



change

STARTS HERE



IMPACT

2021-2022 *report*



St Vincent de Paul Society
VICTORIA
good works

OUR *impact*



92,700
home visits made by conferences



51%
rise in number of students attending our eight education programs



\$6.9M
food and food vouchers distributed



\$329,492
in no interest loans distributed



91%
of people calling our welfare line request food



600,757
meals provided by soup vans



10,000+
volunteers giving back to the Victorian community

The St Vincent de Paul Society Victoria – with the support of our generous donors and partners – delivers care, compassion and material assistance to thousands of vulnerable Victorians each year through the ‘good works’ of our members, volunteers and employees. Our supporters share our vision to create a better world and social justice for all.

Material assistance includes everything from food, emergency accommodation, school fees and pharmacy costs to fuel and utility bills, along with much more.

We have the flexibility that some charities don't to deliver individualised care.

Our members and volunteers also provide emotional support and their focus is on assisting people in a way that promotes dignity, empowerment and sustainable pathways to change.

This is the impact of your support.



\$4.3M

cost of living expenses provided



\$720,979

education assistance provided



\$1.7M

additional bushfire grants and scholarships distributed



2,998,992

customers served in Vinnies Shops



245

conferences and assistance centres



264%

rise in meals served by soup vans in five years



\$2.4M

material assistance provided by Vinnies Shops



55,000

rough sleeper packs distributed



\$1.6M

homelessness services including accommodation and transport



\$1.8M

raised through Vinnies CEO Sleepout for homelessness



8,921

nights of emergency accommodation provided by VincentCare



55,693

welfare assistance calls received



4,951

hours of one-to-one education support

ABOUT *us*

OUR CALLING

“Let us do without hesitation whatever *good* lies at our hands.”

Blessed Frederic Ozanam

OUR FOUNDER

The St Vincent de Paul Society was founded in 1833 in France by 20-year-old Frederic Ozanam.

He and his fellow university students helped people struggling to survive in the poorer suburbs of Paris by giving them practical assistance, such as bread and firewood. Frederic’s focus was on getting to know people and their struggles so that he could understand the causes of poverty and advocate for change.

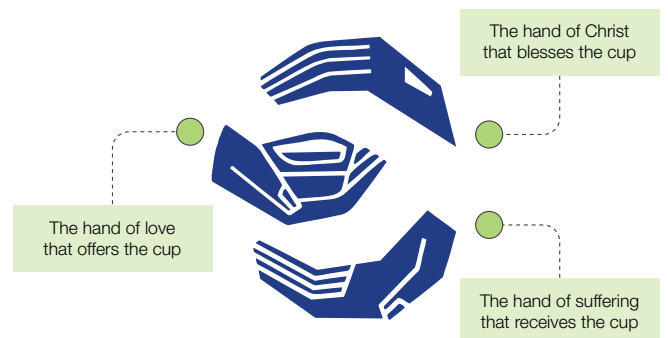
Frederic’s vision became a worldwide movement and just two decades later, the first Australian conference was founded by Father Gerald Ward at St Francis’ Church in Melbourne on 5 March 1854.

This compassionate outlook, enthusiasm and vision continues today among the thousands of people who share their time, care and energy to make a difference in the lives of disadvantaged people all around Australia.



THE RULE

“The Society constantly strives for renewal, adapting to changing world conditions. It seeks to be ever aware of the changes that occur in human society and the new types of poverty that may be identified or anticipated.” *



* The Rule and International Statutes govern the operations of the Confederation of the St Vincent de Paul Society. The Rule – our set of founding principles – calls us to fight against suffering, take responsibility for poverty and inequality and promote human dignity. The current version was approved during the Rome Special General meeting in October 2003.

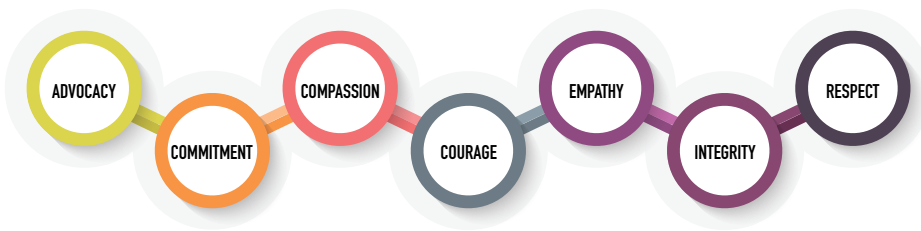
OUR MISSION

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

OUR VISION

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

OUR VALUES



OUR PROMISE

change
STARTS HERE

OUR PATRON

The Governor of Victoria, the Honourable Linda Dessau AC

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The editorial team would like to thank the community of writers and photographers who are captured in this report, as well as the people who have graciously shared their stories with us.

Our organisation’s official name is the St Vincent de Paul Society Victoria. However, over the years and throughout this document we have used abbreviations and variations. The most recognisable of these are: the St Vincent de Paul Society, the Society, Vinnies Victoria and Vinnies.

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OUR

services

The people we serve are at the heart of everything we do. The St Vincent de Paul Society Victoria has more than 10,000 members and volunteers in Victoria providing help to people whose daily struggles include putting food on the table, paying energy bills and ensuring their children remain at school to obtain an education. Each person is treated with deep compassion and provided with assistance tailored to their situation.

Our programs include:



CONFERENCES

Across Victoria we have 245 conferences, local volunteer member groups, who provide personalised support to people in need. Assistance includes paying accommodation and education costs, food and cost of living expenses such as utility and pharmacy bills. They also provide emotional support, budgeting advice and advocacy.



VINNIES SHOPS

Our 110 shops make up one of the state's oldest and most respected social enterprises, with the first opening in 1926. They are supported by our dedicated volunteers and material donations from the community. Profits go back into local communities, helping to fund our welfare programs.



SOUP VANS

Our soup vans operate at seven locations in metropolitan and regional Victoria. The services are run almost exclusively by volunteers, delivering meals, hampers, friendship and support to people experiencing poverty and homelessness.



EDUCATION

We believe that education equals opportunity. We run after-school programs that promote the social, emotional and academic confidence of the young people who attend. Our programs have helped scores of students unlock their educational potential.



YOUTH & SCHOOL ENGAGEMENT

We have a rich history of engaging with young people to build values-based leadership skills, facilitate fundraising, lead advocacy and run volunteer programs. We also run Mini Vinnies programs for primary schools and College Conferences for secondary school students.



CALL CENTRES & VINNIES NILS

Our call centre volunteers are an important first point of contact who offer support to people in crisis. They pass requests on to local volunteers who respond as needed. Vinnies NILS is our no-interest loan scheme providing safe and no-interest credit for people on low incomes to purchase household goods.



VINCENTCARE

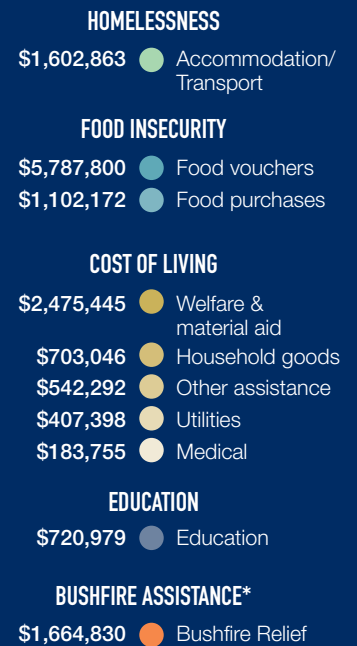
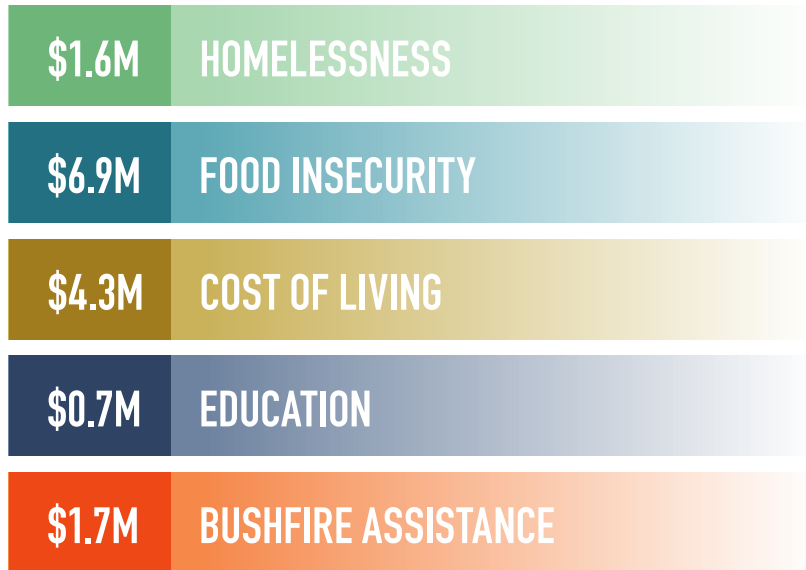
Established in 2003 by the St Vincent de Paul Society, VincentCare provides services for people who are experiencing or at risk of homelessness and disadvantage throughout metropolitan and regional Victoria. VincentCare provides emergency accommodation and transitional housing support services, drug and alcohol rehabilitation programs and family and domestic violence refuge and support.

The personal stories featured throughout this report are only a snapshot of the thousands and thousands of lives changed by the St Vincent de Paul Society Victoria this year, thanks to our generous supporters, partners and donors.

To find out more visit vinnies.org.au.

OUR *good works*

The St Vincent de Paul Society Victoria has provided \$15.2 million in assistance through our core works of homelessness, food insecurity, cost of living and education. The following is a breakdown of our core works and emergency assistance provided:



21.6%
Increase in material assistance provided since last year

*Bushfire assistance includes funding a housing project in Mallacoota and continuation of trauma counselling at Mallacoota P-12 College.

IT STARTS WITH

our good works



This year's theme for our Impact Report – 'Change starts here' – holds significance for us both. Earlier this year, we each started a new chapter at the St Vincent de Paul Society Victoria – as State President and Chief Executive Officer. For both of us 2022 has brought a change in roles, responsibilities and – importantly – priorities.

It is an honour to be trusted with leading a much loved and well-respected organisation. The St Vincent de Paul Society Victoria has a long legacy of care and compassion, and has always put the people we assist at the centre of everything we do.

That is one thing that will never change. The St Vincent de Paul Society's *The Rule* – our set of founding principles – calls us to fight against suffering, take responsibility for poverty and inequality and promote human dignity. This is the basis of what we call our 'good works' in the community.

We are working together with our members, volunteers, employees and – especially – with our supporters to help make more positive change in people's lives and are delighted to share just a few of our new initiatives here:

- Addressing the growing demand for food and creating the biggest impact from our donors' cherished gifts:

The opening of our Inner City Soup Van hub new kitchen facility is an answer to an increase in demand due to rising costs of living, see page 15.

- Our sustainable answer to reducing harmful eWaste and increasing our funds to lift more people out of crisis:

The Vinnies 'Green Sparks' program, which gives quality electrical goods a second chance and saving costs of disposing donated goods that can no longer be used, see page 21.

- Investing in a new model of care where a roof + in-home support = a future:

This housing project will provide vital support (via VincentCare and our local Footscray Conference) for some of our most vulnerable. We are immensely proud of this initiative, which is a leading-light example of living out our mission of supporting people into homes.

We could never have done this – or any of our good works – without the ongoing commitment and belief of our valued supporters. Thank you for trusting us with your time and financial support.

In this Impact Report, we take great pride in sharing the change your support is making in the community – not only for today, but well into the future.

Thank you and God bless.



Michael Quinn
State President



Julia Cambage
Chief Executive Officer

"Thank you for trusting us with your valuable time and financial support."



Here we are earlier this year with Homes Victoria CEO Ben Ritter (far right), 'turning the sod' for our new housing project in Footscray.

“2022 HAS BROUGHT A CHANGE IN ROLES, RESPONSIBILITIES AND – IMPORTANTLY – PRIORITIES.”

HOMELESSNESS

“I WALKED INTO OZANAM HOUSE DYING. I WALKED OUT ON THE WAY TO HEALTHY.”

JAYMES



54,000

people are on Victoria's Housing Register; 30,000 are a priority.



IT STARTS WITH

good experiences

We know that getting people housed and keeping a roof over their heads is the beginning of all other support needed to help them find a place to belong in the community. Without that most fundamental of human rights in place it's a long road to self-sufficiency and a safe and happy life.

The goal of what we call our 'good works' is to provide compassionate face-to-face help to people with a wide variety of personal and financial needs. These needs can emerge due to ingrained poverty or other pressures such as mental illness, relationship breakdowns or family violence.

Each day our volunteers provide practical assistance to help people make ends meet by putting food on tables, heating homes in winter and much, much more. They also help make housing a home, by providing furniture, bedding, clothing and cooking utensils. Volunteers see the signs of crisis and respond when it happens, always without judgement.

Ensuring that vulnerable people in need of housing receive the care they need at every touchpoint is also at the heart of our specialist homelessness support programs, crisis accommodation, family violence services, and alcohol and other drug recovery services.

The needs of the person we assist is what drives us every day. As one of our volunteers says, "We're not just about giving out vouchers or helping to pay the bills – we're more about 'How are you?'"

NEW SUPPORT MODEL LAUNCHED

Earlier this year, construction began at the first major community housing project that we are undertaking. This project is in partnership with the Victorian Government's Big Housing Build and construction company LU Simon Builders.

The project is set to deliver 92 new safe, secure and affordable homes in Footscray. Work is being carried out under the auspices of the St Vincent de Paul Society Victoria's designated housing provider VincentCare Community Housing. The project will also provide vital support services (via VincentCare and our local conference) for some of our most vulnerable Victorians.

"We've seen first-hand the transformation that happens when people are supported into housing. They are often then soon on the road to education, employment and improved health – which benefits everyone in society," CEO Julia Cambage.

VincentCare Community Housing is partnering with State Government and construction firms on three projects to provide 164 new homes in total. The other projects are in Bendigo and Epping. These homes will be available to eligible people on the Victorian Housing Register.

"We've seen first-hand the transformation that happens when people are supported into housing."

– CEO Julia Cambage.

HOW WE HELPED



\$1,602,863

assistance provided



\$539,988

Accommodation



\$384,278

Transport



304

Vinnies NILS loans issued



\$329,492

value of Vinnies NILS loans



118

single parent households assisted by Vinnies NILS



73%

of people assisted by Vinnies NILS were women

IT STARTS WITH *VincentCare*

What makes the St Vincent de Paul Society Victoria stand out is our pairing of sector-leading professional services alongside our incredible network of volunteer-led assistance.

VincentCare's specialist homelessness support programs, crisis accommodation, family violence services and alcohol and other drug recovery services are delivered by highly trained employees and practitioners.

VincentCare recognises that factors leading to homelessness are multifaceted and that clients often present with a range of complex issues, and recognises that trauma and homelessness are inextricably linked. We know that the main drivers of homelessness are family violence, financial difficulties and alcohol and other drug misuse.

Our Seniors Assisted Care and Housing program supports aged people on a low income, experiencing housing stress or have insecure housing to access appropriate and sustainable housing. Our Seniors Living Home Care Packages provide support and services for older Victorians to remain safely under their own roof for as long as possible.

Through ongoing consultations with clients, and working from a strong evidence base, including understanding the external operating environment and global trends, VincentCare continues to be at the forefront of supporting and caring for Victoria's most vulnerable.

Pictured top, Garry who runs Ozanam House's gardening program for residents; middle, Ozanam House; bottom, Jaymes (see page 11) outside his 'tiny house'.




OZANAM HOUSE

We realised that many of the people sleeping rough who were coming to us at Ozanam House, our crisis accommodation centre, were still unvaccinated or under-vaccinated. The onsite vaccination service we set up through collaboration with St Vincent’s Hospital’s Mobile Immunisation & Health Service was one of our important and successful programs last year.

The Ozanam House team was pivotal in supporting our residents and clients in the broader community to access this vaccination program via our O Café. In addition to COVID-19 vaccinations, people also received flu, Hepatitis B and adult MMR vaccinations.

The total number of people vaccinated is in the table below:

	Vaccinated clients	Clients with COVID-19 vaccinations	Total
First Dose	20	15	35
Second Dose	28	25	53
Third Dose	60	48	108
Total	108	88	196

Jaymes: Fulfilling his dream

When Jaymes* entered Ozanam House he was at a lifetime low. He had become homeless after developing a life-threatening illness and had been put into crisis hotel accommodation, which he said was stressful and uncertain on a day-to-day basis.

At Ozanam House, Jaymes, who had been a barista for 16 years and worked in London, had the opportunity to join its Client Volunteer Program which provides café training to clients.

“Getting back behind that machine eight years later and to be able to make some coffees... It is just such a healing experience.”

Jaymes also had the added worry of trying to find an interim home for his beloved pet cat and dog Molly and Boo Boo. He said, “I have always wanted to live in a tiny home, to be able to sleep properly with the cat on my chest purring and the dog under my arm.”

This year his dream came true. We are happy to share that Jaymes has now moved into his ‘tiny home’. The journey was not straightforward, but with the right support, he was able to fulfil his dream.

When Jaymes walked through the doors of Ozanam House, our crisis accommodation centre, his recovery started and now he has finally found the wonderful place where he belongs!

Client Volunteer Program

VincentCare’s Client Volunteer Program provides clients with a lived experience of homelessness to join a two-year recovery program based at Ozanam House. Participants receive barista, food safety, food handling and communication training and practical experience by helping run the onsite O Café – for many, this is an opportunity to rebuild their lives.

The café is an opportunity to upskill the participants, and build self-esteem and team work. It has become the hub for client and community volunteers to work together, socialise and build rapport and community. Client volunteers with lived experience greet and connect with our clients during the café service and throughout the year.

Graduates of the Client Volunteer Program have gained roles as peer workers, going on to further study, and setting up programs and activities onsite and in the community for our client group.

Many reflect that the program gave them the opportunity to volunteer and bring structure to their lives. It allowed them to grow and develop from their lived experience, and provide them with the skills and opportunities to create lasting change.

 **4,286**

coffees served in the café by client volunteers over 2021–2022

Annual Client Experience Survey

In our quest to always put the client at the centre of everything we do, for the past eight years we have conducted the Annual Client Experience Survey. Here is a snapshot of what our clients told us this year:

 **92%**

felt welcomed;

 **90%**

felt listened to and understood; and

 **88%**

felt their needs were included in their case plan.

The survey also asks clients two open-ended questions: “What does VincentCare do well for clients?” and “How do you think VincentCare could support clients better?” Some of the comments provided were:

“We have dealt with VincentCare before and we know that we can trust them to help, they don’t push you away.”

“I will always remember VincentCare helped me a lot. Helped me live a good life. made my dreams come true.”

Using the survey results, each program has developed an action plan that articulates how it will seek to improve its services to meet the identified needs of clients.

*First name used only for privacy reasons.

NORTHERN COMMUNITY HUB

Our Northern Community Hub in Glenroy is a critical access point for people experiencing homelessness as a result of family violence, financial hardship or substance addiction.

Over the last financial year, the hub supported and referred more than 110 households to Homes 4 Families (H4F) and Homelessness 2 Homes (H2H) programs – initiatives established by the Victorian Government in response to homelessness during COVID-19.



The programs provide packages of wraparound support and housing, ensuring positive, long-term outcomes.

Here is a snapshot of these results:



659

households supported by Private Rental Assistance Program



558

households assisted via Housing Establishment Funds



1,150

referrals sent via Initial Assessment and Planning for support



\$747,249

spent ensuring clients were accommodated each night

HomeConnect

The HomeConnect program intervenes early to divert people away from homelessness.

Recently the program celebrated 10 years of flexible, innovative service delivery. The multidisciplinary service approach is key and the team provided holistic support to 405 households last year to sustain their accommodation and address diverse support needs.

A snapshot of other results at Northern Community Hub include:



1,300

clients assisted through case management services



\$3.2 million

in brokerage for the community, including COVID-19 relief support



250

clients supported out of hotels during the pandemic

Olive's Place

Olive's Place is a high-security refuge accommodation where women and children escaping family violence receive intensive support.

In 2021, Olive's Place embarked on a partnership with family violence and service provider The Orange Door to offer further support to victim-survivors in crisis motel accommodation. Through this pilot, Olive's Place provided face-to-face outreach that included emotional and practical support, advocacy and referral, material aid and financial and safety planning.



20 adults + 25 children

in refuge provided with accommodation and case management support



53 adults + 27 children

victim-survivors provided with intervention support in crisis motel accommodation

HUME COMMUNITY HUB

Hume Community Hub, based in Shepparton, provides 24/7 specialist family violence services, responding to immediate and crisis needs of victim-survivors experiencing or escaping family violence within the City of Greater Shepparton, Moira and Strathbogrie. After-hours responses service an area from the Murray River in the north to Wallan in the south.

We also have Financial Counselling & Capability services within the City of Greater Shepparton with outreach to Benalla, Wangaratta, Yarrawonga and Kyabram.

We help provide flexible and individually planned packages of care and services to assist older people to continue living independently in the City of Greater Shepparton with outreach to Wallan, Alexandra, Yea, Cobram and Kyabram.

Marian Community

On average, it takes a victim-survivor seven times to leave a family violence situation before having the courage to stay away for good. Exiting the relationship is the most unsafe time for a victim. Chelsea's story (right) speaks to the 24/7 support provided by Marian Community. This service is available from the Murray River to Wallan.

Last year, there were 452 people supported during business hours, including 248 children. After-hours, another 75 adults and 64 children were assisted.

Financial Counselling & Capability

The Financial Counselling & Capability service supports eligible people to navigate financial crises. The program provides a free and confidential financial counselling service, supporting clients through advocacy and coaching to help with budgeting and assisting in the provision of one-off financial and/or material emergency relief.

Last year, the team supported 249 clients – 79% female/21% male – with debt waivers of \$138,127 and refunds/other debt assistance of \$18,850.

The team met the government's criteria to measure positive outcomes for financial counselling clients with an average score of:



92.7%

the industry benchmark is 50%

Chelsea: I am finally free

Chelsea* escaped her property with only the clothes she was wearing. She had no shoes, phone or identification.

Marian Community's after-hours case manager provided Chelsea and her children with clothing, food and other essentials, including a phone. They kept in touch with her throughout the weekend to ensure that she and her children were feeling safe and supported in emergency accommodation.

Chelsea was able to discuss the ongoing family violence and share that she was a child victim-survivor of violence perpetrated by her parents. However, at this stage Chelsea still wasn't yet ready to leave the relationship because she wanted her children to have contact with the perpetrator.

Months later, Chelsea again contacted Marian Community for support, saying that she had built up enough courage to leave and wanted to go as soon as possible. Chelsea's case manager arranged to transport her and her children into emergency accommodation immediately.

Chelsea and her children are now doing very well in a new area and home. She continues to work regularly with our case manager.

Today, Chelsea is like a different person and says:

"After what feels like a lifetime of family violence, I am finally free and am beginning to see my future again..."

She thanked Marian Community for teaching her how to see the 'red flags' and to see 'her worth'.

Chelsea says that "without Marian Community, she would never had made the break away from the relationship".

VincentCare is funded by a variety of government grants including the Department of Social Services, Department of Families Fairness & Housing.

*Name and image changed to protect identity

FOOD INSECURITY



“THERE WERE DAYS WHEN I DIDN'T EAT BREAKFAST OR LUNCH, IT WAS SHOCKING.”

GERRY



91%

of people calling our welfare line request food



IT STARTS WITH

good food

No one should ever have to miss a meal so their children can eat. This is why providing food – that most basic of needs – remains one of our top priorities.

Every year the St Vincent de Paul Society Victoria feed thousands of hungry Victorians through our food programs. However, at each touchpoint, we are focused on feeding that one person in front of us and making sure they are okay.

Our services include our local volunteer groups (known as conferences) making home visits to deliver groceries and vouchers, our homelessness accommodation centre Ozanam House and its O Café, and our signature ‘food and friendship service’ offered by Vinnies Soup Vans.

At Ozanam House, we provide freshly cooked meals twice daily to residents. The O Café provides lunch packs, coffee and tea to anyone in need of a warm smile and a hot drink. We even kept serving people in need through a window during the pandemic.

The café also offers formal training opportunities in food safety and handling, proving that food can be a pathway out of homelessness, too.

Without our food programs, thousands of people, including families and children across Victoria would go hungry. It just doesn’t bear thinking about it, does it?

SUPER KITCHEN LAUNCHED

The St Vincent de Paul Society Victoria celebrated the launch of our innovative Inner City Soup Van hub in 2022. Fitted out inside reconditioned shipping crates, one housing a commercial cooker and the other a cool room, the hub is thought to be the first of its kind. The facilities can produce 60 litres of soup or pasta in minutes and will allow us to serve more hot food to people on Melbourne’s city streets.

Demand for our soup vans doubled during the pandemic across all seven operations and continues to rise. Last year, the hubs served 600,757 meals to thousands of individuals and families experiencing homelessness or struggling to afford food. The service focuses on improving people’s health by providing a range of nutritional options from the five food groups.

Our General Manager Membership & Special Works, Sarah Cromie said, “At Vinnies, we’re focused on sustainable solutions and in terms of our soup vans, this is it.”

The hub was primarily funded from a generous bequest. We hope to expand the shipping crate model so facilities can be transported to emergency situations, such as bushfires or floods.

HOW WE HELPED



\$6,889,972

assistance provided



600,757

meals served to hungry Victorians by Soup Vans



264%

increase in meals served by soup vans since 2017



624 tonnes

food distributed a year by Soup Vans, half of it fruit and vegetables



39%

increase in demand for our soup vans in Melbourne’s south-east, since last year



8,805

lunch packs provided at O Café



9,820

cups of tea, coffee and hot chocolates served at O Café



55,000

rough sleeper packs handed out every year

“We are focused on solutions that best serve the community and create the biggest impact from our donors’ much-cherished gifts.”

– CEO Julia Cambage

COST OF LIVING

“IF VINNIES WASN'T AROUND, I DON'T KNOW WHAT WE'D DO, OR WHO WE COULD TURN TO!”

NATASHA



6.1%

increase in cost of living expenses during 2021–2022

IT STARTS WITH *good care*

It is increasingly difficult for people on low incomes, JobSeeker, disability support, aged-care pensions or single parents to manage cost of living expenses, which rose 6.1% in 2021–2022.

Our Cost of Living programs assist people who cannot afford household bills or achieve what most people would call a ‘decent’ standard of living. Our programs include advocating to utility or credit providers and assistance to access utility discounts; emergency financial support; paying medical or pharmacy costs; no interest loans; energy market monitoring and advocacy; financial counselling.

Last year, we spent \$4.3 million on assisting Victorians with these costs. This work demonstrates our commitment to changing people’s lives. When we step in to assist we often see the relief on people’s faces, or even a grateful tear in their eye.

UTILITY BILL RELIEF

As part of our programs, we advocate to government, regulators and industry to improve the supports for disadvantaged households as well as help people access energy bill concessions. Our members also advocate individual cases to utility or credit providers to achieve arrears relief. We produce nationally recognised tariff-checking reports that help tens of thousands of households to save on energy bills, and play a pivotal role in developing hardship

programs and price protections for vulnerable households. Read more on our Advocacy on page 22.

NATASHA

These are the words of 35-year-old Natasha*, who calls the St Vincent de Paul Society Victoria once or twice a year for assistance with food and some bills. However, when the local Vinnies volunteer, Linda, heard Natasha was pregnant, she called to see if we could help more.

We provided Natasha and her partner, who lost work as a concreter during the pandemic, with baby essentials such as pram, cot, bouncer, high chair, baby bath, clothes, nursing bag, nappies and Vinnies vouchers. “Linda helped with heaps of stuff,” says Natasha.

“Linda is such a beautiful lady and I’m so grateful to have her in my life. She gave me lots of emotional support and Linda didn’t stop there. When our power went off, we lost the food in our fridge and freezer. Linda sent vouchers straight away so we weren’t out of food,” says Natasha.

“Vinnies is great. There would be people in real dire straits without Vinnies.”

“Sometimes I didn’t eat to pay my pharmacy bill. The volunteer said, ‘Don’t worry, we can take care of that’. I’ll never forget the relief that somebody cares.”

*Name and image changed to protect identity

– Theresa, retired teacher who suffered a stroke

HOW WE HELPED

\$4,311,936
 assistance provided

\$105,620
 prescriptions/medical*

\$320,780
 Vinnies cards*

\$15,912
 cash*

\$209,630
 whitegoods*

\$400,545
 utility bills*

\$393,696
 furniture*

\$402,103
 other assistance*

* Material assistance provided by conferences

EDUCATION

“WHEN I FIRST WENT TO THE READING CLUB, I FELT SHY.”

HAYMA



51.3%

rise in number of students attending our eight education programs

IT STARTS WITH

good opportunities

Access to education is the most empowering pathway out of disadvantage. Providing a young person with extra support where they need it most makes a world of difference that can transform the course of their lives.

Our conferences work tirelessly with communities and schools throughout Victoria to identify local families we can support with paying for the fundamentals: school uniforms and shoes; books; laptops; food in their bellies; travel and academic fees.

Then we have eight dedicated programs that help students to really shine. They involve one-on-one literacy and maths support with volunteers, who are often subject experts or retired educationalists and a focus on meeting the young person 'where they are at'. These programs assist in the development of knowledge and skills that can be life changing and lead to future career pathways and opportunities.

We recently completed a range of programs with the support of Melbourne's Jewish community for students impacted by the 2020 bushfires, including university scholarships and a new sports facility in Mallacoota.

Our housing services provider VincentCare also offers people who have been affected by homelessness formal training opportunities such as barista courses including food safety and manual handling as well as a gardening program.

READING CLUB CHANGES LIVES

Hayma*, 9, was born in Myanmar-Burma and now lives in Melbourne's west. Today she is a confident and animated girl who says, almost unbelievably, that she didn't speak at all just a few years previously. However, she attributes attending the St Vincent de Paul Society's reading club for three years with enabling her to develop confidence. Now she even helps interpret for her parents.

"When I first went to the reading club, I felt a bit shy but after a few weeks, I got used to it. My reading has improved and I realised that you can always be learning things and not be scared," says Hayma. "I've got confidence and in grade two I started making friends."

Our Education programs are framed around a growth mindset and student-led learning. Volunteers provide crucial one-to-one learning. The programs are fun and are designed to develop the all-important social and emotional skills that research has shown underpins all other learning.

"There is no chance I would be a medical clinical researcher with a masters in pharmaceutical medicine without the reading club."

– Nevin, former student turned volunteer

*Name and image changed to protect identity

HOW WE HELPED



\$720,979

assistance provided



1,724

program volunteers, an increase of 26%



3,241

students, an increase of 51.4% across all programs



4,951

learning hours of one-to-one support, an increase of 54.2%



62%

of parents said the programs helped their child academically and socially



82

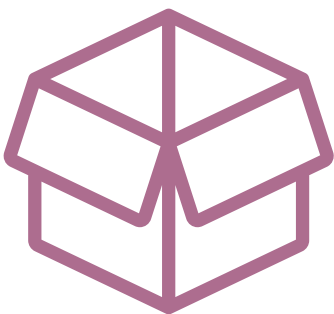
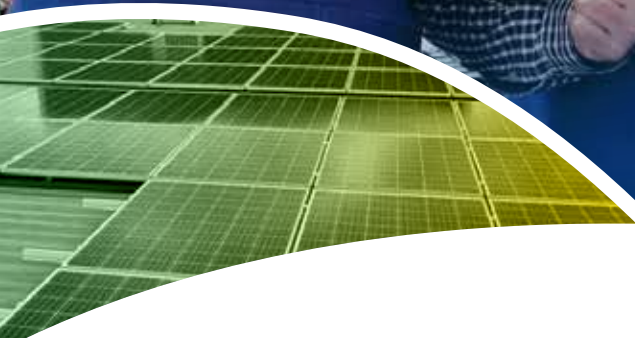
laptops gifted to young people in need



60

individual bushfire scholarships distributed value of \$194,000

SOCIAL ENTERPRISE



\$2.4M

material assistance provided during 2021–2022



IT STARTS WITH

good buys

In our ongoing commitment to environmental sustainability, our iconic Vinnies Shops last year diverted millions of tonnes of clothes and homewares away from landfill by repurposing and selling them to our three million loyal customers.

This investment in sustainability isn't just good for the planet. We are proud of our green credentials that underpin the success of our shops and maximise proceeds assisting people in crisis – which is at the heart of our mission.

We continue to develop and invest in initiatives that help us further reduce our carbon footprint and one of our outstanding successes in this space is the 'Green Sparks' program.

Green Sparks was launched by Victoria's energy and environment minister Lily D'Ambrosio after Vinnies Shops was awarded a \$250,000 grant from the Recycling Victoria Communities Fund. The program is a Victoria-wide initiative that gives quality electrical goods a second chance at life in our shops after being 'tested and tagged' by the 200 newly trained volunteers taking part.

GOALS ACHIEVED, AWARDS WON

We have hit our innovative target of diverting 100,000 electrical items from landfill and profits from these sales will support our frontline services. Also Vinnies Shops have been acknowledged and won a number of awards including Winner for Business Sustainability at the Australian Business Awards 2022 and Sustainability Champion of the Year at the National Retail Association gongs.

"These initiatives represent a formalisation and expansion of Vinnies' passionate commitment to reducing harmful eWaste in our community."

– EGM Commerical, Jeff Antcliff

HOW WE HELPED



110

Vinnies Shops, 2 distribution centres, 3 regional logistics hubs



5,193

volunteers



2,998,992

customers served



10,888,331

items sold



266,033

members of award-winning VIP loyalty program



80

solar panel installations



100,000

electrical items diverted from landfill

ADVOCACY

IT STARTS WITH *good energy*

Social justice is at the heart of what the St Vincent de Paul Society stands for. In asking the simple question about the causes of injustice, we issue a call to all people of good will to work creatively to build equality and justice in our society.

The people we assist entrust a little of their lives to us. We honour this by speaking the truth of their stories and calling on the people of our nation to address the structural causes of poverty and inequality.

Our Social Justice & Advocacy Committee is committed to being the voice for the voiceless. While the committee works with individuals facing challenging situations, especially new arrivals to Australia, it also endeavours to make governments aware of the difficulties experienced by people who are marginalised and in need through regular submissions and reports.

The committee last year assisted 34 refugee families from Afghanistan who arrived in Victoria with few possessions after the fall of Kabul in August 2021. They were provided with clothes, heaters and warm bedding, along with emotional support and assistance with referrals.

ENERGY MARKET MONITORING

A core value of Vinnies is the delivery of affordable and essential services to the most vulnerable in our community.

Through our Policy & Research department that advocates for an equitable energy market and our Tariff-Tracker reports, Vinnies is recognised nationally as a leading voice on the impact that energy price changes have on vulnerable households.

In the last year, our resident energy expert Gavin Dufty has placed Vinnies at the forefront of energy discussions with more than 230 media reports; lobbying government and providers for market equity and advising millions of consumers on how to save money on their energy bills.



230

media reports highlighting Vinnies' concern about energy price changes



COMMUNITY ENGAGEMENT

IT STARTS WITH *good intentions*

The St Vincent de Paul Society Victoria is deeply grateful to you – our donors, supporters and corporate partners – who share our vision to promote social justice and create a more compassionate and fair world.

"We thank you for trusting us to do the important work that you may not have the opportunity or expertise to do. You are the hero in the story, not us. Your valuable contributions, no matter how big or small, enable us to deliver real results and foster change. And we love that our corporate collaborators are so thoughtful, innovative and engaged."

Andrea Reginato, Corporate & Community Relations Manager



"We live on the earth for a short time and should leave the world a better place."

Vinnies Victoria donor



"We sincerely acknowledge the 88 bequestors who sadly passed away last year and left a lasting legacy of good works. We thank our kind-hearted supporters who have included the Society in their estate plans. Legacy gifts help us to offer vulnerable Victorians a hand when they need it most."

Sharon Wangman, Gift in Wills Manager



"Tonight we're just putting ourselves in their shoes and having a go at what they face every night."

School sleepout participant

VINNIES CEO SLEEPOUT

IT STARTS WITH *good conversations*

In June, more than 170 business and community leaders slept out at our annual flagship event, Vinnies CEO Sleepout, this year held at the Timber Yard in Port Melbourne.

It was heart-warming to see our supporters back in person, raising the highest-ever total of \$1.8 million in support of our homelessness programs such as our Vinnies Soup Vans, Ozanam House and conference work.

The theme was 'Change starts here' and participants heard many stories about people's lives that had been transformed for the better thanks to our programs and services. Garry, who spoke in person about living in his car for a time in 2017 following a mental health breakdown, told how he had sought help from VincentCare. Garry is now in a great place, working and studying for a masters in horticulture.

St Vincent de Paul Society Victoria's CEO Julia Cambage said, "It's only one night for us, but the money raised will make a huge difference for thousands of people experiencing homelessness every night. It will fund 48 extended stay beds at Ozanam House and support three mobile kitchens, among other services. We've been blown away by the support we've received from the business and community leaders this year."

Vedran Drakulic OAM was honoured for once again being the highest fundraiser in Victoria and nationally, raising \$349,218. In eight years, Vedran has contributed more than \$1.1 million towards our homelessness services.

The annual Vinnies Good Business Award went to IGA Retailers Community Chest Victoria. IGA's team regularly support our work and volunteer their time and resources to our Soup Vans, while the Woodards Real Estate group was recognised as the highest fundraising team, raising \$159,605.

Vinnies Victoria extend our sincere thanks to our committed CEO Sleepout supporters.

Registrations for the 2023 Vinnies CEO Sleepout on 22 June are now open. Find out more at ceosleepout.org.au.



THANK *you*

The St Vincent de Paul Society Victoria acknowledges and appreciates the generosity and support received from the community. We thank you for helping to make an incredible impact and creating positive change for the people we assist. Your support will help continue our good works ensuring that ‘Change starts here’.

TRUSTS & FOUNDATIONS

- ASCA Ltd
- Bagot Gjergja Foundation
- Birchall Family Foundation Trust
- Charles & Cornelia Goode Foundation
- Delron Foundation
- Desmond Prentice Charitable Fund
- Diana Browne Charitable Fund
- Ephpheta Foundation
- Gandel Foundation
- Homework Club Partnership Fund – a subfund of Australian Communities Foundation
- Orloff Family Charitable Trust
- Ricketson Foundation
- The Mary Carmel Condon Charitable Trust
- The Noel & Carmel O'Brien Family Foundation
- The Pierce Armstrong Foundation
- The Reginald & Kate Gearing & Amelia Knott Trust
- Victorian Health Promotion Foundation (Vic Health)
- Wood Foundation
- Woodards Charitable Foundation

BUSINESS, SCHOOLS & COMMUNITY

- Abbeys Group
- Adina Hotels
- Adriatic Furniture
- AGL Australia
- Alamanda College
- ALDI
- Alviss Consulting
- Amazon
- Amerex Fastway Couriers
- ANZ
- Aramex Australia
- Australian Catholic University – Melbourne Campus
- Ave Maria College
- Avila College
- Backpack Bed for Homeless
- Bakers Delight
- Ballarat Clarendon College
- Barrajo Pty Ltd
- Belong
- Bethel Funerals
- Bianca Gomez
- Boldrini Nominees Pty Ltd
- Braemar College
- Brand Newday Pty Ltd
- Brigidine Sisters
- Brumby's
- Bunnings
- C F Comerford Pty Ltd
- Canningvale Australia
- Caroline Chisholm Catholic College
- Catholic Chinese Community of Melbourne Inc.
- Catholic Diocese of Ballarat
- City of Casey
- Complete Basket Case
- Compu-Stor
- Conundrum Holdings Pty Ltd
- Creswick Mills
- Damascus College
- DatacomIT
- Deer Park Compounding Pharmacy
- Deloitte Australia
- Dentsu
- Doran Printing
- E living Furniture
- Egans Equipment Pty Ltd
- Emmanuel College
- Engineering Direct

- Family Care Sisters
- FareShare
- Foodbank
- Footscray Station Fruit Market
- Foxtel
- Galen Catholic College
- Geelong Womens Business Club
- General Pants
- Good Shepherd Convent PPA Melbourne
- Grace Removals
- Grange Investments Pty Ltd
- Greenbox Australia
- Grill'd Healthy Burgers
- Guardian Pharmacy
- Hallam Senior College
- Holmesglen
- Horsham Rural City Council
- Jeanwest
- Jemark Imports
- Jemena Energy
- Jewish Community Council of Victoria
- JM Murchie
- John Cotton Australia
- John Paul College
- Kardinia College
- Kmart
- Kogo
- Lamia Medical Centre
- Lions Club of Hamlyn Heights
- Lions Club of Melbourne
- Little Company of Mary
- Loyola College
- Mairi Moynihan
- Mandalay Resources – Costerfield Operations
- Mantra Hotels
- Marist Brothers Community
- Melbourne Custody Centre Welfare Program
- Metcash Food & Grocery (IGA)
- Metro Trains Melbourne
- Mirvac
- Missionary Sisters of the Sacred Heart
- Moores
- Mount Lilydale Mercy College
- Mount St Joseph Girls College
- MPC
- Nazareth College
- Officeworks
- Our Lady Of Sion Province
- Our Lady of the Pines Primary School
- Oz Harvest
- Peaceful Living
- Perini Tiles
- Pets of the Homeless
- Pinchapoo
- Quinn Civil Pty Ltd
- RACV Community Foundation
- Richmond Hill Senior Citizens Club
- Rio Tinto – Head Office
- Roman Catholic Trust Corp for the Diocese of Melbourne
- Rotary Club of Essendon
- Rotary Club of Mount Waverley
- Rotary Club of Warrnambool Central Inc
- Sacred Heart Girls' College – Oakleigh
- Sacred Heart Parish School
- Salesian College
- Santolin Wines
- Savour & Grace
- Secon Freight Logistics
- SecondBite
- Shepherd Community Evangelical Church
- Siena College
- Sisters of Charity of Australia
- Society of the Sacred Heart

- St Alipius' Church Presbytery & School
- St Mary's Primary School Malvern East
- St Patrick's Primary School
- St Therese's Church Essendon
- St Vincent de Paul Primary School
- St Vincent's Health
- Stockdale & Leggo
- Stoke Furniture
- Sun Health Foods Pty Ltd
- Sustainability Victoria
- Talaria Capital
- Target
- Tasty Fresh Food Co
- Telstra
- The Catering Company
- The Life Centre Trust – Christmas Box
- The Steel Club (Vic)
- Thea Ty
- Thomas Carr College
- Thomas Dawson
- Toscano's of Kew
- Toy Corp
- Victorian Mortgage Group
- Westfield Local Heroes
- WeWork
- Xavier College Kew – Senior Campus
- Yarra Ranges Council

- Mary Conlan
- Brendon Considine
- Brian Constable
- Lucas Cook
- Peter Coyle
- Patrick & Angela Davies
- Glyn Davis
- Carmel Dennis
- Samuel Devadas
- Cosimino & Teresa Di Pasquale
- Peter & Margaret Down
- Vedran Drakulic OAM
- Andrew Eger
- Barni Evans
- Claire Falconer
- Shane & Katie Fallscheer
- David Fitzgerald
- Fionnuala Foran
- Tommy Fraser
- Raffaele Gangi
- David Geer
- Nicholas Gelber
- Robert & Irene Gilbert
- Simon Gorman
- Suzanne Gray
- Jane Hansen
- Carole Hart
- K R & K V Hibbert
- Herbert Ho
- Balu Jega
- John Jordan
- Elias Jreissati
- Mary Keating
- Eileen Keith
- Helen Margaret Lind
- Brenda Lyon
- Brian Mason
- Allistan Mayor
- Michael McGlade
- Alison McKendrick
- Simon McKeon
- John McLeod
- Peter McMullin AM
- Gerald Meagher
- Nicholas Merrylees
- Michael Minahan
- Harold Mitchell
- Liam Morrisroe
- Geoff Mullane
- Tremayne Murphy
- David Ng
- Chris Nolan
- Genevieve Nunan
- Margaret O'Donnell
- Monica O'Kelly
- John Paterson
- Alfred Pernat
- John Peyton
- John Piccolo
- Vincent Quattropiani
- Tom Quinn
- John & Barbara Ralph
- George & Stella Raviola
- Murray & Anne Riggall
- Timothy Rutherford
- Christopher Stylianous
- Kevin Anthony Tyler
- Ruud Van Der Voort
- Jenny G Veevers
- Rob Ward
- Paul Wheelton
- Ken Windle
- Eddie & Sandra Yilmaz
- Louis Zenonos
- John Zhao

ESTATES & BEQUESTS

- S.T.A.F. Guido Polano
- S.T.A.F. Margaret Joan Widdicombe
- Estate Adrianus Cornelis Weerdenburg
- Estate Antonia Rasen
- Estate Bernard William Keating
- Estate Carol-Ann Larkin
- Estate Claire Kathleen Long
- Estate Clara Molnar
- Estate David John Millard
- Estate Fr Charles McBride
- Estate Frances Mary Corson
- Estate Georgena E Bradshaw
- Estate Gerald F Sheehan
- Estate Giovanni D'Amore
- Estate Gloria Josephine Tanti
- Estate Joan Mary Donnellan
- Estate John Gerrard O'Loughlin
- Estate John Oswald Garden
- Estate Julian Peter Stutt
- Estate Linton Ernest Allan
- Estate Mary Elizabeth Rowan
- Estate Mary Teresa McQuillan
- Estate Maureen Elizabeth Hannan
- Estate Mioko Wood
- Estate Nonie Elizabeth Oppy
- Estate Patricia Julia Kay
- Estate Rosemary Gleeson
- Estate Shirley Therese Nanscawen
- JOPA Charitable Trust
- The Father Leo Hartnett Charitable Trust
- The Leo & Mary Loughnan Charitable Trust

MAJOR DONORS




- Rita Andre
- Nathan Arundell
- Ross Barker
- Alec Blacklaw
- In memory of Richard & Margaret Bleeser
- Darcy T Brennan
- Wayne Bryant
- Joe Buckley
- Ben Burge
- John Carmody
- Chris & Billie Christofi
- John Cicero
- Rebecca Cohrssen

HOW YOU CAN *help*

The St Vincent de Paul Society relies on the generosity of individuals, groups and businesses who are committed to building compassionate communities.

MAKE A DONATION

Credit card donations can be made by visiting our website or calling the donation hotline.

 www.vinnies.org.au
 13 18 12
 donation@svdp-vic.org.au

MAKE A REGULAR GIFT

Become a regular monthly giver and join our Good Works Collective program to help support our good works, 365 days a year.

 www.vinnies.org.au/goodworkscollective
 03 9895 5959

LEAVE A LEGACY FOR GOOD

The St Vincent de Paul Society assists thousands of people thanks to the generosity of people who remember us in their Will.

 03 9895 5821
 bequest@svdp-vic.org.au

CORPORATE PARTNERSHIPS

Your business can become involved with Vinnies by introducing Workplace Giving, participate in the Vinnies CEO Sleepout, Corporate and/or Community Sleepouts; and explore tailored ways to give.

 corporate@svdp-vic.org.au


DONATE GOODS

Donations of quality clothing, furniture and household goods can be made to any Vinnies Shop.

 1800 621 349
 material.donations@svdp-vic.org.au

VOLUNTEER YOUR TIME

Interested in volunteering your time to support a Vinnies program? Get in touch.

 1300 736 933
 volunteer@svdp-vic.org.au

All donations of \$2 or more are tax deductible.



St Vincent de Paul Society
VICTORIA
good works

ST VINCENT DE PAUL SOCIETY VICTORIA

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