St Vincent de Paul Society
QUEENSLAND
good works



STRONGER FAMILIES, STRONGER FUTURES

ANNUAL REPORT | 2025–26

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Acknowledgement of Country

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

ARTWORK: *Come Together* by Tarni Eastwood (Ngiyampaa and Guringai).

St Vincent de Paul Society Queensland

ABN 14 211 506 904

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

Copies of this report can be found online at vinnies.org.au/qld/about-us/reports-policies or hard copies can be requested by emailing communications@svdpqld.org.au
Responsibility for this document rests with St Vincent de Paul Society Queensland.

Privacy statement

St Vincent de Paul Society Queensland respects the privacy and dignity of the people it assists, our Members, Volunteers, and Employees. For more information about how the Society manages privacy information, please refer to our Privacy Policy on our website: www.vinnies.org.au/qld/qldprivacypolicy

Safeguarding statement

As a lay Catholic organisation, the St Vincent de Paul Society Queensland works to shape a more just and compassionate society by offering a hand up to people in need.

There is zero tolerance for the abuse of children or at-risk adults in our organisation.

The St Vincent de Paul Society Queensland State Council, Members, Volunteers, and Employees are actively committed to safeguarding children and at-risk adults. Policies and procedures are in place to protect everyone who approaches the Society for help from harm. Everyone who works on behalf of the Society, in a voluntary or paid capacity, is expected to follow these policies and procedures, and act in alignment with our key values; commitment, compassion, respect, integrity, empathy, advocacy and courage.

Complaints of harm will be taken seriously, reported to the relevant authorities, investigated, and acted upon within the organisation.

If you have any concerns about the safeguarding of a child or an at-risk adult, please contact the Safeguarding Office at safeguarding@svdpqld.org.au.

Anyone who comes forward will be treated with sensitivity and supported throughout the process.

A note on capitalisation: we capitalise the following terms as a mark of respect: Members, Volunteers, Employees, Companions, Conferences and Diocese.

Stronger families, stronger futures

With more Queensland families pushed into hardship amid rising costs of living, St Vincent de Paul Society Queensland plays a critical role in forging new pathways to a future of hope and security.

The 2025-26 Annual Report takes a closer look at the positive impact our teams have made in the lives of vulnerable families and individuals over the last financial year.



Local team at the new Child and Family office opening in Underwood.



Bevan Cassady, First Nations Lead

Who we are

Since our beginnings in Queensland in 1894, St Vincent de Paul Society Queensland has been driven by a simple but powerful purpose: to offer people experiencing poverty, hardship and exclusion a hand up, not just a handout.

Our story is grounded in local, person-to-person support. For more than 130 years, our Members have walked alongside people in need, offering practical help, companionship, dignity and hope.

What began with a single Conference[1] in Red Hill, Brisbane, has grown into a statewide network of Members, Volunteers, Employees and services responding to the changing needs of Queensland communities.

Together, St Vincent de Paul Society Queensland and our wholly owned subsidiaries, Vinnies Housing and Ozcare share a commitment to improving the lives of people and communities across Queensland.

Each part of our group brings distinct strengths: the St Vincent de Paul Society provides local Member-led support, specialist services, retail, fundraising and advocacy; Vinnies Housing provides safe and secure community housing; and Ozcare provides health, wellbeing, aged care retirement and community services.

While our services are delivered in different ways, they are connected by one mission and a shared focus on our collective impact. Working together, we can respond to the whole person across a lifetime — from immediate relief and community connection, to housing, care, wellbeing and longer-term pathways to stability, independence and belonging.

Our motivation is captured in the simple words of our Society's founder, Frédéric Ozanam: *'Let us do without hesitation whatever good lies at our hands.'*

St Vincent de Paul Society Queensland

We are a Member-led organisation, working holistically to support people experiencing disadvantage to achieve positive long-term outcomes, and shape a more just and compassionate society.

We empower people through specialist homelessness services, financial wellbeing, community participation, education, employment, family support and more. Our Vinnies shops, located throughout the state, raise critical funds to support our mission through the sale of donated items.

Vinnies Housing

Vinnies Housing is a registered Community Housing Provider (CHP), established by St Vincent de Paul Society Queensland in 2017 to give people experiencing, or at risk of, homelessness, a safe and secure roof over their heads. With a portfolio of more than 700 properties throughout Queensland, Vinnies Housing develops supported housing outcomes for people struggling to afford housing in the private market, ensuring they can access a safe place to call home.

Ozcare

Ozcare extends the Society's mission through compassionate, person-centred care, supporting older people and people with complex health needs to live with dignity and stay connected to their communities.

In 2026, Ozcare celebrates 30 years of caring for Queensland communities. From its beginnings in 1996, it has grown into one of the state's largest not-for-profit aged care providers, with more than 50 locations and 5,037 Employees.

1 A Conference is a group of St Vincent de Paul Society Members who come together to deliver good works in their communities.

COLLECTIVE IMPACT STATEMENT

Three entities. One focus. Together, St Vincent de Paul Society Queensland, Ozcare and Vinnies Housing walk with people through every stage of life. Across our organisations, we bring together practical support, housing, health, care and community connection, to help people live with greater dignity, security, belonging and hope.

OUR STORY

For more than 130 years our Society has responded to the changing needs of communities. Our story began at the grassroots, in communities where we offered people practical help, companionship and hope.

Today, our combined reach extends across Queensland and beyond. Together, we provide a connected pathway of support: through childhood and family life, through times of hardship, sickness or crisis, and into ageing with dignity.

St Vincent de Paul Society Queensland, Ozcare and Vinnies Housing each bring distinct strengths. Connected, those strengths allow us to respond to the whole person across a lifetime, not just the immediate need in front of us. In this way we help people move from vulnerability and uncertainty towards stability, wellbeing, connection, choice and independence.





EARLY YEARS AND FAMILY



YOUTH AND TRANSITION SUPPORT



HARDSHIP AND CRISIS



HOME AND STABILITY



AGEING WITH DIGNITY

St Vincent de Paul Society QUEENSLAND good works

Ozcare

St Vincent de Paul Society QLD Housing good works



Brother Damien Price speaking at the 2025 Social Justice Forum.

Our mission

We are a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our vision

We aspire to be recognised as a caring 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.

Our values

Commitment, compassion, respect, integrity, empathy, advocacy, courage.

Highlights 2025–26

$583m spent in providing services and support across St Vincent de Paul Society Queensland, Ozcare and Vinnies Housing.

$11.7m provided in practical support by Members.

249,200 people supported through our Members' frontline community assistance.*

157,630 calls for assistance responded to throughout Queensland.

208,856 nights of accommodation provided through our hostels and services for at-risk individuals.

1,605 people secured long-term accommodation through our specialist homelessness services.

5,349 children helped via our Children's Education Fund, breaking down barriers to education.

18,085 Queensland seniors supported through Ozcare's community care services.

153 new homes have broken ground, part of our 500 Homes commitment.

1,033 tenancies across 708 Vinnies Housing properties.

*this figure may include support provided to individuals and families on repeat occasions.

Messages



Archbishop's message

Strong families provide the foundation for a strong and hopeful future. When families are supported through times of hardship, children are given greater opportunities to flourish, communities are strengthened, and hope is renewed.

The work of St Vincent de Paul Society Queensland reflects this conviction in a practical and compassionate way. Across the state, Members, Volunteers and Employees accompany individuals and families facing poverty, homelessness, isolation, financial stress, and other significant challenges. In doing so, they offer not only material assistance, but also the dignity of being seen, heard, and valued.

I continue to be impressed by the Society's commitment to serving those most in need and its ability to respond effectively to the complex realities confronting many Queensland families. Whether through emergency assistance, support for families experiencing crisis, or advocacy for lasting solutions to disadvantage, the Society demonstrates Christ's care in action.

I was pleased to participate in the Society's Social Justice Forum in 2025 and learn more about the important work being undertaken to address the underlying causes of vulnerability. This commitment to both immediate assistance and long-term change is an important expression of the Society's mission.

As you read this report, I invite you to reflect on the many lives touched through the generosity and dedication of Society Members, Volunteers, Employees, donors and supporters. Through your efforts, children and families across Queensland are finding renewed hope and practical support.

Thank you for your faithful service. Together, you are helping to build stronger families and a stronger future.

Yours sincerely,

Most Reverend Shane Mackinlay
Archbishop of Brisbane



Spiritual Advisor's message

We have all heard the maxim, 'It takes a village to raise a child'. That wisdom has never been as relevant as it is today.

We live in a materialistic world where things are more valued than people; a world connected by social media, yet more isolated and lonely than ever.

As we navigate this world, St Vincent de Paul Society Queensland must consider – what is our contribution? How do we move with passion and focus as part of the 'village' that strengthens our future generations, when the family unit is constantly under new pressures?

We are called to ensure those we support feel seen, heard and not forgotten.

We are called to create places and communities of belonging and safety, where weary heads and hearts can rest in comfort.

In the simple and everyday acts of our people, we help to strengthen family in all its forms – in brokenness and in strength, in colour and in character.

As we continue our mission, in our own unique and wonderful way, we become Christ's hands, eyes, feet and heart for a beautiful but fragile world.

As we do so humbly and prayerfully, we build a stronger future!

To all within our Society, I thank you for all that you do and more importantly – who you are.

God bless,

Brother Damien Price
Spiritual Advisor





State President's message

The Catholic Church refers to the family as the 'domestic church', a place where we should continue to honour God and build each other up in love and faith outside of the typical places of worship.

As the second eldest of a 15-child family, some days it felt like we were an entire parish of our own!

Growing up in such a large family helped teach me the values of resilience, patience and love – values that have helped inform my own community work in my 30 years as a Vincentian.

After three decades with the Society, it has become like another family to me; one that is not related by blood, but by a shared sense of compassion and duty to the vulnerable in our communities.

I look forward to continuing to help strengthen and support my Vincentian family in my new role as State President.

I would like to thank Patricia McMahon for her invaluable guidance and support during her time in the position.

While times have been tough for many of our Companions[2], our Society is blessed to extend a hand up and forge better futures for the next generation of Queenslanders.

I remain truly inspired by the work of all our Members, Volunteers and Employees - thank you for everything you do.

Peter Dougherty
State President

It has been a privilege to serve our Society in my last four years as State President and oversee the positive change we have been able to deliver to thousands of Queenslanders in need.

I would like to thank CEO Joe Duskovic, and past and present Members of State Council for their guidance and wisdom; as well as new State President, Peter Dougherty, who brings to this role decades of compassion and experience in supporting his community.

To all our Members, Volunteers and Employees who have helped make Queensland a fairer and more welcoming place, thank you for keeping our Society's mission alive.

Patricia McMahon
Former State President

2 Companions is the term used to describe the individuals, families, or people who receive support, assistance, and friendship from the Society's Members and Volunteers.



Chief Executive Officer's message

Our Society continues to face growing demand amid rising cost of living pressures. Every day, we receive more than 400 requests for assistance. Behind each of these requests is a person, a family, or a community seeking support, dignity and hope. For many, we are the last port of call.

St Vincent de Paul Society Queensland has a unique approach to the work we do. We build on nearly 200 years of Vincentian service to respond to modern needs, creating stronger families and stronger futures for the people and communities we serve.

It is a legacy worth protecting, which is why it is so important to ensure the Vincentian spirit remains alive for future generations.

The Rule, the foundational document that guides our Society's work, calls on us all to 'preserve the spirit of youth' by remaining enthusiastic, adaptable and creative.

This reflects Jesus' own command to become like little children through humility and trust.

Rather than letting our hearts harden through constant exposure to severe hardship, we must remain enthusiastic about the work we do and the difference we can make in the lives of others.

Together, we must be adaptable and creative, honouring our traditions while continuing to find new and effective ways to support people, strengthen families and build lasting hope for the future.

During my time with the Society, I have seen multiple generations work together in service and compassion, united by a shared commitment to helping those most in need.

For my first Annual Report as Chief Executive Officer for St Vincent de Paul Society Queensland, I extend my sincere gratitude to all Members, Volunteers and Employees for your ongoing dedication.

I would like to acknowledge leaders who have left the executive during the year. I thank each of them for their service and wish them every success as they continue their contribution within the St Vincent de Paul family or in new endeavours. I also recognise Kevin Mercer for his invaluble contribution during his time as Chief Executive Officer and look forward to continue working closely with him in his new role as CEO of Ozcare.

This Annual Report is a reflection of many people working together to create stronger families, stronger futures, and a stronger society for generations to come.

Thank you for all you do.

Joe Duskovic
Chief Executive Officer

OUR PEOPLE

Madison
Retail Marketing Coordinator

Gerard
Member and Treasurer, St Francis of Assisi Conference, West End

Emily
Member, St Bernard's Conference, Upper Mt Gravatt Conference and the St Thomas Aquinas Virtual Youth Conference

Eugene
Head of Development

Our Members

Our Members, also known as Vincentians, are at the heart of St Vincent de Paul Society Queensland. They operate in local teams, known as Conferences, across more than 200 locations in Queensland, often working closely with local Catholic parishes.

Across the state, Members offer practical assistance, compassion and connection to people experiencing poverty, homelessness, isolation and other forms of hardship. Whether welcoming someone into a support centre or visiting them in their home, Members create safe, respectful spaces where people can be heard, supported and reminded they are not alone.

In FY 2025-26

249,200 people supported by Members.

51,218 Member hours dedicated to providing support.[3]

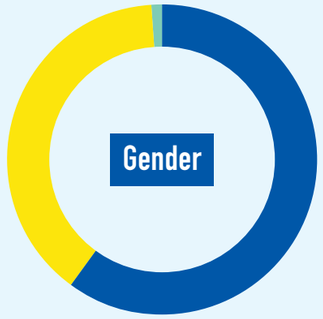
44,785 home visits completed by Members.

$11.7m in practical support provided.

Ages

0 – 17	5
18-29	107
30-39	73
40-49	143
50-59	252
60-69	557
70-79	941
80-89	433
90+	46
Not stated	107

Gender



Female	60%
Male	39%
Unknown	1%

Members by Diocese



Far North QLD	145
Townsville	236
Rockhampton	223
Northern	470
Brisbane	518
Western Brisbane	472
South Coast	390
Toowoomba	207
State Council	3
TOTAL	2,664

3 For example, in the form of rent assistance, food vouchers or hampers, school supplies and more.



Members from across south east Queensland

A day in the life

Member and Executive Officer, Mark Copland, shared this reflection after spending a day with our teams in the Toowoomba Diocese.

‘At nine in the morning our Family Support Centre gets a call. There was a house fire the previous night and two young men lost everything. Our Vincentians and Employees worked together to help them find the basics to put their life back together again.

‘At ten o’clock, I received a call from a local refugee resettlement agency. A family of eight would arrive in Toowoomba in the next two hours, with little more than the clothes on their backs. Knowing how cold the Toowoomba winter can be, we provided them with gift cards to our local Vinnies shop for some warm clothes and supported them with other essentials to help them start their life in a new country.

‘Around lunchtime, I was blessed to spend some time with the team from the St John Bosco Micah Conference. Every Wednesday, these amazing people give their talents and time to support young people living at our Women’s Refuge, a safe place for locals to escape family and domestic violence.

‘If you asked our Members across the state what they did on any given day, I’m sure you would find countless stories of hope like these.

‘And they all happen because of the generous hearts of our people, working as a team to make every day special for the people we support.’

Twinning – connections across oceans

The St Vincent de Paul Society operates in more than 150 countries around the world. Our support doesn’t stop at our state borders but extends to our brothers and sisters across international waters.

St Vincent de Paul Society Queensland’s Overseas Partnerships Program (OPP) links our Queensland Members with Members across the Asia-Pacific region to provide mutual support (both spiritual and financial) and encouragement in our shared duties to help our communities.

The practice of international Conferences linking in aid and solidarity is known as ‘twinning’. It allows us to create new cultural connections and enrich our Society’s mission in regions with less access to resources.

Helping hands

Scan the QR code below to hear more from our Members about what drives them to uplift their communities.

About our Dioceses

This financial year, the demand for support grew and the needs of those seeking help became more complex. Our Members continued to respond with compassion and practical care, supporting nearly 250,000 people of all ages and backgrounds. This is an increase of four per cent from nearly 240,000 people supported in the prior financial year.

Our Members are organised across eight Dioceses[4], each shaped by the people, priorities and challenges of its local communities. This local presence is strengthened by our *No Wrong Door* approach, which helps ensure people get the right support no matter where they first reach out. By working closely with Volunteers, Employees, specialist services, Vinnies shops and community partners, our Dioceses make it easier for individuals and families to access the support they need to build stability, wellbeing and independence.

Supporting this work are the Vincentian values, structures and relationships that unite our Members across Queensland. The Rule Part III was introduced on 1 July 2026, marking a significant milestone for the Society in providing clearer guidance on governance, operations and the practical life of Conferences and Councils while remaining grounded in our longstanding Vincentian principles.

We also recognise the contribution of our retired Members, whose years of service, lived experience and commitment continue to enrich our Vincentian community. Through their ongoing connection and support, they remain an important part of Society life, sharing wisdom, encouragement and inspiration that helps strengthen current and future generations of Members.

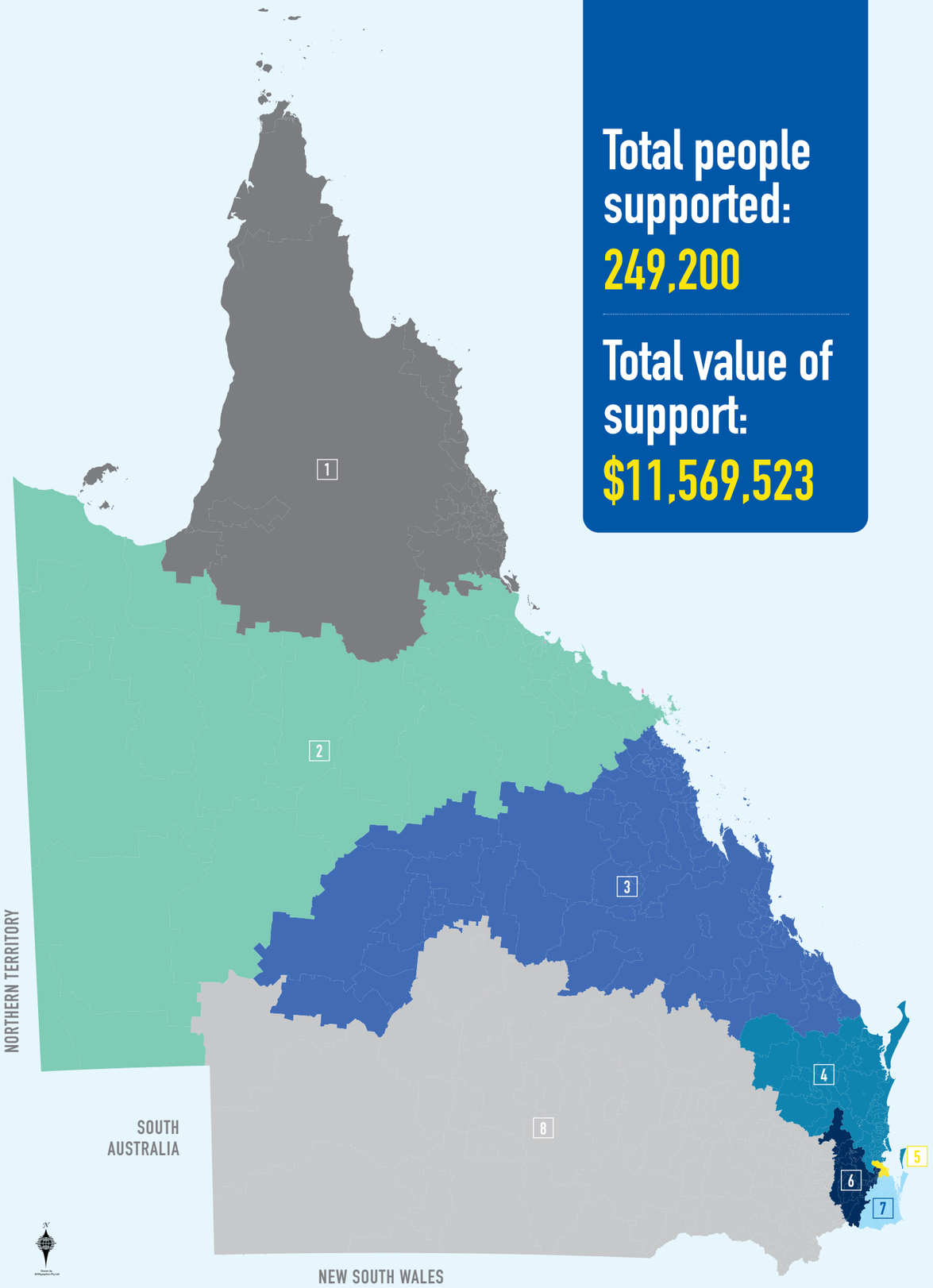
The following pages highlight the impact, achievements and local priorities of each Diocese, showing how our Members continue to adapt to the needs of their communities while keeping the Society’s mission at the centre of their work.

4 A Diocese is a regional district made up of many Conferences of the St Vincent de Paul Society – in St Vincent de Paul Society Queensland, each Diocese is led by a Diocesan President supported by an Executive Officer.

Nearly 250,000 people were supported by Members in 2025–26, up from nearly 240,000 in 2024–25.



Patricia McMahon with Members from our Overseas Partnerships Program



Total people supported: 249,200

Total value of support: $11,569,523

1 Far North QLD

- People supported: 20,709
- Value of support: $607,233
- Members: 145
- President[5]: Clare Johnston
- Executive Officer[6]: David Monaghan

2 Townsville

- People supported: 20,670
- Value of support: $862,290
- Members: 236
- President: Brian Headford
- Executive Officer: Sharon Nicholson

3 Rockhampton

- People supported: 21,792
- Value of support: $1.2m
- Members: 223
- President: Philip Cranny (Peter Dougherty until June 2026)
- Executive Officer: Gina Dann

4 Northern

- People supported: 41,573
- Value of support: $2m
- Members: 470
- President: Peter Ryan
- Executive Officer: Lisa Baker

5 Brisbane

- People supported: 35,207
- Value of support: $2.3m
- Members: 518
- President: Maree Harmon
- Executive Officer: Ray O'Donnell

6 Western

- People supported: 36,365
- Value of support: $1.8m
- Members: 472
- President: Peter Duffy
- Executive Officer: Liz Ward

7 South Coast

- People supported: 33,691
- Value of support: $1.4m
- Members: 390
- President: Anthony Moore (John Blake until January 2026)
- Executive Officer: Kris Martin

8 Toowoomba

- People supported: 39,193
- Value of support: $1.4m
- Members: 207
- President: Mark O'Brien (Shane Blakeley until January 2026)
- Executive Officer: Mark Copland

5 Diocesan Presidents are Vincentians responsible for the strategic and spiritual leadership of the Society within their Diocese.

6 Executive Officers are senior Employees who support Diocesan operations and work closely with Members, Volunteers and Employees to deliver the Society's mission and strategic priorities.







Members attending the Social Justice Forum 2025 at ACU Campus.

Far North Queensland Diocese

In Far North Queensland, the Society strengthened community connection through the growth of its youth services, with a dedicated team building relationships with 29 schools and delivering initiatives including Mini Vinnies[7], the Ozanam Leadership Program[9] and Buddies Days[8]. The region also celebrated a record tenth Far North Queensland Community Sleepout, raising more than $66,000 to support local Conference works, including safe accommodation, providing practical assistance and sustainable housing solutions. Looking ahead, Far North Queensland will continue strengthening its *No Wrong Door* approach, creating more welcoming spaces and improving facilities, including the major refurbishment of the Innisfail Vinnies shop.

Townsville Diocese

Over the past year, the Townsville Diocese strengthened support for individuals and families experiencing hardship, providing more furniture, practical assistance and pathways to help through our *No Wrong Door* approach. The Diocese also expanded its capacity to support people in need by establishing the St Alphonsa Conference in Wulguru, welcoming nine new Members and building strong momentum for future recruitment. Woodman Court remained Queensland's top-performing Vinnies shop for the second consecutive year, with every shop across the Diocese contributing to the vital fundraising efforts that support local people, families and communities experiencing hardship. Looking ahead, the Diocese is focused on growing and engaging its Member base, bringing people together through service, and establishing a food pantry to help meet rising demand for emergency food assistance.

Rockhampton Diocese

Over the past year, the Rockhampton Diocese helped more people access practical support, affordable food and family services by opening the new Biloela retail and community hub. The hub was delivered in response to a growing demand for assistance and provides the community with a modern Vinnies shop, community food pantry, family support spaces, and enhanced Volunteer facilities. The Diocese also strengthened its ability to respond to local needs by growing and developing its Membership and Volunteer base, while fostering the next generation of Society leaders. Looking ahead, the Diocese is preparing to welcome two significant community housing projects in Mackay and Bundaberg as part of our 500 Homes program. The homes will provide safe and secure accommodation for people experiencing homelessness.

Toowoomba Diocese

Over the past year, the Toowoomba Diocese expanded its support for vulnerable children and families by establishing the St John Bosco Micah Conference, which provides education, social and emotional support to people staying in family and domestic violence shelters. The Diocese also strengthened youth engagement by re-establishing the St Benedict Conference, welcoming seven young Members who are already planning projects that will benefit communities across the region. A new Diocesan Council and renewed strategic plan have created a strong foundation for future growth. Looking ahead, the Diocese is preparing to open a major retail centre in Toowoomba, support 27 new community housing units in Newtown as part of the Society's 500 Homes program, and continue growing and engaging its Members and Volunteers.

Western Diocese

In the Western region, the Society increased its Membership ranks by six per cent, opened a new large-format Vinnies shop in Keperra, and celebrated strong youth leadership, with 11 local participants among 26 graduates of the statewide Ozanam Leadership Program. These achievements reflect a region focused on sustainable growth, community connection and developing the next generation of Vincentian service. Looking ahead, Western is excited to progress our first housing development as part of the 500 Homes program, support our new centralised distribution centre at Richlands, and deepen youth engagement through the appointment of a local Youth Engagement and Development Coordinator.

Northern Diocese

Across the Northern Diocese, 25 Conferences continued to provide practical support to people experiencing hardship, while new initiatives strengthened local connections and community support. A weekly hot meal service in Caloundra created a welcoming place for people experiencing homelessness or isolation to connect and access support. St Vincent de Formal events helped young people attend their school formal with dignity and confidence, while the Sunshine Coast Vinnies CEO Sleepout raised a record $240,000 and increased awareness of homelessness in the community. Several Vinnies shops also underwent fit-outs to enhance community experience, and new recruitment processes were introduced to support Membership and Volunteer growth, to support more people in need. Looking ahead, Northern is focused on progressing its new Conference and shop facility in Gympie and building stronger connections across services throughout the Diocese.

Brisbane Diocese

In the Brisbane Diocese, the Society strengthened support for families and children through the continued growth of its youth team, expanding opportunities for mentoring, connection and practical help. The Diocese also grew its *No Wrong Door* approach, hosting a March showcase that brought approximately 145 Members, Volunteers and Employees together to share how different parts of the Society live the mission and help create stronger futures. A Diocesan retreat led by Br Damien Price welcomed 65 Members for reflection on God's love and service. Looking ahead, Brisbane is focused on meeting Members' practical formation needs and supporting the new centralised distribution centre in Richlands, to strengthen retail operations and practical assistance for Companions.

South Coast Diocese

The South Coast Diocese celebrated significant progress in housing, retail and community connection. In the Diocese, the team broke ground on a milestone 60-unit housing project in Nerang, creating new pathways to stability and independence for people in need. It also expanded its retail network with new Vinnies shops in Pimpama and Ashmore, strengthening local presence and support capacity. Through festival Masses and retreat days across Redlands, Springwood and the Gold Coast, South Coast deepened its connection with parish communities. Looking ahead, the Diocese is focused on supporting Members with improved resources and guidance, while the new centralised distribution centre at Richlands will strengthen retail operations.

7 Mini Vinnies social justice groups are made up of primary school students and teachers who organise ways to help others in need in their school community and beyond.

8 Vinnies Youth Buddies Days are one of our Youth services run by Volunteers aged 16+ who coordinate a day of activities for primary school kids aged 8 to 12 years.

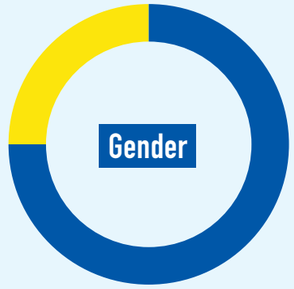
9 The Ozanam Leadership Program offers students in years 10 and 11 to be a part of a values and skills-based leadership development initiative, designed to develop and equip participants to be compassionate servant leaders within their community.



Volunteers at the Biloela retail and community hub opening in June 2026.

Ages

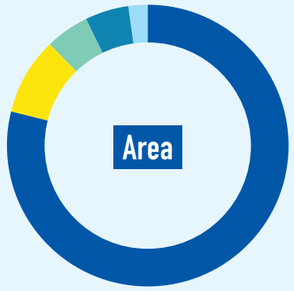
0 - 17	145
18-29	575
30-39	279
40-49	279
50-59	443
60-69	1,543
70-79	1,177
80+	372
Unknown	63
TOTAL	4,876



Female	75%
Male	25%

Locations

Far North QLD	293
Townsville	659
Rockhampton	557
Northern	710
Brisbane	620
Western	621
Toowoomba	518
South Coast	683
State Office	215
Ozcare (statewide)	114



Retail shops	79%
Warehouse and logistics	9%
Services	5%
Youth	5%
Administration	2%

Our Volunteers

Volunteers generously dedicate their time and efforts to support the work of our Society. They complement the work of our Members and are critical to our mission.

Across Queensland, our Volunteers extend the reach, capacity and impact of the Society in communities large and small. Their contribution strengthens our ability to respond to emerging needs, support people experiencing hardship and maintain a strong community presence across a diverse range of services and locations. As one of Queensland's largest volunteer networks, they provide a significant community footprint that enables us to meet local needs, build trusted relationships, raise important funds and deliver support where it is needed most.

We are continuing to build our understanding of the collective value and impact of volunteering across the Society, recognising that Volunteers contribute not only thousands of hours of service, but also local knowledge, professional skills, community connections and lived experience that help us support people more effectively. Their contribution creates social, economic and community benefit that extends well beyond the services they support.

Volunteers provide much needed support in our:

- **Shops:** Most of our Volunteers can be found in our 125+ Vinnies shops throughout the state, supporting anything from sorting and pricing donations to stocking shelves and engaging with customers. Some of our smaller shops are even completely Volunteer-run. By donating their time, our shop Volunteers help generate vital funds that can be directed to people experiencing hardship.
- **Warehouses:** Some of our Volunteers work in our warehouses and distribution centres, helping process, store and distribute donated goods.
- **Communities:** Volunteers also support their communities through many of our local and statewide services, including call centres and Vinnies Youth.
- **Tutoring services:** Our Society also has Volunteers dedicated to tutoring and mentoring others, including people experiencing hardship, refugees and migrants.
- **Ozcare services:** Ozcare Volunteers support older Australians through aged care facilities, Home Care, Meals on Wheels and other community-based services.

Volunteering also creates positive outcomes for those who give their time. It provides opportunities for building purpose, belonging, skill development and social connection, while enabling Volunteers to make a meaningful difference in the lives of others. In turn, their generosity helps create stronger, more connected communities and ensures more people can access the support, companionship and practical assistance they need.

Meet our Volunteers

Donna,

Vinnies Burleigh Heads

As a Volunteer in the Vinnies Burleigh Heads shop, Donna generously gives her time to support our Society's mission in her community.

Donna says she 'literally skips into Vinnies' every time she works a shift.

'I just so enjoy it. Volunteering brings a real sense of purpose,' she said.

'I specialise in cleaning, pricing and arranging our shoes – people here call me the shoe lady, or Cinderella.

'I've met the most amazing people through Vinnies. I know one lady who is 93 and still volunteers. I hope to be just like her when I'm that age.

'There really is a place for everyone at Vinnies. I even convinced my husband to join!'



> "I've met the most amazing people through Vinnies. I know one lady who is 93 and still volunteers. I hope to be just like her when I'm that age."

Isabella,

Vinnies Refugee Assistance Program

As a Volunteer for the Vinnies Refugee Assistance Program (VRAP)[10] in Townsville, Isabella works with refugee families to provide tutoring, personal connections, practical support and access to essential items.

'Watching the kids do well at school, graduate, seeing some of the older kids get their citizenship, or hearing their mum call to say she got a new job, those little moments are so powerful and real,' she said.

For Isabella, VRAP has created lasting friendships and strengthened her understanding of people, community and international relations beyond what she could learn on paper.

'I was part of the Mini Vinnies program at school and, when I graduated, I was missing that community connection and yearning for another way to give back,' she said.

'Vinnies gives you a perspective that you are not working in isolation. You belong to a very large global community and network.'



> "Vinnies gives you a perspective that you are not working in isolation.
>
> You belong to a very large global community and network."

10 VRAP supports refugees and their families to settle into Queensland communities through volunteer tutoring, practical assistance, community connection and personal support.

Our Employees

Our Employees deliver meaningful impact across Queensland through specialist government-funded services, retail operations and supporting services including people and culture, safety, compliance and assurance, communications, fundraising, legal and governance, financial services and more.

Many of our Employees provide specialist support to people and families across Queensland through services including:

- Housing and homelessness services
- Community and family support
- Youth services
- Health and wellbeing (including alcohol and other drugs)
- Financial wellbeing
- Education and employment
- Disaster recovery
- Migrant and refugee support

As community needs continue to evolve and become more complex, we are strengthening our understanding of what it means to deliver support in the St Vincent de Paul Society Queensland way. This shared approach helps our teams respond with compassion, consistency and expertise to people experiencing interconnected challenges, such as financial hardship, housing insecurity, family and domestic violence, mental health concerns, social isolation and, in some areas, the ongoing impacts of natural disasters.

Beyond our community services, our Employees also play a vital role in our network of Vinnies shops across Queensland. Working alongside our Volunteers, they create welcoming spaces that connect people with our mission while generating essential funds to support our good works.



Yolanda Mui-Normand, State Manager Community and Family

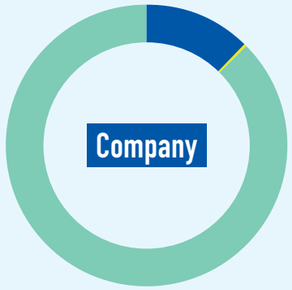
Supporting our Employees

St Vincent de Paul Society has a responsibility to support our Employees with the systems, resources, leadership and culture they need to meet these challenges well. Our support services underpin service excellence by strengthening frontline delivery, improving consistency, and supporting our teams to provide safe, compassionate and effective support to people with complex needs.

As our services mature, we are focused on uplifting our measurement and understanding of our social impact, so we can better demonstrate the difference our work makes and continue improving outcomes for the people and communities we serve. To support this, we have established a new Service Excellence and Assurance function focused on strengthening quality, improving practice, building consistency and embedding evidence-informed approaches across our frontline services.

People Connect – an enabling people platform

During the financial year, we began the implementation of People Connect: a new people platform that provides Employees with one central place to access information about pay, entitlements, work arrangements, leave and support. The platform will provide us with robust data and insights into the ways our people are working across the organisation. In the coming financial year, we will introduce more capabilities via People Connect, including learning and development, and performance management. Over time, we will roll the platform out further to support our Members and Volunteers.



St Vincent de Paul Society Queensland	706
Vinnies Housing	27
Ozcare	5,037
TOTAL	5,770



Full-time	507
Part-time	201
Casual	25



0-1	189
1-5	395
6-10	85
11-15	37
16-20	13
>20	14



St Mary's Conference: how Employees bring mission and service together

Across Queensland, our response is delivered by a diverse community of people united by a shared commitment to serving others. Whether they are Members, Volunteers, Employees, or serve in multiple capacities, our people bring different experiences, skills and perspectives but are united in supporting people with dignity, compassion and respect.

The St Mary's Conference in South Brisbane is made up of Employees who have also chosen to become Members of the Society.

For Conference President James Hodge, the work is grounded in relationships.

'We believe the greatest impact comes from taking the time to listen and honour the privilege of being invited into people's lives, whether that's for one encounter or over a longer journey of support.'

This approach reflects a broader focus across the Society: building on the strengths of the service models we use to support people with complex needs while ensuring dignity, compassion, respect and human connection remain at the centre of every interaction.

That commitment can be seen in the Conference's support of Jill, who experienced homelessness following serious illness, loss of employment and housing instability. Through practical assistance with accommodation, food, medical expenses and household essentials, the Conference helped Jill establish greater stability during a particularly difficult period in her life.

For Jill, the Conference's impact on her life has extended beyond practical support.

'Support from Vinnies has been life changing. I am alive today because of Vinnies. I have hope for tomorrow because of Vinnies.'

Jill's experience highlights an important element of the Vincentian approach: combining practical assistance with genuine human connection. By taking the time to listen, respond without judgement and walk alongside people through difficult circumstances, our people help create pathways towards stability, dignity and hope.

Watch Jill's story here:

‘In the simple and everyday acts of our people, we help to strengthen family in all its forms’ – Brother Damien Price, Spiritual Advisor.



Ozanam Leadership Program retreat in Emu Gully.

Vale

We recognise the Vincentians who passed away during the year and the positive impact they had on their communities, fellow Vincentians and loved ones. May their legacies live on.

Far North QLD

Name	Conference
Daniel Twomey	St Brigid’s, Cairns
Michael McAuliffe	Our Lady of Good Counsel, Innisfail
Willem De Raadt	St Joseph’s, Atherton

Townsville

Name	Conference
Alan Valentine	St Mary of the Cross, Mundingburra
Brian Cox	St Mary of the Cross, Mundingburra
Bryan Perry	St Patrick’s, South Townsville
Patricia Foot	St Columbia’s, Charters Towners
Paul Eakin	St Catherine’s, Proserpine
Ronald Telford	St Thomas, Airlie Beach

Rockhampton

Name	Conference
Doreen Burgess	St Mary’s, Clermont
Hubert De Chastel	Holy Family, Rockhampton
James Watson	St Mary’s, North Rockhampton
Joan Ellaway	Sacred Heart, Yeppoon
John Bulmer	Mary Immaculate, Emu Park
John Kearns	St Camillus’, Rockhampton and Our Lady of Help of Christians, Park Avenue
Kevin Lacey	Sacred Heart, Yeppoon
Margaret Attard	St Dymphna’s, Mackay
Theresa Harvey	St Louise de Marillac, Rockhampton
Thomas Clair	St Joseph’s, Biloela

Northern

Name	Conference
Brian Thompson	Our Lady of the Way, Landsborough
Colin Barron	St Joseph’s, Hervey Bay
Delphine Lopez	St Mary’s, Stanley River Woodford/Kilcoy
Malcolm Loughlan	St Benedict’s, North Lakes/Mango Hill
Mary O’Brien	Our Lady Help of Christians, Redcliffe

Brisbane

Name	Conference
Barbara Masterman	St Anthony’s, Bald Hills
Barry Cunningham	St Pius X, Salisbury
Catharina Van Meygaarden	Holy Spirit, Pine Rivers
Dorothy Birgan	St Pius X, Salisbury
Greg Coghlan	St Fabian’s, Yeerongpilly
Joan McGrath	St Brendan’s, Moorooka
John Mitchell	Mary Immaculate, Annerley
Noel Everding	Mary Immaculate, Annerley
Terry Fitzgerald	St Paschal’s, Wavell Heights
Terry Kelly	St Paschal, Wavell Heights

Western

Name	Conference
Chris Hall	St Mary of the Cross, Inala
Jack Cain	Christ the King – St Joseph’s, Graceville/Corinda
Paul Carter	St John the Baptist, Enoggera
Rose Graham	St Michael’s, Dorrington
Sean Rogan	St Francis Xavier, Goodna

South Coast

Name	Conference
Ann Toohey	St Mary of the Cross, Birkdale

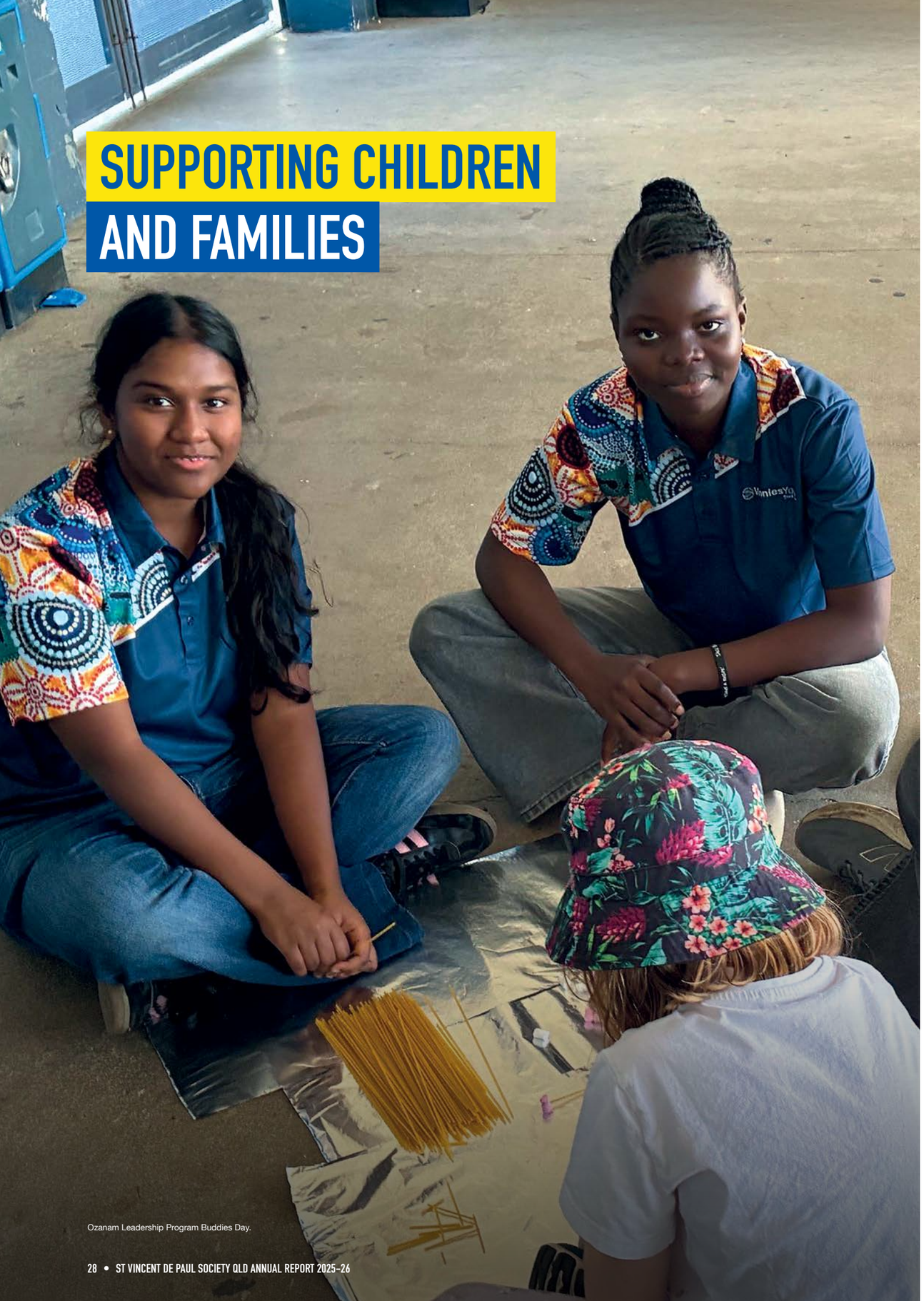
Toowoomba

Name	Conference
Barry Turner	St Anthony’s, Harristown
Brian Packer	All Saints, Roma
Lawrie Atzeni	St Anthony’s, Harristown
Lorna Gadsby	Our Lady Help of Christians, Chinchilla
Patrick Sullivan	St Anthony’s, Harristown
Peter Cavanagh	St Patrick’s, Allora
Peter Daniher	St Monica’s, Oakey

*While all care has been taken to ensure the Vale list is comprehensive and accurate, we apologise and extend our respects to the family and friends of any Member not listed here who has passed during the last financial year.

‘We cannot better assure our eternal happiness than by living and dying in service of the poor’ – St Vincent de Paul.

SUPPORTING CHILDREN AND FAMILIES



Ozanam Leadership Program Buddies Day.

The people we serve do not experience hardship in isolation. They are parents, carers, children, young people, partners, siblings and neighbours, each living within the wider context of family, relationships and community.

St Vincent de Paul Society Queensland aims to be a trusted place for families to turn to in times of need. Nearly 40 per cent of the people our Members supported in the past year were under the age of 16, while more than 20 per cent of people supported were single parents.

When families are strong, children and young people are given the stable foundations they need to grow, belong and thrive. Yet according to the Queensland Council of Social Service's (QCOSS) 2026 *Raising Queensland*[11] report, 61 per cent of Queensland parents and carers say they find it difficult to cover day-to-day expenses. Government data shows that two in five children are exposed to family and domestic violence in Australia. Meanwhile data from Brisbane Zero[12] shows that in the last financial year 984 families, including 1,539 children, were experiencing homelessness in Brisbane alone.

Strengthening our support for families

We are strengthening the way we support families, by bringing our services, Members, Volunteers, Employees and community partners together around the needs of the whole person. Our focus is on connected care: helping people access the right support earlier, and creating safer, more stable pathways for children and adults experiencing vulnerability.

Across our services, this includes looking for more opportunities to share specialist expertise across different environments where we support children, families and individuals. For example, we are exploring ways to embed child and family practice within family and domestic violence settings, recognising the particular needs of children who have experienced trauma.

We are also investing in the skills of our teams through cross-training and a train-the-trainer model with Griffith University to deliver the Parenting Under Pressure therapeutic framework to strengthen our standards of practice quality and clinical integrity.

In our alcohol and other drugs services, we are continuing to strengthen a family-centred approach to residential programs, to establish and innovate a family-based rehabilitation model that supports the bond and attachment of children and parents.

This connected approach is supported by our *No Wrong Door* commitment, working closely with Conferences, community partners and specialist teams so families can receive practical, compassionate and coordinated support wherever they first turn for help.

For a more detailed look at our Child and Family services, see page 40 of this report.

11 https://www.qcoss.org.au/publication/raising-qld-report/

12 https://www.brisbanezero.org.au/

Early intervention – choosing a better path

QCOSS' *Raising Queensland* report, published in 2026, laid bare the importance of early intervention and access to affordable housing and services for families and young Queenslanders.

The report found that more Queensland children are living in poverty by the time they start school than in any other Australian state. It also found that almost two in five people experiencing homelessness in Queensland were aged between 12 and 24.

'Access to safe, affordable housing, health and mental health services and education must be enhanced, particularly for families with low incomes,' researcher and co-author, Professor Karen Healy AM, said.

'All levels of government, working in partnership with the community sector, play a critical role in creating communities that enable families to care for and support their children.'

St Vincent de Paul Society Queensland State Manager – Community and Family, Yolanda Mui-Normand, has seen first-hand the benefits of early intervention and support for families and children and the issues that can arise without it.

'Many families cannot afford adequate food or safe and secure housing,' she said.

'That carries significant impact on a child's wellbeing and development. Growing up with unstable housing, moving from school to school, can severely impact a child's sense of connection, security and belonging.

'If not addressed early, issues like homelessness, poverty or family violence can have a snowball effect and lead to financial, mental and personal health issues that are extremely difficult to overcome.

'This is why early intervention, and access to long-term support to allow children to thrive, is so important.'

St Vincent de Paul Society Queensland is a founding partner of the QCOSS' *Raising Queensland* campaign, which calls for better outcomes for our families and children. As long as we are needed, the Society is committed to working with our partners to lift standards for every child and family, in every community. Together we can work to build stronger families, and stronger futures.

'The family is the fundamental cell of society, where we learn to live with others despite our differences, and to belong to one another'

– Pope Francis, Evangelii Gaudium.

Our safeguarding principles

St Vincent de Paul Society Queensland is committed to the safety, rights and wellbeing of all those we support and work with, especially children and young people. We are guided by the National Catholic Safeguarding Standards, the Queensland Child Safe Standards, and the Reportable Conduct Scheme under the Child Safe Organisations Act 2024. Our Safeguarding Principles underpin our Society's interactions, overseen by our Safeguarding team and Safeguarding Committee.

These include:

- **Zero tolerance for harm:** We have an unwavering commitment to preventing and addressing any form of abuse, neglect, discrimination, exploitation, or harm.
- **Rights-based approach:** We champion the fundamental rights, dignity, and self-determination of every individual.
- **Inclusive and respectful practices:** Our environments honour diversity, embrace cultural sensitivities, and respond to the unique circumstances of all children, young people, and adults.
- **Accountability and transparency:** We commit to openness, responsibility, and full compliance with legal, ethical, and professional standards.
- **Continuous improvement:** We systematically evaluate and enhance our safeguarding policies, training, and practices to ensure excellence in protection and care.

'You reminded us we weren't alone'

One of our family and domestic violence shelters received this touching message of appreciation from a resident*, who was supported to find not only longer-term accommodation options, but hope during a time of fear and adversity.

'When my children and I arrived at the refuge, we were scared, overwhelmed and didn't know what the future was going to look like. You and the team welcomed us with kindness, compassion and absolutely no judgement. From day one, you made us feel safe and reminded us that we weren't alone.

'You helped make one of the hardest and darkest times of our lives so much easier to get through. Whether it was helping with practical things, listening when I needed someone to talk to, or simply checking in on us, it all meant more than you'll probably ever realise.

'What has meant the most to me is that your support didn't stop when we left the refuge. You've continued to be there for us, helping us navigate life after leaving and always making me feel like I have someone in my corner. That ongoing support has honestly been a godsend, and I don't know where my children and I would be without it.

'Because of you and the team, we were given the chance to start rebuilding our lives. You gave us hope when we had very little, and for that I will be forever grateful.

'The work you all do changes lives, and my family is proof of that.'

*Name removed for privacy.

St John Bosco Micah Conference – a new approach to supporting children

In the last financial year, our Toowoomba Diocese formed its first new Conference in the region in 11 years – one dedicated to providing educational support for children staying at the local family and domestic violence crisis accommodation.

Maintaining a child's education while living in crisis accommodation can be challenging, so the St John Bosco Micah Conference – now with 17 Members – has been working with the Toowoomba Catholic Schools Office and our Toowoomba domestic violence crisis accommodation to help ensure children's education needs are met.

The Conference is now planning to expand its support to refugee, migrant and First Nations youth.

This initiative is a powerful example of St Vincent de Paul Society's *No Wrong Door* approach — connecting Members, specialist services and community partners so children and families can access the right support, no matter where they first turn for help.



Family day out at Australia Zoo, with the Ipswich and Toowoomba Child and Family services and youth teams.

Give a child a chance

Over the last decade, Members of the Margate St Jean Paul Baptiste de La Salle Conference in Moreton Bay have supported more than 1,400 children and families to access and navigate the education system.

The Give a Child a Chance program connects Members with local schools to ensure vulnerable students are supported with their education through financial assistance, encouragement and connection with the child's family, giving them the best possible opportunities to reach their potential.

Family day out

In mid-2026, our Ipswich and Toowoomba Child and Family services teams partnered with the Vinnies Youth team to provide a special day out at Australia Zoo for many of the families we support.

More than 220 people, including 105 children, were treated to a day of fun and bonding, with many parents remarking they were grateful to enjoy a family day they could otherwise not afford.

The feedback was incredibly positive from all those who attended, but according to organisers, the most rewarding part was seeing the smiles and excitement on children's faces as they explored the zoo, spent quality time with their families, and enjoyed learning about the animals.

Vinnies Youth – nurturing growth

Vinnies Youth brings young Queenslanders into the heart of our mission, inspiring them to live our values and take practical action for a more just and compassionate world.

Through school partnerships, volunteering, leadership development and pathways into membership, Vinnies Youth helps young people build empathy, confidence and a lifelong commitment to service.

Youth Volunteers and Members also walk alongside children and young people experiencing hardship, offering mentorship, encouragement and positive role modelling through fun and engaging community activities.

In the past financial year, nearly 100 young leaders graduated from the Ozanam Leadership Program, strengthening their skills in leadership, advocacy and community action. Many are continuing their journey with the Society through volunteering and membership, carrying forward a tradition of service that began with the Society's founding in 1833 in Paris.

Across Queensland, Vinnies Youth continues to work with schools to engage students in social justice and community-focused workshops, helping the next generation understand the power of compassion, respect and advocacy — and their own ability to make a meaningful difference.

OUR SERVICES

A holistic approach to support and delivering more connected care in the community.



Laz Herrera, State Manager Community Engagement and Financial Wellbeing

We deliver our collective impact across four connected areas: poverty and disadvantage; housing and pathways to stability; strengthening communities and leading change; and supporting health, wellbeing and ageing with dignity.

Our services are a network of specialist programs that work alongside our Member-led outreach to provide specialised support at the point of need. While our Members remain at the heart of our local, person-to-person response, our specialist services bring professional practice, case management, therapeutic support, housing and homelessness response, recovery programs, education and employment pathways, and other targeted supports for people experiencing complex challenges.

Together, this creates a broad and connected network of care. Immediate help can become the first step towards longer-term stability, wellbeing, belonging and independence.

This approach reflects our commitment to walking alongside people through every stage of life. We support children and families, people experiencing hardship or homelessness, people rebuilding after crisis, people seeking connection and opportunity, and older people who need care, safety and dignity.

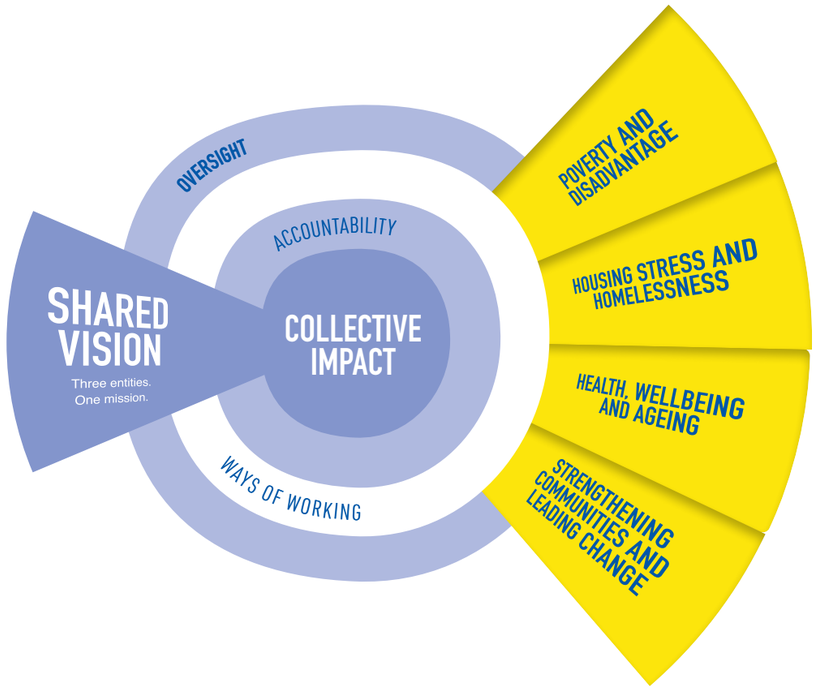
By bringing together practical support, housing, health, care and community connection, we are better able to respond to the whole person, not just the need in front of us.

Measuring our social impact

We are developing a social impact framework to strengthen how we understand, measure and communicate the outcomes we are achieving. This work will help us measure impact across our specialist services and Member-led support, building a clearer picture of the change we bring about for the people and communities we serve. This will enhance our understanding of how our practice can continue to evolve, where we can strengthen collaboration, and how we can improve our impact over time.

The following pages explore our services and results for the financial year across our four impact categories: poverty and disadvantage; housing and pathways to stability; strengthening communities and leading change; and health, wellbeing and ageing with dignity.

St Vincent de Paul Society Queensland, together with our subsidiaries Vinnies Housing and Ozcare, works to create positive change in the lives of people and communities.



Poverty and disadvantage

Responding to hardship with practical interventions and pathways forward

Across Queensland, poverty and disadvantage affect people in many ways. For some, it means being unable to afford food, school supplies, transport, utilities or housing costs. For others, it can mean being excluded from education, employment, community connection or the support needed to recover from crisis.

Through our Member-led support and our specialist services, St Vincent de Paul Society Queensland responds with compassion, practical help and a focus on longer-term stability, so people can move beyond immediate hardship and take meaningful steps towards independence, dignity and hope.

What we do

Our work in this space brings together education and employment pathways, financial wellbeing support, disaster recovery, community engagement, advocacy, and practical assistance delivered through local Conferences. These services are shaped by our mission, informed by what we see in communities every day, and made possible through the generosity and commitment of our Members, Volunteers, Employees, donors and partners.

We help people navigate financial stress, access to education and employment opportunities, recover after disasters, build social connection and participate more fully in community life. This includes support for families meeting the costs of school, people working to resolve debt or unpaid fines, refugees and migrants building skills and community connection, and individuals rebuilding confidence after homelessness, family and domestic violence, long-term unemployment or crisis.

This work also strengthens our commitment to reconciliation, research, advocacy and systemic change. By listening to the experiences of the people we support and working with partners across community, government and specialist sectors, we continue to address not only the impacts of disadvantage, but also the causes that keep people and families in hardship.

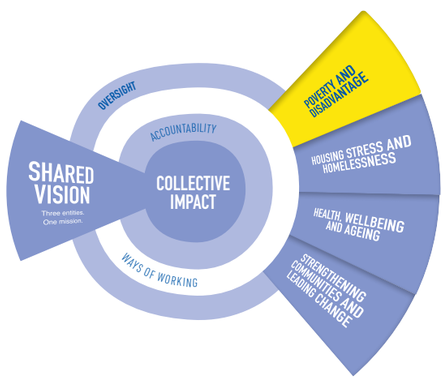
Poverty and disadvantage impact in 2025–26

- Supported 5,349 children from 2,395 families with a total of $915,000 in back-to school assistance through the Children's Education Fund, a Member-led initiative that helps vulnerable families afford basic school supplies such as uniforms, textbooks and stationery.
- Helped people resolve more than $750,000 in debt through the SPER Hardship Partner program.
- Delivered 104 positive employment, education and training outcomes for people experiencing family and domestic violence, homelessness and long-term unemployment through the De Marillac Pathways[14] program.
- Helped 41 people experiencing disadvantage to complete or continue higher education through the Clemente[15] and Toowoomba Scholarship[16] services, setting them up for success.
- Enrolled 17 trainees in the Skilling Queenslanders for Work program, with 13 completing a full certificate qualification to help find employment.

14 De Marillac Pathways is an employment initiative on the Gold Coast that helps people who have experienced domestic and family violence to gain skills and find sustainable employment.

15 Clemente is a tuition fee-free, university-accredited program designed to help build aspirations and confidence through education. The program is open to anyone over the age of 17 who has encountered trauma or setback in their lives.

16 The Toowoomba Scholarship Program helps residents of the Toowoomba Diocese to participate in training or education, with an award of up to $1,500 for education expenses, as well as academic and social support during study.



Housing stress and homelessness

Creating pathways to safe, stable housing

Safe, secure and affordable housing is one of the foundations people need to rebuild their lives, care for their families and participate fully in their community. St Vincent de Paul Society Queensland, together with Vinnies Housing, responds to people experiencing homelessness, housing insecurity and crisis by providing immediate accommodation, specialist support and longer-term pathways to stability.

Our homelessness services and housing response work together but play distinct roles. Specialist homelessness services support people at the point of crisis or risk, offering accommodation, outreach, case management, referrals, early intervention, tenancy sustainment and other forms of practical help.

Vinnies Housing provides and manages safe, secure and affordable homes, working with government and community partners to help people move into and maintain longer-term housing.

Additionally, our construction and property program, which focuses on developing new housing supply, is supporting Vinnies Housing through the Society's 500 Homes program to deliver fit-for-purpose homes for future tenants.

What we do

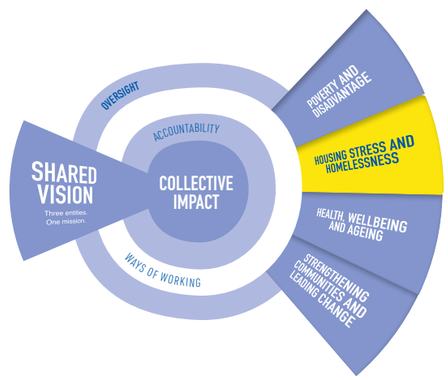
Our work in housing and homelessness brings together crisis accommodation, family and domestic violence accommodation, youth mobile support, post-release supported accommodation, tenancy sustainment and longer-term community housing. Through this connected response, we support people to meet immediate needs while also building the foundations for safety, independence and belonging.

Our specialist teams work alongside people experiencing or at risk of homelessness to understand their circumstances, strengthen independent living skills, connect with health, employment, family, financial and community supports, and plan for longer-term accommodation. When people move into homes operated by Vinnies Housing, ongoing tenancy support helps them maintain stability and community connection over time.

This work is grounded in our *No Wrong Door* approach. Whether someone first reaches out through a Member, a contact centre, a specialist service, Vinnies Housing, or a community partner, our aim is to make support easier to find and access, and to ensure each person is treated with dignity and provided with practical care.

Housing stress and homelessness impact in 2025–26

- Supported 4,942 people through our specialist homelessness services, providing safe accommodation, practical support and pathways towards longer-term housing.
- Supported 1,605 people experiencing homelessness to secure sustainable housing, helping them exit the cycle of homelessness and build greater capacity to maintain long-term tenancies.
- Provided 208,856 nights of accommodation, giving people experiencing homelessness or unsafe living conditions a safe, dignified place to stay.
- Supported 128 young adults experiencing homelessness to find safe accommodation through our youth mobile support services in Townsville and Sunshine Coast.
- Supported 109 people exiting correctional facilities to avoid homelessness upon release through our post-release supported accommodation program, with 92 people securing sustainable housing.
- 95 per cent of Vinnies Housing tenants reported strong satisfaction with their services, with 78 per cent advising noticeable improvements in mental wellbeing.



Health, wellbeing and ageing

Supporting people to live with safety, dignity and care

Health and wellbeing are closely connected to a person's ability to feel safe, recover from crisis, maintain independence and participate in community life. Across Queensland, St Vincent de Paul Society and Ozcare support people at different stages of their lives through evidence-informed, strengths-based services that place the person at the centre of care.

What we do

Our work in health and wellbeing brings together alcohol and other drug treatment, family and domestic violence crisis accommodation and follow-up support, home maintenance and modification services for older people, as well as aged care and community care delivered through Ozcare.

Through our alcohol and other drug services, we support people working towards sustained recovery through residential and mobile treatment services that respond to individual needs and build on each person's existing strengths and resources.

Our family and domestic violence services provide crisis accommodation and follow-up support for women and children escaping violence, helping them access safety, stability and practical pathways forward.

We also support older people to remain safe and independent in their own homes through home maintenance and modification services, delivered in line with aged care quality expectations.

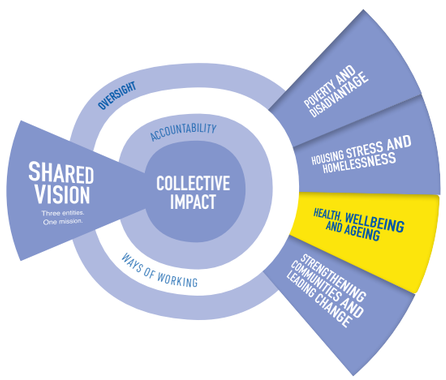
Through Ozcare, this continuum of care extends further, with residential aged care, retirement living, community care, dementia support and services that help older people and people living with disability maintain quality of life, connection and dignity.

This work is grounded in the belief that people are the experts in their own lives. By working alongside each person, our teams provide support that is evidence-informed, strengths-based and shaped by each person's goals, circumstances and needs. It also reflects our broader commitment to *No Wrong Door,* ensuring people can access care, safety and support wherever they first turn for help.

Health, wellbeing and ageing impact in 2025–26

- Supported 217 people through rehabilitation services aimed at addressing dependence on alcohol and other drugs and building foundations for sustained recovery.
- Provided safe accommodation and support for 242 parents and children through our four family and domestic violence refuges, with nearly 60 per cent of residents moving into sustainable housing.[17]
- Helped 14,248 older people maintain quality of life through practical support services delivered through our Commonwealth Home Support Program.
- 125,028 immunisations administered by Ozcare nurses, strengthening long-term health outcomes.
- 3,876 older Queenslanders assisted through Ozcare's Support at Home services to increase wellbeing and independence.

17 The remaining 40 per cent of residents remained in supported care. We do not exit people into homelessness.



Strengthening communities and leading change

Building connection, belonging and fairer systems

Strong communities are built through relationships, inclusion and practical support that helps people participate more fully in community life. St Vincent de Paul Society Queensland strengthens communities by connecting people to help, supporting people who are rebuilding their lives, walking alongside newer arrivals, responding after disasters, advancing reconciliation, and advocating for fairer systems.

What we do

Our work in strengthening communities brings together community engagement, migrant and refugee support, disaster recovery, contact centre operations, reconciliation, volunteering, partnerships, fundraising and advocacy. These activities help people access support, build skills and confidence, recover from crisis, and remain connected to the relationships and services around them.

For migrants, refugees and people seeking asylum, we offer practical help to settle into life in Queensland, including free advice from our migration advice service as well as English language tutoring, community connection and help building everyday skills through programs like VORTCS (Volunteer Refugee Tutoring and Community Support) and VRAP (Vinnies Refugee Assistance Program).

This support is focused on self-reliance, independence and belonging, recognising that adjusting to life in a new country can be complex and overwhelming.

Through disaster recovery, we stay with communities beyond the immediate emergency response, helping people rebuild over months or years. Our support is relationship-based and trauma-informed, with a strong focus on helping people return to safe homes and replace essential items such as fridges, washing machines and beds. We prioritise people at greatest risk, including those without insurance, pensioners and single parents, and work alongside government and community partners to bridge gaps in recovery support.

Our 1800 VINNIES contact centre is a statewide pathway into help, connecting people seeking assistance with the right Conference or service based on their location and need. It also supports people to make enquiries online and helps direct furniture donation calls, making it easier for people across Queensland to reach us and be connected to practical support.

Our reconciliation work reflects our commitment to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual connection to land, waters and seas. Through our Reconciliation Action Plan, we continue to build relationships, respect, and opportunities, embedding practical steps that support reconciliation, cultural capability and more inclusive ways of working.

Together, this work strengthens the relationships and systems that surround people in times of need. It reflects our commitment to listening deeply, working with others and advocating for change, so that individuals and families are not only supported through hardship, but are also connected to safer, stronger and more inclusive communities.

Strengthening communities and leading change impact in 2025–26

- Answered 157,630 calls for assistance – a 24 per cent increase in demand from 2024–25 and 25,000 online enquiries handled.
- Supported more than 500 people with recovery following eight disaster events throughout the year, providing grants and practical recovery support in the wake of severe floods and storms.
- Contributed more than 21,550 hours of volunteer tutoring to refugee and asylum-seeker families, supporting 65 families with weekly in-home tutoring.
- Strengthened relations with government representatives, continuing to advocate for investment in housing and homelessness services and policies that uplift vulnerable people and families.
- Advanced our reconciliation journey through cultural capability and safety workshops across multiple Dioceses, and yarning sessions with Elders and Aboriginal-led community organisations in Logan, Rockhampton, Minjerribah and Townsville.





Our people at the 2025 Social Justice Forum.

Strengthening communities and leading change through social justice and advocacy

Social justice is central to the Society's mission. It calls us not only to respond to immediate need, but also to address the systems, policies and structures that contribute to disadvantage.

Guided by our Social Justice Committee, chaired by James Hodge, Director of Mission and Membership, this year the Society continued to advocate for individuals, families and communities experiencing hardship across Queensland. Drawing on the experiences of Members, Volunteers, Employees and the people we support, our advocacy amplifies lived experience and seeks lasting change.

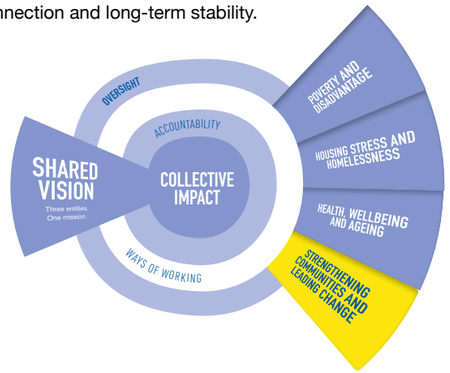
In late 2025, the Society brought together frontline insights, lived experience and external research to better understand the challenges facing our Companions and identify priorities for future advocacy. The findings revealed growing pressure on individuals and families, particularly in relation to housing affordability, financial stress and social isolation.

Key insights

According to QCOSS *Living Affordability in Queensland 2025* report^:

- Four in five low-income Queensland households cannot afford a basic standard of living.
- Housing costs consume 36-48 per cent of household income.
- Single-parent families with children are among the hardest hit by cost-of-living pressures.
- Time spent listening and supporting Companions is one of the strongest predictors of improved long-term outcomes+.

These insights are helping shape the Society's advocacy priorities, strengthening our focus on housing and homelessness, financial wellbeing, support for children and families, and person-centred approaches that build dignity, connection and long-term stability.



^https://www.qcoss.org.au/publication/report-living-affordability-in-queensland-2025/
+ https://issr.uq.edu.au/files/3115/ISSR_Annual_Report_2017_WEB_20180501.pdf

No Wrong Door in action – Sadie's story

A *No Wrong Door* approach means people can reach out to any part of the Society and be met with care, guidance and a pathway to the right support. Whether someone first connects with a Member, a contact centre, a Vinnies shop or one of our specialist services, we work together to understand their needs and connect them with the help that will make the greatest difference – from immediate relief to longer-term support.

One example of this was Sadie*, who first reached out to St Vincent de Paul Society seeking emergency help for herself and her children to escape severe family and domestic violence at home.

We supported Sadie and her children to find emergency accommodation, accessing support from the Queensland Government's Immediate Housing Response initiative to ensure the family had a safe place to stay.

During their stay in emergency accommodation, we supported Sadie with wrap-around case management services to assess her situation and identify options for long-term security and accommodation.

Sadie also benefited from our De Marillac Pathways program, where she was supported to complete a traineeship to rejoin the workforce. We also worked to remove other barriers to employment, from helping her to replace her birth certificate to ensuring she had professional clothes to wear to interviews.

In late 2025, Sadie used her traineeship to secure paid employment after more than four years out of the workforce. She was approved for long-term accommodation with her children, and is now optimistic about the future.

'It was like I had all these doors opened for me and behind each one was another opportunity,' Sadie said about her experience.

Sadie hopes to support other women experiencing similar hardships and help them find hope and confidence for the future.

*Name has been changed for privacy.





Edwina Wagland, State Manager Health and Wellbeing Services and Sarah Childs, Service Excellence Lead.

Help at every age – youth, family and senior support

St Vincent de Paul Society Queensland supports people at every stage of their life journey – from childhood through the senior years.

Our Child and Family services work to strengthen vulnerable families, building parental skills and ensuring children feel safe and are given the opportunity to thrive.

Our Vinnies Youth services provide mentorship, guidance and encouragement to families and young people experiencing hardship, supporting community participation and building resilience. They also encourage youth to take an active role in uplifting their community.

Through our subsidiary organisation, Ozcare, our foundations of compassion, support and respect continue in service to senior Australians through residential aged care, retirement living, community care, hospital and specialised services.

At every age and every stage, St Vincent de Paul Society is there to provide a hand up, whenever, and for as long as, it's needed.



Our impact for people throughout life

- Supported 390 families (representing 850 children) through our Child and Family services, providing intervention and support to ensure children can thrive and live safely in their home, and supporting parents to build their skills and capacity to create stronger families.
- 86 per cent of children involved in our Child and Family services reported measurable improvements in safety, including reduced exposure to harm, increased school attendance and stronger connections to community and cultures.
- 80 per cent of parents involved in our Child and Family services reported improved safety and resilience as a result of our services. We aim to equip parents with tools to manage daily challenges and make informed, independent decisions for their child's wellbeing.
- Developed a Stronger Families, Stronger Futures advocacy position statement, calling for further investment in strengthening vulnerable families and children (see page 41).
- Held more than 120 in-person safeguarding awareness sessions for a total of 2,432 Members, Volunteers and Employees.
- Supported 3,631 people living in Ozcare aged care facilities, providing access to person-centred care and support.
- Helped 18,085 people through Ozcare community care services, enhancing quality of life, supporting independent living and providing older people with care, compassion and connection.

Our services

Family intervention service

A tertiary intervention service*, working with clients and families (referred from the Department of Child Safety) over 12 months to provide counselling, advocacy, community linkage, increased safety and practical support, fostering positive familial relationships and stronger connections to culture.

Integrated family support services

Working from Toowoomba and Goodna, this service provides free support for children and families experiencing challenges and hardships, partnering with the child's local schools, health and community organisations to deliver the best possible wrap-around support and outcomes.

Counselling

St Vincent de Paul Society provides free specialist counselling services to families and children in Logan and the Gold Coast, helping young people and their families to manage life's challenges and provide a space for healing and rehabilitation.

Vinnies Youth

Vinnies Youth is a statewide program dedicated to Queensland's youth. In addition to building leadership skills informed by our Society's values, Vinnies Youth also engages with families and young people who may be experiencing disadvantage to encourage community participation and building resilience. For more information on Vinnies Youth, see page 31.

Home assist secure and home maintenance and modification

These services, provided through St Vincent de Paul Society Queensland, help senior people feel safer and supported in their home, through subsidised support with home modifications and maintenance and free information and referrals to improve physical safety and security at home.

Retirement aged care and retirement living

Ozcare manages 21 residential aged care facilities throughout the state, delivering compassionate care and support for aged people. Ozcare also operates eight retirement communities for more independent senior living.

Community care

Ozcare's community services help older people live independently, stay connected to their communities and enjoy life in the home they love. These services provide personalised support, including nursing, allied health, personal care, domestic assistance and help with everyday tasks. Social support, dementia advisory and support services, and immunisation programs are available for the wider community.

Dementia care

Through specialist services in the community and dementia-friendly aged care facilities, Ozcare works with people living with all stages of dementia, their families and carers to provide valuable support and improve quality of life.

*Tertiary intervention services support families who are referred by government for interventions focused on their assessed needs.

HOW OUR WORK IS SUPPORTED

Volunteers and Employees at the Pimpama retail store opening in May 2026.

At a time when many households, businesses and communities are navigating their own cost of living pressures and competing demands, the generosity of our supporters remains extraordinary.

Every act of support – through donations, attending and hosting fundraising events or purchasing from a Vinnies shop – helps create positive change in the lives of people experiencing hardship.

This collective generosity sustains our work across Queensland, providing the year-round funding that enables us to respond to growing and increasingly complex community need. It delivered record-breaking results through our Vinnies CEO Sleepout, strengthened support through our Christmas and winter appeals, and ensured our retail network continued to fund local support. Most importantly, it helped our Members, Volunteers and Employees continue walking alongside people with practical assistance, compassion and hope.

We are deeply grateful to every person and organisation who supported our Society throughout the year. This generosity continues to strengthen our impact, allowing us to focus on ensuring every contribution delivers the greatest possible benefit for people in need.

Vinnies CEO Sleepout Ambassador Tanya Byrne at the Gold Coast event in June 2026

Appeals

Donations made through our appeals provide vital year-round funding that enable our Members and services to support individuals and families with practical assistance, housing support, food relief and other essential services.

In 2025-26, our appeals raised more than $3.3 million, helping the Society continue its work across Queensland and respond to growing community need.

We are grateful to every donor who chose to support our mission during a time when many households were navigating their own financial pressures. Their generosity helps create lasting impact, ensuring more people can access support.

Appeals impact in 2025-26

- $1.4 million raised through the Winter appeal.
- $1.13 million raised through the Christmas appeal, our highest in Queensland for this appeal, with donations up 59 per cent to 3,359, with an average gift of $335.
- $440,000 raised from our Gift A Night Off the Streets campaign, up 120 per cent in a single year with 3,562 donations.
- $319,000 raised through our Autumn and Spring appeals.



Vinnies CEO Sleepout participants at the Brisbane event in June 2026.

Vinnies CEO Sleepout

The Vinnies CEO Sleepout continues to be one of Queensland's most powerful demonstrations of community leadership and collective action. By choosing to spend a night sleeping on cardboard, business leaders not only raise vital funds for homelessness support but also help build understanding of the challenges faced by people experiencing housing insecurity and homelessness.

Queensland's Vinnies CEO Sleepout community delivered a record-breaking result in 2026, raising more than $3 million across events in Brisbane, the Gold Coast and Sunshine Coast. These funds help the Society provide practical assistance, emergency support, homelessness services and pathways to secure housing.

This includes supporting the Society to construct new homes throughout the state to provide vulnerable Queenslanders with a roof over their heads.

Our dedicated network of Vinnies CEO Sleepout Ambassadors achieved record participation and fundraising outcomes, using their networks and influence to build awareness and inspire action throughout the year. Among them, Matt Kratiuk raised more than $200,000 for the 2026 event, demonstrating the extraordinary impact that committed advocates can have when they bring their communities together behind a shared cause.

Vinnies CEO Sleepout impact in 2025-26

- $3.03 million raised by 539 business and community leaders.
- 15.8 per cent growth in CEO Sleepout income, with the average participant raising $8,983.
- Support from long-standing partners and matched-giving amplified the generosity of donors and participants throughout the campaign.
- $10 million raised nationally, the highest amount in the event's 20-year history.

The Vinnies CEO Sleepout continues to demonstrate what is possible when passionate advocates, business leaders, corporate partners and communities unite behind a shared purpose.



Vinnies CEO Sleepout Ambassadors and participants, including Matt Kratiuk who raised over $200,000 in 2026.

Retail update

Vinnies shops play a vital role in supporting the Society's mission, generating essential funding that helps us respond to people experiencing hardship across Queensland. Donated items, purchases, and hours spent volunteering help transform everyday generosity into practical support for people in need.

Our retail network is powered by the commitment of community donors, dedicated Volunteers and loyal customers who choose to support both social and environmental outcomes through their purchases. Their support not only helps fund our good works but also promotes sustainable consumption by giving quality items a second life and reducing waste sent to landfill.

In 2025-26, our retail operations continued to strengthen their impact, supporting local communities and creating sustainable revenue for our mission. We are grateful to every person whose contribution helps make this possible.



Biloela retail and community hub

Retail impact in 2025-26

- 9.6 million items sold across Vinnies Queensland shops.
- More than 3.3 million transactions completed across our retail network.
- 23.8 per cent increase in operating surplus compared to 2024-25.
- 3.7 per cent sales increase.
- Thousands of hours contributed by shop Volunteers helped keep operating costs low and maximise funds directed to supporting people in need.
- New shops opened in Biloela, Pimpama, Townsville, Keperra and Ashmore, expanding our presence in local communities.
- Statewide initiatives such as Finderfest and Fill-a-Bag sales attracted new customers and strengthened community engagement.
- Finalists in the Australian Retailer Awards Sustainability Excellence category, with former Townsville shop manager, Kirsty Greig, nominated for Store Manager of the Year.


Welcoming customers to our new Biloela retail and community hub in June 2026.

Environmental impact through community donations

Reducing demand for new production, our shops helped:

- Avoid 192 kilotonnes of emissions, equivalent to taking approximately 68,000 cars off the road for a year.
- Conserve enough energy to power almost 200,000 homes for a year.
- Prevent carbon production at a rate equivalent to 268,000 trees.

Community impact remains at the heart of our retail strategy. We continue to invest in the right locations, formats and customer experiences to ensure our shops remain vibrant community hubs, while generating sustainable funding for the Society's mission. Every purchase, donation and volunteered hour helps create positive outcomes for people, communities and the environment and supports people experiencing hardship today while helping build stronger communities for tomorrow.

Our presence in Queensland communities

Far North QLD	11
Townsville	19
Rockhampton	21
Northern	18
Brisbane	14
Western	13
South Coast	17
Toowoomba	15
TOTAL	128

Top selling items

Clothing	Homewares	Accessories	Books and media	Manchester	Toys	Other
47.2%	16.4%	13.2%	5.6%	4.5%	4.2%	8.9%

Supporters and partners

+1300 Medics

Access EAP

Archdiocese of Brisbane

The Australian

Australian Catholic University

Australian Government Department of Health

Australian Government Department of Home Affairs

Australian Government Department of Industry, Innovation and Science, Energy and Resources

Australian Government Department of Infrastructure, Transport, Regional Development, Communications and the Arts

Australian Government Department of Social Services

Australian Unity Trustees Foundation - Gabradoodle Fund

BDO

Brisbane City Council

The Brisbane Club

Bundaberg Regional Council

Bunnings

Ms Caitlin Byrne

Catholic Foundation

The CEO Institute

Cleanaway

Commbank Staff Foundation

Coordinated Community Response to Domestic and Family Violence (CCRDFV)

CS Energy

Elston Giving Foundation

Fitzpatrick Family Charitable Trust

Flannery Foundation

Foundation for Rural Regional Renewal

Frenchville Sports Club

Ms Ann Giaiotti

Gladstone Faith Baptist Craft Group

Gladstone Women's Health Centre

Gold Coast City Council

Goldburg Family Foundation

Griffith University

Grill'd Healthy Burgers

Hand Heart Pocket

Hull Family Charitable Fund

Ladybird Care Foundation

Longreach Regional Council

Mackay Regional Council

McGirvan Media

Micah Projects

Missionary Franciscan Sisters

City of Moreton Bay

Multicultural Australia

Noosa Shire Council

Mr Graham Nottle

Nous

OOH! Media

OzHarvest

The Pavetta Foundation

People First Bank

Port of Townsville

The Prop House Collective

Qantas

Queensland Corrective Services

Queensland Family and Child Commission

Queensland Government Department of Families, Seniors, Disability Services and Child Safety

Queensland Government Department of Housing and Public Works

Queensland Government Department of Justice and Attorney General

Queensland Government Department of State Development, Infrastructure and Planning

Queensland Government Department of Trade, Employment and Training

Queensland Government Department of Transport and Main Roads

Queensland Revenue Office

Queensland Rural and Industry Development Authority

Rapid Relief Team

Mr Krish Ravipati

Resources Community Infrastructure Fund (RCIF)

RizeUp

Rotary International

Rowland

Scene Change event technology

Share the Dignity

Shop Distributive and Allied Employees Association

Sisters of Mercy Congregation Brisbane

Sisters of Perpetual Adoration

Sky News

Ms Andrea Spring

STFT Investment Holdings

Sunshine Coast Council

Mr Philip Taylor

Telstra Group Limited

Tontine

Townsville City Council

University of Queensland

Visy

Wagner Corporation

Mr & Mrs Mark and Kathleen West

Western Downs Regional Council

Wolff Coffee Roasters

Zephyr

Zonta

To all our donors, and anyone who assisted
St Vincent de Paul Society Queensland but not named here, we sincerely thank you for your support.

Vinnies CEO Sleepout ambassadors

Alex Harris

Andre van der Merwe

Beau Worsley

Belinda Dawes

Colin Wheeler

David Greenwood

Denica Saunders

Elia Hill

Jamie Preston

Jano Kotzas

Karen Phillips

Keith Nicholls

Kirsty Rourke

Matt Kratiuk

Nick Herron

Renee Soutar

Rob Molhoek MP

Tanya Byrne

Terry Smith

Toby Jenkins OLY

We extend our deep and sincere gratitude to these individuals, businesses and organisations for supporting us.



CONSTRUCTION AND PROPERTY

Breaking ground on 60 new homes in Bundaberg in September 2026.

500 Homes program

For many people we serve, the need for stable housing does not exist in isolation. Housing insecurity can intersect with family pressures, family and domestic violence, financial hardship, health concerns and disconnection from community. A safe and secure home can be the foundation that makes everything else possible.

The Society's 500 Homes program is our ambitious, long-term response to Queensland's housing crisis and the most significant investment in our mission to date. More than delivering new housing supply, the program is helping create stronger futures for people and families by providing quality homes designed around the needs of the communities we serve.

What makes the program unique is the way it brings together the Society's strengths:

- The Society plans, designs and delivers housing developments that respond to local need.
- Vinnies Housing oversees the program, manages tenancies and allocates homes.
- Conferences, Members and specialist services help connect tenants to practical assistance, support services and their local community.

This integrated approach recognises that a home is more than a building. Long-term wellbeing is strengthened when people have access to stable housing, meaningful relationships, community connection and the right support at the right time.

What's next

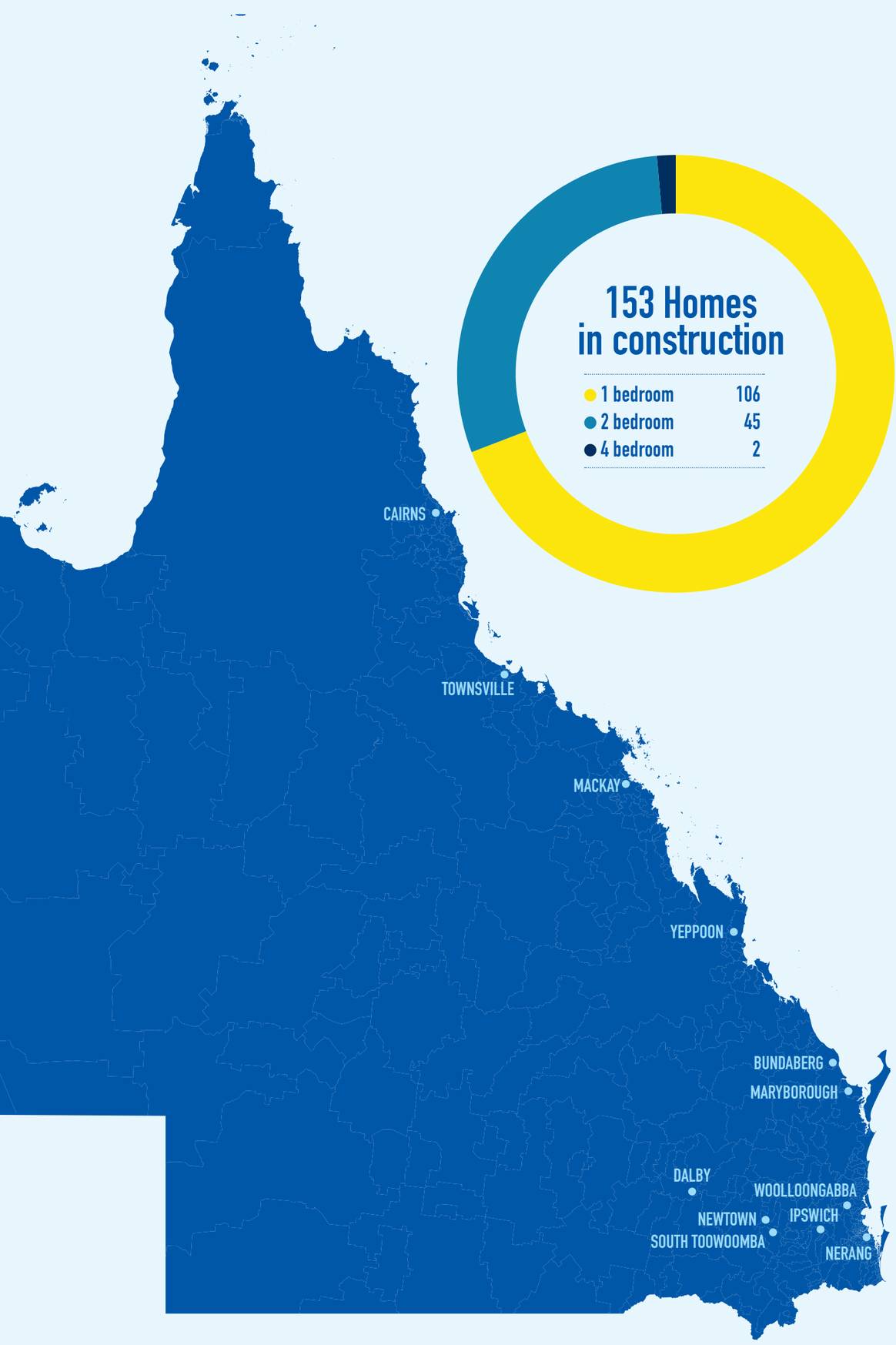
The first residents are moving into six new homes in Mackay in late 2026, co-located with a new community support centre. 27 homes comprising one, two and four-bedroom dwellings in Newtown, Toowoomba, are also welcoming individuals and families, including children and young people.

St Vincent de Paul Queensland and Vinnies Housing are working carefully to ensure the new homes are allocated to people whose needs align with each development and that residents are supported to build meaningful connections within their communities. Through strong partnerships with Conferences, Members and local specialist services, we are focused on ensuring people not only have access to housing, but also to the relationships, support and opportunities that help sustain long-term wellbeing.

The 500 Homes program demonstrates what can be achieved when housing delivery, tenancy management and community support come together through a shared commitment to people. Together with government, partners, supporters and local communities, we are delivering quality homes, connecting people with support and creating brighter futures for individuals, children and families across Queensland.

500 Homes progress in 2025–26

- **September 2025:** Sod-turning ceremonies were held in Newtown (Toowoomba), Bundaberg Stage 1 and Mackay, marking the start of construction on three significant housing developments.
- **November 2025:** Works commenced in Cairns, with site demolition completed to prepare for future homes.
- **February 2026:** The first of three building slabs was completed in Bundaberg, laying the foundations for the first of 60 new homes.
- **April 2026:** Newtown reached lock-up stage, bringing the development closer to welcoming residents.
- **June 2026:** Construction at Nerang passed its halfway milestone, marking strong progress towards delivering 60 new homes.



Newtown, September 2025



Newtown, September 2026



27 homes in Newtown, Toowoomba taking shape over 12 months.



GOVERNANCE

Strong governance ensures the Society remains focused on its mission while continuing to evolve to meet the changing needs of the communities we serve.

In 2026, the Society welcomed new State Council President, Peter Dougherty, and Chief Executive Officer, Joe Duskovic, who together are leading the delivery of our current Strategic Plan while laying the foundations for our next phase of growth and impact.

Supporting this work is an experienced Executive Leadership Team (ELT) that brings deep expertise, diverse perspectives and a shared commitment to collective leadership and stewardship. Working closely with State Council, the ELT is focused on ensuring the Society remains mission-led, financially sustainable and well positioned to create lasting impact for the people and communities we support.

The coming year will see the development of a new Strategic Plan that aligns the work of the Society's three entities* around a shared vision for the future. Our collective impact statement will underpin this work, guiding governance, decision-making and accountability while strengthening how we work together to support people. Central to this approach is a commitment to more connected service delivery, bringing together the strengths of our Conferences, services, housing and support functions to provide more coordinated, person-centred responses to community need.

By building on the strengths of each entity and deepening collaboration across the organisation, we are positioning the Society to maximise its impact, respond to emerging challenges and create more pathways for people to access the support, connections and opportunities they need to thrive.

Jackie Youngblutt, General Manager Operational Delivery, and Peter Dougherty, State President

St Vincent de Paul Society Queensland 2022–2027 Strategic Plan

The 2022-2027 Strategic Plan guides St Vincent de Paul Society Queensland in response to the evolving needs of our communities.

As we approach the final year of this strategy, work is underway to lay the foundations of our Society's focus for 2028 and beyond.

Our 2022-2027 Strategic Plan focuses on six main strategic priorities, including:

- Growth and development of Membership
- Building on our housing and homelessness response
- Expanding and improving our cost-of-living and emergency and disaster relief response
- Advocacy and inclusion for highly disadvantaged
- Uniting our people in response
- Investing in our governance and resources.

For the full Strategic Plan, visit **vinnies.org.au/qld/strategic-plan**

State Council



Left to Right (top row): Peter Ryan, Juliana Mahon, Br Damien Price, John Hollamby, Shane Blakeley, Anthony Moore, Maree Harmon, Nick Herron, Dan Carroll, Clare Johnston.
Left to Right (bottom row): Brian Headford, Mark O'Brien, Dennis Innes, Patricia McMahon, Peter Dougherty, Susan Dann, Peter Duffy.

Missing: John Blake, Philip Cranny

Executive leadership team



Left to Right: ELT during a visit to the Rockhampton Diocese. Stephen Bosse, Bianca Harris, Joe Duskovic, Kerri Ryan, Jackie Youngblutt, Trish Woolley

*Ozcare, Vinnies Housing and St Vincent de Paul Society Queensland.

Vinnies Housing Board



Dennis Innes
Chair



Anthony Walsh



Debbie McNamara



Nick Herron



Nicole Johnson



Philip Cranny



Nick O'Connor



Paul Luton
Secretary

Vinnies Housing report

Homes, hope and opportunity

A safe and secure home provides more than a roof over someone's head. It creates a foundation for stability, wellbeing and opportunity.

As housing demand continues to grow across Queensland, Vinnies Housing has spent the past year expanding its capacity to support more people and communities through quality, affordable housing. From strengthening our housing development pipeline to building the organisational capability needed to sustain long-term growth, we are laying the foundations for greater impact in the years ahead.

Most importantly, our work continues to make a meaningful difference in the lives of our tenants. The 2026 resident survey highlighted the positive outcomes that flow from safe and secure housing, with 95 per cent of residents reporting satisfaction with Vinnies Housing services. Residents also reported improvements in their wellbeing, with 78 per cent experiencing better mental wellbeing, 80 per cent improved physical health, and 72 per cent feeling more hopeful about the future. These results reinforce the powerful role housing plays in helping people build stability, strengthen wellbeing and pursue their goals.

Throughout the year, we continued to work alongside government, community organisations and sector partners to respond to growing housing need across Queensland. These partnerships are critical to delivering sustainable housing outcomes and creating communities where people can thrive.

Looking ahead, our focus remains on delivering more homes, supporting more tenants and ensuring people have access to the stability, dignity and opportunity that come with a place to call home. We thank our colleagues across the Society, State Council and the Vinnies Housing Board for their ongoing support and shared commitment to this vision. Together, we are helping create stronger futures for individuals, families and communities across Queensland. We'd also like to acknowledge previous Board Member and Chair, Greg Coghlan who passed this year, and recognise the positive impact he made in his community.



Dennis Innes
Vinnies Housing Chair



Sharon Shearsmith
Vinnies Housing Chief Executive Officer



Vinnies Housing and Society Employees visiting 27 homes under construction in Newtown, Toowoomba.

Vinnies Housing Strategic Plan 2024–2029

The Vinnies Housing Strategic Plan 2024-2029 outlines the key priorities and themes to guide Vinnies Housing to provide safe, affordable and quality housing to people in need. Priorities include:

- Developing more places to call home
- Caring for our tenants
- Partnering for long-term success
- Being a great place to work
- Financial sustainability and resilience.

For the full Vinnies Housing Strategic Plan 2024-2029, visit **vinnies.org.au/qld/housing-strategic-plan**

In 2026, residents reported improvements in their wellbeing, with 78 per cent experiencing better mental wellbeing, 80 per cent improved physical health and 72 per cent feeling more hopeful about the future.

Ozcare Strategic Vision 2022–2026

Inspired by the Vincentian spirit, Ozcare commits to supporting our clients to live their best lives through the provision of compassionate, professional and personalised aged care, community and health services. The Ozcare Strategic Vision outlines the goals that Ozcare has identified to achieve our mission from 2022 to 2026:

- **Strategic Theme 1: Aged Care Living**
  To grow and further enhance our aged care facilities to meet the needs and expectations of our ageing population.
- **Strategic Theme 2: Community Care**
  Further develop and grow our services to support a greater number of older Australians and people living with a disability to live independently at home for longer.
- **Strategic Theme 3: Retirement Living**
  To strengthen our model of integrated aged care through co-locating retirement villages with aged care facilities and supporting village residents with community care services.
- **Strategic Theme 4: Hospital**
  To integrate and grow the hospital's services to attract health specialists and meet the needs and expectations of the local community.
- **Strategic Theme 5: People**
  To maintain high levels of employee engagement and support the attraction and retention of employees.
- **Strategic Theme 6: Brand**
  To position Ozcare top of mind with older Australians and their family members as a trusted provider.

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

Ozcare report

The 2025-26 financial year has been one of significant growth, transition and transformation for Ozcare, while remaining firmly grounded in our mission and Vincentian values.

The Society's foundational values of respect, integrity, compassion and empathy continue to guide our decisions and our commitment to ensuring older people can access high-quality care and support, regardless of their circumstances.

Responding to change

In a year of significant aged care reforms, Ozcare implemented the new Aged Care Act 2024 (Cth), the Aged Care Rules and Strengthened Aged Care Quality Standards, while also redesigning our Community Care Service model in readiness for the new Support at Home program.

Our new clinical care platform trained over 2,000 Employees and updated clinical records for more than 2,500 residents across our 21 residential aged care facilities, strengthening our care management and access to information.

In September 2025, we farewelled Tony Godfrey after 29 years of dedicated service, 13 of those as our Chief Executive Officer.

In January 2026, we welcomed Kevin Mercer as Ozcare's new Chief Executive Officer, providing continuity of leadership during a period of considerable sector reform and organisational change.

We sincerely thank Tony for his leadership and commitment, and wish him well in retirement, and look forward to continuing our services under Kevin's leadership. Kevin has already helped reinforce the strength of our reputation, financial foundations and most importantly, our people.

Growing with purpose

Our presence in North Queensland expanded with the addition of aged care facilities in Ayr and Home Hill, adding 156 residential places. We also completed 23 new retirement living apartments at Reflections on the Bay in Hervey Bay and progressed significant infrastructure investment in Noosa, Sarina, and Port Douglas.

We continue to invest in recruitment, international workforce pathways, training, leadership and technology to grow our team of 5,037 Employees and 114 Volunteers.

During the year, our Board commenced Ozcare's next strategic planning cycle, considering the changing needs of older Australians and how best to position the organisation for the future.

We thank St Vincent de Paul Society Queensland for its continued partnership, our Board and leadership teams and every Ozcare Employee and Volunteer. Most importantly, we thank our clients and their loved ones for the trust they place in us every day.



Robert Baker
Chairman



Kevin Mercer
Chief Executive Officer



Ozcare Board



John Hollamby



Christine McMillan



David Masters



Dr Minjae Lah



Matt Nunan



Patrick Sherry



Peter Dougherty

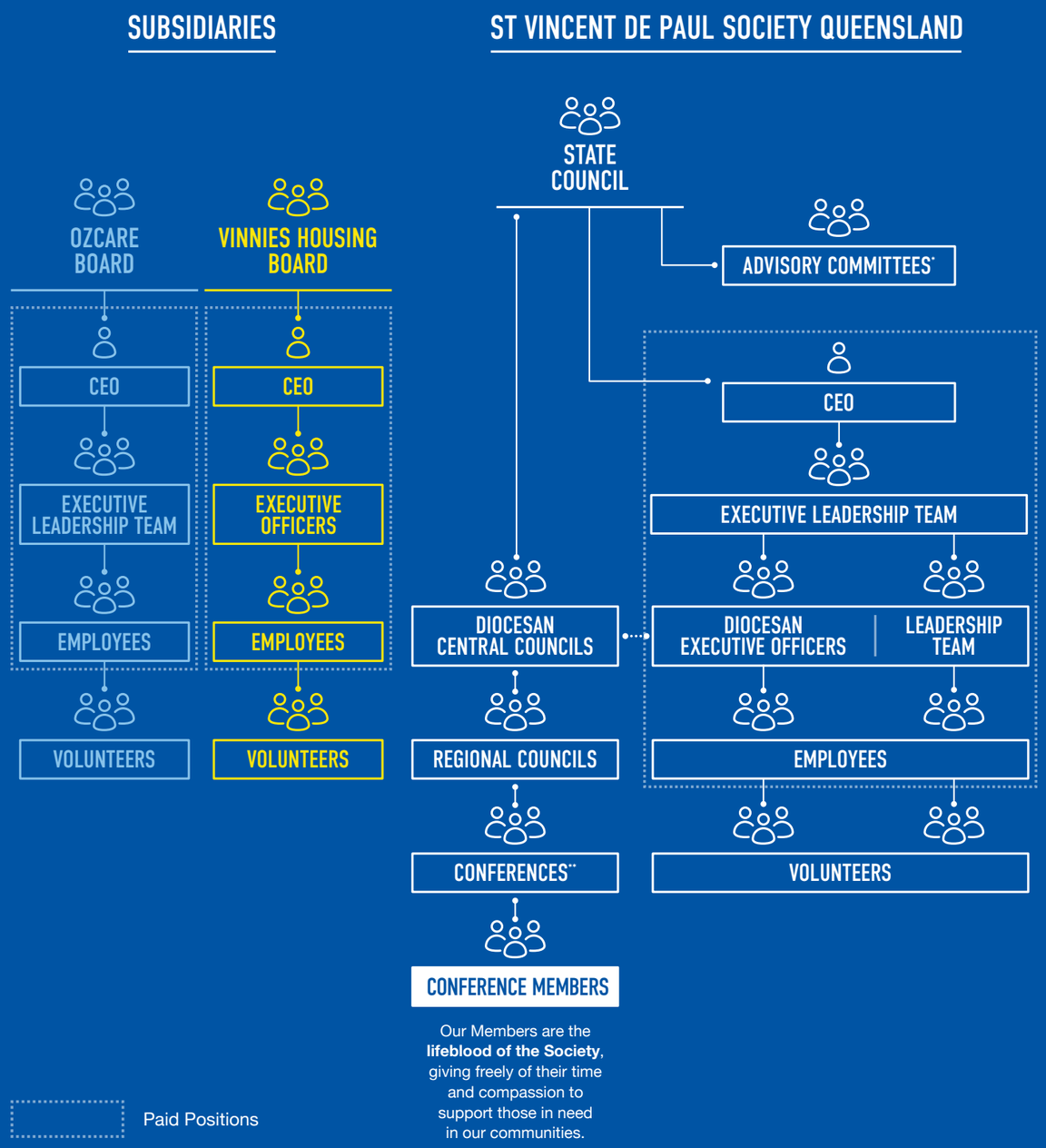


Robert Baker



Trish McMahon

ORGANISATIONAL STRUCTURE



Our Members are the **lifeblood of the Society**, giving freely of their time and compassion to support those in need in our communities.

*Society Advisory Committees are made up of Members, Volunteers, external professionals and Society Employees.
**Made up of Conference Members and Associate Members.
Note: This representation of our organisational structure has been simplified for illustration purposes.

Our governance

The Society relies on State Council to effectively govern the various activities and relationships that make up our organisation. Good governance is embedded in the practices and procedures that help the Society's people do their work effectively and openly in an environment where their roles and responsibilities are clearly understood.

Legal structure

The Society's legal name is St Vincent de Paul Society Queensland. The Society was incorporated by Letters Patent pursuant to the Religious Educational and Charitable Institutions Act 1861 (Qld) and is responsible for providing organisational structure and support for its Members, who carry out the Society's charitable work in Queensland.

Membership

The Society has multiple categories of membership:

- Conference Members (also called Vincentians) join in Conferences. Any person registered as a Conference Member has voting rights in relation to the affairs of the Society. They seek to live out their faith and voluntarily offer their time, expertise and support for the delivery of our good works. Conferences may be established within a parish, town, suburb, school, workplace or social group.
- Associate Members also live out their faith in action but are not required to attend, and cannot vote, at Conference meetings.
- As of 1 July 2026, the former category of Volunteer Members, who share in the Society's ethos and volunteer in Society works and services outside of Conferences, are now referred to as Volunteers.

State Council

State Council consists of the President and Vice Presidents, Diocesan Central Council Presidents, State Treasurer, Youth Representative, Spiritual Advisor and State Secretary. State Council established a State Administration Office, overseen by the Chief Executive Officer, to which it delegates various corporate and operational functions.

To assist with decision-making, State Council is also supported by advisory committees established to manage activities requiring specific capability and expertise.

State Council is ultimately responsible for the overall governance of St Vincent de Paul Queensland, and all its Councils and Conferences. The President of State Council is the Society's representative on the National Council of St Vincent de Paul Society in Australia.

Ozcare and Vinnies Housing operate as independent subsidiary companies with their own board of directors.

Remuneration

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

State Council meetings attended

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

State Council Member	Number of meetings held during the Member's term	Number of meetings attended
Patricia McMahon	5	5
Dennis Innes	5	5
Nick Herron	5	5
Dan Carroll	5	5
Susan Dann	5	4
John Hollamby	5	4
Juliana Mahon	5	5
Maree Harmon	5	5
Peter Duffy	5	5
Peter Ryan	5	5
John Blake	3	3
Shane Blakeley	5	3
Peter Dougherty	5	4
Clare Johnston	5	5
Brian Headford	5	5
Anthony Moore	2	2
Mark O'Brien	2	2

Br Damien Price also attended four State Council meetings as part of his role as Spiritual Advisor.

Risk management

State Council oversees the establishment, implementation, and review of the Society's Risk Management Framework, which includes Risk Management Policy, Risk Management Strategy, and Risk Register. The Society's Risk Management Policy sets out the principles that State Council and all levels of the Society need to comply with in managing risk.

The Audit and Risk Committee is the key advisory committee with oversight of the Society's risk management practices, including the quarterly reporting of risks by management to State Council.

Vinnies Housing/Ozcare governance

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

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

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

Ozcare

The Society established St Vincent's Community Services in 1996, with the organisation later taking the name Ozcare.

From 1 September 2016, the Society resolved to adopt a new Ozcare constitution and governance structure. Governance principles were developed and are reflected in Ozcare's Constitution.

Under a Ozcare's Member Charter, certain powers otherwise exercisable by the Board of Ozcare are reserved to State Council with certain powers also reserved to Conference Members of the Society.

Vinnies Housing

Vinnies Housing commenced operations from 1 July 2017 to enable a statewide housing and homelessness response under the direction of a skill-based Board appointed by State Council. Like Ozcare, Vinnies Housing is a public company limited by guarantee and has its own Member's Charter that contains powers reserved to State Council.

Both Ozcare and Vinnies Housing must carry out activities in accordance with The Rule.

Overarching governance principles

The following governance principles apply to the subsidiary governance framework:

(a) Ozcare and Vinnies Housing operate as subsidiaries of St Vincent de Paul Society Queensland;

(b) Ozcare and Vinnies Housing strategy is to be consistent with, and directed by, St Vincent de Paul Society's strategy and mission; and

(c) The Ozcare Board and Vinnies Housing Boards are to be solely responsible for:

  (i) regulatory responsibility under the *Aged Care Act 1997 (Cth);* and *Housing Act 2003 (Qld)* respectively;

  (ii) other regulatory responsibilities arising from their operational activities;

  (iii) their own solvency and financial sustainability (to the extent required of Directors under the *Corporations Act 2001 (Cth)).*

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

(a) relate to the Society's strategy and mission;

(b) relate to the Society's values and status as a lay Catholic organisation; and

(c) impact on the financial or other operational activities of the Society. The Constitutions of Ozcare and Vinnies Housing provide that their Board of Directors will comprise of at least five and not more than nine directors where:

  (i) a majority of the directors must be Vincentians; and

  (ii) all Directors are appointed by St Vincent de Paul Society Queensland.

Quality statement

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

Vinnies Housing Board meetings attended

Vinnies Housing Board Director	Number of meetings held during Director's term	Number of meetings attended
Pauline Thomson	3	2
Gary Searle	3	3
Dennis Innes	6	6
Philip Cranny	6	6
Nick Herron	6	6
Anthony Walsh	6	5
Nick O'Connor	6	4
Nicole Johnson	4	4
Debbie McNamara	4	3

FINANCIALS



Financial report

Our strong financial performance enables us to continue investing in housing, care and support for Queenslanders experiencing hardship.

Treasurer's Report

I am pleased to report that the Society, together with Ozcare and Vinnies Housing, recorded a surplus of $44.5 million in 2025-26, up from $39.6 million the previous year.

This result was achieved during a year when many people continued to feel the effects of rising living costs and economic uncertainty, and reflects the strength of our organisation and support of our donors and partners.

Importantly, our financial performance allows us to continue investing in services that support people and families when they need help most.

This year, we increased investment in homelessness services and direct assistance for people experiencing hardship to provide practical help and support.

Ozcare continued to grow during the year, expanding its aged care network to 21 sites and maintaining strong demand across its services. Ozcare's flagship retirement village in Newstead remains fully occupied, with a waiting list for entry.

At the same time, new housing developments in Nerang, Toowoomba and Bundaberg moved closer to completion and are a key part of our commitment to addressing the housing crisis.

Review of Operations

Revenue and other income increased from $666.5 million to $760.7 million, an increase of 14.1 per cent.

Growth occurred across all areas of the Society. Key contributors included increased aged care revenue, acquiring additional aged care facilities, selling Palm Lodge at New Farm and strong fundraising results, including a record-breaking Vinnies CEO Sleepout.

Aged care and community care remain our largest areas of investment. Together, they accounted for around 71 per cent of Society revenue and 67 per cent of total expenditure on services and operations.

We are deeply grateful to every supporter, donor, volunteer, event participant and bequestor who contributed during the year. Your generosity helps us respond to growing need across Queensland and continue delivering vital services.

Projects and Developments

Construction is nearing completion on our first dedicated housing developments in Nerang, Bundaberg and Toowoomba. Together, these projects will deliver 147 new homes, providing safe and affordable housing for people who need it most.

These projects are a practical response to one of Queensland's greatest challenges, ensuring more people have access to stable and secure housing.

We remain careful and disciplined in how we fund future developments, balancing growth with long-term financial sustainability.

Financial Position

The financial statements show a working capital deficiency of $712.6 million.

This figure largely reflects accounting requirements for aged care providers. Resident liabilities must be reported as current liabilities, while the assets that support them, including property and investments, are reported as non-current assets.

As a result, the reported deficiency does not indicate financial weakness and is common across the aged care sector. Further information is provided in Note 1 to the financial statements in the 2025-26 Financial Report.

Finally, I thank our Members, Volunteers, Employees, committee members and advisers for their dedication and contribution throughout the year.

I also acknowledge the outstanding work of our Chief Financial Officers, Kerri Ryan and Rachel Fraser, whose expertise and leadership continue to strengthen the financial stewardship of the Society.

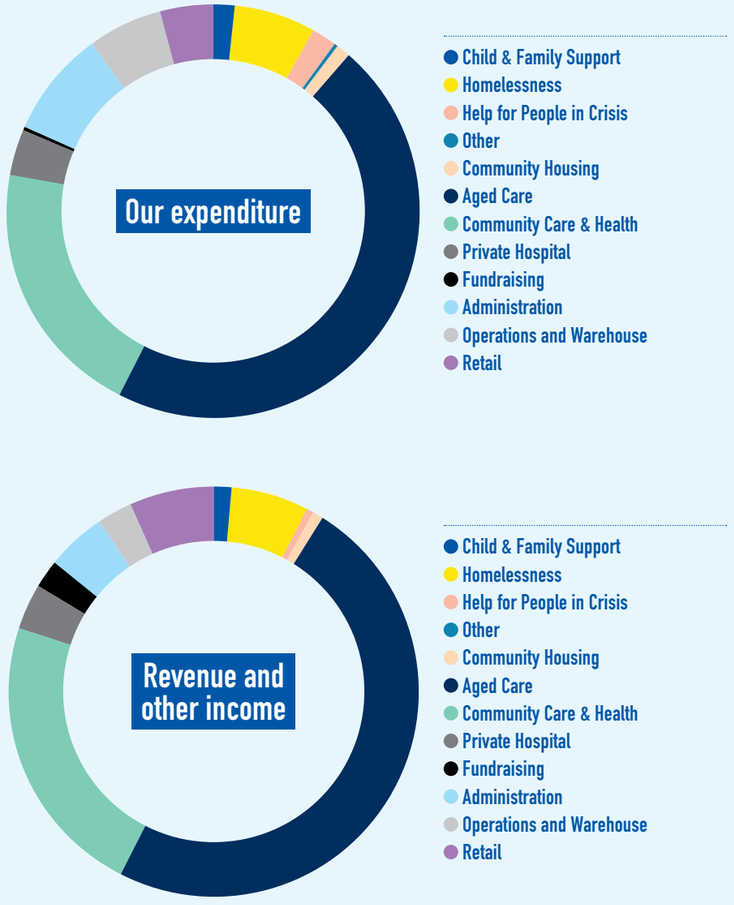
Together, we have maintained a strong financial foundation that will allow us to continue supporting Queensland individuals, families and communities for many years to come.



Dan Carroll
Treasurer

Review of operations

	2026 $'000	2025 $'000	2024 $'000	2023 $'000	2026 vs 2025
Revenue	737,124	665,564	595,531	494,076	10.8%
Expenditure	(716,247)	(626,935)	(563,354)	(469,641)	14.2%
Operating surplus	**20,878**	**38,629**	**32,178**	**24,435**	
Gain on Sale	23,608	979	4,504	7,723	
Total Surplus	**44,486**	**39,609**	**36,682**	**32,158**	**12.3%**



Key financial results

Consolidated net operating surplus is $20.9m

Total revenue of $760.7m, this is an increase of $94.2m on prior year or 14.1 per cent growth.

Total expenditure of $716.2m, this is an increase of $89.3m on prior year.

Government funding increased by $39.5m.

Vinnies retail shop sales increased by $2.1m.

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INDEPENDENT AUDITOR'S REPORT

To the members of St Vincent de Paul Society Queensland

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of St Vincent de Paul Society Queensland (the Society) and its subsidiaries (the Group), which comprises the consolidated statement of financial position as at 30 June 2026, 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 report, including material accounting policy information, and the Statement by State Council.

In our opinion the accompanying financial report of St Vincent de Paul Society Queensland, is in accordance with Division 60 of the Australian Charities and *Not-for-profits Commission Act 2012*, including:

(i) Giving a true and fair view of the Group's financial position as at 30 June 2026 and of its financial performance for the year then ended; and

(ii) Complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 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 Group in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and 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.

Responsibilities of State Council for the Financial Report

The State Council of the Society is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act, and for such internal control as the State Council determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

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

The State Council of the Society is 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.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (http://www.auasb.gov.au/Home.aspx) at: https://www.auasb.gov.au/media/apzlwn0y/ar3_2024.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd

L Mac Donald
Director

Brisbane, 28 September 2026

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Glossary

COMPANIONS	The people our Society assists. This term reflects our mission to walk alongside those in need to support them on their life journey.
CONFERENCE	Local groups comprised of Members, focused on supporting their community.
DIOCESE	A Diocese is a regional district made up of many Conferences of the St Vincent de Paul Society – in St Vincent de Paul Society Queensland, each Diocese is led by a Diocesan President supported by an Executive Officer.
LAY CATHOLIC	Members of the Catholic Church who are not clergy, bishops, priests or deacons. St Vincent de Paul Society is a lay Catholic society.
MEMBER OR VINCENTIAN	Referring to a voting Member of a Conference, who provide direct support to Companions. They are the core providers of our Society's good works in the community.
SERVICES	Services provided by the Society that offer specialist support, including training and education, crisis accommodation, support work, counselling, drug and alcohol rehabilitation, and more.
SAFEGUARDING	Safeguarding is part of who we are as a Society. It is about taking proactive steps to protect the safety, rights, and wellbeing of all the people we support and work with, especially children, young people and adults-at-risk.
VOLUNTEERS	People who contribute their time and efforts to the Society who are not Conference Members. This includes Volunteers in our shops and services.

Contact us

Copies of the report can be downloaded at **vinnies.org.au/qld/about-us/reports-policies** or hard copies can be requested by emailing **communications@svdpqld.org.au**

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ABN 31 618 167 632



To offer a financial donation or leave a gift in your Will:

qld.donations@svdpqld.org.au
13 18 12

For general information visit:

vinnies.org.au/qld
ozcare.org.au

For help, to volunteer or donate furniture/goods:
1800 VINNIES | 1800 846 643

For help or to volunteer:
1800 OZCARE | 1800 692 273

Be part of our online community:

vinnies.org.au/qld
/vinniesqld @vinniesqld

ozcare.org.au
/ozcareaustralia

St Vincent de Paul Society
QUEENSLAND
good works