



Vinnies
good works

Real and lasting change

The Vinnies Way

Impact Report 2023-24
Western Australia





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



Privacy Statement: The St Vincent de Paul Society (WA) Inc adheres to the Australian Privacy Principles and respects the privacy of the people it assists, its members, volunteers, employees, donors and supporters. As a result, some of the images and names of the people the Society has assisted may have been changed in this publication.

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Introduction to the Impact Report

Who we are

The St Vincent de Paul Society was founded in Paris by a 20-year-old student named Frederic Ozanam in 1833. The Society was established by like-minded individuals who wanted 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. Today, the Society consists of more than 3,500 dedicated staff, 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.

The real and lasting change Vinnies made in 2023/24 was enabled by those who have proudly supported West Australians over the past 159 years.

Our mission

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ and the poor with love, respect, justice, hope, 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 charity offering 'a hand up' to people in need. We do this by respecting people's dignity, providing hope, and encouraging each individual to take control of their own destiny.

Guiding principle

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

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.

Catholic Social Teaching principles guide our understanding of what making real and lasting change is in a just and compassionate society:

- **Dignity of the human person**
- **The common good** – Systemic and social change
- **Subsidiarity** – Local solutions with community input at all levels
- **Participation** – Economic, cultural, community and political participation
- **Rights and responsibilities** – Basic needs and fundamental human rights
- **Solidarity** – One human family, advocacy and social justice
- **Preferential option for the poor** – Policy, advocacy and disrupting power imbalance
- **Economic justice** – Right to work, anti-slavery and distribution of wealth
- **Care for the earth** – Environmental stewardship
- **Promotion of peace** – Active mutual respect, inclusion and collaboration.

A message from our State President and CEO



Welcome to the St Vincent de Paul Society WA Impact Report for 2023/24. This report tells the story of our impact over the past year. The report details our actions and achievements as we strive towards creating a more just and compassionate society.

It is a story of commitment and community. The report illustrates not only what we have done, but how we have done it. Our work is driven by a mission that has supported the people of Western Australia since 1865.

As we release this year's Impact Report and look back at all we have achieved, we extend our sincere thanks for the extraordinary support, hard work and commitment of our members, volunteers, staff, donors, supporters, customers and partners. They are vital to enabling us to reach and assist the most vulnerable members of our community and work towards meeting our mission.

Our organisation is absolutely dedicated to delivering care across a broad spectrum of services and programs. Through our range of support services – including emergency assistance and support, financial counselling, and specialised programs in homelessness, housing, and mental health – we are committed to meeting individuals exactly where they are. Our approach is tailored to operate at the pace that best suits each person we serve, without judgment or pre-set expectations. By walking alongside those in need, we assist them in staying in their homes, finding pathways out of homelessness, enhancing their overall well-being and respecting their unique circumstances and readiness for change.

Our Vinnies stores across the State not only provide affordable shopping and a welcoming space for the community, but also generate essential funding for our services and programs, ensuring that we can continue to offer support where it's most needed. Every dollar spent or donated at our shops plays a crucial role in funding our activities, making a direct contribution to our essential services throughout Western Australia.

With the high cost of living and affordable housing crisis this year, we have seen numerous challenges. Thanks to the collective efforts of our wonderful supporters, partners, members, volunteers, and staff, the Society has made significant strides in several key areas, including:

- Assisting more than 61,000 people
- Answering more than 49,000 calls for emergency assistance
- Raising \$784,424 at this year's CEO Sleepout
- Opened supported accommodation service Wandjoo Bidi
- Over \$21 million in revenue from our stores and distribution centre
- Over \$1.5 million in debts waived, and
- Establishing the Rent Relief Program and helping over 700 tenants to stay in their homes.

“By walking alongside those in need, we assist them in staying in their homes, finding pathways out of homelessness, and enhancing their overall well-being while respecting their unique circumstances and readiness for change.”

Looking ahead, we remain firmly focused on our mission of service and advocacy, constantly innovating, and driven by the values of commitment, compassion, respect, integrity, empathy, and courage. We are committed to continuing to address immediate needs while fostering long-term resilience within our community.

Thank you once again to our exceptional members, volunteers and staff and the generosity of our supporters, donors, customers and partners. The Society is extraordinarily grateful for all that you do.

Together, we continue to extend our hand to those in need, transforming lives through action and compassion.

Improving lives is 'good works.'

With gratitude,

Danny Cloghan (State President) and
Susan Rooney (CEO)

The Vinnies Way: Building a just and compassionate society

At Vinnies WA, our mission is not just about offering immediate help – it's about uplifting individuals, families, and communities towards a more stable and enriched life. Our approach, known affectionately as 'The Vinnies Way', is deeply rooted in the belief that everyone deserves to live in a society that is just, compassionate, and nurturing.

Our vision is clear: to be a charity that provides a 'hand-up', not simply a handout. This philosophy is about empowering those we help to achieve independence and resilience. We envision a society where all people are safe, stable, healthy, connected, equipped, and empowered. These quality-of-life conditions are the pillars that support a thriving community, and we strive to foster them in every interaction.

'The Vinnies Way' is guided by our commitment to meeting people's needs as they arise, in a manner that respects and values their individual experiences, connections, and beliefs. This person-centred approach ensures that our services are effective and meaningful to those who receive them.

Our foundation is built upon our values and the social teachings of the Catholic Church.

Real and lasting change comes from creating sustainable solutions that address immediate needs and build long-term resilience. This means ensuring that our work continues into the future and maintains the trust that the community places in us. We are dedicated to working in ways that enrich the places we live and work, always mindful of the broader impact of our actions.

The guiding principle of 'The Vinnies Way' is that everyone who comes in contact with Vinnies WA should be better off. Whether it's through emergency assistance and support, specialist services, educational programs, retail or community building, we

are committed to making a positive, lasting difference in the lives of those we serve.

By adhering to 'The Vinnies Way', we continue to move closer to our goal of a more just and compassionate society, where each individual has the support they need to thrive. This is the heart of our mission at Vinnies WA, and it is a promise we make to our community every day.

Provide a safe space

Vinnies offers a safe and supportive environment, helping individuals escape homelessness, personal challenges, and crises.

Emotional and social connections and belonging

Vinnies fosters a sense of belonging and emotional support, helping people build meaningful connections and feel part of a community.

Offer a 'hand up' when times get tough

Vinnies provides essential assistance, ensuring individuals and families can maintain housing, manage their financial burdens and put food on the table.

Recovery and healing

Vinnies plays a crucial role in helping individuals overcome addiction, manage their mental health, and sustain long-term recovery.

Empower and equip through skills and education

Vinnies helps individuals develop life skills, education, and confidence, fostering personal growth and long-term independence.

These themes showcase the various ways Vinnies supports individuals in achieving safety, stability, empowerment, and emotional well-being.





Our Strategic Plan

As we continue to implement the Vinnies WA Strategic Plan, we are pleased to share our progress and milestones achieved during the 2023-2024 period. Our efforts have been guided by our commitment to work as 'One Vinnies', enhancing the impact of our services and programs together with nurturing the growth of our membership and volunteer base.

Nearing completion is the Prevention-Intervention-Crisis Homelessness Model, which marks a significant step forward in our approach to addressing homelessness in a holistic manner.

Other priorities are the ongoing development of our member recruitment and retention strategy and hybrid member-volunteer programs, ensuring we continue to nurture and grow our community support network.

Increasing volunteer hours continues to be a challenge to Vinnies, the sector and community in general. We have made some progress in this area and will continue to implement strategies to help engage more volunteer support.

Additionally, our advocacy efforts, particularly in the area of homelessness, have seen meaningful impact, especially with the WA

Government-supported Rent Relief Program which has shown high levels of success in keeping vulnerable people housed.

Our sustainability efforts have been robust, with the commencement of our cyber-security plan. We are also exploring innovative ways to generate reliable income, including the launch of a high-end fashion rental business.

As we move forward, Vinnies remains committed to strengthening our advocacy, enhancing the well-being of our people, and optimising the performance of our services and programs.

We are dedicated to extending the impact of our work, guided by a strategic framework that ensures all our endeavours align with our mission to support and empower the most vulnerable members of our community.

Our Reconciliation Journey

The St Vincent de Paul Society shares a vision of an Australia in which Aboriginal and Torres Strait Islander perspectives, languages, philosophies and cultures are an inherent part of our institutions, organisations, communities and the lives of all Australians.

Our Reflect Reconciliation Action Plan (RAP) has provided a platform for us to further develop meaningful relationships with Aboriginal and Torres Strait Islander peoples and lay strong foundations for the development of future RAPs. During the year we invited Kaarla Barna (Aboriginal Consultancy) to audit our progress against the commitments made in our Reflect RAP and to guide reflections about how we can strengthen internal processes and build the cultural competency of our staff, members and volunteers. This has formed the priority actions in our new Innovate RAP which we will begin to implement in 2024/25.

“Our RAP is a commitment by all our staff, members and volunteer people, to Aboriginal and Torres Strait Islander communities, to extend and deepen our relationship with people, families, communities and culture.”

Our RAP is a commitment by all our staff, members and volunteer people, to Aboriginal and Torres Strait Islander communities, to extend and deepen our relationship with people, families, communities and culture.

We commit to working with our Aboriginal and Torres Strait Islander partners towards a more just and compassionate society and to regular measurement and reporting on our progress.



Vinnies Impact Program

We are committed to continuously adapting and evolving to make the most significant and sustainable impact we can. We are creating a roadmap to guide this process of developing a Strategic Outcomes Framework and growing and learning how to use quality data to inform our work.

This roadmap is designed to guide Vinnies through the development and implementation of the Vinnies Impact Program, focusing on client and stakeholder involvement, meaningful measurement, efficient resource allocation, and continuous improvement.

Our goals for the next five years include:

Client, Member, Volunteer, and Staff

Involvement: Facilitate and prioritise the active involvement of clients, members, volunteers, and staff in evaluation processes, ensuring their voices guide and shape the organisation's initiatives.

Meaningful and Impactful Measurement:

Develop and implement measurement strategies that focus on outcomes which are meaningful and impactful, and align with the organisation's mission and vision.

Use of Evaluation Findings: Foster a culture where evaluation findings are actively used to drive decision-making processes and inform policy changes within the organisation

and to strengthen and validate advocacy for a more just and compassionate society.

Understanding and Measurement of

Processes: Ensure a clear understanding and measurement of the processes underlying the organisation's theory of change, providing insights into the mechanisms driving impact.

Continuous Improvement: Promote a commitment to continuous improvement, adaptation to changing contexts, environmental factors, and responsiveness to evolving needs and demands.

Rigorous, Valid, and Evidence-Based Methodologies and Data Integrity:

Adopt rigorous, valid, and evidence-based methodologies in all evaluation processes to provide assurance around the validity of data captured, which will enhance the credibility of findings.

Work Effectively with Complexity:

Recognise and address the complexity

inherent in client, system, and service interactions, considering these factors in the design and interpretation of evaluations.

Transparency and Communication:

Ensure transparency in evaluation processes and maintain effective communication channels to keep stakeholders informed about progress, findings, and implications for the organisation.

Collaboration with Other Services:

Encourage collaboration with other services and stakeholders to achieve common outcomes, sharing knowledge and best practices.



The difference we make



61,000+

West Australians helped in 2023/24 across Vinnies WA programs and services

Emergency Assistance and Support



49,865

calls for Emergency Assistance



33,447

individuals assisted



68,838

assistance items provided



14,113

appointments, home visits or other forms of emergency support provided (housing fund, virtual assistance, Foodbank)

Financial Counselling



\$1,519,683

debts waived through financial counselling sessions



21,035

face-to-face financial counselling sessions



13,095

National Debt Helpline financial counselling sessions



738

tenants supported through the Rent Relief Program to stay in their homes

Specialist Homelessness and Housing Services



698

individual young people supported at Passages Youth Engagement Hubs across 7,661 support sessions



374

distinct clients supported at Tom Fisher House across 3,820 bed nights provided



9,465

bed nights provided through Vinnies Housing Plus Program



6,000

bed nights provided through Wandjoo Bidi

Vinnies Shops and Distribution Centre



52

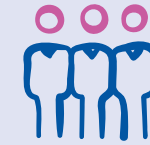
shops in Western Australia



2.53

million articles of clothing sorted and processed

Recovery-focused
Mental Health Service



2,973

members and volunteers



616,591

volunteer hours worked



13,001

bed nights provided

Our stories of help



Vinnies' Emergency Assistance Support Centre received a call from a support worker at a primary school. A student had recently lost their mother, and their father was critically ill in hospital. The family was experiencing significant financial difficulties during this challenging time.

The student was looking forward to an upcoming school camping trip, which was important, not only for developing leadership

and teamwork skills, but also to feel included and part of the school community.

However, due to the family's financial situation, they were unable to afford the necessary supplies and expenses for the trip.

Vinnies responded quickly, providing the clothing and camp items needed, ensuring the student could participate and feel connected to their peers.

– Vinnies employee



"I have been working as a Daily Life Support Worker in Mental Health at Vinnies for five years now. I can still remember the first group of consumers I had the privilege to support. Watching them progress and move forward in their lives has been incredibly rewarding.

My role involves engaging with and encouraging them to develop essential life skills, such as cooking, budgeting, cleaning, shopping and helping with effective communication. By offering them

space, respect, patience, encouragement, a belief in their self-worth, an interest in food and opportunities to engage with the community, we helped reignite a spark in their lives that may have been missing.

Working at Vinnies has taught me to apply some of these skills in my own life. It also reminds me how fortunate we are to have an organisation that is constantly striving to provide the best possible services to those who are less fortunate."

- Vinnies employee



Wayne has experienced homelessness on-and-off over the past eight years. He stayed at Tom Fisher House while he underwent a round of chemotherapy and said having stable accommodation was a big help for him. Wayne has fought cancer three times, and this latest battle was diagnosed just a day before he started his stay at Tom Fisher House. He began chemotherapy and said that without the chance to rest, have regular meals, take a hot shower, and sleep in a warm bed, he would be 'doing the hard yards of chemo while sleeping on the cold, hard concrete.'

- Vinnies client



A single migrant mother who moved to Australia for a relationship sought temporary refuge after experiencing family and domestic violence. Restricted from working due to her visa conditions, she pursued a work permit despite ongoing legal disputes with her ex-partner, which put an added strain on her finances. In addition, her inability to access Medicare to support her medical needs further impacted her position. Vinnies supported her with essentials like food and clothing. She was grateful for the assistance that allowed her to access necessary medical treatments. Now linked with agencies supporting culturally and linguistically diverse women, she receives help with health access and social support, hopeful that a change in her visa status will enable her to secure employment and support her children.

– Vinnies employee



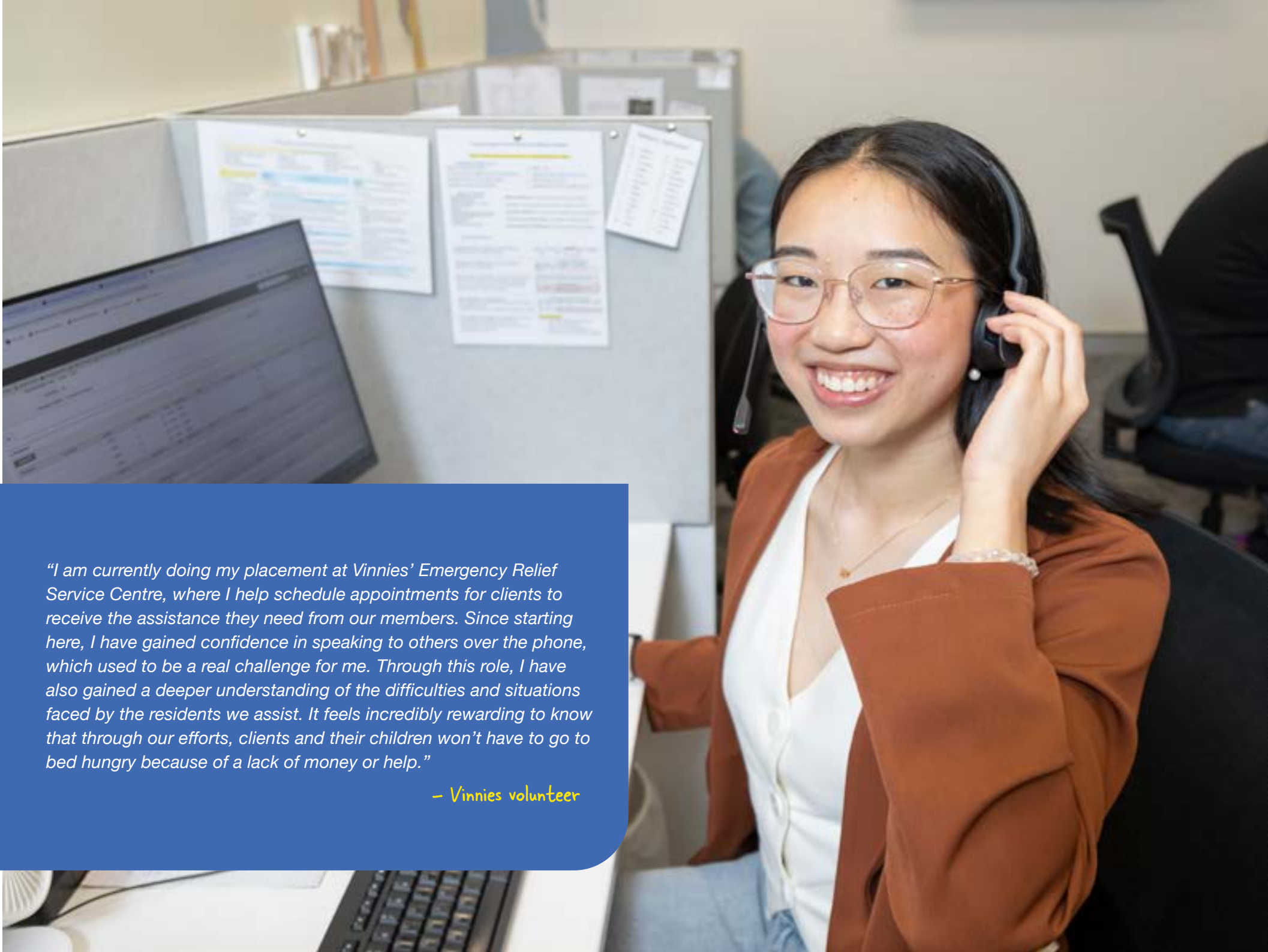
A young man sought help for the first time after he and his family moved into a new public housing residence. Having endured family domestic violence, the client found himself alone when his partner left, taking the car and other valuable personal items. With meals being skipped, he reached out to Vinnies and we provided \$200 in food vouchers, clothing vouchers, bedding packs, and over \$900 worth of furniture, including kitchen packs and mattresses. This support significantly eased his financial burden as he adapted to being the sole provider. Grateful for the aid, the client has managed without further assistance from Vinnies for nearly three months.

– Vinnies employee

“I was struggling leading up to Christmas and my partner of 27 years left me in huge debt, so I was working to pay back four years of land rates, water rates, \$1800 power and \$1,100 gas bills, plus paying my mortgage. I can never thank you enough. I will be forever grateful.”

– Vinnies client





"I am currently doing my placement at Vinnies' Emergency Relief Service Centre, where I help schedule appointments for clients to receive the assistance they need from our members. Since starting here, I have gained confidence in speaking to others over the phone, which used to be a real challenge for me. Through this role, I have also gained a deeper understanding of the difficulties and situations faced by the residents we assist. It feels incredibly rewarding to know that through our efforts, clients and their children won't have to go to bed hungry because of a lack of money or help."

- Vinnies volunteer

How Vinnies is building a more **compassionate society**

In a more just and compassionate society, everyone would have access to essential pillars that support a stable and fulfilling life. Vinnies works tirelessly to provide these crucial elements to those in need, helping to build a brighter future for all.

Safe	Vinnies provides safe spaces, emergency assistance, and advocacy for those facing homelessness or crises.
Stable	By offering financial counselling and housing assistance, Vinnies helps individuals achieve long-term stability.
Healthy	Vinnies supports physical and mental well-being by facilitating access to essential services and resources.
Equipped	Through life skills and training, Vinnies equips individuals to regain independence.
Connected	Vinnies builds community by fostering social inclusion and helping people reconnect with society.
Empowered	Vinnies empowers individuals to take control of their lives and work towards stability and self-reliance.
Sustainable	Centring on robust governance, strong financial management, and strategic planning. These practices ensure transparency and alignment with our values, allowing us to reliably support those in need.

WA Community Services Outcomes Framework

We use the WA Community Services Outcomes Framework as a tool to describe the quality of life conditions people, families and communities would experience in a more just and compassionate society.



Our Services

- Community Engagement Services
- Specialist Community Services
- Social Enterprise
- Business Services



Community Engagement Services



Emergency Assistance and Support – Members and Conferences

Vinnies' 75 Conferences work across Western Australia to provide Emergency Assistance to anyone in need. Each Conference, a group of local volunteers, operates to a 'local people helping local people' approach to provide a person-centred, wrap-around support service.

Each Conference belongs to a region, which is led by a regional council. In WA, there are nine regional councils.

Support is provided to families and individuals through home visits or at our support centres, offering not only practical assistance such as food, Christmas hampers, grocery vouchers, clothing, furniture, bedding, and help with bills and rent, but also emotional support. Additionally, we provide a broad range of advocacy, information, and referrals to further assist those in need.

In 2023/2024, Vinnies assisted 13,206 households and 33,447 individuals - of which 13,060 were children.

In the same period, members provided 68,838 emergency relief items, such as food hampers and grocery vouchers, directly to people in need.

In the last financial year, Vinnies' largest client group was single people living alone, indicating that those living on a single income source and often with limited support are in most need of assistance.

Single parents also received a high proportion of Vinnies responses. A third of households helped in 2023/24 were single parent households, with 88% of those women.

Our Members aim to find sustainable pathways for people experiencing hardship. Often this means working collaboratively with other organisations and local community groups, as well as working hand-in-hand with our financial counsellors, who support households seeking emergency assistance with further advice and advocacy on financial hardship issues.

Each year, the Christmas Hamper program is a huge success, and a testament to the community coming together to help others. Conferences receive hundreds of donations from generous schools, businesses, Parishes and the general public to put together Christmas hampers to distribute to people who need them most.

At the core of what Conferences do is provide companionship and emotional support in times of crisis. This can be a simple listening ear or providing hope to those who feel they have nowhere to turn.

The unique model ensures decisions are made at the most local level, which means that our members seek to support people in their community in ways that meets the needs of that community.

“At the core of what Conferences do is provide companionship and emotional support in times of crisis.”

For example, the Kelmscott Conference provides warm, nutritious meals every Wednesday through the Kelmscott Community Meals program. The sit-down meal provides a place to connect and enjoy a healthy meal with the whole family. The Kelmscott Community Meals Program relocated to a larger premises in 2024, and now serves up to 60 meals each week. The team also takes meals to local caravan parks and public parks where they know people experiencing homelessness often stay. This outreach initiative has been very successful in building trust among the community and many people are now regular attendees at the weekly dinner service where they can not only access a meal but have a shower, get some fresh clothes and learn about further support available to them.

Bridget, the President of the Kelmscott Conference and the Coordinator of the Community Meals Program, said the service had touched hundreds of people and made a real impact on their lives. “It’s had a flow-on effect in the community. Now everyone is on board (with the community meals). People bring me toiletries, second-hand clothing, cakes and soups,” she said.



“It’s always pleasing when our companions no longer require our service, get on their feet again and move on with life. I am involved in volunteering at Grace Café, a joint venture between St Vincent de Paul and the Anglican Church in Joondalup. The café is open Mondays and Fridays. We serve a three-course meal to people in need of a feed in the Joondalup area, however some people who have heard of our good service travel some distance to Joondalup for cooked meals as well as some good community spirit. I find volunteering very rewarding. Our companions are very grateful for our help and support.”

– Vinnies volunteer

Emergency Assistance and Support – Service Centre

The Emergency Relief Service Centre is dedicated to supporting individuals and families who are going through tough times.

Our centre gathers information from callers and provides initial support, then directs this information to the appropriate Conference, support centre, or external agency for further assistance. Our focus is on easing the immediate burden by facilitating connections to services that can address urgent needs such as food, clothing, bills, and car registration, helping those in need find longer-term solutions. Our dedicated volunteer call takers play a crucial role in delivering this support, driven by their passion for making a positive impact in the community.

Our volunteers contributed close to 9,300 hours to ensure that each person who contacted us received the help they needed.

We are constantly working to enhance our services, looking for ways to reach more people and improve the quality of support we provide.

The effectiveness of our work is greatly enhanced by the strong partnerships we have established. We collaborate with a wide range of organisations, including local government, specialist service providers, Aboriginal agencies, and educational institutions that offer student volunteers. These partnerships are vital, allowing us to provide more holistic support by connecting people to additional resources such as mental health services, housing assistance, and job training programs. Through these collaborations, we can address the diverse needs of those we serve and ensure they receive comprehensive assistance.

The support we provide makes a meaningful difference to the lives of those we help, and we work hand-in-hand with our members to ensure people in need are provided with relief during some of their most challenging moments. Our volunteers, including students, gain valuable skills and experience, along with the satisfaction of knowing they are contributing to positive change.

Vinnies' partners and the broader community also benefit. Ultimately, our combined efforts help create a stronger, more connected community where everyone has the opportunity to thrive.

"I called your assistance line about 9:30am. I'm not sure of her name but she was absolutely wonderful. She made me feel so comfortable when I wasn't comfortable at all. Her service was great. Outstanding even. Friendly, understanding and professional and a little funny - we had a giggle. That was awesome for me because if I didn't laugh, I would cry. She was the highlight of my day. I know you have a ton of people working that keep the ship running and are awesome."

– Emergency assistance recipient

National Debt Helpline

The National Debt Helpline (NDH) supports West Australians by providing crucial information and advice on credit and debt issues.

Our tailored advice is delivered through a combination of phone services, emails, and online live chats, making the service accessible to a broad audience. This year, we have implemented a new Diary Booking System, enhancing our coordination with external agencies.

This service helps individuals understand their options, manage debts, and connect with other necessary resources. Our online platform provides a variety of resources and tools, such as fact sheets and self-help guides, which contribute to reducing stress and anxiety associated with debt. The service has received positive feedback that highlights the empathy, professionalism, and depth of knowledge of its staff. We had 9,263 enquiries, 1,606 new clients and completed 13,095 sessions this year.

The Helpline significantly benefits people who are overwhelmed by credit and debt issues, including those facing unexpected life changes like unemployment, illness, or relationship breakdowns.

Our service is designed to aid individual callers, web users, and also external financial counselling agencies that utilise our Diary Booking System. Additionally, utility providers and creditors work with us to establish hardship programs and manageable payment plans, which help keep utilities connected and reduce financial stress.

Our partnerships are vital to our success. We work closely with organisations such as the Water Corporation, Rent Relief Financial Counselling, Anglicare, and various peak bodies like Financial Counselling Australia (FCA) and the Financial Counselling Association of Western Australia (FCAWA). Our collaboration extends to banks, media outlets, and community service providers like Foodbank, enhancing our ability to provide comprehensive support throughout the community.



“The Helpline significantly benefits people who are overwhelmed by credit and debt issues.”

Financial Counselling and Capability Services

The Financial Counselling team at Vinnies offers personalised and confidential support to individuals facing financial challenges.

Our trained financial counsellors assess each person's financial situation and help them understand their options for managing debt and reducing financial stress. We assist clients to create realistic budgets based on their income and expenses, identifying areas where they can adjust spending to improve financial stability. Additionally, our team negotiates with creditors and service providers to reduce debts, set up manageable payment plans, or request hardship concessions. We also provide advice on debt consolidation and bankruptcy, and run workshops to increase knowledge about financial management.

Our approach is holistic and recognises the emotional toll that financial stress can take on individuals and families. We provide person-centred care support and connect clients to other relevant services when needed. For those in severe financial crises, we offer immediate assistance while also providing long-term financial counselling to help them build their capacity to avoid future predicaments. We also advocate for broader systemic changes to support people in financial hardship.

Over the past year, we supported 1,428 new clients and held over 21,000 counselling sessions, and achieved \$1,519,683 in debts waived. We also conducted 313 community education workshops and presentations.

Vinnies collaborates with a wide range of partners to ensure our clients receive comprehensive support. These include

banks, utility providers, and other financial counselling agencies, as well as community organisations like Red Cross, Ruah and Foodbank. We also work closely with legal services, mental health providers, and social workers to address all aspects of our clients' needs. Our partnerships extend to government bodies like the Department of Social Services, which primarily funds our financial counselling programs, and we actively participate in professional standards committees and advocacy efforts to improve outcomes for people in financial hardship.

A wide range of individuals and families experiencing financial stress or difficulties benefit from our specialist financial counselling services. This includes low-income earners, people in debt, people facing eviction or homelessness, and individuals experiencing utility stress. We also assist seniors on fixed incomes, unemployed or underemployed people, and anyone facing financial crises or needing budgeting help. By providing tailored financial counselling and support, we help people regain control of their finances, reduce their stress, and improve their overall well-being.

“Our approach is holistic and recognises the emotional toll that financial stress can take on individuals and families.”

“By providing tailored financial counselling and support, we help people regain control of their finances, reduce their stress, and improve their overall well-being.”

Through our partnership with P&N Bank, we provide crucial financial support services to the community. This partnership funds a Financial Counsellor and a Financial Capability Coach. The Financial Counsellor offers independent advice and advocacy to those facing financial difficulties, helping them navigate their challenges. Meanwhile, the Financial Capability Coach works to empower individuals by enhancing their financial knowledge and skills, aiming to build financial resilience and improve overall financial well-being.



Tiffany, who lives in Busselton with her husband and two young children, has been receiving financial counselling from Vinnies for two years after the couple found themselves in significant debt following postnatal depression and struggling with seasonal incomes.

“We weren’t able to pay bills, we had rent debt, it was so bad I went and joined a support group and found out about Vinnies and their financial counsellors,” Tiffany said.

“When we first spoke to our financial counsellor, we both got overwhelmed by the

budget. It was painful to see it in numbers. All the shame, the judgement, all those things were there, and it was really hard to have those conversations.

Our financial counsellor was so supportive. For the first time, we’ve actually got a plan in place about where we want to be in a couple of years’ time and how we can achieve that. I hadn’t been able to see for years. It’s been really unmanageable with all of the debt that had been building up.”

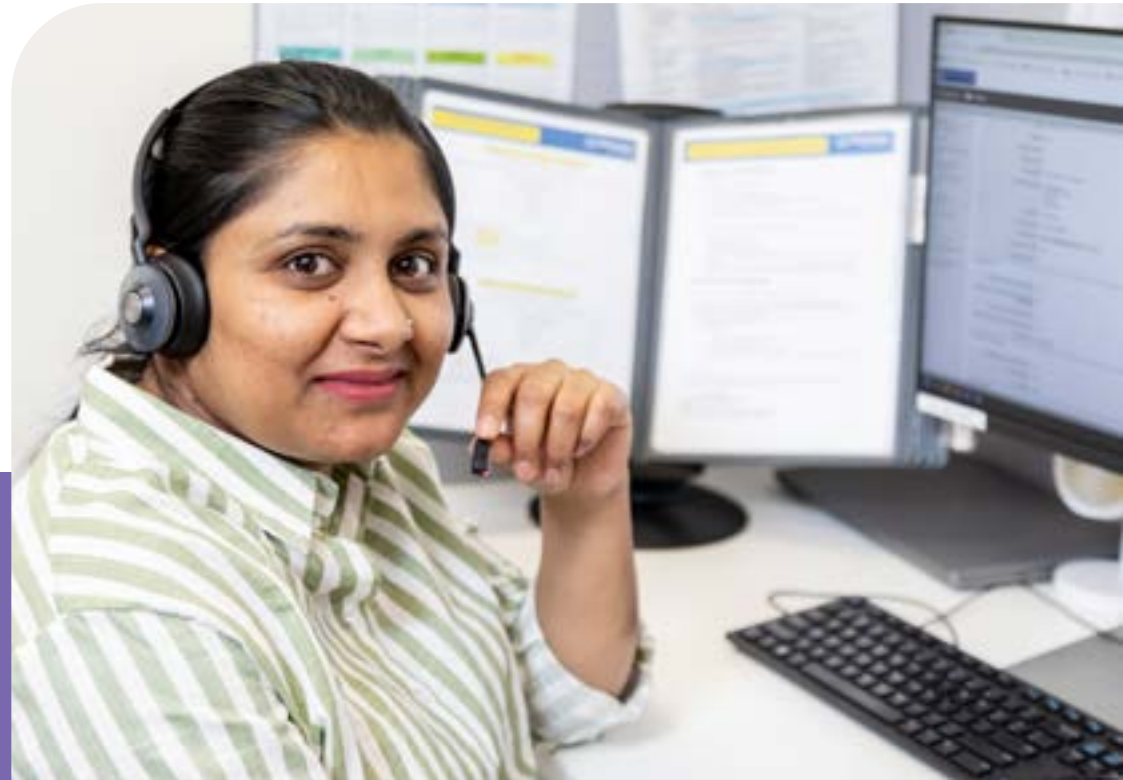
– Financial counselling recipient

Rent Relief Program

Vinnies WA Rent Relief Program, an 18-month initiative funded by the State Government, was established through the sustained collective advocacy efforts of Vinnies, Anglicare, Red Cross, Western Australian Council of Social Service (WACOSS) and Shelter WA.

The Rent Relief Program, run in partnership with Anglicare WA, is designed to help private rental tenants who are struggling to pay their rent due to financial hardship. The main goal is to prevent evictions, homelessness, and housing instability by offering temporary financial assistance and other forms of support. This aid is crucial in keeping families secure in their homes during tough economic times.

This past year, the Rent Relief Program has successfully supported over 700 tenants to stay in their homes, which has helped reduce both financial and mental stress. By preventing evictions, we not only aid the tenants directly but also contribute to the broader societal benefit. Maintaining housing stability helps avoid the long-term negative impacts that eviction and homelessness can have on individuals and communities.



"I have worked at Vinnies since March 2024 as a finance officer for the Rent Relief Program. I'm so happy and proud to be a part of such a wonderful organisation that offers such a diverse range of services from food, shelter, clothing, counselling, catching up on bills payments and rent relief. Over the past five months, I have seen hundreds of people helped with their rental arrears as they verge on eviction, struggling to make ends meet, and Vinnies came to the rescue. In one recent case we got word that the landlord had discontinued court proceedings against one of our clients after paying the arrears. That puts a smile on my face."

- Anita, Vinnies finance officer

Youth Engagement

The Vinnies' Youth Engagement program focuses on engaging young people by providing them with opportunities to develop skills, network, and actively participate in their communities. Through these engagements, students learn the importance of service and develop a lifelong commitment to helping others.

Over the past year, the team has developed and implemented a term-based school newsletter to keep students and teachers informed and involved. We have also hosted both online and in-person networking events for Mini Vinnies and Young Vinnies and launched a Youth Volunteering Program to encourage active participation in community service.

Schools can participate in a sleepout and receive a presentation to develop empathy, understanding and awareness in students participating in the program. Additionally, we've worked hard to create strong connections between our Conferences and schools, which help us coordinate efforts like the Winter Appeal and develop school activities that enhance student involvement.

While Vinnies has made great strides and successfully engaged with over 130 schools, there is still room to grow to reach more schools and embed the program further to deliver meaningful outcomes to school communities and Vinnies.

We work closely with primary and secondary schools, and universities, as well as external partners such as the National Schools Committee. These partnerships are vital as they extend our reach and enhance the resources available to our programs.

Our programs also support teaching staff by offering resources that integrate community service with education. Additionally, our school communities and the broader networks of Mini Vinnies and Young Vinnies are strengthened by these collaborative efforts.



"We can't thank you enough for the wonderful experience you gave our children yesterday. Our students enjoyed the variety of experiences during their Vinnies excursion, including a presentation, a tour of the warehouse and then packing the hygiene packs that will support the emergency relief program. It is something the kids will never forget."

– School volunteer group

Member and Volunteer Services

The Community Engagement Services team at Vinnies WA is dedicated to supporting our volunteers and members as they engage with communities across Western Australia.

We have 2,023 volunteers and 950 active members who contribute to our mission. In the past year, these volunteers recorded an impressive 616,591 hours of service. Vinnies has also developed 13 e-learning training modules and secured \$25,875 in grants to improve training and access to technology for our volunteers and members.

Volunteer numbers have remained stable over the past three years, with a low attrition rate of 2.2%. Vinnies' recruitment campaigns, especially on social media, have been successful, drawing 180 to 200 new expressions of interest each month. Feedback from an external survey indicates that both volunteers and staff have high satisfaction levels and find their experiences meaningful. Additionally, workplace health and safety incidents resulting in injuries have decreased by more than 50%, thanks to our training and reporting efforts.

We collaborate with a wide range of partners, both internally and externally, to enhance our services. These include retail chains, fuel providers, work-for-the-dole agencies, universities, TAFE, schools and WA Police. These partnerships are crucial in ensuring that our volunteers and members receive the support and resources they need to succeed.

Our efforts have a positive impact on many groups in the community. Volunteers, including those in return-to-work programs, gain valuable skills and support while contributing to the community. Through our work, we help create a safe, supportive, and rewarding environment for everyone involved.



Carolin celebrated 15 years of volunteering with Vinnies in Girrawheen, and was surprised by a celebration organised for her contribution. "What else would I be doing?" she said. Carolin rarely misses a shift and still serves twice a week in the shop.

– Vinnies volunteer

Community Engagement Services Team

Vinnies' Community Engagement Services team collaborates closely with members to develop and implement effective strategies, practices, and policies for the Society's member and volunteer services.

Together, we also deliver and support a range of community-based services and programs, ensuring these initiatives are shaped in partnership with those we serve.

This includes, Emergency Assistance and Support Call Centre Operations, Financial Counselling, Capability and Resilience Services, Schools, Youth Engagement Program, Outcomes Reporting, Member Development and Member and Volunteer Administration.

The Community Engagement Team works with external and community partners to deliver services. For example, in 2024, we worked with Anglicare WA and P&N Bank to deliver innovative programs to support people in financial hardship.

The Community Engagement team works hard to ensure that Vinnies can continue to strengthen its mission and grow its impact through its programs, including through 75 Conferences and 52 retail stores which are supported by our team to deliver services to the community.

Central to our service culture is:

- Supporting our Vincentians to live their spiritual vocation to support over 61,000 West Australians each year.
- Driven by a person-centred care model that allows our clients to take control of their own destiny and work towards having more stable lives.
- Providing a best practice tailored service to our retail stores around volunteer management.



A photograph of a person from behind, wearing a blue and black plaid hoodie and dark pants, walking along a wooden fence. The fence is made of vertical wooden slats. In the background, there are green trees and a wooden building. The scene is outdoors and appears to be a garden or park.

Specialist Community Services

Homelessness Services – Tom Fisher House

Tom Fisher House uses a low-threshold and change approach, which means it's easier for people in urgent need to get help quickly.

Our change model also allows each person to progress at their own pace towards a more stable and independent life. We provide a safe place for people who are experiencing chronic homelessness with complex needs, particularly those who are sleeping rough. Intensive intervention is a key part of our service, offering tailored support to address each resident's specific challenges and helping them move towards long-term stability.

The service is open to individuals who need immediate support, including those dealing with trauma, alcohol and drug issues or mental health challenges. Over the past year, we have focused on working more closely with other services to coordinate care for our clients.

The average occupancy rate of Tom Fisher House is 88%, meaning its beds are nearly always full.

Tom Fisher House has received positive feedback, particularly from external stakeholders, who have praised the service for working to get vulnerable members of

the community off the streets and into safe accommodation. Clients have expressed their gratitude by sharing stories, poems, and artwork that celebrate their experiences at Tom Fisher House.

We collaborate with a range of organisations to provide comprehensive support for clients. Some of our key partners include the Perth Improvement Team, the Rough Sleepers Coordination Group, WA Police, Mobile Clinical Outreach Team, Homeless Healthcare, Specialist Homelessness Services and Zonta House. These partnerships are essential in ensuring that we can offer the best possible care and connect our clients with the services they need.

The people we support at Tom Fisher House are better off because they have a safe place to stay and access to services that help them improve their lives. Our work also benefits the wider community by reducing the need for more costly emergency services. Through our efforts, we're helping to create a safer, non-judgemental and more supportive environment for everyone involved.



"I spent a week at Tom Fisher House and was so grateful, knowing I would have a bed, food and shelter for seven days. Reflecting on my stay, I didn't expect to find opportunity – the opportunity to make change and, more importantly, the ability to take opportunities when they come. Living on the streets had been really dark, the pain of it all was crippling. Seven days seems like such a small passage of time, but I left clean with a sober support structure. My sober friends are back, I have somewhere to live. I can't help but reflect on how everything good in my world disappears almost overnight when I pick up drugs. Now I feel what it's like when I put drugs down, and how quickly it can come back."

– Tom Fisher House client

Homelessness Services – Wandjoo Bidi

Wandjoo Bidi provides transitional supported accommodation in partnership with Housing First Support Services case workers and the Department of Communities.

In its first nine months since opening, the service operated at 92% capacity, supporting 53 distinct stays, totalling 6,000 bed nights. At Wandjoo Bidi, services are tailored to living skills, personal development, and mental health support. The service has been proactive in identifying and addressing tenant needs, with a significant portion of tenants receiving necessary support, and is working to improve cultural support measures.

Wandjoo Bidi's low barrier to entry ensures that all individuals, regardless of their circumstances, can access vital housing and support services quickly and with minimal obstacles, facilitating immediate assistance and a pathway to stability.

Wandjoo Bidi's effectiveness is reflected in the positive outcomes achieved by residents. Through qualitative interviews, a number of tenants expressed significant improvements in their emotional well-being, personal empowerment and safety from violence,

highlighting the broad positive impact of the service. Additionally, the immediate needs of 81% of tenants were met, or their case management goals achieved.

These milestones also benefit the broader community, addressing homelessness and supporting vulnerable populations, while reducing the need for emergency interventions. Referrals come through a group of organisations that collectively support the process of ensuring the most vulnerable have somewhere safe to stay at Wandjoo Bidi.

A significant proportion of our tenants are Aboriginal or Torres Strait Islander peoples, which highlights our commitment to serving marginalised communities. We work with partners like Wellness Central and 'On my Feet', a walking group that promotes physical health, and Quantam Consulting, which helps with data capture and outcome measurement. These partnerships are crucial for providing a multi-faceted support system for our tenants.





An Aboriginal Elder with complicated health issues was residing at Wandjoo Bidi. During a visit, they invited me to see their room. There was obvious pride in how tidy and clean the room was. I could appreciate the value they placed on their living space due to the presentation of the room. On each of the walls and displayed throughout were pictures of their family and friends.

The tenant talked me through each photo with pride, describing their relationships with the people in the photos.

Some of these were of deceased family members and one who had taken her own life. It was obvious that their living space enabled them to connect with their loved ones to mitigate their isolation. The tenant's pride would not have been possible without this living space.

– Vinnies employee

Homelessness Services – Passages

Passages Youth Engagement Hubs in Perth and Peel have had a significant impact on youth homelessness this past year, providing comprehensive specialist support to young people in need. We assisted 698 individuals through 7,661 support sessions, facilitating 2,201 referrals and delivering 25,875 services.

Our team has been strongly engaged in system advocacy, contributing to WA's Youth Action Plan and participating in projects such as Journey Mapping, which highlights the challenges faced by young people experiencing homelessness. Notably, Cindy from Passages Perth was recognised as a 'By Name List Change Champion' for her exceptional advocacy efforts.

We collaborate with a wide range of partners to deliver comprehensive support. This includes legal, financial case management, accommodation, employment, mental health, and Alcohol & Drug services. Our work with diverse communities, including a significant percentage of Aboriginal and Torres Strait Islander young people, underscores our commitment to inclusivity and targeted support.

Our services have received overwhelmingly positive feedback. Young people themselves have expressed that the support they receive is invaluable, advising that Passages provides a sense of belonging, hope and safety for them.

Furthermore, Passages assisted a significant proportion of the youth homelessness population, with 28% in Perth and 57% in Peel receiving support from our hubs.

Through our Passages Youth Engagement Hubs, we provide young people with a secure base that is not often available to them anywhere else. At Passages there is no waitlist or other conditions of entry. Through the low-threshold and change model, we provide the opportunity for unaccompanied children and young people to be connected, feel safe and access essential support to ensure they are healthy, equipped, empowered and stable. The community at large also benefits from our efforts as we help stabilise young lives, which contributes to societal wellbeing.

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



“Passages fills in the gaps of many other services. There is no other service the same as Passages for youth - without Passages there would be a large increase in pressure on other services to provide crisis care and support to youth.”

– External service



Housing Plus

At Vinnies Housing Plus, we are dedicated to providing stable and supportive housing solutions.

This year, we supported 75 residents per month, including children, working in partnership with ten different support agencies. Our community is diverse, with 25% of our residents being Aboriginal and Torres Strait Islander peoples, and 6.57% coming from various cultural and linguistic backgrounds, showcasing our commitment to serving all parts of our community.

We maintain strong relationships with residents and support agencies, which is crucial for our service, and key to our successful tenancies. We work closely with tenancy support partners, and property and business services to manage and maintain housing. We also collaborate with community service agencies and significant stakeholders such as the Department of Communities to ensure comprehensive support.

Our yearly tenant survey revealed that in 2023, 100% of Housing Plus tenants were satisfied or very satisfied with their feelings of safety in their home, the information provided at the time of move in, communication from staff, increased connection with friends and/or family, improved overall well-being and health, overall condition and overall service of Vinnies.

Tenants valued our flexible approach to tenancy management as one of the most beneficial aspects of being in the Vinnies Housing Plus Program.

This year, we've made great strides in enhancing our efficiency. We've improved our collaboration with property management, leading to quicker transitions of properties between residents. This has helped reduce our waitlist and allowed us to provide housing to individuals and families in crisis more efficiently, thus improving the availability of crisis beds and helping maintain and enhance relationships with family and friends.

We collaborate closely with key agencies, including MercyCare, St John of God's Horizon House, Orana House and The Salvation Army, to strengthen our interagency partnerships and develop more effective tenancy support plans. Additionally, in partnership with Perth Inner City Youth Service, we played a crucial role in securing tenancy for a property, providing a safe living environment for individuals at risk due to family and domestic violence.

The primary beneficiaries of our program are the residents and their children, who enjoy stable and supportive living environments. Our efforts this past year have also positively impacted individuals on our waiting list due to a reduction in waiting time, as well as former residents who have successfully transitioned to more permanent housing solutions. Support agencies benefit as well, gaining from our collaborative efforts which help streamline the provision of services.

Over the next 12 months we are investing in assessing our impact more effectively by empowering the voice of tenants and staff to measure what truly matters.

"The primary beneficiaries of our program are the residents and their children, who enjoy stable and supportive living environments."

Mental Health Service

Vinnies' Mental Health Service is committed to providing safe, stable, and supportive environments for individuals who are financially vulnerable and dealing with severe and persistent mental health challenges.

We empower our clients by providing more than just a place to live; we offer a welcoming environment they can truly call home.

We provided healthy meals, engaged in community activities, and supported clients in developing daily living skills. Additionally, we explore alternative long-term housing options to provide our clients with the security they need, allowing them the flexibility to recover at their own pace without the pressure of a set timeframe.

This year we supported 44 distinct people through 8,328 bed nights at our recovery focused supported accommodation, and 4,673 bed nights through our community houses.

The success of our Mental Health Service is deeply rooted in the strong partnerships we have built. We have worked closely with carers, families, and consumers, as well as with key stakeholders such as the Office of the Chief Psychiatrist, local government, and inpatient mental health services. Additionally, we collaborated with the Mental Health

Advocacy Service (MHAS), the National Disability Insurance Scheme (NDIS), and the Community Mental Health Service (CMHS).

These partnerships allowed us to provide comprehensive care and support, addressing the diverse needs of our clients. Our Accreditation Report highlighted that the Vinnies values are strongly reflected in our Mental Health Service along with great passion and ingenuity and also external stakeholders appreciate the positive relationships they have with staff and collaborative relationships.

Currently, nine units at the village are being refurbished under the Social Housing Economic Recovery Package (SHERP) to improve the lifespan and quality of these properties.

The work we do has a significant impact on the lives of our clients. By offering a stable and supportive environment, we help them feel safe, valued, and part of a community whilst they work towards recovery.



Our efforts have also strengthened the trust of external stakeholders in our service, enhancing our overall reputation within the mental health sector.

Both clients and carers benefit from the services we provide, as we continue to work towards a more compassionate and connected community.

Specialist Community Services

At Vinnies WA Specialist Community Services, we provide crucial specialist housing, mental health, and homelessness support to some of the most vulnerable members of our community.

Our Housing Plus Program ensures people have stable transitional housing, managed through a referral process with support agencies.

Our Mental Health Service offer supportive accommodation to adults with enduring mental health issues who may be at risk of homelessness, focusing on recovery and integration into the community. In Homelessness Services, we provide a safe space and specialised support to marginalised and at-risk individuals, helping them find stability and good health.

Our approach is compassionate and tailored to individual needs. We treat everyone with dignity and respect, focusing on making people feel valued and safe through models such as 'Person Brain Model', and 'Therapeutic Crisis Intervention'. Our flexible tenancy management allows us to adjust

support based on each person's unique circumstances and goals, all within a trauma-informed care framework. This ensures that our clients receive support that truly makes a difference, without judgement or bias.

We collaborate closely with industry and community partners, building strong networks that enhance our service delivery. Through these partnerships, we create robust referral pathways that allow us to offer comprehensive support. Additionally, we maintain close communication with our consumer's families, carers, and support networks, recognising their crucial role in the recovery and stability of those we help.

Our services significantly assist marginalised and at-risk youth and adults, providing them with the tools and support necessary to improve their life conditions. Clients in our programs receive shelter and fundamental needs like food and hygiene and are empowered to work towards personal goals, reconnect with their communities, and ultimately lead more stable, healthy lives. By meeting people where they are at and providing a 'hand up', we help foster hope and facilitate meaningful change.



"Hi my name is Nick, I live in a community house and have been here for many years. The impact Vinnies has made on my life has been continually rewarding. I have not had to attend Graylands Hospital for 15 years now. I no longer feel that I have been in-and-out of hospital like a yo-yo, and am now able to socialise more in the community, exercise every day, cook more for myself and manage my own cleaning. I no longer feel as I once did. Here is a photo of me on the bike I purchased to help with my exercise program."

– Mental Health consumer

Social Enterprise



Retail

Vinnies retail services have a crucial role in funding Vinnies WA programs and services as well as acting as a welcoming place in the community.

Vinnies shops play a vital role in reducing clothing waste by saving thousands of items from landfill each year, contributing to the recycling economy and promoting sustainable shopping practices.

Our customers enjoy access to affordable clothing, furniture, and household goods, particularly benefiting those on low incomes. Our staff and volunteers gain valuable retail experience and the opportunity to advance within the organisation. Funds raised from our retail operations are necessary for the operation of our programs and services, providing essential support to those in need, which in turn benefits the broader society.

We partner with local communities to ensure our shops are stocked and well-operated. For instance, during National Op Shop Week, we encourage the community to donate quality items, helping us stock our shops while also raising awareness about recycling and responsible consumption.

Distribution Centre

The Vinnies Distribution Centre is the central hub for sorting donations and supplying pre-loved items to our retail shops. It also plays a crucial role in providing emergency relief, including furniture and household supplies, to those in need.

This past year, our focus was on ensuring that clients requiring emergency relief received all necessary items swiftly, and we diligently collected household and corporate donations for this purpose. These items range from furniture and mattresses to blankets, pillows, sheets, and kitchen utensils.

Over the past 12 months, we delivered a total of 25,157 items to people in need. Additionally, our Distribution Centre team sorted over 2.5 million articles of donated clothing, with a strong focus on repurposing items and minimising waste.

We are immensely thankful for every contribution that has helped us reach these significant milestones.



“When I first started with Vinnies, we had a homeless customer who frequently visited our store. Initially, she was hesitant to accept our assistance and often declined our offers of help. Each time she came in, we would let her know that if she needed support, she only needed to ask, and we would be there for her. I offered her our emergency relief contact card and explained that this resource could provide even more help than I could at the store level. She held onto the emergency relief phone number and started to use it, coming in with our \$25 vouchers. After receiving much-needed assistance, her interactions with us changed. She began to express respect and gratitude, thanking us for our help each time she visited, and we would share light-hearted conversations and laughter. One day, she brought me to tears when she told me she had been offered housing. Her entire life had changed for the better. Vinnies had been a part of that journey.”

– Vinnies employee

Fundraising and Events



Bequests

This past year 13 incredibly generous donors bequeathed over \$900,000 to Vinnies, significantly assisting us to support some of the most vulnerable people in our community. Another 70 supporters have pledged future gifts in their wills.

The bequests we receive are crucial in supporting Vinnies' services across Western Australia, for individuals experiencing poverty, disadvantage, and homelessness. These funds ensure that we can continue our mission and expand our outreach.

We collaborate with several reputable solicitors in the Perth metro area and Safewill provide an expert, compassionate service in preparing wills, ensuring that the final wishes of our donors are honoured precisely.

Appeals

Thanks to the incredible generosity of our donors, we raised over \$1.5 million through the Vinnies Winter and Christmas Appeals. These funds allow us to respond to numerous requests for assistance from community members and provide person-centred care to those who are vulnerable and disadvantaged.

Fundraising

Our fundraising efforts directly support Vinnies' programs and services.

The ABC Gives campaign was a highlight, raising over \$175,000 through community donations facilitated by ABC Radio Perth and regional radio stations. Additionally, the Vinnies Tough Night Out event raised more than \$57,000 and attracted significant participation from local communities and schools, such as Ursula Frayne Catholic College in Victoria Park, whose students made a remarkable contribution.

Funds raised from these events are directed towards vital programs like the Passages Youth Engagement Hubs, which provide crucial support to young people in need. Every donation to Vinnies makes a life-changing difference, bringing someone in from the cold and providing not only immediate relief but also long-term support that transforms lives.

Our fundraising team works closely with counterparts across other states and partners with various media outlets, community groups, and corporate sponsors to maximise the reach and effectiveness of our campaigns.

CEO Sleepout

The 2024 CEO Sleepout proved a huge success once again, raising an impressive \$784,424. The funds raised will play a major role in supporting Vinnies' key services, which address homelessness and provide essential assistance to those in need.

The CEO Sleepout is a crucial source of funding for Passages Perth, our specialised Youth Engagement Hub that addresses youth homelessness. Without government funding for this location, the proceeds from the CEO Sleepout are vital to continue operating this essential service. Passages Perth provides a safe, welcoming, and non-judgmental space where at-risk young people can access support and referrals.

Another beneficiary of the CEO Sleepout is Vinnies Tom Fisher House, an intensive intervention service in Perth that offers free overnight accommodation for up to 12 adults experiencing long-term homelessness. This vital service not only provides a safe place to sleep but also engages residents with support to tackle their challenges.



Additionally, the CEO Sleepout donations assist in providing necessities like food, clothing, and household items to West Australians facing hardship. These funds also help cover utility bills and rent and support our broader mission of offering companionship and referrals through home visitations and support centres.

Through the generous contributions to the CEO Sleepout, Vinnies continues to offer critical services and support, demonstrating the community's commitment to making a significant difference to the lives of many people.

“The CEO Sleepout is a crucial source of funding for Passages Perth, our specialised Youth Engagement Hub that addresses youth homelessness.”



Business Services



Human Resources

The Human Resources team provided support and services to our highly skilled and dedicated staff.

The team delivered person-centred programs and services to develop the skills and contributions of all our people.

Our Leadership Development Program provided our leaders and future leaders with the opportunities and resources for professional and personal growth; to be equipped, empowered and to thrive.

Finance

The Finance team helped to ensure the ongoing financial sustainability of the organisation by providing values-based, professional business advisory services to our management team and to external stakeholders.

This essential enabling service delivered robust financial governance, analysis and integrity, providing transparency in all we do.

The team is responsible for the financial delivery of a number of direct assistance programs including the Emergency Assistance program, the WA Rent Relief Program and the Power Assist Program.



ICT Service Delivery

The ICT Service Delivery team provided expert Information Communications Technology technical and advisory services to enable the safe connectivity of our people and programs.

The team is responsible for the continuous development of our fit-for-purpose ICT environment, including the management and cyclical upgrade of all ICT assets.

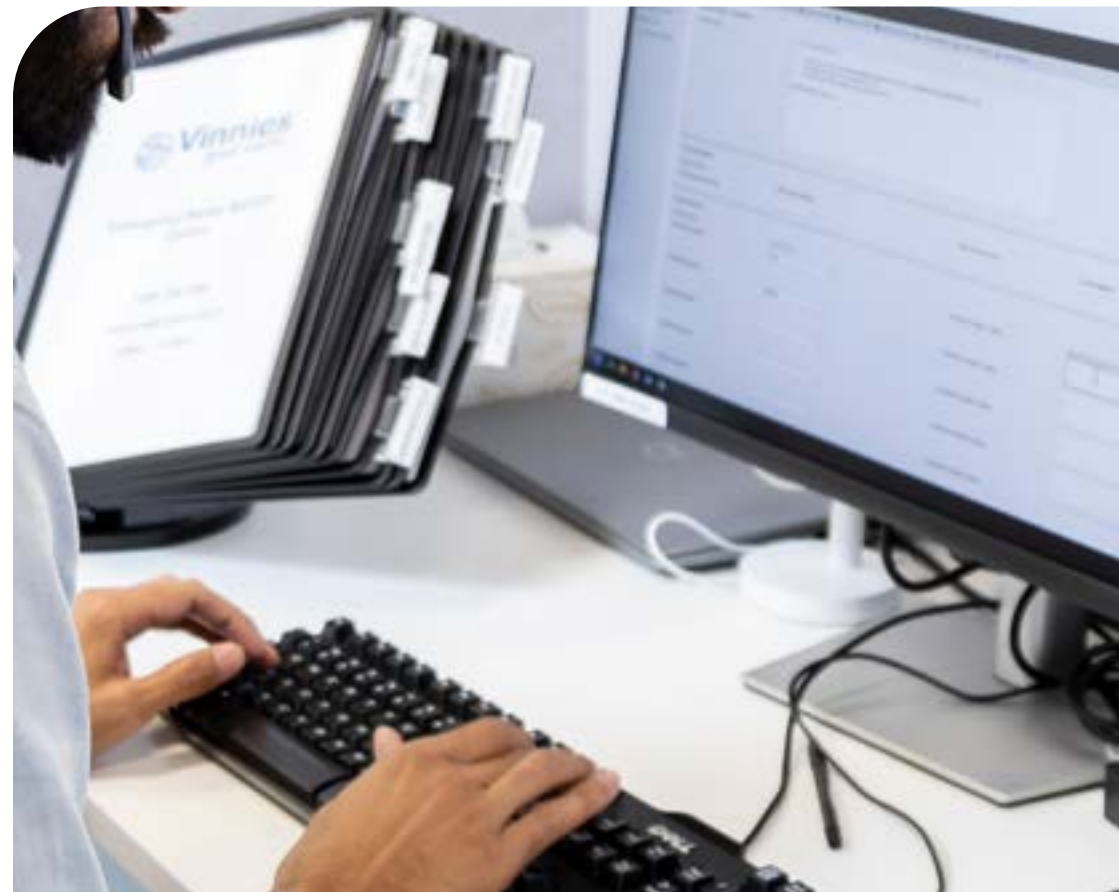
To maintain and continuously strengthen our data and security systems, the ICT Service Delivery team worked closely with expert cybersecurity service providers to protect our people, our systems and our services.

Property Services

The Property team provided centralised asset management services to underpin our essential programs and services.

The team is responsible for the delivery and maintenance of our safe, well-equipped property and fleet assets, including the ongoing refurbishment of our shops and housing portfolio, and for the successful implementation of all capital expenditure projects.

Our team delivered cost-effective solutions for managing property leases, ensuring that we continue to allocate our resources wisely and efficiently.



Workplace Health and Safety

At Vinnies we take Workplace Health and Safety very seriously.

Our dedicated WHS team and Committee work to ensure that our workplaces are safe, compliant and equipped, and that our people are trained and safety aware.

Our WHS team provided advice and supports for all potential work-related health and safety risks to reduce the incidence and impact of workplace accidents.

“In the past financial year 9 out of 10 people who turned to Vinnies WA for help, were given food assistance.”



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 a Vice President 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



Danny Cloghan
State President



Susan Rooney
Chief Executive Officer



Sr Kerry Willison RSM
Spiritual Advisor



Cathy Gawen
Vice President



Tom Everett
Youth Representative



Tinashe Kamangira
State Treasurer



Winston Rennick
Work, Health & Safety Representative

Regional Council Presidents



Clare Farr
Fremantle Region



John Logan
Joondalup/
Wanneroo Region



Vince Thompson
Osborne Park Region



Dan Kirkwood
Peel Region



John Furlong
Perth Region



Trish Humphries
Queens Park Region



Anne Smith
South-West Region



Vivian D'Almeida
Swan Region

Sub Committees

Finance and Risk Committee
Tinashe Kamangira (Chair)

Membership and Conferences Committee (MACC)
Cathy Gawen (Chair)

Operations Committee
Terry Power (Chair)

Overseas Partnership Working Group (WA)
Winston Rennick (Chair)

Spirituality Advisory Committee
Sr Kerry Willison RSM (Chair)

Workplace Health and Safety Committee
Rebecca Ryan (Chair)

Workplace Health and Safety Member Committee
Winston Rennick (Chair)

Young Vincentians Committee
Tom Everett (Chair)

Financial Snapshot



\$21,007,657

Retail and Distribution
Centre sales



\$4,723,637

Raised from fundraising
and bequests



\$12,119,137

Government funding received



\$12,602,140

in assistance provided to people
in need and program supports



Profit and Loss Statement

Statement of profit or loss and other comprehensive income

for the year ended 30 June 2024

	2024 \$	2023 \$
Revenue		
Fundraising	3,821,076	4,020,278
Government and other grant funding	12,119,137	7,244,041
Retail and Distribution Centre sales	21,007,657	20,427,203
Specialist Community Services contributions	1,395,044	1,242,890
Non-operating activities	1,794,859	1,241,406
Non-recurring income	831,339	225,284
Other	1,324,843	644,786
Total Revenue	42,293,955	35,045,888
Expenditure		
Fundraising, Public Relations and Communications	(2,773,881)	(2,575,157)
Mission enabling	(1,434,522)	(1,300,666)
People in need services	(12,602,140)	(8,401,125)
Retail and Distribution Centre	(15,588,039)	(14,383,095)
Retail and Distribution Centre – Cost of goods sold	(324,851)	(366,635)
Specialist Community Services	(9,287,309)	(7,092,081)
Total Expenditure	(42,010,742)	(34,118,759)
Surplus for the year	283,213	927,129
Other comprehensive income	–	–
Total comprehensive income for the year	283,213	927,129

Statement of financial position

as at 30 June 2024

	2024	2023
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	20,675,928	17,504,760
Trade and other receivables	365,277	249,375
Inventories	601,978	307,227
Other assets	1,423,007	978,908
Total current assets	23,066,190	19,040,270
Non-current assets		
Property, plant and equipment	24,174,370	22,530,331
Right of use assets	15,301,278	11,870,309
Total non-current assets	39,475,648	34,400,640
Total assets	62,541,838	53,440,910
Liabilities		
Current liabilities		
Trade and other payables	6,697,412	2,412,671
Provisions	2,214,206	1,802,825
Lease liabilities	2,305,442	2,350,535
Total current liabilities	11,217,060	6,566,031

Statement of financial position

as at 30 June 2024

	2024	2023
	\$	\$
Non-current liabilities		
Lease liabilities	14,496,536	10,453,900
Provisions	1,967,367	1,843,317
Total non-current liabilities	16,463,903	12,297,217
Total liabilities	27,680,963	18,863,248
Net assets	34,860,875	34,577,662
Capital funds		
Accumulated funds	34,860,875	34,577,662
Total capital funds	34,860,875	34,577,662

Our Supporters

National Supporters



State Supporters



How you can help

Make a financial donation

Credit card donations can be made by visiting our website www.vinnies.org.au/wa 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, please 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 please 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 to many 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 please 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 please 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 shops visit www.vinnies.org.au/wa

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 please phone (08) 6323 7500 or email partnerships@svdpwa.org.au

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St Vincent de Paul Society of (WA) Inc

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

P: (08) 6323 7500

E: info@svdpwa.org.au

www.vinnies.org.au/wa



St Vincent de Paul Society
(WA) INC
good works