



 **Vinnies**
good works

**ANNUAL
REVIEW
2022**



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Acknowledgement of Country

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

This document may contain images of deceased members of the Aboriginal and Torres Strait Islander community. They are used with the greatest respect and appreciation.

A MESSAGE FROM THE CEO AND STATE PRESIDENT

It is with great pleasure that we present our Annual Review 2022, which showcases the achievements of Vinnies WA over the past financial year.

While together we have been able to accomplish a great many things in that time, there is no doubt that the challenges West Australians have faced were significant and will continue into the near future.

After almost two years of a hard border, COVID-19 arrived in our state in early 2022 and made its presence felt immediately. Virtually every family and every workplace had to adapt to the rising number of cases. Vinnies WA had to adjust to ensure the safety of clients, consumers and customers as well as members, volunteers and staff.

By implementing a range of measures, we were able to continue to provide our services at a high standard and with minimal disruption, allowing amongst other things, our homelessness services to remain open and accessible to clients throughout the year, our trucks to deliver items to families and our members to continue to support West Australians in need.

With inflation now at record levels and rising interest rates causing pain across the community, many vulnerable people are quickly sliding into poverty and disadvantage. Our financial counsellors report that mortgage stress is increasing, while finding an affordable rental property has never been more difficult.

Our Emergency Assistance and Support Program assisted more than 61,000 people, while our financial counsellors conducted over 18,000 face-to-face sessions with clients in need, and helped more than 15,000 people through the National Debt Helpline.



Vinnies WA CEO Susan Rooney with
State President David Kennedy



Against this backdrop, Vinnies WA was able to record a number of key achievements, including:

- Launching the State President's Housing Fund, which supports families and individuals at risk of losing their homes due to overdue rent, utility bills and other accommodation related expenses;
- Opening our newest retail store in Australind, which was quickly embraced by the local community;
- Launching the new Vinnies Intranet - the Vintranet - which creates a connection at every level of the organisation and is a powerful, central communication tool that streamlines the way in which members, volunteers and staff interact and work;
- Receiving \$1.56 million as part of the State Government's Social Housing Economic Recovery Package Grants Program for upgrades to our residential properties;
- Receiving a \$1.1 million Safe Places grant from the Federal Government for the purchase of properties for young women with children experiencing family and domestic violence;
- Hosting a COVID-19 vaccination service for young people experiencing homelessness;
- Raising over \$900,000 at this year's CEO Sleepout, providing critical funding for our specialist homelessness services.

The vital work of Vinnies WA is only possible thanks to our incredible supporters, sponsors, donors and customers as well as the government agencies and partner organisations - we are so very grateful for their support.

We also want to express our deep gratitude to the people that make up Vinnies - our amazing members, volunteers and staff.

Throughout this incredibly challenging period, Vinnies has walked alongside vulnerable West Australians, and provided them with the support they need. Whether it's through our Emergency Assistance and Support Program, financial counselling or our specialist homelessness, housing and mental health services - when times are hard, we're here.

With gratitude,

David Kennedy
State President

Susan Rooney
CEO

WHO WE ARE

The St Vincent de Paul Society was originally founded in Paris in 1833 by a 20-year-old student named Frederic Ozanam.

The Society was established by like-minded individuals who wished to put their faith into action to make a difference in the lives of disadvantaged people.

In Perth, Western Australia, the St Vincent de Paul Society was first established in 1865 by John Gorman. Since then, the Society has grown to have over 3,000 dedicated members and volunteers who assist more than 61,000 West Australians each year by providing a helping hand through food assistance, material aid, budget advice, shelter, advocacy, friendship and support.

Our Mission

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

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 those we assist to take control of their own destiny.

Guiding Principle

To ensure that everyone coming into contact with Vinnies WA is better for it.

Strategic Objectives



Work and move forward as one



Nurture and grow our membership



Strengthen our sustainability



Enhance the impact of our work



Extend the impact of our advocacy and influence



Optimise the performance and well-being of our people

OUR VALUES



Commitment

Loyalty in service to our mission, vision and values.



Compassion

Welcoming and serving all with understanding and without judgement.



Respect

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



Integrity

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



Empathy

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



Advocacy

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



Courage

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

WHAT WE DO

We deliver person-centred care to people who are vulnerable and disadvantaged across Western Australia.



We are funded by a combination of:



Profits from Vinnies Retail Stores



Grants



Donations



Fundraising and Events



Bequests



Corporate Sponsorships

We deliver the following programs and services:



Emergency Assistance and Support



Housing Services



Mental Health Service



Financial Counselling



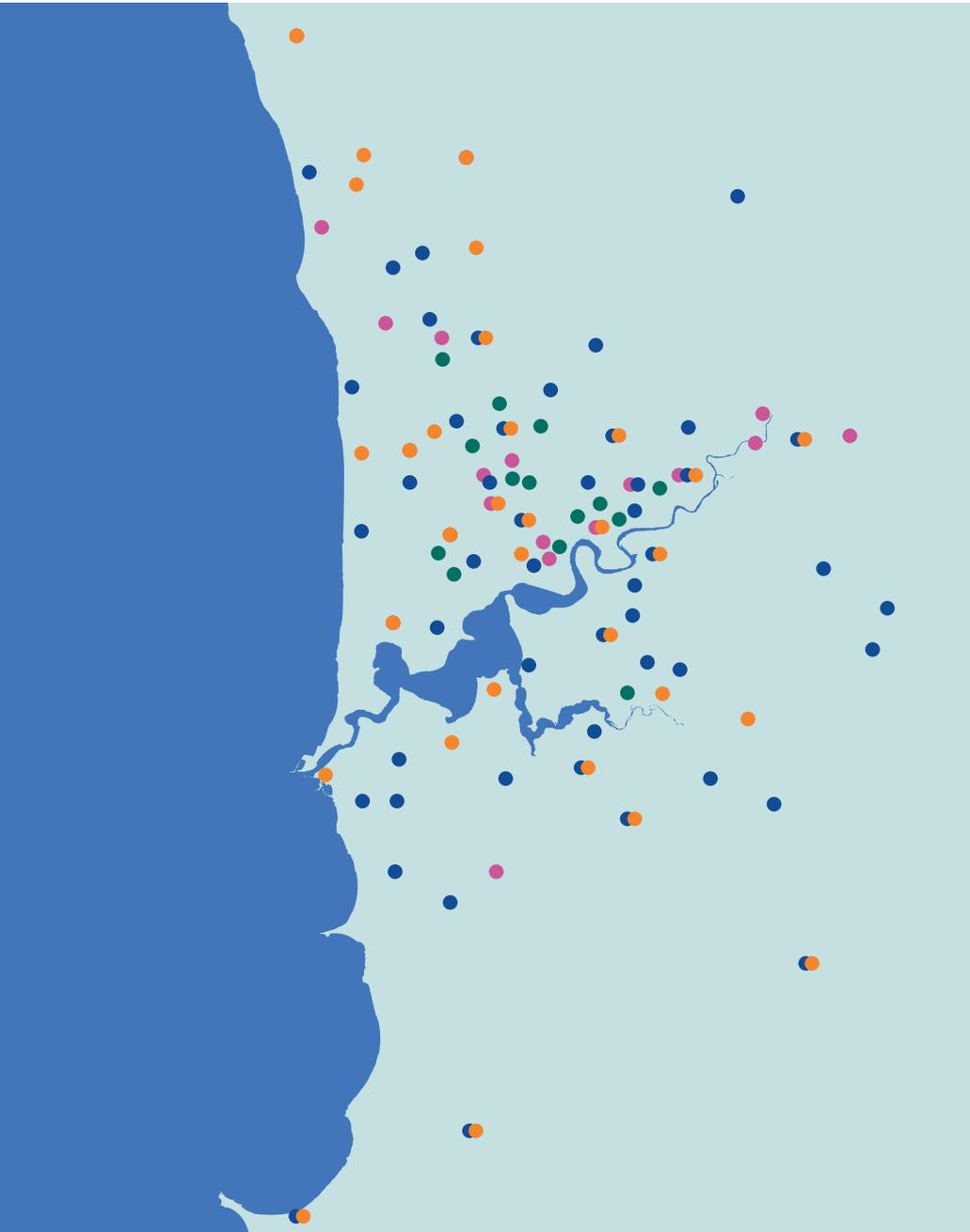
Specialist Homelessness Services



Youth Services

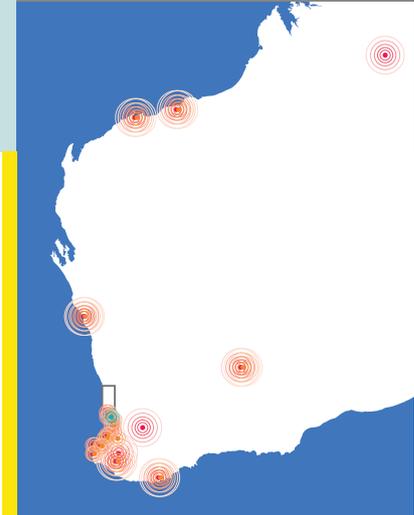


We helped over 61,000 West Australians in 2021/22 across Vinnies WA services.



- 
35
Mental Health and Homelessness locations including 28 individual units
- 
29
Housing Plus properties
- 
54
Vinnies Shop locations
- 
74
Vinnies Conference locations

Vinnies WA offers vital support and guidance to people in need, helping to change the lives of thousands of West Australians.



A YEAR IN NUMBERS



West Australians helped in 2021/22 across Vinnies WA programs and services.

EMERGENCY ASSISTANCE AND SUPPORT



28,000+

calls for
Emergency Assistance



\$7.98M

emergency and
financial assistance
and support provided



23,749

emergency items
delivered to people in need

FINANCIAL COUNSELLING



\$3.63M

debts waived
through financial
counselling sessions



18,069

face-to-face financial
counselling sessions



15,679

National Debt
Helpline financial
counselling sessions

SPECIALIST HOMELESSNESS AND HOUSING SERVICES



5,291

visits from young people to Passages Youth Engagement Hubs



390

clients given intensive support and accommodation nights at Tom Fisher House



25,968

bed nights provided through the Housing Plus program

MENTAL HEALTH SERVICE



13,489

bed nights provided through a recovery-focused Mental Health Service



603

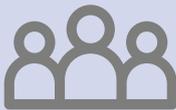
tonnes of donations sorted and processed



54

shops in Western Australia

MEMBERS AND VOLUNTEERS



3,397

members and volunteers



786,333

volunteer hours worked



OUR IMPACT

Community Engagement
Program





EMERGENCY ASSISTANCE AND SUPPORT PROGRAM

Since 1865, home visitation has remained the core work of the St Vincent de Paul Society.

Vinnies members respond to requests from people in need in their local communities by providing emergency assistance such as food, bill payments and rent assistance while providing advocacy, friendship and emotional support.

For Vinnies volunteer members, known as Vincentians, home visitations and working in our Support Centres are an opportunity to provide a person-centred approach, meeting with people to obtain a genuine understanding of their situation and individual needs. There are currently 1,108 Vinnies members in Western Australia working across our 74 community groups, known as Conferences.

The first point of contact for people seeking emergency assistance is either through our main Call Centre located in Canning Vale or one of the Vinnies Support Centres. Volunteers answered over 28,000 calls in the past year that helped support over 48,500 clients.

Food and clothing as essential support items were frequently requested by our clients

but we also saw a large increase in requests for petrol as fuel prices rose to historic high levels.

For many people, difficulties with increasing costs of living combined with COVID-19 isolation requirements meant that Vinnies home visitation service was the only way they could access assistance.

During this year, many households were also reporting increased stress around housing affordability and as a result falling behind on rent and bill payments.

State President Housing Fund

The State President Housing Fund was established in 2021 to support families and individuals at risk of losing their homes due to overdue rent or other housing and accommodation expenses. The fund was also used to support families in crisis living in temporary accommodation. In 2021/22, the fund was accessed a total of 149 times to assist 107 families or individuals. With Vinnies' help, these families and individuals have been able to stay in their homes or move from a crisis situation to more stable housing.



EMERGENCY ASSISTANCE AND SUPPORT PROGRAM

The impact of COVID-19

The COVID-19 pandemic forced members to adapt quickly to changing circumstances. Despite volunteer numbers dropping, Conferences were able to continue service delivery, and never failed to meet the needs of vulnerable people in our community.

While the shortage of volunteers meant a few Conferences had to close, others reformed to enable them to serve their local communities. For example, the Beaconsfield Conference was able to recommence operations in partnership with St Patrick's Community Services in Fremantle, a partnership that has been embraced by the local community.

The flexibility of the Vinnies service model means that even if a Conference has to close, there are other ways Vinnies can remain in the community and provide a level of support. As such, Vinnies currently has a number of initiatives in place with regional communities, where the Parish, local community centre or a financial counsellor delivers the assistance on behalf of Vinnies.

Service Development

The Service Development function of the Community Engagement Program is responsible for special projects that are aimed at building Vinnies' service delivery capacity. It also drives overall continuous improvement of the Emergency Assistance and Support Program, which includes working across different program areas.

Over the past year, the Service Development team conducted a number of projects to find better ways of delivering services while improving communication and the reporting of service outcomes.

Call Centre

In 2022, the Emergency Assistance Call Centre was included within the Service Development function, with a renewed focus on providing best-practice service delivery support to Conferences, building their capacity and improving the client experience. Among the call-takers in the Call Centre is a dedicated group of volunteers, who help deliver support to the community.

Overseas Partnership Program

Vinnies members fund overseas programs to support people in need through our Twinning and Assist a Student Programs, as well as funding overseas community improvement projects.

The Twinning Program enables Conferences to collaborate and support their 'twin' Conferences located in underdeveloped countries in the Asia Pacific Region by providing funds for local community projects. Typical projects include purchasing computers for students, training looms for weaving, machines to make fishing nets, and the creation of cow and goat banks.

With COVID-19 still having a significant impact around the world, Vinnies has continued to provide relief grants to support vulnerable communities. These grants have enabled the purchase of essential supplies such as oxygen, masks and sanitisers.

Flooding in some areas of the Philippines and the south of India due to severe weather events has also caused widespread suffering, so grants were provided for the purchase of food, medication and clothing. Other major community improvement projects included the construction of an annex to a hospital and the provision of sanitisation in villages affected by flooding.

Conferences and Councils express their twinning commitment by sharing their spirituality through prayer, their culture through letters, and financial resources through a basic quarterly contribution of \$80, and an optional grant at Easter and Christmas time.

The Assist a Student Program helps educate children from disadvantaged families and communities in the Asia Pacific region through sponsorship, allowing most of the children to qualify for further education or work. Many of the sponsored students in the past have been able to break the cycle of poverty for themselves and become vital in assisting less fortunate children. All funds provided under the scheme go directly to the cost of training.

Total funding for Twinning in 2021/22 was \$81,739, of which \$19,355 was provided to 193 students as part of Assist a Student.



1,108

Vinnies members



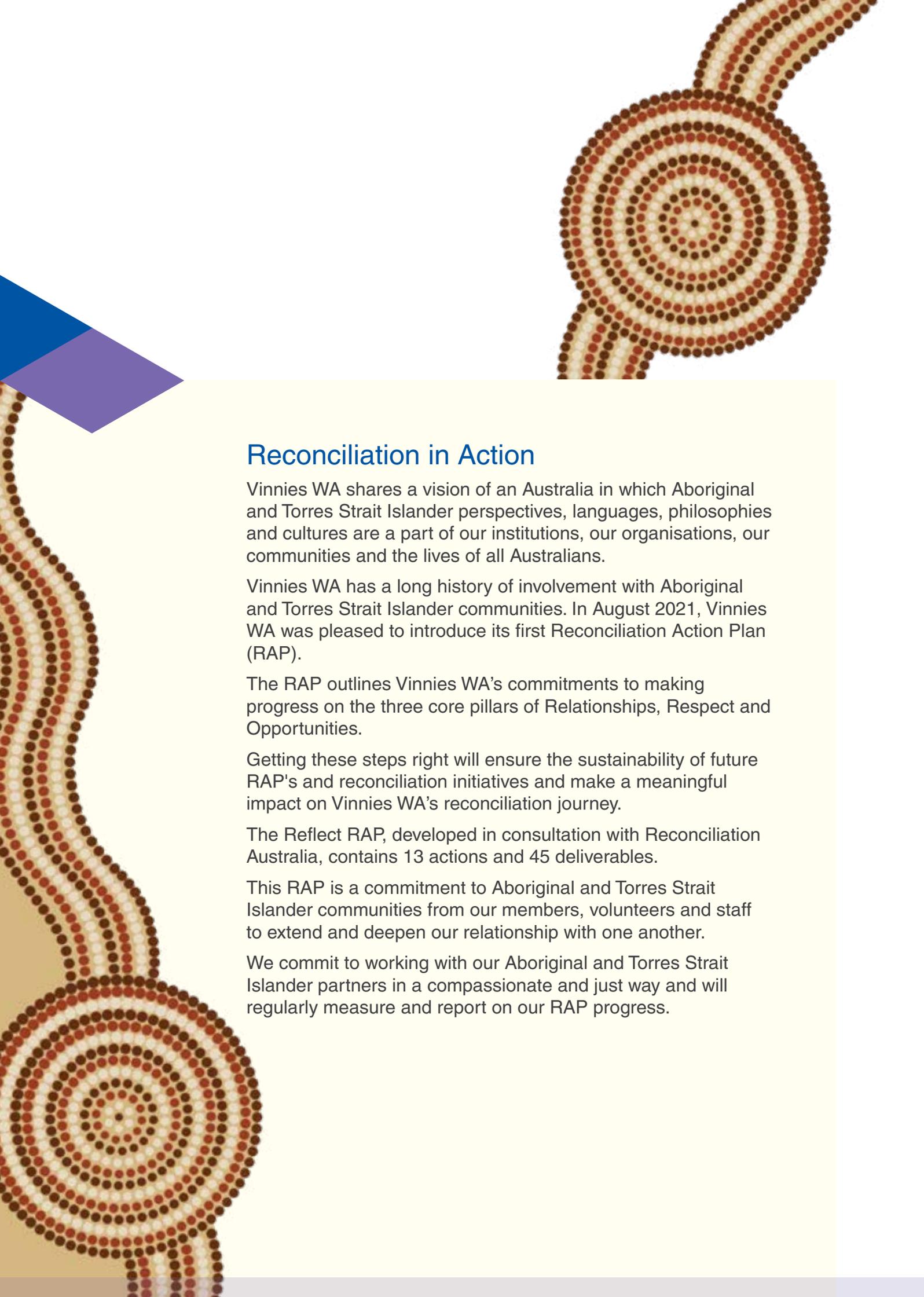
74

Vinnies Conference locations



\$7.98M

emergency and financial assistance and support provided



Reconciliation in Action

Vinnies WA shares a vision of an Australia in which Aboriginal and Torres Strait Islander perspectives, languages, philosophies and cultures are a part of our institutions, our organisations, our communities and the lives of all Australians.

Vinnies WA has a long history of involvement with Aboriginal and Torres Strait Islander communities. In August 2021, Vinnies WA was pleased to introduce its first Reconciliation Action Plan (RAP).

The RAP outlines Vinnies WA's commitments to making progress on the three core pillars of Relationships, Respect and Opportunities.

Getting these steps right will ensure the sustainability of future RAP's and reconciliation initiatives and make a meaningful impact on Vinnies WA's reconciliation journey.

The Reflect RAP, developed in consultation with Reconciliation Australia, contains 13 actions and 45 deliverables.

This RAP is a commitment to Aboriginal and Torres Strait Islander communities from our members, volunteers and staff to extend and deepen our relationship with one another.

We commit to working with our Aboriginal and Torres Strait Islander partners in a compassionate and just way and will regularly measure and report on our RAP progress.



MEET STACEY AND CHRIS

Stacey and Chris know what it's like to go through a tough time, but with a little help from Vinnies, they and their children have seen a light at the end of the tunnel.

The couple have been together for more than 17 years and married for seven; their seven children, a source of pride and joy. Tragically, the couple lost an eighth child in infancy, which left them heartbroken.

A few years ago, the family was in a good spot. Stacey worked as an education assistant and Chris was working FIFO.

But when someone from Stacey's past contacted her and triggered her childhood trauma, the family entered a challenging period. Dealing with anxiety, depression and post-traumatic stress disorder, Stacey was no longer able to work. Chris soon

resigned from his job to care for her and their children.

"I've been here ever since, trying to help my wife heal, and trying to heal myself from having our life torn apart through no fault of our own," Chris says.

"We've struggled through, and we've managed to hold on to most of what we've had while we've been FIFO. It's been hard trying to maintain the lifestyle and not upheave the kids out of private school."

The family connected with local Vinnies volunteers, who supported them with vouchers, food hampers and school lunches. When the couple couldn't afford to pay their utility bills, Vinnies was there to help. The family was deeply touched when local Vinnies volunteers unexpectedly brought something special to their home around Christmas time.

"They dropped off Christmas presents for the kids with schoolbags and stationery. I was blown away. Both my girls are very arty, so that helped get them set up," Stacey said. So, Stacey and her children embarked on an art project to say thank you to Vinnies, creating a painting which now adorns the wall of the Call Centre in Canning Vale. While things are still tough at times, Stacey and Chris know they can get through anything.

"It's a slow, hard road, but we're slowly getting there. There's a light at the end of the tunnel. You just have to reach it," Stacey says.



VOLUNTEER SERVICES

Volunteers remain the lifeblood of Vinnies. They have kept our shops and services running throughout the COVID-19 pandemic.

Our volunteers fill important roles such as Call Centre call-takers, administrators, retail assistants, truck offsideers, fundraising event volunteers and retail supervisors.

Interest in corporate volunteering in our Distribution Centre has strengthened our partnerships. Corporate volunteers have sorted huge volumes of donated clothing and assembled beds for clients receiving emergency assistance. We acknowledge the support of Volunteering WA and their clients who have volunteered with us over the past year.

Like many organisations, our volunteer numbers decreased over the last few years but they have recently begun to recover. Our fresh focus on enhancing the volunteering experience and implementing quality initiatives has had a positive impact on our retention of volunteers. At the same time, Vinnies seeks creative ways of attracting new recruits, such as the development of e-learning training modules via a mobile app for retail volunteers.

Valuable Volunteers

Our volunteer workforce made a significant contribution of 786,333 hours last year. This is a remarkable achievement, with volunteers averaging 10 hours per week, a saving of \$36,658,845 in wages.¹

Our connection with work rehabilitation agencies allowed us to provide work placements for workers recovering from injuries, giving them opportunities to improve their capacity to return to their paid roles. Some of these people, after fully recuperating, have returned to volunteering with us on weekends.

¹Calculated using Australian Bureau of Statistics (ABS) average weekly earnings figures for Australia.

MEET ANDREW

I started my Vinnies journey as a volunteer at our Rockingham Depot. I had been unemployed for a long time, and found volunteering enhanced my social skills and gave me a sense of purpose. I was responsible for sorting, pricing and providing customer service.

When the depot manager retired, the depot became an outlet shop and the manager felt that I was the perfect choice for assistant manager as I upheld our values in practice and demonstrated all of the skills required for the role.

That was three years ago. I continue to work hard to support my team and also the other Vinnies shops in the area. I love that I get to meet so many people, whom we have been able to help with clothing and other goods. I also love morning tea time in the shop when I can share tea and scones with the crew and be there to catch up on their news and lives.



786,333

volunteer hours
in 2021/22



3,397

members and
volunteers





VINNIES VOLUNTEERS

This is what some of our valued Vinnies volunteers have said about their experience.

“

I lost my husband recently and started volunteering to ease my grief. What I got was new friends.

“

Vinnies helped me when I was struggling, and now it's my turn to say thank you.

“

It's fun, and I love seeing regular customers who come in on the days I work.

“

I cannot think of doing anything else - I love being a volunteer.

“

I volunteered for school work experience, but decided to continue because it's such a lovely team and I love fashion anyway.

“

I volunteer with my daughter on Saturdays and it's our thing - time together with other friends.

“

It's important to me that I am doing something for someone else's benefit.

“

Volunteering makes me feel worthwhile.





YOUTH SERVICES

Vinnies WA provides young people with the opportunity to learn and make a difference in their community.

Vinnies Youth Services aims to strengthen relationships with young people by engaging with primary and secondary schools. It also includes the Youth Skills and Pathways Program and the Young Vincentian Committee.

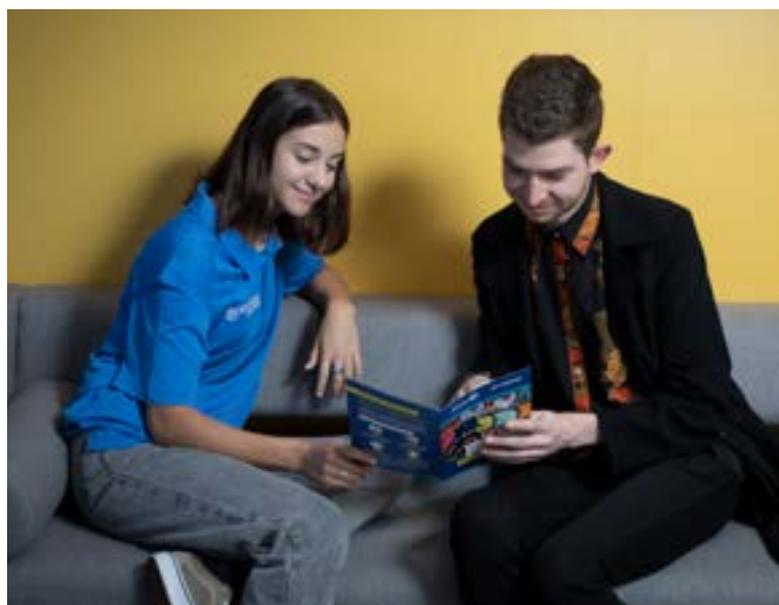
Schools

Vinnies' School Engagement Program complements curriculums in primary and secondary schools by providing students with opportunities to learn and advocate for social justice. The program is known as Mini Vinnies in primary schools, and as Young Vinnies in secondary schools.

Students collaborate and support the work of local Conferences in assisting vulnerable West Australians. This may include volunteering, organising a material donation drive or participating in fundraising events. Over the past year, school students also cooked 450 meals

for our homelessness services, sorted through 270 kilos of donations to create 160 clothing packs for men and women, participated in nine sleepouts, and packed food hampers for Christmas.

Resources to assist schools in their activities are now available on a new website, giving teachers and students easier access to volunteering and fundraising portals, and information about Vinnies fundraising appeals.





111

schools participated
in the 2021
Christmas Appeal

Young Vincentian Committee

The Young Vincentian Committee encourages young people to actively engage with the Mission of Vinnies to create a more just and compassionate society.

In addition to working with local Vinnies Conferences, the Young Vincentian Committee aims to support children and young people who are experiencing hardship through ongoing projects and activities that provide practical and dignified assistance.





FINANCIAL COUNSELLING

Vinnies financial counsellors are qualified professionals who offer independent financial advice and advocacy for people in financial difficulty.

The need for financial counselling can arise from a diverse range of reasons. Our financial counsellors work with clients to achieve positive financial outcomes, helping them to avert financial crisis, reduce stress, and give them their own capacity and confidence to manage their finances. Typically, this involves working with clients to gain a clearer picture of their financial situation, before helping them to make their own choices about the best way to resolve their financial problems.

Vinnies Financial Counselling is a free and confidential service. It is available in Joondalup, Perth CBD, Rockingham, Mandurah, Bunbury and Busselton.

National Debt Helpline

Vinnies WA operates the National Debt Helpline in Western Australia. The service is often the first point of contact for people in financial crisis, and provides

free professional information and advice regarding clients' financial situation and concerns. If a matter is more complex, clients are referred to their closest face-to-face financial counselling service.

The National Debt Helpline is also part of a new pilot program managed by Financial Counselling Australia and funded by the Department of Social Services, which assists in removing barriers for clients who require face-to-face appointments. Financial counsellors have access to other agencies' booking programs and can lock in appointments straight away. This reduces the burden on clients and can help them access the services they need more efficiently.



Water Assist

Vinnies and the Water Corporation also work together on Water Assist, a partnership that helps reduce people's debts to the Water Corporation. It's the only program of its type in Australia.



Financial Counselling Traineeship

Since August 2021, Vinnies WA has hosted a financial counselling trainee. The two-year course provides opportunities to gain on-the-job experience by allowing the participant to shadow financial counsellors in their work.

Trainees are able to acquire the skills and in-depth understanding to deal with clients' complex financial situations. This includes assisting National Debt Helpline staff by conducting Water Assist and Start Over applications, which are hardship programs offered by the Water Corporation.

Established Practice Award

Vinnies Financial Counsellor Liza Chatterton won the Established Practice Award at the 2021 Financial Counsellors Association of Western Australia awards. In the same year, the Mandurah-based financial counsellor had over \$1 million of debt waived for dozens of Peel residents.



18,069

face-to-face financial counselling sessions



15,679

National Debt Helpline enquiries



\$3.63M

debts waived through financial counselling sessions



MEET HELEN

Helen was pregnant when she escaped a violent relationship. Her partner also subjected her to financial abuse, and when Helen left, she was stuck with debts ranging from personal loans and buy-now-pay-later arrangements, to medical and dental bills.

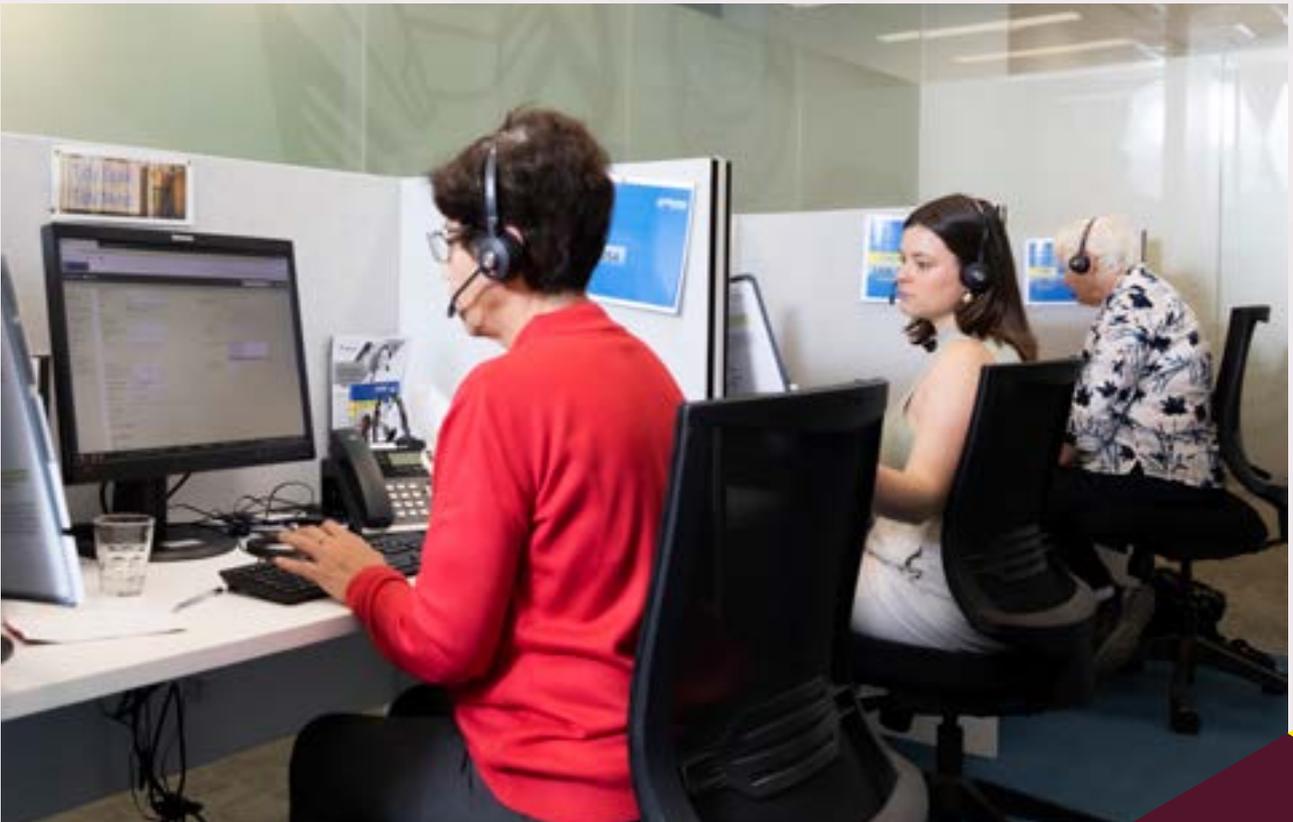
Left with over \$63,000 of debt, Helen reached out to a Vinnies financial counsellor. She disclosed that because of the stress she was in, she was experiencing complications with her pregnancy that required her to go to hospital.

The Vinnies financial counsellor advocated on Helen's behalf and successfully waived 16 debts. The remaining debts were converted to payment plans, making

Helen's obligations much more manageable. She was also provided with help through the Vinnies Emergency Assistance and Support Program to get her back on track.

Helen has since given birth to a healthy and happy baby girl and both are safe and doing well. She remains grateful for the Vinnies financial counsellor for helping her in her time of need.







HOMELESSNESS SERVICES

Vinnies Specialist Homelessness Services provide support to some of the most vulnerable members of the community.

Clients are met without judgement and treated with dignity and respect. They are provided with a safe and positive place in their time of need and given help to achieve their life goals.

Vinnies homelessness services operate within a unique Low Threshold and Change model, enabling people who often can't access other services to be given highly specialised support to find a pathway out of homelessness.

Tom Fisher House

Tom Fisher House is an intensive intervention service for those experiencing long-term homelessness. The service provides free overnight accommodation with few barriers to entry. It is also a place of engagement in which individuals are offered support to deal with challenges they are experiencing.

On any given night Tom Fisher House accommodates up to 12 adults. This includes both singles and couples - even pets are accommodated.

The service provides up to seven nights stay and is open between 5.30pm and 8am every night of the year. To provide clients with a comfortable and relaxing space, one room at Tom Fisher House was refurbished to provide an area where clients could retreat to listen to music, participate in quiet activities or private conversations with soothing lighting and an oil lamp to enable them to regroup mentally and physically.

Staff assess each individual's needs, understanding the relationship between trauma exposure, homelessness, mental health, substance misuse and social disadvantage. Their aim is to work towards finding a pathway out of homelessness and into permanent housing.

Tom Fisher House continued to navigate the COVID-19 pandemic over the past year while also adapting to the changing environment to support long-term rough sleepers. The service has worked closely with the Department of Communities to provide a wraparound response and safe accommodation for rough sleepers. There have been new accommodation options available to those exiting Tom Fisher House with the opening of Boorloo Bidee Mia and Koort Boodja in the Perth CBD.



MEET JOSH

After sleeping rough in the Fremantle area for the past five years, Josh first visited Tom Fisher House in January this year. Since then, the 51-year-old has returned on three more occasions.

During his stays, Josh reached out for help to deal with alcohol and drug misuse, housing, and legal issues. With the support of another provider, Josh entered a rehabilitation program to deal with his ethanol dependency. He received additional support from the Street to Home program and legal representation from Street Law to pursue compensation for a significant brain injury he sustained as the victim of an assault.

But while things were starting to look up, tragedy struck. During a stay in June, Josh's partner became seriously ill and passed away only days later. Josh was devastated. Staff immediately extended his stay at Tom Fisher House and provided him with additional support services to help him deal with his grief.

Josh was eventually accepted into Koort Boodja, a transitional housing service in Perth, where he remains in stable and supported accommodation.



3,934

accommodation
nights provided at
Tom Fisher House



390

distinct clients
supported at
Tom Fisher House



Passages Youth Engagement Hubs

Vinnies operates two Passages Youth Engagement Hubs, one in the Perth CBD and another in Mandurah, which services the Peel region. The hubs were established more than 20 years ago to address growing youth homelessness by providing a unique specialist engagement service. The two hub locations offer a safe, friendly and non-judgemental space to access support and referrals for marginalised and at-risk young people aged 12 to 25.

Passages is a joint venture between Vinnies WA and the Rotary Club of Perth and Mandurah.

Like other homelessness services provided by Vinnies WA, Passages operates using a Low Threshold and Change approach. It does not require referrals or exclude individuals on the basis of behaviours of concern, such as drug use or criminal activity. The service provides essential needs such as food, showers, laundry facilities and access to the internet as well as a range of specialised support services. Within the hubs, Passages youth workers prioritise building relationships with young people through informal conversations about their support needs, providing intensive support as identified. This may also mean helping them access specialised in-reach services at Passages or referring them to external support services.

COVID-19 vaccinations

While COVID-19 vaccinations became widely available to West Australians over the course of the past year, there was a concern that young people experiencing homelessness were not accessing vaccinations as readily. In response, Passages hosted three vaccination clinics in collaboration with the Department of Health. This ensured the young people who use the service also had several opportunities to access COVID-19 vaccines.

Youth Outreach Legal Program

This financial year saw the launch of the Youth Outreach and Legal Project (YOLP). Funded by Lotterywest, the project is a collaboration between Street Law Centre WA and Passages and provides young people with support for legal, health and welfare issues.

Street Law supports young people across a range of legal matters including fines and infringements, criminal and traffic matters, access to identity documents, criminal injury compensation claims, debts and restraining orders. A YOLP youth worker is based at Passages and provides individual case management, advocacy and outreach support. This includes attending court and referrals to other services. Between December last year and June this year, 12 young people received support through the program, and a YOLP worker attended court with clients on 23 occasions.

PASSAGES
YOUTH ENGAGEMENT HUB





5,291

visits from
young people to
Passages Youth
Engagement Hubs

Youth Affairs Council of WA Wellness Grant

Vinnies received a grant from Lotterywest and the Youth Affairs Council of WA to fund a Youth Wellness Program. The purpose of this program is to help young people increase their self-confidence and self-worth through therapeutic, creative, physical, cultural and vocational opportunities.

The wellness program began with a consultation with the young people who access Passages Youth Engagement Hubs. Sporting, fitness and creative opportunities were by far the most popular suggestions. Activities for this program include attendance at an art workshop as well as a fitness program.





MEET EMILY

Emily is a 24-year old mother of three children who lives with her partner in Mandurah. The couple's children range in age from seven months to four years. While her partner is in regular contact with Passages, Emily didn't engage with the service at first.

She would often wait outside while her partner accessed support for their family. Youth workers would speak briefly with Emily and eventually built a trusting relationship with her, helping with baby supplies by dropping them at her home. Soon, Emily opened up further about the help she required and Passages youth workers made arrangements to assist her.

Emily's eldest child, Daisy, suffers from a health condition that needs constant care and monitoring.

It required Emily to engage with specialists at Perth Children's Hospital, which she found increasingly overwhelming. Passages youth workers helped her navigate this process and came to an arrangement, where her partner would attend future appointments and admissions.

As Emily approached the age limit for access to Passages services, youth workers arranged alternative support services for her and her family. This included engaging a disability support provider to make an application to the National Disability Insurance Scheme to help meet Daisy's needs.

Even though Emily no longer accesses Passages services because of her age, she remains connected through her partner. The family is doing well and considering a move to the North West to be closer to family.



HOUSING PLUS

Vinnies Housing Plus helps break the cycle of homelessness by providing a safe place to call home.

It offers a variety of medium-term housing options in the greater Perth and Mandurah area for families and young people who would otherwise face barriers to housing. Tenants engage with external support workers who help them meet their tenancy responsibilities.

As a registered Community Housing Provider, all rents are capped at a maximum of 30 per cent of assessable income plus Commonwealth Rent Assistance. Homes are move-in ready, fully furnished, and include white goods, bedding and crockery. This provides a seamless transition to stable accommodation for families and young people in crisis who meet the eligibility criteria.

Safe Places Grant

Vinnies procured, renovated, furnished and set up two properties to meet industry best-practice safety standards as part of the Federal Government's Safe Places Emergency Accommodation program.

Vinnies now provides these properties for Horizon House's Young Mother and Baby Program, which supports young women aged 16 to 22 and their children who have experienced family and domestic violence. To date, three young women and their children have been accommodated at the properties. In the past year, over half of all tenants that entered Vinnies Housing Plus program identified family and domestic violence as their primary concern for housing while many other tenants disclosed similar experiences in their past.

Social Housing Economic Recovery Package Grant

Vinnies Housing Plus received a grant for \$1.56 million as part of the State Government's Social Housing Economic Recovery Package Grants Program.

The grant allows social and community housing providers to renovate existing properties or to build new ones. Thanks to the grant, Vinnies will now refurbish 12 Housing Plus properties and the 28 units at the Village in Woodbridge.



25,968

bed nights provided
through Vinnies
Housing Plus program



1.56M

grant received for
Vinnies Housing Plus

Housing Growth

Vinnies Housing Plus program officially took over management of the CROFT complex in Inglewood in August 2021.

Inspections on the property identified that extensive renovations would be required on the complex and this work is now underway and expected to be completed by the end of the 2022 calendar year.

After an Expression of Interest process, the board of Community for the Restoration of Family Trust Incorporated (CROFT), awarded the complex to Vinnies.

We are very grateful that the board entrusted Vinnies WA to carry-on CROFT's proud legacy of providing housing to people who are experiencing homelessness.





MEET RYAN

Ryan is a single father who came to Vinnies Housing Plus after being homeless for several months with his three sons. He had made the hard decision to leave the family home due to his wife's alcohol and drug misuse. He recognised the need for change, so that his children could grow up in a safe and healthy environment, but when they left the family home, they had nowhere to go.

In order to help with her schooling, Ryan's daughter was able to stay with family friends, while he and his sons tried to find a rental property. Their search proved incredibly difficult, with rental vacancies dropping to record lows after the end of the COVID-19 rental moratorium.

Ryan and his sons couch-surfed and even slept on the street, all the while engaging with support services to help them get by and, more importantly, off the street. Eventually, he was referred to Vinnies Housing Plus and was provided with a home, where he settled with his sons and was soon joined by his daughter.

Ryan was quickly approved for priority access to public housing, and after just six months, he was offered a permanent home. Since then, he and his children have had the space to work through their trauma while settling into their new life.

Ryan remembers the time he was supported by Vinnies Housing Plus with fondness, because it provided him and his children with the critical stepping stone they needed to build a new life.



MENTAL HEALTH SERVICE

Vinnies Mental Health Service provides recovery-focused supported accommodation for adults with persistent and enduring mental health challenges who may otherwise be at risk of homelessness.

Known as the Village, the service consists of a 28-unit facility with round-the-clock support that promotes recovery and maximises independence. Additional share houses close to the Village can accommodate up to 18 individuals, whose needs are less intensive.

Vinnies Mental Health Service works with people to help build individual life skills, set and reach goals, make informed choices about their recovery journey, and reconnect with family and the community, all while building their capacity and confidence.

Using trauma-informed practice, staff seek to understand the consumers unique experience and the impact trauma has had in their life - as well as ensuring physical, psychological and emotional safety.



Mental Health Service Evaluation

The evaluation of Vinnies Mental Health Service in the previous year culminated in recommendations that included combining the Village and Community Mental Health Service under one umbrella and creating a housekeeping team. These changes have reduced overall annual expenditure for the service, and created opportunities to enrich and grow practice, better meeting the needs of consumers.

Mental Health Week 2021

The theme for Mental Health Week 2021 was 'Mental Health Starts With Our Children'. For both children and adults, practical needs like shelter, food, warmth and rest are essential to mental wellbeing. Many of the consumers in our service did not have their needs met as children and missed out on simple childhood experiences. During Mental Health Week staff organised a carnival at the Village and consumers participated in games, won prizes and had traditional carnival food. There was even a petting zoo onsite.



NAIDOC Week

During NAIDOC week, Vinnies Mental Health Service participated in a number of events that were co-planned with the Consumer Committee and First Nations consumers. These included art sessions hosted by a First Nations consumer, who showed participants how to use beads for jewellery and how to create dot paint boomerangs.

Consumers also attended a BBQ with kangaroo steaks, lemon myrtle potato salad and damper.



13,489

bed nights provided
to consumers



the Village is a
28-unit facility with
round-the-clock
support



recovery focused
and trauma informed
service

MEET AARON

Aaron came to the Village six months ago after a long stay in hospital. Prior to this, he was living at home with his parents and brother, but it wasn't the best arrangement for him or his family.

Aaron has complex mental health challenges and was struggling to remain in the family home. During his stay in hospital, he agreed to a referral to Vinnies Mental Health Service, so he would have access to support and recovery resources to build a life of his own and work towards independence.

When Aaron moved into the Village he was very quiet and withdrawn, barely speaking to anyone and spending most of his days pacing around the grounds.

But since moving in, Aaron has worked with his recovery support worker and he has obtained a National Disability Insurance Scheme (NDIS) funding package.

He has also started volunteering in one of our Vinnies shops for a few hours per week.

The Village's peer support program has allowed Aaron to get involved in new and exciting activities, including roller skating, rock climbing and learning how to cook. Aaron says he does not like rock climbing, but he's glad he gave it a go.

Aaron has settled into life at the Village and now actively engages with staff and seeks them out to have a chat.

Aaron is very new to his recovery journey, but he has come so far already in such a short time. His long-term goals are to go back to school, to start working and to rebuild healthy relationships with his family.





VINNIES RETAIL AND DISTRIBUTION CENTRE

Vinnies runs 54 stores across Western Australia.

Not only do they provide opportunities for affordable shopping, donations and volunteering, they also provide essential income for our services.

Vinnies shops are run by dedicated volunteers and employees who work tirelessly to serve customers and sort and price donated merchandise at each shop. The roles of our shop volunteers are varied - some offer a friendly face for everyone who visits, giving people a sense of connection and belonging, while others use their time and talents to ensure that the merchandise and the shop is beautifully presented to provide customers with an enjoyable shopping experience.

Over the past year, Vinnies shops deftly navigated the challenges of the COVID-19 pandemic, such as mandatory mask wearing and increased staff absences. At the same time, reduced volunteer numbers led to shops temporarily reducing their opening hours. As the situation stabilised, stores gradually returned to their usual trading hours.

New Australind Store

In January 2022, Vinnies opened its newest store in Australind. It was readily embraced by members of the local community, who have flocked to the shop to find pre-loved clothes and homewares. Some locals have even generously taken up the opportunity to volunteer at the shop.

Distribution Centre

The Vinnies Distribution Centre is the central point for sorting donations, supplying second-hand items to the retail shops, and providing emergency assistance furniture and household supplies to those in need.

A key focus for the Distribution Centre team over the past year was to ensure that the necessary household and corporate donations collected were provided to clients as quickly as possible as part of the Emergency Assistance and Support Program.

These items can include mattresses, bed bases, blankets, pillows and sheets, and kitchen utensils.



Over the past 12 months, a total of 23,749 items were delivered to people in need. Meanwhile, the truck fleet collected donations from 3,085 locations across the Perth metro area.

One of the key achievements of the Distribution Centre in the past year has been the seamless delivery of services during the peak COVID-19 waves of cases and staff requiring to self-isolate. While all areas of operations were impacted at one time or another, there was minimal impact on Vinnies shops or the Emergency Assistance and Support Program with all orders delivered on time.



\$18M

in retail sales



603

tonnes of clothing
diverted from landfill



23,749

emergency items
delivered to
people in need



FUNDRAISING, EVENTS AND MARKETING

Fundraising appeals and events generate vital income for Vinnies services which support vulnerable West Australians.

CEO Sleepout

In June, more than 100 committed West Australian business and community leaders raised an extraordinary total of \$900,622 for Vinnies specialist homelessness services by participating in the CEO Sleepout.

The event took place at Optus Stadium on Thursday 23 June, with other events taking place simultaneously across Australia.

Throughout the night, participants learned about homelessness in Western Australia, the work Vinnies does, and the important role that businesses and the community can play in reducing homelessness.

With temperatures dipping to around seven degrees, participants spent the night outdoors, equipped with only a sleeping bag, a pillow and two pieces of cardboard to sleep on and make a shelter.

Funds raised are vital to enable Vinnies specialist homelessness services, including



Tom Fisher House and the two Passages Youth Engagement Hubs in Perth and Mandurah, to continue to operate.

Bequests

An important source of funding comes from people who leave gifts in their wills. Once loved ones are taken care of, creating a legacy for causes close to your heart is a simple thing to do. It's an act that expresses what you believe in, and one that will have an enormous, positive impact in the future. We are most grateful for the generous donors who supported Vinnies WA through a gift in their will, contributing \$525,735 towards our fundraising income.




45
community groups supported Vinnies Christmas Appeal in 2021



\$4.1 M
fundraising revenue

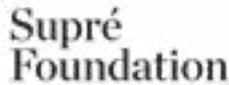
Appeals

Thanks to the incredible generosity of donors, the Vinnies Winter Appeal raised over \$1 million and the Christmas Appeal over \$600,000. These funds are absolutely vital to enabling Vinnies WA to continue to provide critical support to vulnerable and disadvantaged West Australians.

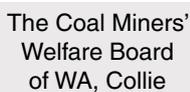


SUPPORTERS

National Supporters



State Supporters



We are also incredibly grateful to those landlords who generously supported our retail operations over the course of the COVID-19 pandemic.

GOVERNANCE

The governing body of Vinnies in Western Australia is its State Council. A number of the members of State Council are elected by their peers in each of the regional Conferences in WA.

State Council members are elected for a four-year term with elections held when terms expire or when a vacancy occurs. The State President appoints Vice Presidents and Appointed Officers to complement the skills and experience of the elected State Council members, and a number of Advisory Committees support the State Council in carrying out its responsibilities and functions.

State Council Members



David Kennedy
State President



Susan Rooney
Chief Executive Officer



Rev Fr Nino Vinciguerra
State Chaplain



Pauline McIntyre
Vice President 1



Daniel Cloghan
Vice President 2



Luke Coffey
Vice President 3,
Youth Vice President



Tinashe Kamangira
State Treasurer



Winston Rennick
Work, Health & Safety
Representative

Regional Council Presidents



Fabian Jacobs
Fremantle Region



Allan Rose
Joondalup/Wanneroo Region



Cathy DeLattre
Osborne Park Region



John Furlong
Perth Region



Dan Kirkwood
Peel Region



Trish Humphries
Queens Park Region



Jack de Gooijer
South West Region



Vivian D'Almeida
Swan Region

GOVERNANCE

Sub Committees

- Finance and Risk Committee
Tinashe Kamangira (Chair)
- Membership and Conferences Committee (MACC)
Pauline McIntyre (Chair)
- Operations Committee
Terry Power (Chair)
- Overseas Partnership Working Group (WA)
Winston Rennick (Chair)
- Passages Youth Engagement Hubs Committee
Ashley Ladner (Chair)
- Spirituality Advisory Committee
Barbara Boggon (Chair)
- State Retail Committee
Vernon Butterly (Chair)
- Workplace Health and Safety Committee
Rebecca Ryan (Chair)
- Young Vincentians Committee
Luke Coffey (Chair)



FINANCIAL SUMMARY



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

for the year ended 30 June 2022

	2022	2021
	\$	\$
Revenue		
Fundraising	4,108,336	3,637,375
Government and Other Grant Funding	6,549,740	6,485,309
Retail and Distribution Centre Sales	18,017,282	18,194,930
Specialist Community Services Contributions	1,220,015	1,143,741
Other	351,475	510,573
Non-Operating Activities	3,156,367	1,530,780
Non-Recurring Income	1,099,461	3,204,000
Total Revenue	34,502,676	34,706,708
Expenditure		
Marketing, Fundraising and Communications	(2,349,895)	(1,885,847)
Mission Enabling	(1,354,502)	(933,591)
People in Need Services	(7,489,251)	(6,988,377)
Retail and Distribution Centre	(13,269,295)	(12,249,705)
Retail and Distribution Centre – Cost of Goods Sold	(465,502)	(495,264)
Specialist Community Services	(6,187,983)	(5,816,076)
Total Expenditure	(31,116,428)	(28,368,860)
Surplus (Deficit) for the year	3,386,248	6,337,848
Other comprehensive income	–	–
Total comprehensive income for the year	3,386,248	6,337,848

STATEMENT OF FINANCIAL POSITION

as at 30 June 2022

	2022	2021
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	16,210,213	15,158,813
Trade and other receivables	246,633	403,813
Inventories	316,828	217,501
Other Assets	823,416	699,695
Total Current Assets	17,597,090	16,479,822
Non-Current Assets		
Property, plant and equipment	22,558,260	19,459,824
Right of use assets	11,516,975	12,242,743
Total Non-Current Assets	34,075,235	31,702,567
Total Assets	51,672,325	48,182,389
Liabilities		
Current Liabilities		
Trade and other payables	2,597,900	2,107,211
Provisions	1,719,227	1,711,543
Leasing Liabilities	2,475,465	2,348,438
Total Current Liabilities	6,792,592	6,167,192
Non-Current Liabilities		
Lease Liabilities	9,642,450	10,339,742
Provisions	1,586,750	1,411,170
Total Non-Current Liabilities	11,229,200	11,750,912
Total Liabilities	18,021,792	17,918,104
Net Assets	33,650,533	30,264,285
Capital Funds		
Accumulated funds	33,650,533	30,264,285
Total Capital Funds	33,650,533	30,264,285

HOW YOU CAN HELP



Make a financial donation

Credit card donations can be made by visiting our website vinnieswa.org.au or calling 13 18 12. All donations of \$2 or more are tax deductible.

To make a periodical commitment or for more information on our regular giving program, Vinnies Visionaries, phone 08 6323 7500 or email donations@svdpwa.org.au



Volunteer with us

If you are interested in sharing your skills and time to help people through any of the Vinnies services, great volunteering opportunities exist.

For further information on volunteering phone 08 6323 7500 or email volunteer@svdpwa.org.au



Leave a bequest

Consider remembering Vinnies in your will. Vinnies is able to provide long-lasting support because of the generosity of people who have remembered Vinnies in their will.

To receive an information booklet or speak to someone about leaving a bequest phone 08 6323 7500 or email bequests@svdpwa.org.au



Fundraising

Fundraising can be a fun way to support West Australians in need. You can request donations in lieu of gifts on your special day or host a fundraising event in your workplace, school or community.

For more information phone 08 6323 7500 or email fundraising@svdpwa.org.au



Donate material goods

Donations of pre-loved clothing, household goods and furniture can be made at any Vinnies shop, our State Distribution Centre in Canning Vale or by calling 08 6323 7520 to arrange a free pick up of larger items.

For the location of your nearest Vinnies shop visit vinnieswa.org.au



Corporate partnerships

Vinnies recognises the importance of developing and retaining strong relationships with the corporate and philanthropic sectors to allow us to continue to support West Australians in need.

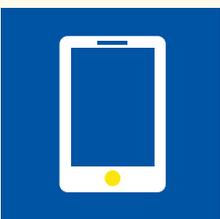
Vinnies seeks to engage all partners in long term, strategic and mutually beneficial relationships. To find out more phone 08 6323 7500 or email partnerships@svdpwa.org.au



Visit our retail shops

Find yourself a treasure and know that you are helping to fund our programs and services with every purchase.

Visit our website www.vinnieswa.org.au/shop/vinnies-shops for the location of your nearest Vinnies shop.



Follow us on social media

VinniesWA





St Vincent de Paul Society
(WA) INC
good works

Commitment, Compassion and Change

St Vincent de Paul Society (WA) Inc

9 Brewer Road Canning Vale WA 6155
PO Box 1450 Canning Vale WA 6970

P: 08 6323 7500

E: info@svdpwa.org.au

Emergency Assistance 1300 794 054

National Debt Helpline 1800 007 007

Donations 13 18 12

vinnieswa.org.au

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