political leaders. These meetings allowed the Society to highlight the impact of our work and advocate on a variety of issues in line with our social justice priorities.

Our Members, Volunteers and Early Intervention leaders, National Council representatives and members of our Nowra Conference travelled to Parliament House in Canberra for a briefing of the Social Policy Caucus Committee, where they detailed the increasing demand for assistance on our services and the statewide reach of our members in responding locally.

Social Services Minister Amanda Rishworth visited the Vinnies Support Centre in Redfern to hear from people we assist as part of an annual Pet Day, and also attended a roundtable discussion, hosted by the Society NSW, for the launch of a report conducted by The McKell Institute on the effectiveness of our member assistance programs at the start of the 2024/25 financial year.

NSW Housing Minister Rose Jackson and Deputy Premier Prue Car attended the Vinnies CEO Sleepout, and our CEO was present alongside Prime Minister Anthony Albanese and NSW Premier Chris Minns for an announcement on social housing energy efficiency upgrades.

Her Excellency the Honourable Ms Sam Mostyn AC, Governor-General of Australia, visited a domestic and family violence refuge for women in Western Sydney – opened by NSW Housing Minister Jackson earlier in the year – where Her Excellency met with our CEO and frontline workers as part of a meaningful discussion on addressing violence in the community.

Our members also hosted a number of MP visits throughout the year, where local MPs met with our Conferences to hear about the impact members are making in communities across the state.

Social Justice Statements

The Society released our recommendations for a more just and compassionate NSW as part of a new set of Social Justice Statements.

The Statements, approved by State Council, outline the Society's social policy positions. They were developed by the Policy and Advocacy Team in collaboration with the NSW Social Justice Committee following consultation with staff, services and the sector.

The Statements set out the Society NSW's recommendations across eight priority areas:

- Alcohol and other drugs
- Climate justice
- Cost of living
- Domestic and family violence
- Renting
- Homelessness
- Social housing
- Temporary visas

A First Nations Social Justice Statement is currently under consultation and development.

First Nations Voice to Parliament

The Society remains committed to the invitation of the Uluru Statement from the Heart despite the result of the Referendum to establish a First Nations Voice to Parliament.

Over the campaign, Society leaders joined with other faith-based organisations to meet with key First Nations leaders. We provided trusted resources and our members showed solidarity, including by 'Walking for Yes' and organising information gatherings. We are proud to have walked together with First Nations people and many others during this time.

The Society will continue to work with First Nations people towards reconciliation and recognition. We will listen to, and be guided by, them as to how we can move towards a better future – a future based on understanding, respect, and social justice.

Rosalie Rendu Forum

The 2023 Rosalie Rendu Forum sought to look further at the impact of the rising cost of living and its consequences on vulnerable members of the community – and on society as a whole – with the theme “Cost of Living: who pays the price for a society divided?”.

The annual event, held during Anti-Poverty Week, featured an esteemed panel comprised of Sister Carmel Hanson RSJ; Joanna Quilty (CEO NSW Council for Social Service); Dr Lisa Buxton (EO Aboriginal Catholic Ministry, Sydney); Yumi Lee (CEO NSW Older Women's Network); and Verity Firth (UTS Pro Vice-Chancellor for Social Justice and Inclusion).

Issues raised during the course of the 90-minute discussion included the changing demographics of economic hardship, the ongoing disadvantage and poorer outcomes faced by First Nations communities, rates of older women experiencing homelessness, and the understanding of collective action as a means of addressing inequality.

Social Justice Forum

The Society's biennial Social Justice Forum brought together members from all over the state for an enlightening day of advocacy and discussion.

The forum focused heavily on housing with the main plenary session, featuring a panel of John Engler (Shelter NSW), Sue Weatherley (Planning Institute Australia) and Graham West (Amélie Housing), discussing the role of increased density in addressing the current crisis.

A series of workshops were held throughout the day on subjects including First Nations Justice, fair treatment for people who use alcohol and other drugs, and making private rental housing work for renters on low-incomes.

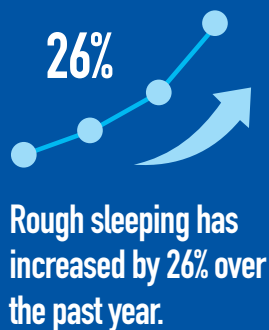
Attendees learned a range of skills from the Government Relations and Policy team about engaging with MPs and councillors to advocate for change, the role of drawing upon the stories of people we assist in our advocacy work, along with engaging with communities and other organisations in pursuit of common causes.



School leavers will need to save for 44 years to afford a 20% home deposit in Sydney.



Why we advocate for a compassionate and just society



One in two people trying to access support from Specialist Homelessness Services are turned away.



122,000 people including 35,000 in NSW, will go to bed tonight without a secure place to sleep.

A single person on JobSeeker receives \$763 a fortnight – the median weekly rent in NSW is \$458.



The number of people on the priority waitlist for social housing in NSW has grown by 21% in a year.



Years of campaigning by the Society helped deliver \$6.1 billion for social housing in this year's state budget.

The NSW Government has moved to end No Grounds Evictions due to pressure from groups such as the Society.



Our presence in communities across the state makes us well-placed to support people in times of hardship.



Submissions and Research

Improving NSW Rental Laws	Submission
DSS issues paper: A stronger, more diverse and independent community sector	Submission
DSS issues paper: Not-For-Profit Sector Development Blueprint	Submission
A longitudinal study of the wellbeing of Amélie Housing Social and Affordable Housing Fund social housing tenants	Research report
EAPA Reform Consultation Paper	Submission
DSS Financial Wellbeing and Capability Submission	Submission
Low and mid rise density housing Submission	Submission
Consumer Energy Strategy Submission	Submission
Rebuilding essential social infrastructure and programs – NSW 2024-25 Pre-Budget Submission	Submission
McKell and Society joint PBS, Security Through Social Housing: The Need for a Generational Investment in NSW's Public Housing System	Joint submission (PBS)
Short and long term rental accommodation submission	Submission
No grounds eviction committee inquiry	Submission
Raise the Age campaign - NSW Parliamentary Inquiry into Community Safety in Regional and Rural Communities	Submission



Contribution to National Council submissions

NEMA inquiry into Commonwealth Disaster funding	Contribute to National Council submission
Inquiry into the worsening rental crisis in Australia	Contribute to National Council submission
National Housing and Homelessness Plan consultation	Contribute to National Council submission
Senate Inquiry into Residential Electrification	National Council Submission – NSW comments
Commonwealth Capabilities for Crisis Response Discussion Paper	National Council Submission – NSW comments
Productivity Commission report on Philanthropy	Submission – input for NC
Everybody's Home Peoples Commission Inquiry	Submission – input for NC

Social Justice Statements

Easing the cost of living and reducing poverty	Social Justice Statement
Towards Climate Justice	Social Justice Statement
Restore the housing safety net	Social Justice Statement
Making renting secure and affordable	Social Justice Statement
Homelessness should be rare, brief and not repeated	Social Justice Statement
Ending domestic and family violence	Social Justice Statement
Improved access for people on temporary visas	Social Justice Statement
Promoting recovery and reducing drug and alcohol harm	Social Justice Statement

HOW WE RAISE FUNDS

Enterprise & Sustainability

To ensure that the Society can deliver and sustain its impact through a range of programs and services, it is vital that our retail and commercial enterprise operations generate funds while positively impacting the environment.

Key highlights from the year include:



4,227,257 CUSTOMERS
served in our Vinnies Shops



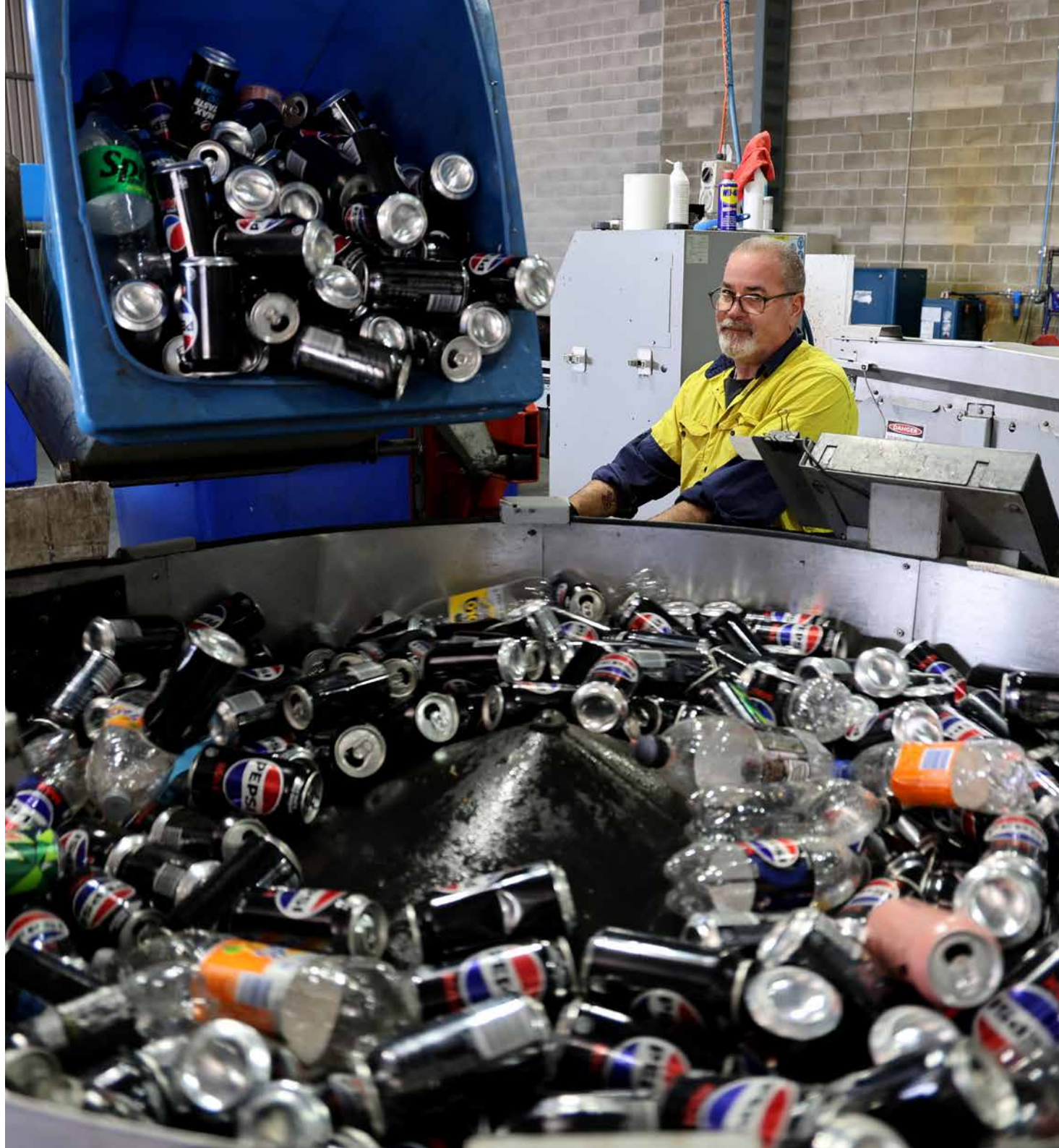
10,410,724 ITEMS
sold across the state



221 SHOPS
including six new and
refurbished shops



130 MILLION CONTAINERS
recycled at our Return and
Earn depots





Retail

The Society operates 221 Vinnies Shops and six distribution centres across NSW. Our retail network acts as a pivotal stream of revenue enabling over 100 programs and services for the Society; the Vinnies Shops network increased sales revenue by 8%, raising \$85 million during the 2023/24 financial year.

New shop openings include Newport, Queen Street (Campbelltown), Taminda and Shellharbour. Major refurbishments also took place in the South region at our Kiama and Picton shops.

Through our network of distribution centres, 3,843,961 kilograms of donated textiles were received and sorted in accordance with quality controls. We also completed 2,700 furniture collections throughout the state. Our Product Stewardship services received corporate donations totaling \$2 million in products sold in our Vinnies Shops.

Our retail and logistics operations are fortunate to have the support of a dedicated group of volunteers to support our work. Approximately 5,750 volunteers contributed between four hours and two days each week, including close to 2,000 volunteers who were onboarded during the year. We were also supported by 247 corporate volunteers donating 1258 hours over 26

days – this contribution from our corporate supporters is the equivalent of a part-time volunteer or employee working 24 hours per week over the course of a year.

The Economic Pathways Refugee Integration Program (EPRI), supporting people we assist in South West Sydney to develop skills and engage with the community, commenced delivery in the 2023/24 financial year. 104 participants engaged with the program, resulting in 54 completing VET training and 36 fulfilling work experience requirements with the Society. The program has been mutually beneficial with 31 participants gaining employment, including 16 participants employed at our Auburn Distribution Centre or in retail roles at Vinnies Shops.

Commercial Enterprise

The Commercial Enterprise team has demonstrated exceptional dedication to advancing our fundraising goals and fostering positive environmental impacts, generating \$10 million in the 2023/24 financial year.

The Bag O' Rags initiative, which transforms textiles unsuitable for sale into high-quality industrial rags, continues to thrive and innovate. Additionally, the team maintained valuable collaborations with Benedict Recycling and One Ten Enterprises, facilitating the export of carpets for repurposing abroad. We also engaged with Sydney Councils to organise regular community textile collection days, achieving successful events across multiple councils in the Sydney region. Efforts to engage major brands resulted in Mosaic Brands generously donating \$120,000 worth of new stock to the Society in November.

The team hosted the Art For Goodness Sake event, where 26 artworks, generously donated by corporates, were auctioned. This event raised a total of \$58,000, with proceeds directed towards the Society's Homelessness and Housing services.

We proudly launched VUCOR (Vinnies Used Cooking Oil Recycling) in March. This innovative program collects and recycles used cooking oil from restaurants and large venues, converting it into biodiesel and animal feed products that achieve high resale values. We have partnered with Scanline/Cleanaway, a major oil collection company, to manage the logistics of collection, transportation, and recycling.

Vinnies also operates ten bulk processing Return and Earn depots throughout the state as part of a partnership with the NSW Government's Return and Earn scheme and TOMRA Cleanaway.

This year the Society expanded its stable of depots with the opening of Griffith and Maitland in March and May respectively. In June we processed our 500 millionth container since becoming part of the scheme in 2018.

The year produced a 20% increase in the number of containers processed at Vinnies depots to 130 million. This in turn delivered \$13 million in direct refunds to customers and generated a net surplus of \$2.32 million to support the Society's programs and services.

This scheme reinforces the sustainability ethos embodied by our network of Vinnies Shops. Being a significant participant in the Return and Earn scheme enables us to assist in diverting waste from landfill, supporting local communities and raising vital funds for programs and services operated by the Society. We plan to increase our footprint within the scheme in the coming years.

The Commercial Enterprise team's continued efforts reflect our commitment to both impactful fundraising and sustainable practices, reinforcing our mission and supporting the broader goals of the Society.



Fundraising

The Society generated close to \$32 million over the past year through the generosity of donors engaging with our fundraising work. We depend upon a diverse range of fundraising programs, including regular appeals, events, corporate partnerships, major donors, bequests and community fundraising, to enable the provision of support performed by the Society.

Key Results	Donations
Major Donors & Charitable Foundations	\$5,038,850
Gifts in wills	\$14,501,044
Corporate partnerships	\$1,306,361
Appeals & Direct Marketing	\$6,063,363
Events and community fundraising	\$5,007,912
General fundraising	\$82,062
TOTAL	\$31,984,725



Philanthropy

We are truly humbled by the continued support from our community of philanthropists, grants, trusts and foundations who care so much about the people we assist. Our key supporters include The Profield Foundation, the Fussell Family Foundation, Dick and Pip Smith Foundation, and The Maple-Brown Family Foundation who kindly support rough sleepers in the Inner City of Sydney, providing meals, accommodation, wraparound support and health clinic services.

Through our main Christmas and Winter Appeals, we have been able to support families experiencing cost of living hardship, as well as supporting the essential programs delivered at the Matthew Talbot Hostel and Vincentian House.

We have continued our work supporting migrant communities in Coffs Harbour and Tweed Heads through the North Coast Settlement Service, funded by the Department of Home Affairs.

We are grateful for the City of Sydney's support of the Woolloomooloo Powerful Owl Parade, as well as the

Department of Communities and Justice Flood Relief to support Western and Far Western NSW impacted communities.

A number of Conferences and our Vinnies Vans benefited from ClubGRANTS which help families in local government areas across the state.

New opportunities from Federal and State Governments have allowed our Health Services to expand in regional areas, such as a new Alcohol and Other Drugs Hub in Armidale.



Wills and Estates

The St Vincent de Paul Society NSW received 111 generous estates, totalling \$14.5 million, to assist people who are experiencing disadvantage with an average bequest of \$128,286.21

We welcomed many new people to our Vinnies Forever Friends Group, comprised of generous supporters who have confirmed they have included a gift in their Will to the Society. Many of our Forever Friends group visited our service sites to see first-hand how their support makes a positive difference to the people who turn to the Society for a hand up.

We continue to acknowledge our benefactors by sharing stories from their loved ones in our publications. Family members and friends are invited to attend thank you events and our Annual Mass where we present our “Book of Gratitude” containing the names of individuals who have left a bequest to the Society.

The Society is very appreciative of these valued gifts which are applied directly as per the instructions of the Estate. Bequests are unpredictable in nature, as such for budget purposes the Society applies a five-year historical average with an appropriate growth target.

Corporate Partnerships

The support of our corporate partners ensures services delivered by the Society remain viable while contributing to a culture where the corporate sector plays an active role in addressing hardship present in the community.

The ongoing support of IGA during the Christmas season resulted in \$379,500 raised through the sale of Vinnies Christmas Baubles and specially marked Community Chest products. Over the course of 12 years, this partnership with IGA and parent company Metcash has raised \$5.3 million nationwide for the Society.

We were pleased to partner with Kraft Heinz for the first time on a Christmas campaign which saw 20 cents from select Gravox products donated to the Society. Second-hand gravy boats, designed by artist Shelby Sherritt, were also auctioned online. The campaign raised \$117,000 nationally. A range of Kraft products was also donated to be distributed to households in need during the festive season.

Two all-day radiothons were held on ABC Radio and 2GB highlighting our services and people we assist; both campaigns raised \$180,000 each to support the work of the Society. Our media partners at The Australian, Sky News, Nine, oOh!media also contributed significant advertising support for Vinnies Appeals and the Vinnies CEO Sleepout throughout the year.

We are incredibly grateful for the long-term support of Johnson & Johnson Family of Companies, who have partnered with the Society for over 30 years. Current funding provided by J&J has supported the Vinnies NSW First Nations Traineeship and Development program designed to increase First Nation employment, leadership roles and community outcomes.



Helia – formerly known as Genworth – extended their \$150,000 financial support of our Vinnies Vans Services and the Our Lady of the Way domestic and family violence refuge. Helia’s support dates back to 2011 and has contributed over \$1.2 million.

We were pleased to announce that the Lyone Foundation, the Philanthropic arm of COS, renewed a three-year partnership to support our Vinnies Van Services, increasing funding from \$30,000 to \$100,000 annually for the next three years.

The Manildra Foundation and Carbon Reduction Institute both supported our Vinnies Vans, while Amazon Australia continue to offer substantial in-kind support to people in need. Multiple corporate teams and their employees have organised Gift Drives during the Winter and Festive Season to support those in need.



Community Fundraising and Events

Our community fundraising and events team achieved a great result with \$5 million raised through sleepouts, individual and group fundraisers, and events held locally.

After a five-year COVID-enforced hiatus, we were delighted to bring back our Hotels Have Heart gala dinner, raising a record total over \$900,000 to support our homelessness services.

The Vinnies CEO Sleepout achieved a strong result with \$2,798,261 raised in NSW, comprising the largest contribution of the \$8.6 million raised nationally. We look forward to celebrating the 20th anniversary of the event next year where we will surpass \$100 million raised nationally over the lifetime of the event.

Additional sleepouts held in various capacities took place across the state with 40 school sleepouts, 15 community sleepouts and five locations participating in the NSW Vinnies Community Sleepout, which raised close to \$234,000, in August.

The addition of Smart Minis, facilitated through the Commonwealth Bank, allowed Conferences to support local fundraising and the Winter and Christmas Appeals; more than 100 devices were purchased and allocated across NSW, with training sessions held and ongoing support offered to users. The Fundraise Your Way website has also allowed Conferences and the general public to support the Society with \$146,000 raised from 85 campaign pages.

Appeals and Regular Giving

As cost of living pressures and the housing crisis continued to impact the most vulnerable in our communities, the income generated from our giving programs meant that our critical care and support programs could continue to assist the growing number of people who turned to the Society in their hour of need.

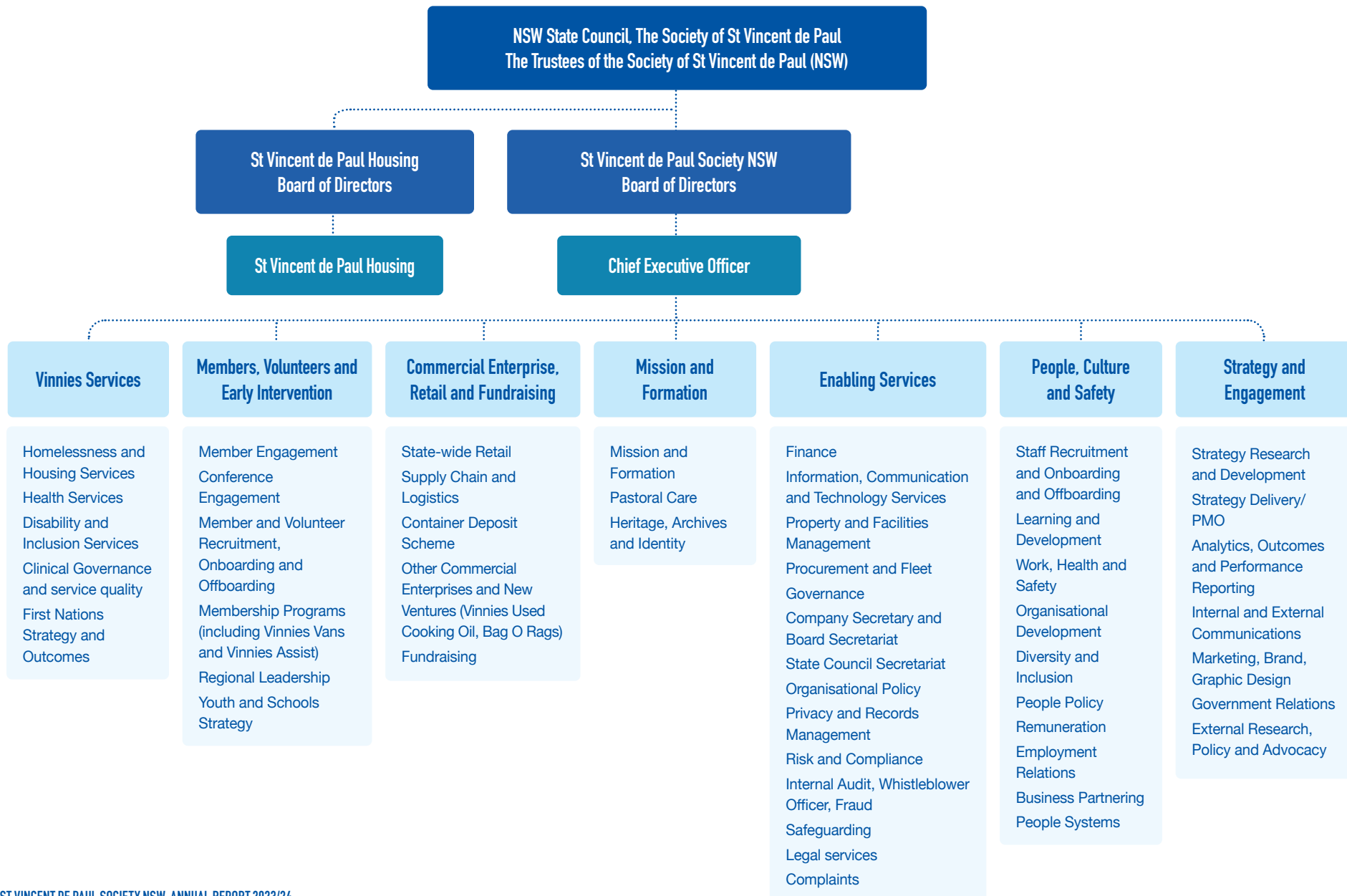
Thanks to our kind and compassionate supporters the 2023/24 financial year saw a 9% growth in our appeals and regular giving income, raising over \$6 million.

Our Winter and Christmas Appeals shone a light on the lingering impacts of the cost-of-living and housing crises resulting in an alarming increase in the demand for our services throughout the state. The Winter Appeal raised over \$1.8 million from 5,814 supporters and the Christmas Appeal raised nearly \$1.8 million from 7,479 donors, all of whom have generously assisted countless men, women and children with crucial practical, care and support needed to get their lives back on track.

We welcomed 5,244 new donors who kindly donated \$661,805 to support our frontline work including services like the Matthew Talbot Hostel and our Vinnies Vans as well as the dedicated work of our members and volunteers.

We are grateful for our regular givers who contributed more than \$950,000 to the good works of the Society. Their loyal commitment and that of all our supporters ensures that we can continue to meet the growing demand from vulnerable members of our community who come to us for assistance.

OUR STRUCTURE AND LEADERSHIP



Our Governance

The St Vincent de Paul Society in NSW is comprised of four entities:

- The NSW State Council of the Society of St Vincent de Paul. The State Council is comprised of democratically elected and appointed members of the Society of St Vincent de Paul in NSW, in accordance with The Rule. Democratic authority and responsibility is vested by the members in each elected Conference President and in each Council President. The NSW State Council is an unincorporated association.
- The Trustees of the Society of St Vincent de Paul (NSW) is a body corporate incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW). The Trustees are comprised of the members of the NSW State Council.
- The St Vincent de Paul Society NSW is a public company limited by guarantee.
- St Vincent de Paul Housing is a special purpose vehicle through which we manage the maintenance

and service provision of over 500 social and affordable housing units that have been constructed through the Social and Affordable Housing Fund.

The NSW State Council governs the work of members of the Society of St Vincent de Paul in NSW. The NSW State Council is part of a federated structure, with Councils in each State and Territory, and a National Council. The members of the NSW State Council are the Company Members of St Vincent de Paul Society NSW.

The Trustees of the Society of St Vincent de Paul (NSW) hold property assets on trust for the good works of the Society in NSW. The Trustees of the Society of St Vincent de Paul (NSW) are the Sole Company Member of St Vincent de Paul Housing.

The Trustees of the Society of St Vincent de Paul (NSW), The St Vincent de Paul Society NSW and St Vincent de Paul Housing are registered charities with the Australian Charities and Not-for-profits Commission (ACNC) and are regulated by the ACNC. The three entities form a reporting group for financial reporting to the ACNC.

State Council Advisory Committees

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

Membership Growth Committee

Chair: *currently on hold*

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

Social Justice Committee

Chair: Brooke Simmons

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

Spirituality, Diversity and Inclusion Committee

Chair: Mary Ryan

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

Youth Committee

Chair: Madeleine Sirris

Purpose: To provide the State Council with advice and recommendations relating to the engagement and activities of youth members, and volunteers.

Board of Directors

The Board of Directors governs the operations of the company. The Board provides strategic oversight and direction for the activities of the company and ensures that activities are aligned with the Society's mission and the objects for which the company was established.

During the 2023/24 financial year, the following individuals were Directors of the St Vincent de Paul Society NSW:

Chair

Richard Stewart

Richard Stewart OAM has contributed in various capacities to the St Vincent de Paul Society NSW for more than twenty years, including many years in board and committee roles. In his regular work, he is a partner at PwC. He specialises in valuation, corporate finance, strategic value advice, mergers and acquisitions, capital raisings and joint ventures arrangements. His experience with PwC has spanned more than 38 years of work in Australia, Asia, the UK and USA. He has worked for many of PwC's most prestigious global clients across many industries during his career. He received the Medal of the Order of Australia in 2015, for his work in the social welfare sector and the accounting profession.

Directors

- Paul Burton
- Michelle Chahine
- Peter Houweling
- Anne Stanfield
- Elizabeth McNamara
- Peter Doyle
- John Adams
- Evelyn Tados
- Birgit Burge-Teply

Board attendance and eligibility – 2023/24

Name	Attendance	Eligibility
Richard Stewart	8	8
Paul Burton	1	6
Michelle Chahine	7	8
Peter Houweling	3	3
Anne Stanfield	7	8
Elizabeth McNamara	8	8
Peter Doyle	8	8
John Adams	6	8
Dr Evelyn Tados	5	5
Birgit Burge-Teply	4*	5*
John McKendry	4**	4***
Beverly Kerr	1	2

*Birgit Burge-Teply attended the October 2023 meeting as a guest

**John McKendry attended the August 2024 meeting on behalf of Beverly Kerr

Board Advisory Committees

The Board is supported by a number of advisory committees. The Board committees and their purposes are set out below.

Audit and Finance Committee

Chair: Elizabeth McNamara

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

Governance, Nominations Committee

Chair: Evelyn Tados

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

People and Culture Committee Chair:

Chair: Peter Doyle

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

Service Quality and Safety Committee Chair:

Chair: Anne Stanfield

Purpose: To provide advice on proposals for the establishment of new Special Works and to assess existing Special Works. The Committee receives quarterly reports on each Special Work across the Society.

Remuneration Committee Chair:

Chair: Richard Stewart

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



State Council

The State Council, which serves the members of the Society of St Vincent de Paul (NSW), is made up of an elected State Council President; Central Council Presidents; and Vice Presidents who are appointed by the State Council President.

The State Council additionally fulfils the role of Trustees holding in trust all land and properties that are made available for the work of the Society.

Paul Burton – President (In Memoriam, May 2024)

Paul was a member of the Society for more than 40 years. He served in various roles in south-western Sydney, and the Armidale Central Council before taking on the role of NSW State Council President in March 2022. Paul served the Society faithfully as President until he passed away in May 2024.

Peter Houweling – Vice President to the President, Vice President Membership and Communications

Peter has been an active member of St John the Evangelist Parish Dapto since being posted to Wollongong as a primary teacher after his marriage in 1973. He was elected as president of the parish council when it was first established under parish priest Father Francis Tran and is currently an active member of the Dapto Conference. Peter was elected NSW State Council President in August 2024.

Brad Jones - Vice President, Governance / Secretary

Bradley is a highly experienced and well-regarded barrister with more than 20 years' experience, specialising in taxation, administrative, commercial law and equity. With an expansive practice in Commonwealth and state revenue matters, Bradley

regularly appears for both taxpayers and revenue authorities in the Administrative Appeals Tribunal, the Federal Court and the High Court of Australia. He has also advised the New South Wales, West Australian and Queensland Governments on Commonwealth tax-related matters.

John McKendry – Vice President, Housing

John has enjoyed a life-long journey with the Society, from Queensland University to Canberra and the Maitland/Newcastle Central Council. John previously served as Interim Chair of the company Board from 2019 -2021. Prior to retirement, he was Chief Operating Officer for Australia Japan Cable, an international consortium of telecom companies.

Mary Ryan - Vice President, Spirituality, Diversity and Inclusion

Mary joined the St Vincent de Paul Society in 2014 and served as President of St Patrick's Conference Swansea from 2017-2021. Mary currently serves as Eastlakes Regional Council President and as Chair of the Spirituality, Diversity and Inclusion Committee.

Brooke Simmons - Vice President, Social Justice

Brooke works as a Senior Structural Engineer for Taylor Thomson Whitting and serves as a member of Our Lady of the Way conference in North Sydney. She has been volunteering with the Society since 2009, including positions in the Night Patrol, Kids Camps, Buddies Days and Sydney University Young Vinnies.

Beverley Kerr - Vice President, Support Services

Beverley joined the Society 22 years ago and is a member of the Corrimal Conference, and serves across a number of roles throughout the organisation, including Chair of the Service Quality and Safety Committee. She is also a Director of Amélie Housing and member of the Amélie Housing Audit, Risk and Finance Committee.

**John Walden - Vice President, Treasurer
Sydney Archdiocese Central Council President**

John serves as Sydney Archdiocese Central Council President. He joined the Society as a member of the Maroubra Junction Conference in October 2006, where he was elected President of the Conference in March 2007, and remains a member of the Conference to date.

Frances Scurfield - Vice President, Twinning

Frances joined the St Vincent de Paul Society in the Wilcannia/Forbes Central Council after volunteering in the highlands of Papua New Guinea for years, where she saw firsthand how much the Queensland St Vincent de Paul Society overseas assistance helped local communities. Frances has worked in the Wilcannia/Forbes office for more than a decade whilst also acting as the Central Council's Twinning Officer.

Madeleine Sirris - Vice President

Maddie has worked in community development, running community events, and implementing early intervention and prevention programs for young people since graduating with a Bachelor of Social Work from the University of Sydney in 2018. Maddie first became involved with the Society in 2011 through her high school Conference and has continued to be involved in various roles throughout university and beyond.

John Adams - Armidale Central Council President

John is a member of St Patrick's Conference Glen Innes and serves as Social Justice Representative on the Armidale Diocesan Council and Chair of the Finance Committee of St Patrick's Parish, Glen Innes. John is a Justice of the Peace (NSW), formerly served as Deputy Chair of the Glen Innes Health Service Board and recently retired from a long career as a Paramedic with NSW Ambulance.

Marina Gray - Bathurst Central Council President

Marina was elected as Central Council President for Bathurst in February 2024. With 25 years of experience as a Society member, Marina has held various significant positions, including Conference President in Bourke and Bathurst, as well as Regional President in Cobar Region within the Wilcannia/Forbes Central Council. She also previously served as Evans Regional President.

Michelle Chahine - Broken Bay Central Council President

Michelle was appointed as Broken Bay Central Council President in June 2021 after first joining the Society in 2015 as a member of the Asquith Conference. She is currently the Vocations Officer for the Diocese of Broken Bay and brings a passion in youth ministry to her role, having mentored the Asquith Youth Conference for the past six years and served as a member of the Ku-ring-gai Chase Catholic Parish Pastoral Council and as their Youth Coordinator.

Vikram Pitre - Greater Western Sydney Vice President

Vikram joined the St Vincent de Paul Society in 2017 with his wife as an outlet for their passion for community work. He was born in Kolkata, where he lived a few hundred meters from Saint Teresa's home and was fortunate to have met her on many occasions; he moved permanently to Australia in 2008 and started his own finance brokerage company before completing a graduate degree in immigration law.

Paul Edgar - Lismore Central Council President

Paul Edgar was elected as Lismore Central Council President in August 2023. He has been an active member of the Yamba Conference since 2015, serving as Conference Treasurer for four years. Additionally, Paul has contributed to the Lismore State Council as the Social Justice representative on the State Council for three years. His dedication to Society service is further evidenced by his role as Regional President of the Clarence Orara Region, a position he has held for four years.

Brian Halligan - Maitland Newcastle Central Council President

Brian joined St Patrick's Conference Swansea in 2014. He became Conference President, then Eastlakes Regional President before serving as Central Council President where he was Commissioned on Pentecost Sunday 2022.

John Walden - Sydney Archdiocese Central Council President

John serves as Sydney Archdiocese Central Council President. He joined the Society as a member of the Maroubra Junction Conference in October 2006, where he was elected President of the Conference in March 2007, and remains a member of the Conference to date.

Correne Ellis - Wagga Wagga Central Council President

Correne grew up on a farm in the country town of Mendooran and boarded at Our Lady of Mercy College Parramatta. She then taught in a variety of schools in Catholic Education systems. Corrie enjoys serving in the Society and has been President of St Michael's Conference Wagga Wagga on two occasions.

James (Jim) Rogers - Wilcannia/Forbes Central Council President

Jim joined the St Vincent de Paul Society in 2007 and previously served as Wilcannia/Forbes Central Council President from 2014-2018. Jim has been a member of Conferences in Parkes, Peak Hill and Condoblin and served as Central West Regional Council President after retirement from a long career in agriculture.

Peter Doris - Wollongong Central Council President

Peter joined the Society at St Joseph's Conference, Moorebank in 1995. After moving to the Southern Highlands in 2012, he joined St Michael's Conference, Mittagong. Peter became Regional President for the Southern Highlands in 2017 and since then has performed many duties for Wollongong Central Council.

State Council attendance and eligibility – 2023/24

Name	Attended	Eligible
Paul Burton	5	9
Peter Houweling	8	9
John Adams	6	9
Patrick Yeo	5	6
Marina Gray	3	3
Michelle Chahine	6	9
Vikram Pitre	6	9
Gail Gaudron	1	1
Paul Edgar	5	8
Brian Halligan	8	9
John Walden	9	9
Corrie Ellis	4	7
Anthony Foley	1	2
Jim Rogers	9	9
Peter Doris	8	9
Brad Jones	5	9
Elyse Jeffress	0	1
John McKendry	6	8
Peter Houweling	8	9
Brooke Simmons	9	9
Mary Ryan	9	9
Frances Scurfield	9	9
John Walden	9	9
Beverly Kerr	7	9
Maddie Sirris	5	9



Our Operations

Work Health and Safety

The Society is committed to ensuring the safety of everyone involved in or impacted by our activities. We understand that keeping our members, volunteers, and employees safe enables us to continue to provide a hand up to people in need.

We have continued to focus on building a constructive culture that enables safety and wellbeing for all people, every day at every site. Initial progress has been demonstrated by improved employee engagement survey results in relation to both health and safety (+11%) and wellbeing (+12%).

We have continued to focus on safety leadership and the development of our safety management system. Our executive leaders have continued to engage in regular site visits and leader-led conversation to demonstrate safety leadership and our board of directors have started to engage in regular site visits.

We have started to set expectations for the management of safety through safety planning and the socialisation of a set of safety management standards and have taken significant steps towards the development of a contractor management framework for property and facility work. Our safety reporting culture is improving, with proactive hazard reporting and corrective action equating to more than 20% of all reporting during the past year.

Progress was made in relation to a number of our critical risks including the embedding of the safety requirements for driving and regional travel within the Motor Vehicle Policy and our fleet management processes, and improved site layout and the installation of physical barriers to separate pedestrians from mobile plant and vehicle movements at our warehouses and Return and Earn container deposit sites. We have also implemented emergency procedures at our priority sites (including accommodation) and introduced a new role to the safety team with specialist capability in personal safety, security and emergency management.

A new EAP service has been implemented in partnership with Converge International. This has resulted in increased employee and manager utilisation of support services.

We have continued to work with our workers compensation claims agent to achieve positive recovery outcomes for our injured workers and have achieved improved return to work outcomes and reduced claims costs during FY2024 compared to FY2023.

The Society has taken steps to understand our psychosocial risks and the underlying cause of our claims for psychological injury and have started to plan action to improve our people's experience of work. Although we are only just beginning this work, we recently received positive feedback from SafeWork NSW regarding our understanding and approach to addressing this challenging issue.

People and Culture

The Society conducted our third employee engagement survey with a participation rate of 70% of employees and achieved a significant increase in our engagement score from 71% in 2021 to 81% in 2023. Based on the recent feedback we focused on further developing the capabilities of our leaders through expanding our Management Development Program and introducing Quarterly Executive Leadership Forums.

Our new human resources management information system Success Factors was implemented. The system has consolidated multiple systems into one platform, automated various manual processes and provided management timely information for improved decision making.

Diversity and Inclusion

The Society has made good progress with the implementation of our Diversity and Inclusion Strategy.

Our focus over the financial year included:

- An Inclusive Recruitment training program was launched for hiring managers to ensure our recruitment process is inclusive and to help the Society attract the best people from the widest talent pool.
- To further support our recruitment activities a new 'Working at Vinnies' video was developed which features a cross-section of employees talking about why they joined and what they enjoy about working at Vinnies.
- We completed our annual reporting to the Workplace Gender Equality Agency which showed the Society's gender pay gap had decreased to just over 2%. Work continues to further minimise the gap.
- The Society's Board approved gender composition targets of 40% female, 40% male and 20% open, and the Board Charter was updated to reflect the change.



- The Society also established a Gender Equality Resource Group, sponsored by the CEO, to advance workplace gender equality initiatives.

Disability Inclusion Action Plan (DIAP)

Our Disability Inclusion Action Plan (DIAP) 2021 – 2025 is an important part of our Diversity and Inclusion Strategy. The plan focuses on developing an inclusive and supportive workplace for people with a disability.

Some of the key actions taken over the past year include:

- The refresh of the People with Disability Employee Network which is now led by an employee living with disability who sits on the Disability Inclusion Working Group. The Network has developed a calendar of important disability days which are supported by communications to raise awareness.
- The Property Team completed an accessibility audit of sites owned by the Society and is exploring ways to make the accessibility information available more widely.

Reconciliation Action Plan (RAP)

Another important part of our Diversity and Inclusion Strategy is our Reconciliation Action Plan (RAP). Our vision for reconciliation is for a just and equitable Society. A Society characterised by strong and meaningful relationships between the First Peoples of Australia and non-Indigenous Australians.

Some of the key actions taken over the past year include:

- The Society's RAP was renewed at the Innovate level by Reconciliation Australia. The new RAP will be for the period July 2024 – July 2026.
- In 2024, the Society received approval from the NSW Anti-Discrimination Board to designate, advertise and recruit up to 10 identified roles per year for Aboriginal and Torres Strait Islanders for 5 years.
- The Society's First Nations cultural e-Learning module was refreshed, previously known as Gan Na and now called Djurali which means to learn and grow in Dharug language.

Strategy, Delivery And Impact

The Strategy, Delivery and Impact team worked to advance and monitor the progress of our Strategic Plan over the course of the 2023/24 Financial Year.

This work saw the team facilitate a strategic planning process for our Executive Leadership Team, resulting in a realignment of the implementation plan to prioritise a targeted group of multi-year strategic initiatives that have since commenced. These initiatives have been subject to revised governance for the Board and ELT.

We have commenced work on the ambitious Matthew Talbot Hostel redevelopment project with scope definition, completed service model redesign options and lived experience consultation undertaken. A project and change management toolkit for the Society was also established to enhance our capabilities for strategic projects.

Our reporting capacity has been strengthened with further refinement of Vinnies Services and Membership, Volunteers and Early Intervention data collection to measure the Society's impact. This past year has also seen a refreshed set of key results established to determine baseline and targets for our five-year strategy.

Mission And Formation

Mission

The Mission team have worked to embed the mission of the Society across the whole of the organisation through releasing the Mission Strategy to support the organisational strategic plan. Mission partners have worked collaboratively with other directorates to increase the mission focus, including MVEI, Safety and Emergency Management, Vinnies Services and Policy and Advocacy teams. They offer a mission lens through various working groups, such as the Rainbow Pride and Modern Slavery Networks.

Our Mission team are part of the National Mission Network, under National Council, and contribute to key resources promoting the Society's identity for local and national benefits, as well as sitting on the Spirituality, Diversity and Inclusion Committee of the State Council to address areas of Vincentian identity.

One aspect of the Mission Masterclass, launched in August 2023, that is having a strong impact in the ownership of the Society's mission, is the 'Action Plans module' of the course, encouraging Masterclass attendees to take back actions and tasks to their directorates to bring about mission maturity across the organisation.

Formation

In addition to the Mission Masterclass for people-leaders, we also offer a Mission and Legacy micro course for members of the Society as part of our new suite of formation programs. Our Spiritual Reflection Guides are supplied to Conferences in NSW for spirituality resources, along with making this resource available to other States and Territories and international Vincentian communities including, Fiji and Papua New Guinea. These Spiritual Reflection Guides are also available as an audio podcast, featuring spiritual readings and interviews with various Vincentians across the country.

As part of our commitment to pastoral care, we released the Seasons for Growth seminars, which provide a psycho-education workshop around grief and loss for members and employees who support the people we assist in navigating these pressures on a daily basis.

For guidance with mission stewardship within the Society, the mission and formation directorate have established two guiding frameworks for articulating the Society's mission. These are the Mission Integration Framework which is provided to our People-leaders

during the Mission Masterclass, and the other is the Vincentian Mission Framework for our Trustees, Board and Executive Leadership Team.

Technology Services

During the financial year, the Information and Communications Technology (ICT) team implemented new applications while continuing to focus on improving security, system reliability and performance.

Key highlights include:

- IT infrastructure has been upgraded on Z sites to improve communication reliability. ICT teams have worked closely with the Property team to support the set-up of new shops and supporting shop moves.
- ICT and People and Culture worked together on a new HR platform for staff. This system replaces several disparate systems and improves visibility, efficiency, accessibility to employees with disabilities or learning difficulties. It supports improved employee engagement, performance, capability, and productivity.
- ICT worked closely with the MVEI team to implement the new Members and Volunteers' portal. This portal significantly improves onboarding practices, communication, self-service and support for members and volunteers while improving system and data security.
- ICT worked closely with the Finance and retail team to implement the second phase of Microsoft Business Central application (ERP). This supported the launch of the Vinnies gift cards and welfare cards to support the people we assist.
- ICT continues to enhance our Society Client Information System (SCIS) to support Vinnies Services to provide the best service to the people we assist.

Communications, Marketing and Design

The Society aspires to be regarded as a premier and authoritative charity in the eyes of the public, and seeks to promote our good works and impact through our social media channels, mainstream media and design output.

Vinnies NSW social media presence continued its upwards trajectory with growth across all channels, most notable on Instagram and TikTok.

The decision to expand into TikTok last FY paid off. The number of followers increased significantly, and a number of videos reached over 500k views with content focused on our Shops and Volunteers.

The decision was made in November 2023 to pause the use of X (formerly known as Twitter) for its ongoing poor performance, and to better align Vinnies to social networks that will drive the greatest engagement.

	Followers	Growth during FY 23/24
Facebook	17,409	+4% (704)
Instagram	16,249	+46% (5,116)
LinkedIn	10,749	+15% (1,380)
TikTok	5,366	+465% (4,417)

The past year has seen the diverse work of the Society showcased in the media with coverage of the Vinnies Bridal Expo highlighting our retail operations, opinion pieces on the First Nations Voice to Parliament expressing our social justice priorities, the work of members highlighted during the Vinnies Christmas Appeal, and our advocacy on social housing playing an important role in delivering outcomes for our services and the people we assist.

The Society was featured prominently in several high-profile outlets including Sunrise, The TODAY Show, A Current Affair, Daily Telegraph, Guardian Australia, news.com.au, 2GB and ABC Radio Sydney.

We received 129 monthly media mentions on average throughout print newspapers, radio, television and online publications. Vinnies spokespeople were quoted in 43% of our total media mentions.

	Total Mentions	Average Monthly Mentions
Online	557	46
Print	214	18
AM	425	35
TV	147	12
FM	199	17
Total	1,542	129



	Total Mentions	AM	FM	Print	Online	TV	Vinnies Spokespeople	%
July	131	39	5	21	61	5	59	45%
August	112	14	14	29	33	22	62	55%
September	51	16	6	10	12	7	39	76%
October	76	5	2	14	40	15	39	51%
November	262	134	68	21	29	10	73	28%
December	164	93	19	12	27	13	40	24%
January	254	19	7	22	197	9	125	49%
February	74	9	20	16	17	12	51	69%
March	45	5	12	8	15	5	18	40%
April	39	5	2	9	15	8	19	49%
May	110	12	16	27	48	7	60	55%
June	224	74	28	25	63	34	83	37%
TOTAL	1,542	425	199	214	557	147	668	43%

Our Brand and Creative Services team worked across the entire organisation with 441 completed design jobs over the past year. These design requests varied in size and scope from flyers to complete shopfronts.

Highlights:

- Refreshed a number of youth sub-brands to a more modern look including 'Do Good' merchandise used to promote the Society during O-Week
- Created a new approachable and recognisable brand identity and decals for the Vinnies Van service
- Developed decals and signage for a range of shops and support centres including Redfern, Newport, Bathurst and Chatswood
- Supported Policy and Advocacy with the design of key documents and reports including the NSW Pre-Budget Submission and the Sydney Alliance Housing Advocacy Guidebook.

The addition of a Digital Content Producer has allowed the Society to produce over 140 pieces of video and photography content, highlighting the work of the Society and the people we assist. This work has included showcasing our Vinnies Vans, people assisted by our drop-in centres across the North Coast, recruitment for fundraising initiatives such as the Vinnies CEO Sleepout, and promoting our major appeals.

Governance

The Society's governing bodies, the Trustees of the Society of St Vincent de Paul (NSW) and the Board of St Vincent de Paul Society, work collaboratively to help deliver the Society's mission and support a one Society approach that draws on the strengths of our members, volunteers and employees.

In 2023-24 the Board responded to findings from an external review as part of its commitment to continuous improvement, and building on increasingly solid foundations of effective governance. Similarly, our organisation-wide policies are now in a cycle of regular review as we seek to further enhance organisational governance and support operational efficiency and effectiveness.

Risk

The Board and Executive Leadership team have shown their commitment to sound risk management through the various governance structures, policies and processes at the board and management levels. A change in the structure of Board Committees has resulted in the risk and compliance function being oversighted by what is now the Audit, Risk and Finance Committee.

An adequately resourced and capable risk function ensures that the Society's risks are managed in accordance with the Risk Management Framework and Risk Appetite Statement. The Integrated Risk Management System is used to optimise the Society's governance of risk and compliance.

The Board and Executive Leadership team participated in a joint strategy and risk day in April 2024 to ensure the Society is well placed to manage risk in successfully executing the current Strategic Plan. The risk function conducted workshops and training through the year across the Society's directorates to enable sound risk management.

The Society has continued its modern slavery risk management program as a member of the Australian Catholic Anti-Slavery Network (ACAN) and continued to engage actively with suppliers to increase awareness of the risks of modern slavery, and our expectations of them to address those risks.

Audit

The Society maintains an Internal Audit function that provides objective assurance to the organisation, reporting to the Audit, Risk and Finance Committee of SVDP NSW.

The Internal Audit function takes a risk-based auditing approach towards assessing the effectiveness of internal controls and governance to enhance the delivery of the Society's services and operations. In 2023/24, the following audits were undertaken: gift card review; logistics and recycled products; work health and safety; disability services compliance with NDIS Quality Standards. Internal Audit also managed a network security audit, co-sourced with Stickman Cyber Pty Limited.

Follow up audits are undertaken to ensure recommendations made during the audit process are actioned by management within agreed timeframes.

Since July 2023, the Internal Audit function has also provided audit services to SVDP Housing and Amélie Housing.



Safeguarding

The Society is committed to prioritising child safety and implementing robust safeguarding practices. The introduction of the NSW Child Safe Scheme has provided a clear framework for enhancing child protection and safeguarding practices, and we have made substantial progress in aligning our policies and procedures with the 10 Child Safe Standards. This includes engaging with children, families, and communities to foster a culture of safety and accountability, as well as ensuring that our employees, members and volunteers are equipped with the necessary training and resources to maintain a safe environment for children.

In addition to the NSW Child Safe Scheme, the Society has committed to embedding the Australian Catholic Safeguarding Standards (ACSS) into our operations. The ACSS, developed in response to the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse, emphasise the importance of embedding safeguarding practices into the governance and culture of organisations to protect children, young people and vulnerable adults. By prioritising these standards, we are demonstrating our commitment to creating environments where children & vulnerable adults feel safe, respected, and empowered to participate in decisions that affect them. We will continue to monitor our progress and engage with stakeholders to ensure the effectiveness of our safeguarding efforts and maintain the trust placed in us by the communities we serve.

Procurement

The effective selection and engagement of suppliers is crucial to ensure the Society operates efficiently and provides quality service to those we assist.

The Procurement function strives to maximise the value of supplier relationships by implementing robust sourcing and supplier management processes. This approach ensures the careful selection and ongoing management of suppliers to ensure the best outcomes. Approximately 71% of our manageable spend (suppliers with an annual spend less than \$100,000) is under contract or management.

A key component is identifying and mitigating risks within the supplier value chain through diligent and continuous governance. In the past financial year, the Procurement team collaborated across the organisation on various new projects and initiatives, including RFP's for a number of large IT initiatives, consolidation of office supply and mobile phone procurement across the Society, and the review and renewal of valued existing supplier partnerships.

The primary focus remains on driving value and cost efficiency, managing risks, and ensuring that suppliers align with the Society's mission and values.

Additionally, we have maintained strong relationships that have enabled access to substantial in-kind donations, such as food, clothing, IT equipment, bed linen and furniture. These contributions have been used within our properties and distributed to communities across NSW and totalled approximately \$250,000.

Procurement also plays a role in meeting the Society's obligations under the Modern Slavery Act and supporting our Reconciliation Action Plan. Our commitment to supplier engagement is demonstrated by the publication of our annual Modern Slavery Statement. Through our membership with Supply Nation, we continue to identify opportunities for First Nations businesses to provide goods and services to the Society.

Property

The objective of our property team is to support the delivery of the Society's good works, by ensuring that properties are fit for purpose. In the 2023/24 financial year, we commenced embedding a new approach to property management within Vinnies to deliver on Vinnies' strategic aspirations. This approach is supported by the restructure of the property team for the team to be aligned to the principles of best practice property management.

Key highlights of the year include:

- Undertaking a preliminary assessment of our property portfolio to inform decision making as to the long-term investment profile for our buildings, and to support the acquisition of new properties.
- established several new service centres in the financial year including retail shops, return and earn facilities, conferences spaces and crisis accommodation.
- satisfying accreditation and compliance requirements for Society-operated properties
- continue to deliver on the environmental sustainability program through installation of solar photovoltaic to reduce carbon-based electricity consumption.

Legal

Our legal team provide a range of services to the Society including general legal advice, contract planning and review, privacy law advice and has management of the complaints function for the Society. The Legal function also includes the role of Chief Privacy Officer and redress officer.

During the financial year the legal function developed a bank of precedent documents and templates, managed a significant number of legal files and where involved in the shaping of the scope for the records management and privacy project to be implemented in 2025.

Finance

The finance team have implemented and commenced a series of initiatives throughout the past year to improve processes and efficiency.

Commenced implementation of Purchase Orders which will benefit the Society in a number of ways through legal protections, supplier management, tracking expenditure and improved budgeting and actual reporting. Phase 1 included welfare assistance, retail goods and motor vehicles with broader rollout planned across FY25.

Upgrades to the finance and retail systems were embedded to account for welfare assistance provided to clients via our retail outlets, in addition we assisted in the launch of Vinnies gift cards and introduced a new inventory system.

A new financial acumen program has been developed in collaboration with the learning team to support the management development program in building the financial capabilities of managers with rollout planned from July 2024 across the remainder of FY25.

OUR SUPPORTERS

We extend our heartfelt thanks to the following individuals and organisations that gave significant support to the St Vincent de Paul Society NSW this year:

2GB	Create Engage	Lyone Foundation	The Dick and Pip Smith Foundation
ABC Radio	Dharma Care Inc.	Manildra Foundation	The Ernest Heine Family Foundation
Abergeldie Complex Infrastructure	DOOLEYS Lidcombe Catholic Club	Nine	Fairfield RSL Club
Amazon Australia	Eativity	oOh!media	Fussell Family Foundation
Astrolabe Group	EzyCharge	Port Authority of New South Wales	Little Company of Mary - Australia
Audio Visual Events	Gelato Messina	Rapid Relief Team	Liverpool Catholic Club
The Australian	Gene Pty Ltd	Seasonal Supplies	PAYCE Foundation
The Australian Hotels Association	Goldman Sachs Australia	Select Events	The Maple-Brown Family Foundation
Australian Stockbrokers Foundation	Grill'd	Sky News Australia	The Profield Foundation
Canva	Grinders Coffee	Tontine	Skellern Family Foundation
Carbon Reduction Institute	Helia	Visy	Therese Catanzariti
Capital Transport	Hilton Sydney	Weber	Government bodies
The CEO Institute	IGA	Charitable Foundations	Federal Government
Claude Outdoor	IVE Group	Andrew Prattern Charitable Trust	NSW Government
Club Marconi	Johnson and Johnson	The Beeren Foundation	NSW Local Government
COS	Family of Companies	Claffy Foundation	
	Kraft Heinz	Cootes Family Foundation	
	LMG Marketing Group		



Estates of the late

We remember for their generosity the following people a gift in their Wills to the Society. We keep them and their families in our thoughts and prayers.

Fr John Joseph Alt; Joan Barry; John Norbert Bender; John Benecke; Edward Borovnjak; Elaine Philomena Bosen; Mary Duncan Bowie; Barbara Patricia Burke; Albert Cahill; Claire Evelyn Honora Callaghan; Byron Campbell; Peter Carroll-Held; Monica Marie Connolly; Michael James Conroy; Yvonne Gezina Cortie; Helen Antoinette Davies; Nora Geraldine C De Beer; Margaret Ann Demee; Patricia Jean Devine; Anna Henderika Donald; Christine Margaret Dowling; Joseph Andrew Doyle; Dorothy Mary Dunlop; Mary Ferguson; Veronica Beryl Ferris; Margaret Mary Finnegan; Diana Beresford Fisher; Margaret Fitzgerald; Catherine Ellen Flynn; Ian Fogarty; Richard John Foley; Peter Robert Fox; John Frey; Eileen Isobel Hargreaves; Boyd Francis Higgins; Colin Arthur Bede Hilder; Alan Eugene Hogan; Theresa Julia Holles; John Michael Howard; Mary Denice Keane; Helen Elizabeth Kemp; Paul Dawson Leslie; Leslie Logue; Kevin Thomas Maguire; Margaret Therese Maher; Patrick John Mathews; Wayne Watson Millard; Eileen Lillian Mitchell; Gordon James Morphet; George Nagy; Mary Catherine O'Brien; Dominick Joseph O'Connor; Ernest Perry; Jonathan William Persse; Joan Margaret Petersen; Pamela Mavis Porteous; Colleen Mary Quinton; Anthony Galvin Redford; Anthony Emmet Rice; Simon Francis Roodenrys; Donald Stanley Rowden; Marie Bernardette Scott; Marija Sencar; Beryl Sigg; Virginia Margaret Spate; Raymond Francis Stephenson; Desmond Patrick Sullivan; Gwenowefa Suryak; Raymond Francis Swinfield; Robert Anthony Lewis Thompson; Henry Robert Thorne; Tess Tilburn; Raymond Ernest Timbs; Ester Aileen Tully; Maureen Patricia Young

FINANCIALS

We present the consolidated financial report for the year ending 30 June 2024, which includes The Trustees of the Society of St Vincent de Paul (NSW), St Vincent de Paul Society NSW and St Vincent de Paul Housing.

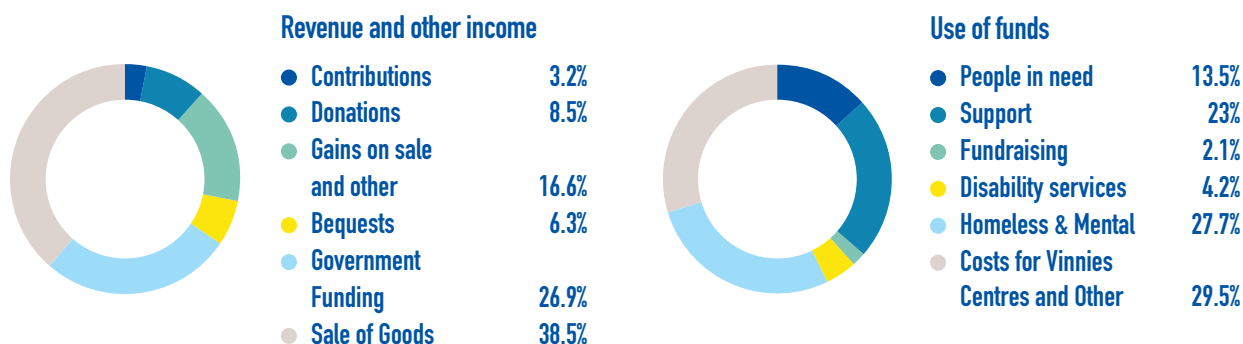
Key financial results include:

- Consolidated net operating surplus excluding fair value gain on investment properties is \$7.3m (2023: \$2.8m).
- Total revenue and other income of \$220.7m, (2023: \$205.5m), this is an Increase of \$15.2m or 7.4% on prior year.
- Total expenditure of \$212.3m (2023: \$201.5m), this is an increase of \$10.7m or 5.3% on prior year.
- Government funding increased by \$2.4m (\$62.3m 2024 vs \$59.9m 2023) predominantly due to new programs such as the AOD New England Hub as well as additional one off and recurring funding for a number of services and emergency relief assistance for people we assist.
- Vinnies Centres sales increased by \$6.1m or 7.3% on last year to \$89.1m. The opening of the three new stores (Newport, Shellharbour and Campbelltown) during the year also contributed to the increase in sales.
- During the year, the Group spent \$96.4m (2023: \$92.1m adjusted for the exit of residential disability accommodation) directly in the areas of homelessness, housing and mental health, disability and inclusion services and early intervention.

Review of operations

	2024 Actual \$'000	2024 Budget \$'000	2023 Actual \$'000	2024 Actual vs Budget	2024 vs 2023	5 year average %
Revenue	220,742	207,038	205,535	6.6%	7.4%	0.03%
Expenditure	(212,281)	(206,849)	(201,534)	2.6%	5.3%	-2.9%
Operating (deficit) / surplus	8,461	190	4,001			
Contributions to related entities	(1,201)	(1,203)	(1,164)			
Net operating (deficit) / surplus	7,260	(1,014)	2,837			
Other income						
Fair value gain on investments properties	10,715		1,250			
Net Surplus	17,975		4,087			

Analysis of 2024 revenue and other income and use of funds



Five-year financial results summary

	2020	2021	2022	2023	2024	Average Change (%)
Revenue & other income ('\$000)						
Donations & appeals	26,459	22,893	22,477	18,890	19,735	
Bequests	13,393	10,127	10,021	8,500	14,501	
Sale of goods & other	57,181	71,990	57,475	83,034	89,125	
Government funding	106,715	72,444	53,179	59,887	62,285	
Client contributions	10,074	11,236	11,828	12,734	7,276	
Gains on sale of assets	6,443	699	2,759	830	1,619	
Others Including Net Gain on Investment Properties	12,396	22,719	34,795	22,910	36,916	
Total revenue & other income	232,661	212,108	192,534	206,785	231,457	
Year-on-year change (%)	-1.1%	-8.8%	-9.2%	7.4%	11.9%	0.03%
Use of funds (\$'000)						
Fundraising costs	4,339	3,508	3,607	3,713	4,408	
Costs for centres of charity and other	50,549	50,005	47,009	55,942	62,541	
People in need	29,264	25,571	25,688	26,917	28,713	
Homeless, mental health and housing	64,327	48,665	52,852	56,302	58,854	
Disability Services	55,312	18,996	17,440	17,884	8,884	
Other costs	35,393	29,333	39,320	40,723	48,775	
Impairment and losses on assets	10,645	50	-	53	106	
Total expenditure	249,829	176,128	185,916	201,534	212,281	
Year-on-year change (%)	-4.1%	-29.5%	5.6%	8.4%	5.3%	-2.9%
Contributions to related entities	1,216	860	1,288	1,164	1,201	
Net surplus / (deficit)	(18,384)	35,120	5,330	4,087	17,975	
Services % of total costs	83.4%	81.3%	76.9%	77.9%	74.9%	78.9%
Services % of total income	85.7%	67.5%	74.3%	75.9%	68.7%	
Fundraising costs % of total costs	1.8%	2.0%	1.9%	1.8%	2.1%	
Fundraising & admin % of total costs	16.6%	18.7%	23.1%	22.1%	25.1%	21.1%
Fundraising costs to donations & bequests	10.9%	10.6%	11.1%	13.6%	12.9%	

Operating position

The Group reported a net operating surplus for the year of \$18.0m (2023: \$4.1m). Included in the net surplus are fair value adjustment of \$10.7m of the the Social and Affordable Housing properties. Our Retail Network plus the Container Deposit Scheme outlets generated revenues of \$95.2m, Donations and Bequests providing \$34.2m, Government funding \$62.3m, with the remaining \$29.1m made up of client contributions and Investment Income making up the total revenue of \$231.5m.

The Group spent \$96.4m directly in the areas of homelessness, housing and mental health, disability and inclusion and early intervention, retail network and fundraising costs accounted for \$66.9m with enabling and support costs of \$49.0m making up the total expenditure of \$212.3m.

Cash and Financial position

The Group is fortunate to be in a sound financial position with net assets at 30 June 2024 of \$420.6m. The main components of this are property assets of \$515.1m, also cash assets of \$44.0m and strategic and other deposits of \$71.7m.

The Group's Strategic Plan for 2024-2028 is Strengthening Communities, Transforming Lives which aspires to amplify the impact of our service offering and extend the reach of our services to ensure our services support lasting outcomes for the people in need services.

The objective of the Group's Strategic Reserves are primarily to safeguard against the risk of major unforeseen events, ensuring the long-term sustainability of the Group and its activities to support those most in need. Furthermore, these funds are utilised to fund major strategic initiatives presented to the Board, subsequent to review by the Audit Risk and Finance Committee (ARFC). The Group's plan for 2025 is the continuation of investments that will further build organisational capability to ultimately support service delivery to the people we assist.

Trends and ratio analysis

Over the last five years, operating revenues have increased on average by 0.03%. Over the same time operating expenses have decreased by 2.9% on average.

The ratio of service delivery costs as a percentage of total costs is in line with the five year average of around 78.9%.

The ratio of fundraising and administration costs as a percentage of total costs is 25.1%. It should be noted that included in these costs were interest expense of \$11.2m on the SVDP Housing loan. The adjusted ratio excluding this is 19.8% which is lower than the five year average of 21.1%.



Analysis of results

Sales of goods from Vinnies Retail Shops represent a significant contribution to total revenues at 38.5% (2023: 38.0%). As part of the retail growth strategy, we opened three new Vinnies Retail Shops during the year (Newport, Shellharbour and Campbelltown).

Government funding increased during the year to \$62.3m representing a significant contribution to total revenues and other income at 26.9%. The Group is fortunate to receive significant funding from the Government, however many of our services are co funded by the Group, as can be seen by our spending of \$96.4m in areas of homelessness, housing and mental health, disability and inclusion and early intervention. As such these shortfalls are sustained by surpluses generated from Vinnies Centres, donations, bequests, client contributions and cash reserves.

Donations and appeals contributed 8.5% to total revenues and other income (2023: 9.0%). The 2024 CEO Sleepout and the Hotels Have Hearts events raised approximately \$3.7m for crisis accommodation and specialised services for those experiencing homelessness.

Bequests performed strongly generating \$14.5m (2023: \$8.5m) and accounted for 6.3% (2023: 4.0%) of total revenues and other income. The Group is very appreciative of these valued gifts which are applied directly as per the instructions of the Estate. Bequests are unpredictable in nature as they maybe contested in wills, delays to the assigning of rights and fair value estimations.

Investment income which is comprised of interest and dividends and fair value gains/losses on investments showed a favourable result of \$8.0m (2023: \$6.6m).



Yolanda Saiz
Chief Executive Officer
Dated this 26th day of October 2024



Kathryn Kerr
Chief Financial Officer,
Executive Director, Enabling Services

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

Declaration by the NSW State Council

For the year ended 30 June 2024

In the opinion of the Trustees of the Society of St Vincent de Paul (NSW):

- the consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) comply with the Australian Accounting Standards - Simplified Disclosures, the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations, and other mandatory professional reporting requirements;
- the attached consolidated financial statements and notes give a true and fair view of The Trustees of the Society of St Vincent de Paul (NSW)'s financial position as at 30 June 2024 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that The Trustees of the Society of St Vincent de Paul (NSW) will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities:



Peter Houweling
President, NSW State Council
26 October 2024
Sydney

Independent Auditor's Report to the Trustees of St Vincent de Paul (NSW)

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of The Trustees of St Vincent de Paul (NSW) (the Entity) and its subsidiaries (the Group), which comprises the consolidated statement of financial position as at 30 June 2024, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the Trustees' declaration.

In our opinion, the accompanying financial report of the Group has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- (a) giving a true and fair view of the Group's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

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Information Other than the Financial Report and Auditor's Report Thereon

The Trustees are responsible for the other information. The other information comprises the information included in the Group's annual report for the year ended 30 June 2024, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Trustees for the Financial Report

The Trustees of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

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

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Plan and perform the group audit to obtain sufficient appropriate audit evidence regarding the financial information of the entities or business units within the group as a basis for forming an opinion on the group financial report. We are responsible for the direction, supervision and review of the audit work performed for the purposes of the Group audit. We remain solely responsible for our audit opinion.

We communicate with the Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Crowe Audit Australia

Crowe Audit Australia



Harsh Shah
Senior Partner

31 October 2024
Sydney



The
Vinnies
Van

 **Vinnies**
good works

Strengthening communities,
transforming lives.

DAVID





St Vincent de Paul Society
NSW
good works

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