



Commitment



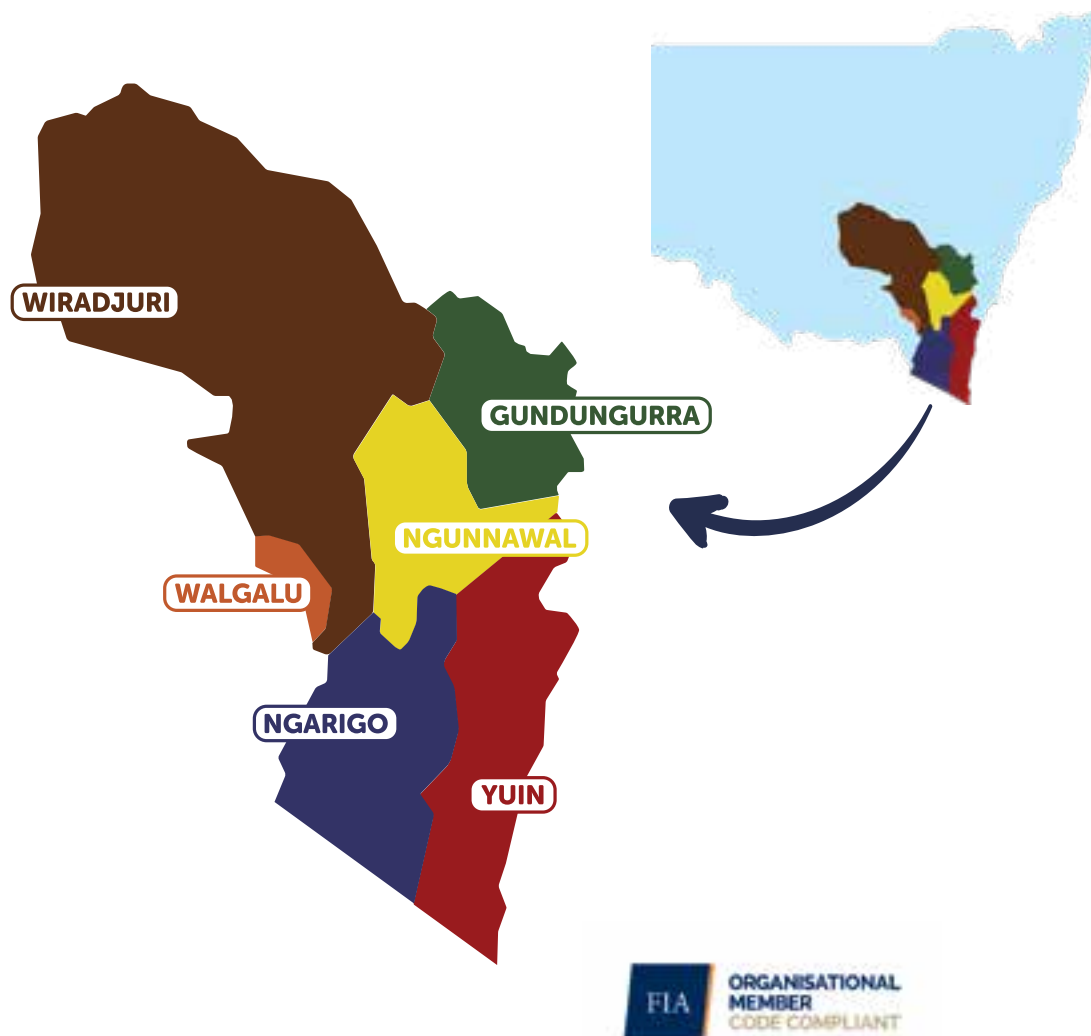
ANNUAL REPORT

2023–2024



St Vincent de Paul Society
CANNBERRA/GOULBURN
good works

WHERE WE PROVIDE A 'HAND UP'



St Vincent de Paul Society (Canberra/Goulburn) Limited

ACN 666 715 028 | ABN 16 732 852 554

Since 1833, the St Vincent de Paul Society (the Society) has been at the forefront of service to those in need in Australia.

Throughout another challenging year, the work of our members and volunteers has been even more important.

Acknowledgement of Country

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

Privacy Statement

The St Vincent de Paul Society Canberra/Goulburn respects the privacy and dignity of the people it assists, our members, volunteers and employees. For more information about how the Society manages privacy information please refer to our Privacy Policy on our website at vinnies.link/privacy-policy.

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PRESIDENT'S MESSAGE

Brian Stacey

President



The 2023–24 financial year saw significant changes in the Society's leadership, including on the Territory Council, which is responsible for the governance of the Society. New members were elected to almost all of its roles. These roles are essential to the Society continuing to be a success, and I know already from my own experience take up considerable time and effort. Importantly, these roles are voluntary and unpaid.

I succeeded John Feint as President of the Territory Council earlier this year. John made an incredible contribution for almost 5 years, and Kym Duggan, also a great leader of the Society, served as President on an interim basis before I started on 11 March 2024.

Having been elected by the Territory Council to be President, this means that I am also the Chair of the Board, which manages the Society's operations.

Unlike John Feint, I am not known to most. I have been in the Society since 2013 and continue to be a member of the South Woden Conference. All of my working life has been devoted to supporting **better life outcomes** for Aboriginal and Torres Strait Islander people – in the Australian Public Service, in Aboriginal and Torres Strait Islander Community Controlled Organisations, and at the Australian National University. I hope that I can continue this contribution as the President of the Society.

Drawing on the Society's new Strategic Plan 2024–28, an early priority for me has been to encourage **greater inclusion and diversity** across the Society's leadership structures such as the Territory Council. We need more women and people of diverse backgrounds in leadership positions.

The Archdiocese that the Society serves is also a massive area – including a large part of NSW with a significant Aboriginal and Torres Strait Islander population and many migrant and refugee families. If we are going to be able to 'give a hand up' to people in need in these communities, we have to make sure they are represented in the Society's leadership structures.

The other priority for me, also drawn from the strategic plan, is improving support provided by the Society for Companions living in our NSW regions. This includes **expanding the Special Works** the Society runs in Canberra, such as for people experiencing homelessness, into NSW.

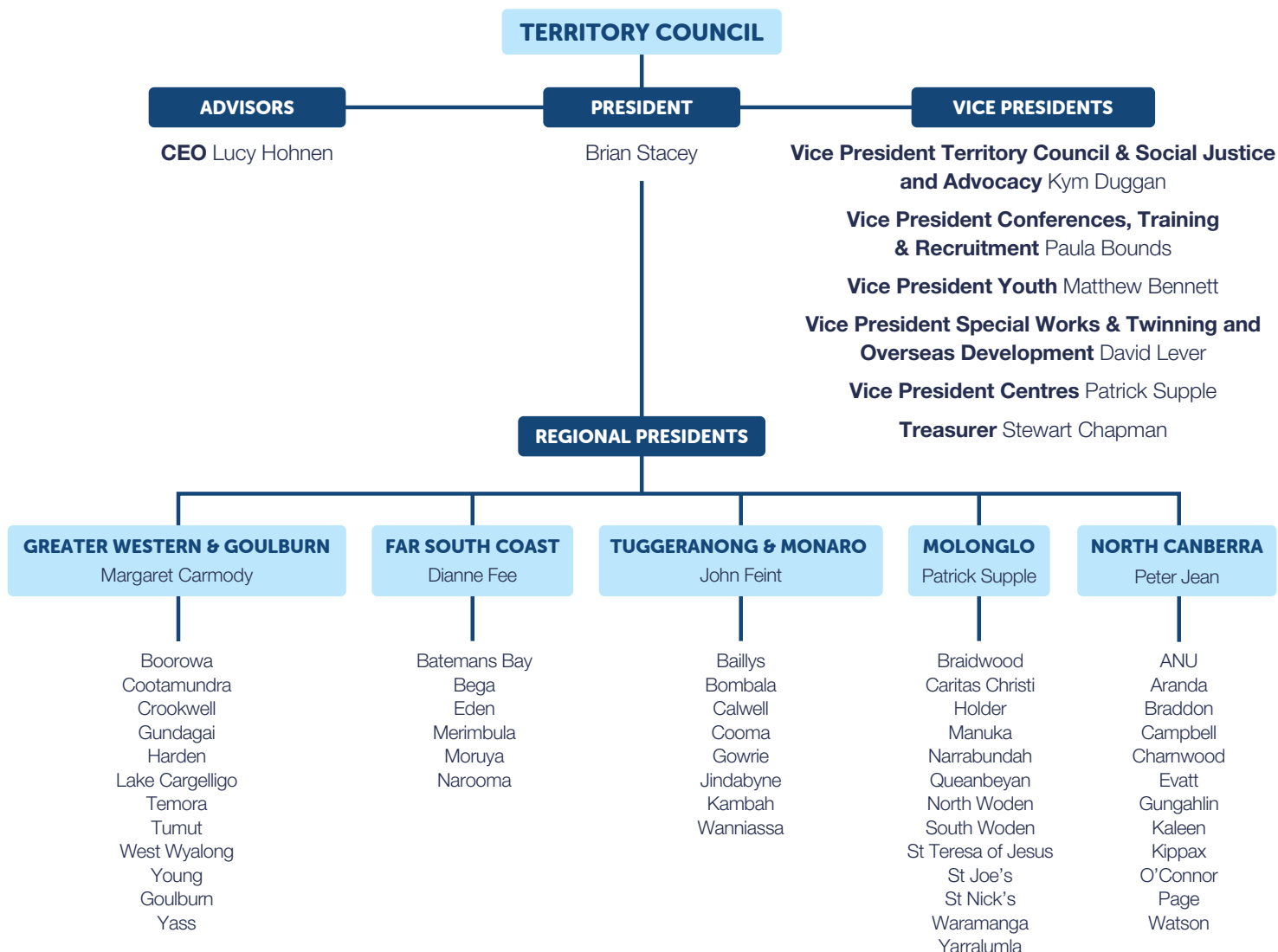
The highlight in the short time I have been President of the Territory Council was to chair its meeting in Narooma. The Far South Coast Regional President led a presentation to Council on the serious social challenges that the Far South Coast region faces, which include a near invisible housing and homelessness crisis. Our conferences are on the front line assisting many Companions who need us and don't have anywhere else to go.

It will not be challenging to expand our Special Works into towns in NSW and I expect this will continue to be a high priority for the 4 years that hopefully I can serve as Territory Council President. We will only achieve this by following the Society's vision, mission and values. My chief focus will be to ensure that the Society's governance is underpinned by the Society's vision, mission and values.

In finishing, I would like to thank the Chief Executive Officer, Lucy Hohnen, and her team for all the kindness and patience they have shown me since I started.

CONFERENCE ORGANISATIONAL CHART

as of 30 June 2024



CONFERENCE APPOINTMENTS

New Regional Presidents appointed to the Territory Council.

Margaret Carmody, the Treasurer of the Boorowa Conference now leads the Greater Western & Goulburn region while **Dianne Fee**, the Spiritual Advisor for the Moruya Conference, is the new President for the Far South Coast. **Peter Jean**, the President of the Charnwood Conference, is the new Regional President for North Canberra. We thank all their predecessors for their service.

Paula Bounds, the President of the Gowrie Conference in Canberra, also stepped up to take on the role of Vice President for Conferences on the Territory Council. **Stewart Chapman**, our Treasurer, had been taking on this demanding role and we acknowledge him for his efforts.

Matthew Bennett was appointed as Vice-President for Youth on the Territory Council and is already ensuring the needs and priorities of youth remain prominent in the Society.

CEO'S REPORT: ANNUAL REVIEW 2023–24

Lucy Hohnen

Chief Executive Officer



This year's theme for our annual report is **commitment**, demonstrated across the Society through our loyalty in service to our mission, vision and values.

This report tells the ongoing story of significant growth in demand for assistance and of a change in the demographics of those experiencing hardship and homelessness, many of whom approached us for the first time. The **cost-of-living crisis** coupled with the ongoing **lack of affordable housing** continues to drive the increased need for our support and services. We have responded by providing more assistance and broadening the scope of our services to deliver our mission, while establishing new revenue streams to ensure we can respond to the growing need for assistance in the future.

This year, our remarkable members, volunteers and staff have worked incredibly hard, coming together to assist more Companions than we've ever supported before.

It has certainly been a challenging year; however, we have risen to the challenge. Whether it's the 700 homes made more comfortable by our Home Energy Efficiency team, the 30,000 free meals provided by the Blue Door, over 8,000 items of material support handed out by the Night Patrol team, the 90 men supported by Samaritan House, or the 72 rough sleepers in Canberra receiving expert case management support from the Street to Home team, together we have made a significant impact in our community.

Through our unique network of conferences, we provided over **36,000 instances** of support and over \$2.3m in emergency assistance, a significant increase on the same period in the previous financial year. Our emergency relief helpline saw a 19% increase in calls, taking 19,725 calls for assistance.

Over the past 2 years, we have reviewed our structures, processes and practices, and invested in our people and systems so that we are in a good place to help more people. To enable this, an enormous amount of work has been done behind the scenes, including the introduction and embedding of a new Board and governance structure to provide the strategic oversight of the operational focus of our work. We also took a significant step forward by introducing new ICT systems to protect our organisation, help us work more efficiently and free up our people to focus on what they do best, making a real difference in the lives of those facing hardship.

In addition, we undertook a **rigorous audit** to retain our Quality Innovation Performance (QIP) accreditation this year, meeting all 113 indicators over 5 key standards. This helps us identify areas where we can continue to improve, and most importantly,

This year, our remarkable members, volunteers and staff have worked incredibly hard, coming together to assist more Companions than we've ever supported before.

19,725 calls

to our Emergency Relief Helpline



19% increase from last year

701 households

assessed by our Home Energy Efficiency Program



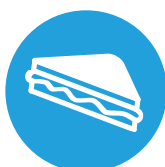
89 men



supported by Samaritan House

13,558 meals

provided by Night Patrol



+ 8,086 items

of material aid provided



26 students

supported by the Clemente Education Program

ensures that we are eligible to tender for government contracts. The extensive process over the course of the year examined our policies and procedures in detail. The successful outcome is testament to the quality of our governance arrangements.

We added 2 new custom-built Night Patrol vans to our fleet to offer an expanded service to those experiencing homelessness in the ACT. Across our region, we introduced our new **professional case worker model** to support our conferences help more people with increasingly complex needs.

We continue to use our voice to advocate both for individuals and to influence policy decisions affecting those we serve and the community sector more broadly. We have been an active and constructive voice in that space.

This year we contributed at both ACT Government and Commonwealth level (in conjunction with our colleagues at the National Office), supported by the work of the Social Justice Committee. This included **advocacy and engagement** during the ACT Budget process, making submissions and presenting evidence at numerous inquiries, including Loneliness and Social Isolation, and Unpaid Work in the ACT.

We collaborated with other community sector organisations working to strengthen the sector and drive positive change. We received **regular media coverage** on a range of issues impacting those we serve, allowing us to lend our voice to the public discussion on issues including cost of living, housing affordability and homelessness.

We supported the Voice Referendum along with so many Australians, and despite the outcome, we remain committed to walking with First Nations peoples with respect and compassion. We were the lead organisation hosting the ACT's successful NAIDOC Week celebrations and continued our Reconciliation Action Plan (RAP) journey, releasing our second plan this year. This plan provides us with a roadmap to build deeper respect and understanding as well as connection to better serve the needs of Aboriginal and Torres Strait Islander people in our region.

Our 28 Vinnies shops continue to play a key role in growing the **circular economy** and the **reduction of landfill** in our region. They have performed very well in a challenging retail environment. Their commercial success has enabled much of what we've been able to achieve this financial year. It was a joy to celebrate the **60th anniversary** of the Narrabundah store, our oldest in the ACT.

We also opened our newest store in Braddon, ACT, our first inner city store. The increasing popularity of all our Vinnies stores shows they remain a much-loved part of their local communities. Over the year, several have been refurbished to add to the retail experience and ensure they remain a positive place to work for our wonderful volunteers and staff.

As part of our strategy to diversify revenue streams, we successfully tendered for the ACT Government's Provision of Reusable Facilities in the Territory contract, commencing **Goodies Junction** operations in May. This new enterprise will further support our community and homelessness programs, promote

sustainability and reuse in the community, create employment opportunities for people facing barriers to employment and provide circular economy education facilities.

This has been a significant and challenging project. It involved employing over 50 new staff and establishing a new enterprise in a very tight timeframe while ensuring all our other operations continued as usual. This successful expansion of our operations has only been possible because of the capabilities of our people, sound project management and an unwavering focus on our mission.

Completion of the Vinnies Distribution Centre expansion project is another major initiative that will drive our sustainability and retail operations. The new premises provide considerably greater capacity to sort and store donations, and a modern and efficient environment for the hardworking team.

In the last year, the Vinnies Distribution Centre processed an incredible **123,000 bags of donations**, 1,000 tonnes of textiles, and over 24,000 boxes of books and bric-a-brac. This new facility will enable the processing of even more donations in the future.

Our new Regional Growth Strategy provides the framework for us to grow our services and support across our region. We have introduced **regional coordinators** and specialist staff to support the work of the conferences in both Western NSW and

the Far South Coast. We have also **expanded our refugee and migrant service** following the receipt of a Commonwealth Settlement Engagement Transition Support (SETS) grant this year. We have extended the specialist team and will provide ongoing and comprehensive settlement support to refugee and migrant families.

Finally, we developed our **new Strategic Plan 2024–2028**. This plan sets out the framework for our growth and delivery, ensuring we have the greatest impact for those experiencing hardship in our community.

Each of the 5 focus areas (Good works; Our people; Advocacy; Sustainability, Leadership and Governance; and Faith in Action) are essential, ensuring we continue to make a **real difference** in the lives of those we serve.

I want to conclude by acknowledging the incredible efforts of our members, volunteers and employees, and sincerely thank our generous supporters, donors and stakeholders. Looking ahead, we are committed to continuing our work to support those who need us the most and advocating for a fairer and more compassionate society.

**5 camps,
21 activities
and 10 day
programs**

run by our Youth & Young Adults Programs



\$2.3m

in emergency assistance provided by conferences



10% increase from last year

150+ people

supported by the Community Inclusion Program



29,960 meals

provided by Blue Door drop-in centre



**159 adults
and children**

supported by the Family Services and Young Parents Accommodation Programs



Looking ahead, we are committed to continuing our work to support those who need us the most and advocating for a fairer and more compassionate society.



Some of our Special Works team members at Homeless Connect.

WHO WE ARE

The Society is an international lay Catholic organisation tackling poverty and disadvantage by providing assistance to anyone in need. The Society was founded in 1833 in France by a group of young men, led by the Blessed Frédéric Ozanam, who named it after the Patron Saint of Christian charity, St Vincent de Paul. Today, the Society has more than 950,000 members in over 150 countries. All give freely of their time and are at the core of what the Society does. Volunteers and employees support the Society in carrying out its good works.

VISION

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

MISSION

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

OUR PEOPLE

Offering a hand up to the most vulnerable and marginalised in our society is at the heart of our good works. We are Companion-centred. Members, volunteers and employees are the backbone of our organisation and work closely to deliver person-centred care in the most efficient way possible. The passion and dedication of our members, volunteers and employees is evident in the many programs and services we operate, whether this be at local schools, parishes, centres, or outreach services like Vinnies Street to Home or Night Patrol.

415 Members

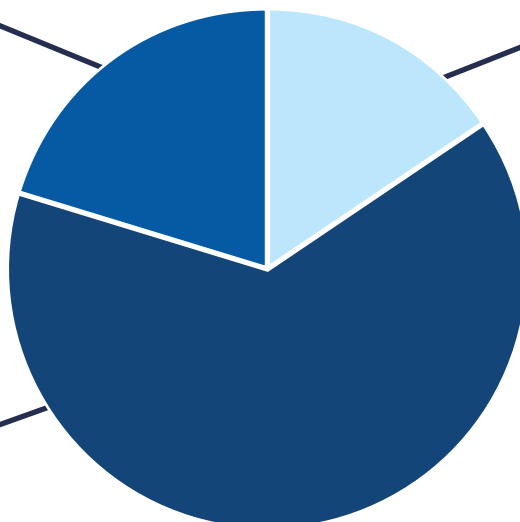
Our members are the backbone of the Society, providing support to Companions, determining our strategic direction, and guiding the effective delivery of programs and services to those in need.

320 Employees

Our paid employees are kept to a minimum to allow resources to be directed to people in need. We acknowledge the expertise of our employees in supporting the good works of our members and volunteers.

1,317 Volunteers

Our volunteers give freely of their skills and abilities across the breadth of the Society.





Almost **1 in 10** Canberrans are living below the poverty line, a **quarter of those are children**

WHY WE HELP

There was a **38%** increase since 2016



of people experiencing homelessness in the **Snowy Mountains region**

The cost of childcare

has increased over the past 5 years by **21.4%**



447 Canberrans

are living in **severely crowded dwellings**

13.7%



increase in the number of homeless **12–24 year olds in the ACT**

People experiencing homelessness in the

South Coast region

has increased by



Women experiencing homelessness

in the ACT has changed significantly



11% compared to 2016



15% increase from 2016



1,777 people are **experiencing homelessness** in the ACT

On average, Canberrans with the **lowest incomes** spend

64.2%

of their disposable income on **mortgage costs**



37% increase from 2016



of people experiencing homelessness in **Young, NSW**

Sources:

ACTCOSS (2024), 2024 Cost of Living Report, ACT Council of Social Service Inc.

Australian Bureau of Statistics (2021), Estimating Homelessness: Census, ABS website, accessed 20 September 2024.

HOW WE HELP

LEARN MORE ABOUT
OUR PROGRAMS
AND SERVICES



The Society has provided a 'hand up' to the community for nearly 100 years across the ACT and surrounding southern and western regional areas of NSW with a network of shops and volunteer conferences.

Support differs from situation to situation, but our conferences remain central to the Society's good works and governance. Our volunteers members provide food, clothing, everyday essentials, assistance with bills, a listening ear, and much more.

At the same time, our Special Works of the Society focus on services that require professional staff and full-time support, with most reliant on the generous donation of time from volunteers. These services include crisis support, youth programs, family services, homelessness support, refugee and migrant services and a range of other programs.

FOOD, HOUSING AND CLOTHING SERVICES

- Emergency Relief
- Blue Door Drop-in Centre
- Night Patrol
- Samaritan House
- Street to Home
- Thread Together Clothing Hub
- Justice Housing Program
- Vinnies Roadhouse



MENTAL HEALTH SUPPORT

- Compeer Friendship Program
- Community Inclusion Program



EDUCATION PROGRAMS

- Clemente Education Program
- Home Energy Efficiency Program
- Wodens Monaro Highway Civil Taster Program
- Women's Return to Work Program



FAMILY AND PARENTS SUPPORT

- Family Services Program



YOUTH PROGRAMS

- Migrant and Refugee Program
- St Nick's Young Carers Program
- St Joe's Youth Program
- VINES Youth Program
- Mini Vinnies



CASE STUDY

Justice Housing Program

IMPACT SNAPSHOT

85 people

supported by our Justice Housing Program



Patrick* entered the Justice Housing Program (JHP) from the community in November 2023 and resided in one of JHP properties. Initially a JHP case manager assisted him with his documentation.

Patrick's goals included applying for private rentals/ affordable housing (potentially with his adult children), relocating his dog to a long-term solution, maintaining his employment, and getting his driver's licence back. During the supporting phase he also identified that he would be interested in finishing off his studies and would be interested in working in a hospital in some capacity.

Patrick's engagement improved greatly, and he attended most House Meetings and agreed to regular case management sessions. He was very good at communicating with the JHP Case Manager.

Some of the challenges that Patrick faced included:

- uncertainty with upcoming court appearances
- managing his money, particularly when his casual employment was unreliable
- isolation – visitors to the property
- managing and communicating with Centrelink
- managing relationships with other housemates
- feeling genuine concern for another housemate, and the emotional toll it was taking on himself
- having a dog at the property, with nowhere else for the dog to go
- needing to move within JHP properties
- increased anxiety when new situations arose.

A vacancy arose in a one-bedroom property the Society manages, and after advocating for Patrick's suitability, he was offered the property in May 2024. After 5 months with JHP, Patrick was able to move to the new property with support from his case manager.

The case manager could see some changes in Patrick's behaviour over his time with JHP. Whilst initially he was very reluctant to move within JHP

residences (at very short notice), he took this on and continued with a joke and a smile! He was also genuinely looking to return to study. While he enjoyed the company of a housemate, he also found that period very challenging and it did affect his mental health and increased his anxiety.

Since Patrick vacated the JHP, his case manager has continued to support him. He is now reunited with his dog, and his property is neat, tidy and homely. Patrick is looking at other employment opportunities and feedback shows that he is doing well in his new accommodation.



**Name has been changed for privacy reasons.*

SPIRITUAL REFLECTION

Patrick McGrath

Director, Community Engagement and Youth Programs



Recently a conference president from a country town shared this story with me. He was contacted by a member of the community who said a woman was sitting outside the local supermarket and she was in great distress. This generous Vincentian responded to the call for help and the following story unfolded.

The woman had travelled from her home in Sydney to appear in Court in the town that morning. She had booked and paid for her accommodation for the previous night, expecting to catch the bus back to Sydney later that day, using all her **limited financial resources**. However, when she presented her ticket for the trip home, she was told it was not valid. So here she was, stranded with no accommodation, no transport, no money in a place where she knew no one.

After a few more minutes of listening through her tears, the man from the Society organised warm clothing, nourishment and a bus ticket back to Sydney. The woman continuously thanked the president for his **kindness** and said to him, 'This morning I didn't know what to do, everything was just so hopeless.

So, to be a Vincentian is in part to be purveyors of **hope**. God gives us all the resources to be hope-filled people. It is our duty to ensure we pass on that gift to those in need. We all know and serve Companions who are stuck in the margins. The main thing that keeps Companions stuck is not a lack of resources or finances or services – significant as these things are. The main cause for Companions being caught in the margins of society is the absence of hope. The only way to foster hope is to create it through **cultivating genuine relationships**, and that takes time and deep, compassionate conversations.

There is no doubt in my mind this is what Frédéric Ozanam meant when he said in 1845:

Knowledge of the poor and needy is not gained by pouring over books or in discussions with politicians, but by visiting the slums where they live, sitting by the bedside of the dying, feeling the cold they feel and learning from their lips the causes of their woes.

My prayer is that we all learn to be generators of hope in our world, hope for both our Companions and for each other.

May God continue to bless you, your conference and our Companions, especially with hope.



Frédéric Ozanam, founder of the St Vincent de Paul Society.

MESSAGE FROM THE ARCHBISHOP

Dear Friends in Christ,

I commend the work of the St Vincent de Paul Society here in the Archdiocese of Canberra and Goulburn. They offer a fantastic service to assist those who are in need. Most regrettably, in our country of opulence, there are real deep dimensions of poverty that should concern us all.

The task seems to be enormous. However, we all can do something in a positive way to express our Faith. I suppose ultimately, God is not looking at the great enterprises that we engage ourselves in, but the way we give ourselves to the little details of Christian charity with immense love.

The St Vincent de Paul Society throughout the Archdiocese attends to 'the little details' pertaining to the necessities of people's lives. Although little details to us (e.g. basic food, bedding, and basic toiletries) seem incidental, they are essentials to those who do not have these necessities of life.

As always, I stand alongside the St Vincent de Paul Society, thank and encourage them and ask you to also encourage them by participation in whatever way you can.

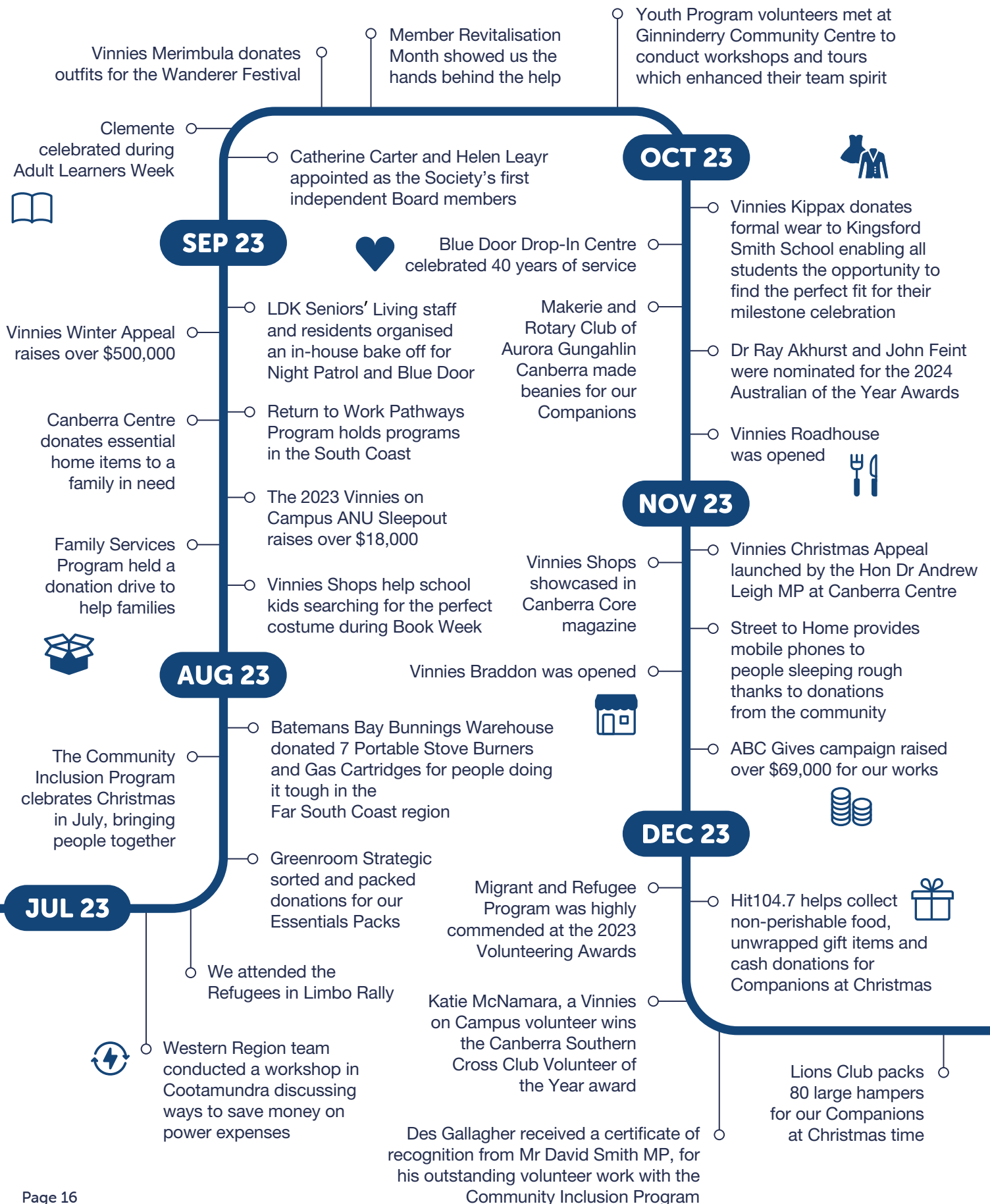
Archbishop Christopher Prowse

Catholic Archbishop of Canberra and Goulburn

Wednesday, 4 September 2024



A YEAR IN REVIEW



We successfully met all 113 QIC Health and Community Services Standards leading to our Quality Innovation Performance (QIP) accreditation



Vinnies Narrabundah turned 60

The National Zoo & Aquarium provided group visits for our St Nick's and St Joe's youth programs

Dolinde Bosker from Vinnies Tuggeranong celebrated 30 years of service



Anaconda Stores donated swags and sleeping bags to people sleeping rough

Canberra Fair partners with Vinnies Shops to showcase sustainable fashion

MAY 24

APR 24

Celebrated National Volunteer Week 2024 with breakfasts across our region thanking volunteers for their service

Empowered Collective Women's Return to Work program commenced in Young

Family Services Program wins a tender allowing them to expand their team and help more families in our region

Community Inclusion Program received a visit from Deputy Chief Minister Yvette Berry

Vinnies shops went back in time recreating some old school album covers

Speaker of the House, the Hon Milton Dick MP launches the 2024 Vinnies CEO Sleepout at Parliament House, says "The people's house will become Vinnies house..."

The Society was announced as the successful tenderer for the Reusable Facility Services at Mitchell and Mugga Lane

Federal Golf Club held a Charity Golf Day to launch the Winter Appeal, raising over \$50,000



Hands Up for Canberra Giving Day raises over \$12,000 for St Nick's Young Carers Program and Migrant and Refugee Vinnies Kids Club

Launched our TikTok account inviting people to get to know our Good Works



Vinnies Blue Door volunteer, Peter Engel, showcased his outstanding painting of a Companion



JUN 24

MAR 24

During Refugee Week 2024 our Migrant and Refugee team partnered with other charities to conduct workshops in schools



Goodies Junction opened for donations

Vinnies Narrabundah volunteer, John Forrest, wrote a book called 'The Forgetful Frog'

The volunteering team attended the Multicultural Festival in Canberra

The first Western Region Vinnies CEO Sleepout was held in Young, raising over \$65,800 on the night

Night Patrol added stops in Gungahlin assisting more people sleeping rough

Vinnies Dickson celebrated Luna New Year with a pop-up shop

Empowered Collective held a free workshop for women to discover pathways into work and training

Bunnings sausage sizzle held to raise funds for our Emergency Relief program



FEB 24

The second Vinnies CEO Sleepout in the Far South Coast was held in Merimbula, raising over \$53,000 on the night

The 15th Vinnies CEO Sleepout was held at Parliament House, raising over \$850,000

Vinnies Rip'n Reveal promotion kicks off

RiotACT brings awareness to our conferences, the 'backbone' of our society



JAN 24

Vinnies Kippax makes 'back to school' packs

Home Energy Efficiency Team invites people to cool off during summer with a free appointment



CORPORATE GOVERNANCE AND SERVICES

Antony Allen

Chief Operations Officer



From 1 July 2023 to 30 June 2024, the Society operated as a Company Limited by Guarantee. This new legal structure allowed us to chase and win tenders from the NSW Government. I am proud to say that we partnered with Empowered Collective and were successful in winning NSW Government grant funding for the provision of **Women's Return to Work training** across the region. Training was provided in Young, Goulburn, Batemans Bay and Narooma. The program was a fantastic success with many of the participants rejoining or joining the workforce for the first time.

Other successful milestones within the corporate team included project management and tender writing for the ACT reuse facility contract (Goodies Junction) as well as the Refugee and Migrant Services tender. We also assisted the frontline service delivery teams in the ACT Government's Commissioning process. Some of these tenders are still being negotiated; however, we have had successful outcomes in **Street to Home** and **Family Services**. The team was also successful in obtaining funding to continue the **Community Inclusion Program** at Oaks Estate, where funding is now coming from the ACT Government and not the Australian Government Department of Social Services. The team was also instrumental in creating and delivering the Vinnies Braddon store business case.

Importantly, with the assistance of the Board and Territory Council, the Society has developed a new strategic plan. The corporate team was instrumental in developing this plan and is proud that it will be used and reported against to provide direction and keep the Society on track with its mission and key priorities.

Other big enabling projects included **moving our ICT function** from St Vincent de Paul Society NSW to a local Managed Service Provider (MSP). This provides the Society with greater control of its data, data security and ICT applications. This project went hand-in-hand with building a new SharePoint site to collaborate. We also built a new and more easily navigable intranet site. The next priority is an increased focus on cyber security through our newly developed systems and education programs.

Quality and continual improvement as well as risk management have been a focus for 2023–24. We have been reaccredited against the QIC Health and Community Standards and continually look to improve what we do, not just to provide better outcomes for our Companions, but to find realistic efficiencies where possible. We have revamped our risk management framework and mapped out the Society processes to help enable and manage change.

The Vinnies Distribution Centre project is now complete and will be used as an integral part of the Society's **logistics network** now that we are operating Goodies Junction. From a fleet perspective, we now have more than 80 vehicles and have implemented a new fleet management system.

We performed a member, volunteer, employment (MVE) engagement survey. The results from this survey will help guide our people and culture focus for the next 12 months together with our newly agreed RAP.

We have implemented **safeguarding** reporting mechanisms and education in alignment with National Catholic Safeguarding Standards. There will continue to be an increased focus on safeguarding as the Society must reach better community expectations.

Other work priorities include ensuring the **financial sustainability** of the Society, while enabling it to grow and meet the ever-increasing demands of the community. The implementation of a new Human Resource Management System is nearly complete, and we are looking to source a Volunteer Management System. We will continue to update our Technology One Enterprise Resource Planning tools as the Society continues to grow and evolve.

The core of the Society is, and will remain, the conferences. Conference members will continue to provide foundational support and a 'hand up' to our Companions or people in need.

Electoral, Brian Stacey was elected as Territory President and commenced in March 2024. We also welcomed Paula Bounds, Dianne Fee, Margaret Carmody, Matthew Bennett and Peter Jean to the Territory Council.

From a legal perspective, St Vincent de Paul Society (Canberra/Goulburn) Limited is now governed by a board of directors that comprises 5 Territory Council members, including the Territory Council President as Chair and 2 independents. We are very lucky to have Helen Leayr and Catherine Carter as our independent directors, and they provide a wealth of knowledge to the Society. The Board manages the corporate responsibilities of the Society, while the Territory Council oversees and manages spirituality, social justice, twinning and conference support.

The core of the Society is, and will remain, the **conferences**. Conference members will continue to provide foundational support and a 'hand up' to our Companions or people in need. As of 30 June 2024, there were 421 members in 48 conferences. Comparatively, in 2023, there were 526 members across 48 conferences. From a volunteer perspective, as of 30 June 2024, the Society had 1,317 active volunteers.

Conference members work at a **grassroots level** to support Companions through the provision of assistance and well-being support, such as visiting them in their homes, hospitals, institutions or wherever else they may be found needing aid or comfort.

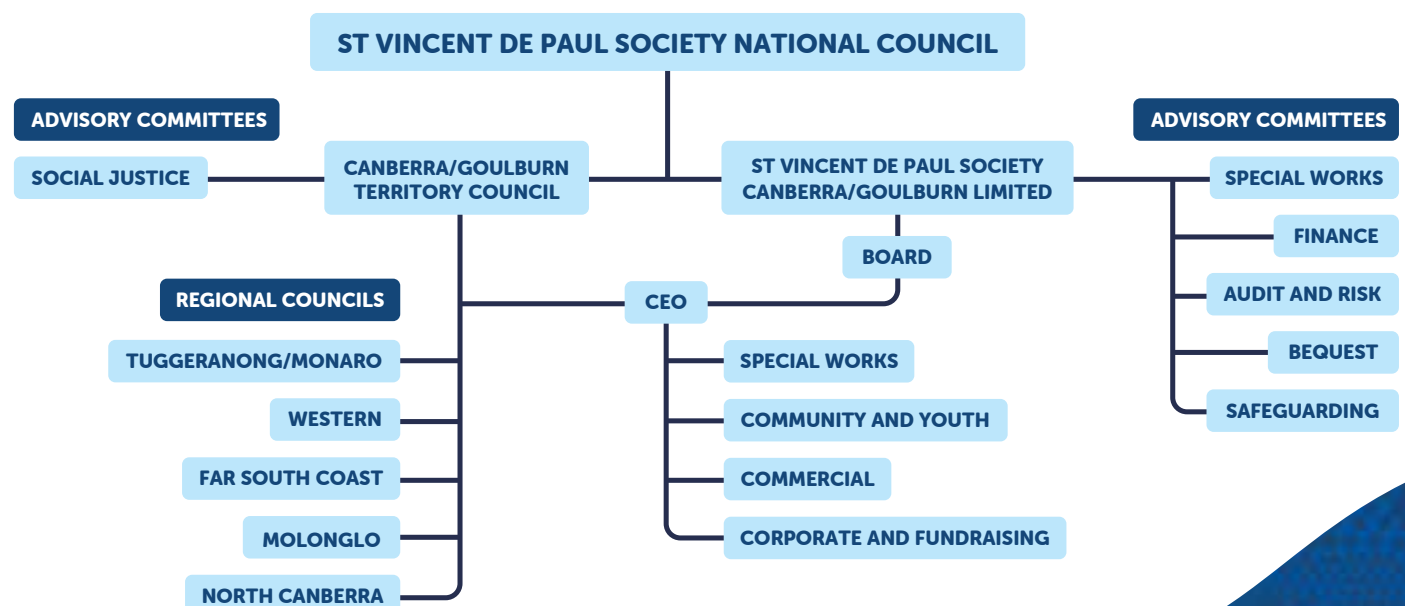
Conferences are established within communities, such as a parish, town, suburb, school, university, workplace, ethnic or social group. Special conferences are formed to address particular needs, including issues impacting youth and young adults, migrants and refugees, and spirituality.

Structurally, each conference elects a president, and these presidents together form a Regional Council. Each Regional Council elects a president from their conference presidents. There are 6 Regional Councils in the Canberra/Goulburn Archdiocese.

The CEO manages the business operations of the Society and reports to the Board and Territory Council. The CEO is responsible for providing input to and implementing the strategic direction of the Society. The Company Secretary of St Vincent de Paul Society (Canberra/Goulburn) Limited is responsible for the Society's governance framework.

ENTITY STRUCTURE

as of 30 June 2024



BUSINESS OPERATIONS

Andrew Chenery

Chief Financial Officer



From the CFO's desk I'm pleased to highlight the key achievements of the **Finance, IT and Contracts** teams over the past year. These milestones reflect our focus on operational efficiency, strengthening financial governance, and ensuring robust IT infrastructure across the Society.

IT Migration Project and transition to a MSP model

In collaboration with the St Vincent de Paul Society NSW and key software application vendors, the IT team successfully managed the migration of 'Canberra/Goulburn' data from remote to local servers. In conjunction with this effort, we managed the negotiation and transition to a MSP contract for IT services.

Budget development for 2024–25

The development of the 2024–25 budget included more stakeholders across all areas of the organisation, with outstanding support provided by our conference members. We also updated the budget presentation, providing clearer insights and linkages to objectives across the 5 pillars of our strategic plan.

Goodies Junction business case

The finalised business case for Goodies Junction was approved by the Board in early 2024, assisting with the decision to accept the subsequent tender offer from the ACT Government. The refinement of the Goodies Junction finance model aided in the planning and execution of start-up operations and has provided the Board with a level of assurance around inherent risks, opportunities and assumptions to monitor as Goodies Junction takes shape into the upcoming financial year.

Systems development

Development of our Finance system (Technology One), Contracts Hub workspace and Business Intelligence models continued apace in 2023–24, with refinements made to our budgeting and reporting outputs, CEO Dashboard and Workplace Gender Equality Agency (WGEA) data models.

Cyber security and data security

Significant progress was made in our cyber risk planning, including the development of a Data Breach Response Plan and a review of our practices against the National Institute of Standards and Technology (NIST) framework. Ongoing workforce education around data security is a strategic focus now that our data has been migrated to in-house servers and good practice controls are in place.

Internal Audit Framework development

The development of our Internal Audit Framework was a key achievement in 2023–24. This framework will guide our internal audit program, ensuring thorough oversight and continuous improvement in our financial and operational practices.

These accomplishments by our team underscore our commitment toward excellence in financial management, IT systems and contracts.

*Thank you to everyone
involved for your dedication
and hard work!*



The Vinnies Young team.



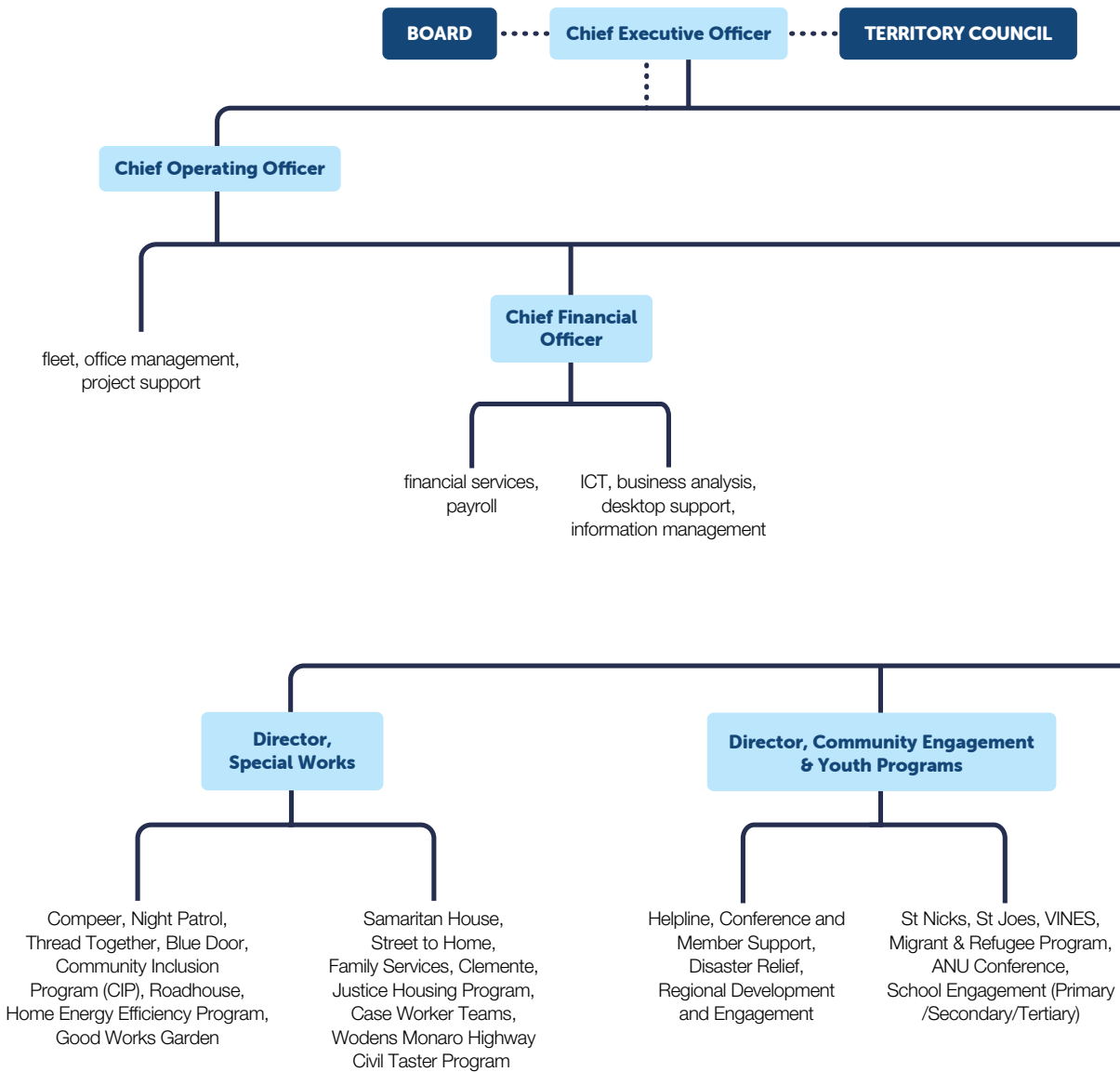
Members from Narooma recruiting volunteers.



Our team at the Bega Expo

EMPLOYEE STRUCTURE

as of 30 June 2024



TRENDS WE'VE SEEN

80+ students

supported by our Migrant and Refugee Program each week



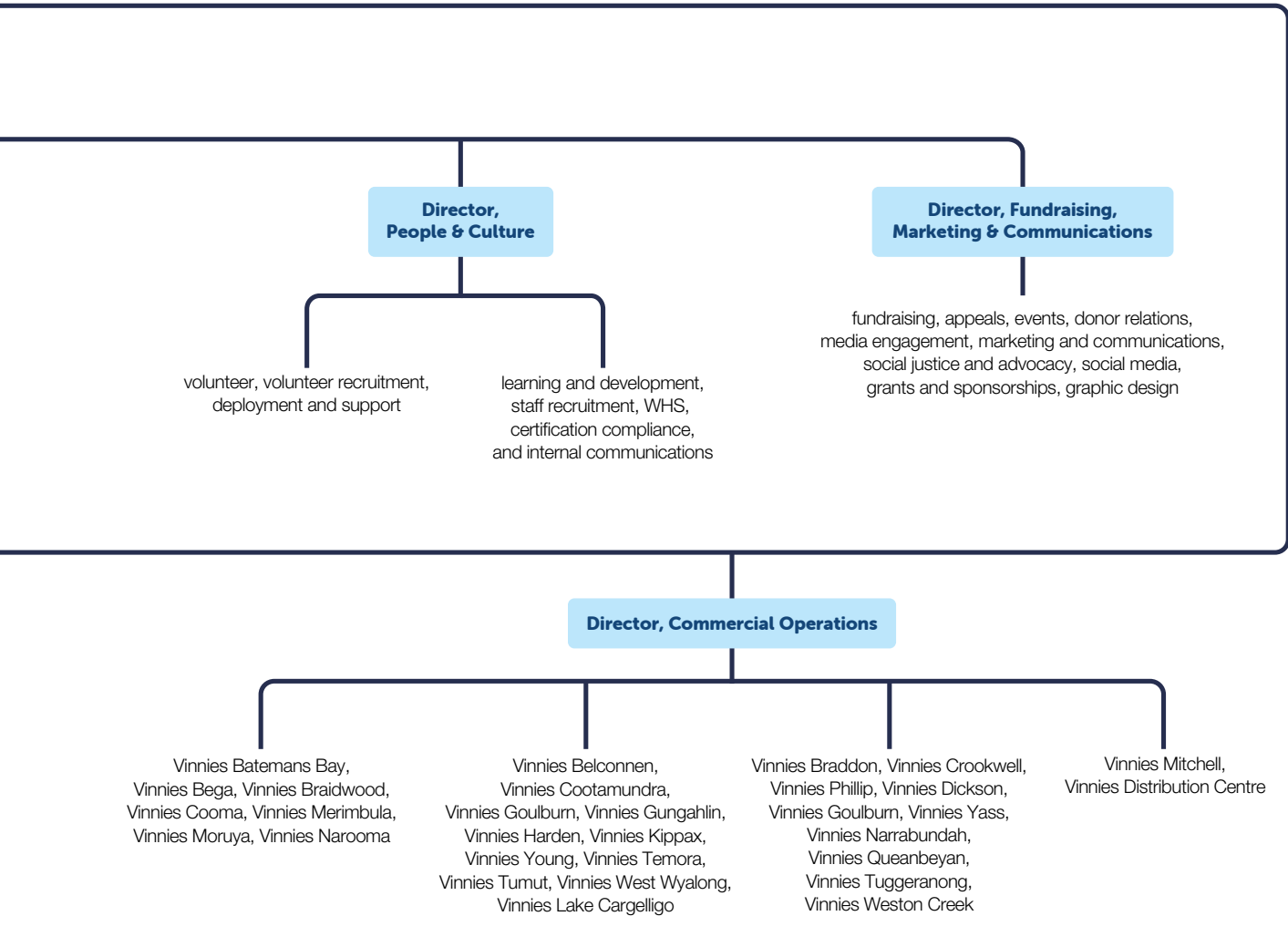
60% increase from last year

950 people

provided with brand new clothing by Thread Together

90% increase from last year





12 schools

partnered with our Migrant and Refugee Program



100% increase from last year

89 men

supported by Samaritan House



111% increase from last year

IMPACT SNAPSHOT

\$2.3m

in emergency assistance
provided by conferences



CONFERENCES

Paula Bounds

Vice President Conferences, Training and Recruitment

It has been another demanding yet successful year for our Conference Support team, who do an outstanding job supporting our dedicated conference presidents, members and volunteers.

Cost-of-living pressures continue to affect our Companions with the Emergency Relief Helpline receiving over **19,500 calls for emergency assistance** in the last financial year and a 10% increase in support provided by conferences. Many of these requests for assistance were from first-time callers.

We are very fortunate to have our 5 regions supported by strong leadership. The increased focus on providing better regional support through support officers and case workers has seen a resurgence in the work of the Society in the regions. The newly formed Greater Western and Goulburn Region is going

from strength to strength, with many conferences growing in numbers and enthusiastic **participation in fundraising** events such as the Vinnies CEO Sleepout where they contributed over \$100,000 to the final total. For the first time in many years, the Festival Masses and regional gatherings have been conducted across the archdiocese.

The Society has been proactive in providing **valuable training opportunities** for staff and conference members to better support Companions with complex mental health issues. Our commitment to safeguarding compliance is now complete.

The Society would not be able to offer such a level of support to Companions were it not for the generosity and commitment of our members and volunteers and the generosity of donors, especially in parishes.



Our contingent from Canberra/Goulburn at the St Vincent de Paul Society Congress held in October 2023.

FAR SOUTH COAST

Dianne Fee

Regional President, Far South Coast

Numbers of Companions continue to grow with an increase in those presenting with complex mental health needs. The recent appointment of 2 part-time case managers is enabling conference members to refer Companions for the support that can help get their lives back on track.

All 6 conferences were successful in obtaining Clubs Grants and these funds were spent on providing bedding, swags, butane gas cookers and cylinders for the homeless, and extra food relief over the Christmas season.

With the appointment of a new Regional President and office bearers group, the Regional Association is in a strong position to bring about positive change for the Far South Coast and its close-knit communities.

Main assistance sought

Food, Clothing and Transport/Travel



 **60 members**

7,776 
instances of
assistance provided

1,147 
primary Companions

45/55 
percentage
male/female

\$300,650 
assistance in cash

40% 
Aboriginal/
Torres Strait Islander
Peoples

\$85,445 
assistance in kind

SOUTH COAST VINCENTIAN RECEIVES ORDER OF AUSTRALIA MEDAL AS PART OF KING'S BIRTHDAY HONOURS

Frank Davey OAM, is a dedicated Conference Member on the South Coast and President of the Merimbula Conference who was recognised in the King's Birthday 2023 Honours List.

Frank was among the 920 people across Australia to receive an award in the General Division of the Order of Australia.

The Order of Australia is our nation's highest recognition for outstanding achievement and service. A very well-deserved recognition of his contributions and support to the communities of Merimbula and Pambula for the past 40 years.

Frank has been an active member of the Society since 2007, supporting those most vulnerable in the community. He has also been a volunteer at the Merimbula Shop since the early 2000s.

Merimbula Conference member Frank Davey OAM.



GREATER WEST AND GOULBURN REGION

Margaret Carmody

Regional President, Greater West and Goulburn Region

Over the past year, the Western Region has seen some great advances. We welcomed a new Regional President, Margaret Carmody, from Boorowa Conference who has really embraced the role. Goulburn, Yass and Crookwell conference joined our region to become Greater West and Goulburn Region. We have seen the rejuvenation of the West Wyalong conference with 5 new members. Negotiations began on the long-awaited Harden conference office, with a positive outcome. We celebrated the opening of our regional hub office in Young, which is home to our Regional Conference support officer and case workers.

Our conferences have grown in strength and are seeing a massive increase in numbers presenting as economic conditions become more difficult. Food, health issues – especially mental health – homelessness and risk of homelessness are our most common issues. The introduction of the Good Works card allows our Companions more flexibility and dignity to prioritise their own needs. Our case workers help Companions presenting with complex needs, which is instrumental in allowing our members to assist a more diverse range of issues that result from the lack of services in our region. Young, very successfully, hosted our first Vinnies CEO Sleepout, with 43 community-minded people participating and raising over \$73,000.



78 members

7,105 instances of assistance provided



1,375 primary Companions



41/59 percentage male/female



\$299,960 assistance in cash



22% Aboriginal/Torres Strait Islander Peoples



\$148,196 assistance in kind



Main assistance sought

Food, Clothing and Transport/Travel



EMBRACING SERVICE: COOTAMUNDRA CONFERENCE MEMBER'S PATH OF COMPASSION AND FAITH

Mick is one of the amazing members of the Cootamundra Conference. He started his work with the Society as most do, to help the disadvantaged in our communities. This has provided him with a sense of wellbeing and he has found it rewarding to help our Companions. The work has also allowed him to live out the values of his faith.

He believes a valuable member will show empathy and be able to identify Companion needs through good interpersonal skills. He also holds a high value in members having their own support systems to prevent the work from taking too great of a toll on themselves.

The sentiment is, 'I have done what I can do, switch off and walk away,' says Mick. Lastly, he finds it important for members to take joy in their service. Thanks, Mick for the amazing work that you do in supporting those who need it the most!



Cootamundra Conference member Mick.

NORTH CANBERRA

Peter Jean

Regional President, North Canberra

As the number of people experiencing financial hardship in the North Canberra region increases, local volunteer-run conferences have been adapting the ways they work to continue to provide emergency help to those in need.

During 2023–24, several local conferences combined to cover a temporary shortage of volunteers in one area, and conferences increasingly shared knowledge and resources with each other. Cooperation with other charities was also important, with the Society able to provide people in need with goods sourced by other charities – for example, essential items for babies and children from Roundabout Canberra and Christmas hampers from Rotary Belconnen.



 **123 members**

11,113 
instances of
assistance provided

1,600 
primary Companions

33/67 
percentage
male/female

18% 
Aboriginal/
Torres Strait Islander
Peoples

\$599,443 
assistance in cash

\$165,968 
assistance in kind



Main assistance sought

**Food, Transport/Travel
and Clothing**

MOLONGLO

Patrick Supple

Regional President, Molonglo

The conferences of Holder and Waramanga have officially amalgamated, and the new name is Weston Creek-Molonglo Conference. The new amalgamated conference will continue to serve its traditional areas, as well as increasing activities into the expanding Molonglo suburbs.

The Society paid a Vinnies Asylum Seeker Assistance (VASA) allowance to several refugees who had difficulty in obtaining employment due to their visa status or mental or physical health. One of our Companions, whom we have been supporting for several years, has recently been granted permanent residency. He immediately made contact to share his good news and expressed his gratitude to the Society for all the help we had given him.



 **98 members**

5,866 
instances of
assistance provided

1,123 
primary Companions

38/62 
percentage
male/female

22% 
Aboriginal/
Torres Strait Islander
Peoples

\$317,498 
assistance in cash

\$113,477 
assistance in kind

Main assistance sought
**Food, Clothing and
Transport/Travel**



Molonglo region conference packing hampers.

TUGGERANONG AND MONARO

John Feint

Regional President, Tuggeranong and Monaro

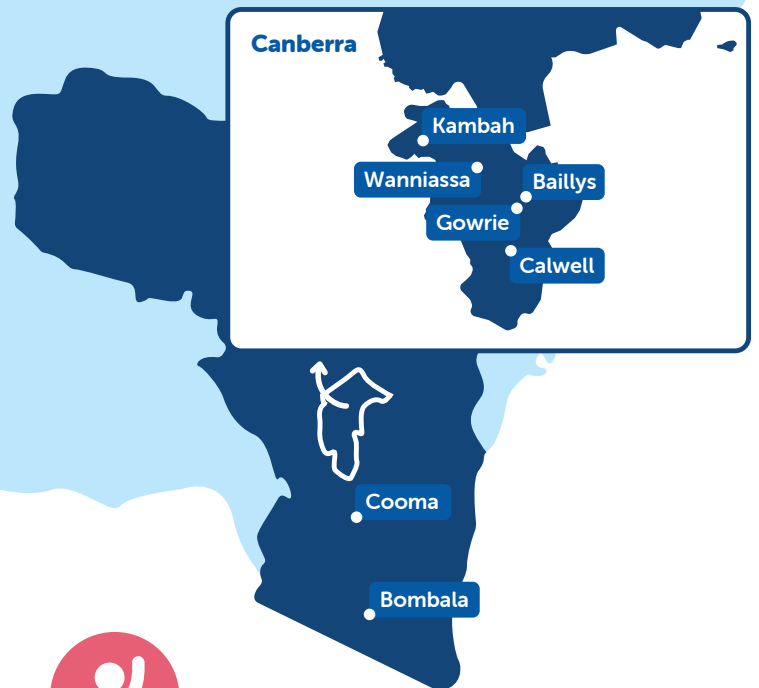
During the year, the conferences in this region, like other regions, experienced an increase in demand for assistance, with food, transport, whitegoods and utilities being prominent needs.

The NSW part of the region, with conferences in Cooma and Bombala, experienced significant demand for assistance reflecting in part the seasonal demand for accommodation and the winter snow season. Whilst Snowy 2 was a factor last year in available accommodation, this lessened during the year with Snowy 2 constructed housing being completed. Both conferences still struggle to attract younger members. Recruitment will be a focus in the coming year.

The ACT conferences (Calwell, Wanniasa, Gowrie and Kambah) similarly reported increased demand for assistance, with many Companion cases being complex. Conferences welcomed the support of case managers for the ACT regions to support conferences with more complex cases.

The region welcomed John Feint as the new Regional President and Paula Bounds as Regional Secretary. Special thanks is extended to Bob Wilson for his long-term contribution as Secretary for the region. Regional meetings continued to be well attended by members and provided valuable opportunities for sharing of information and resources between conference members.

Overall the region's challenges continue to be meeting the growing complexity of needs of Companions and recruitment of new members. Also significant to note is the challenge of responding in Tuggeranong to ongoing renewal of ACT government housing, where older housing stock is being replaced with multi-unit developments. New tenants are consistently being referred to the Society for assistance to furnish new units, including assistance with whitegoods. A Society-wide response will be needed to this growing trend in the ACT, where the new housing is needed, but solutions for furnishing also need to be addressed, as current funds available to conferences will be stretched.



72 members

4,727 instances of assistance provided



757 primary Companions



30/70 percentage male/female



\$203,228 assistance in cash



20% Aboriginal/Torres Strait Islander Peoples



\$80,589 assistance in kind



Main assistance sought

Food, Transport/Travel and Clothing



NATIONAL OVERSEAS PARTNERSHIPS PROGRAM

David Lever

Vice President Twinning

IMPACT SNAPSHOT

Financial support to Vincentians in Indonesia, India, Thailand and Solomon Islands totalled to

\$22,390



National Council coordinates the National Overseas Partnerships Program (NOPP), in which most states and territories participate. Our region participates as an amalgam of conferences from the ACT and NSW. The NOPP comprises the **twinning, projects** and **assist-a-student sub-programs**.

Twinning has traditionally occurred between local and overseas conferences. Under The Rule, there are 3 components of Twinning:

- financial support (mandatory \$80 quarterly contributions per twin, plus optional Christmas and Easter grants)
- communication (learning about one another and friendship)
- spiritual (sharing of faith and prayer).

At end June 2024, we had 56 twinned conferences:

- 24 in Indonesia
- 23 in India
- 6 in Thailand
- 3 in Solomon Islands.

Financial support to Vincentians in those countries totalled **\$22,390 for 2023–24**, comprising \$18,160 in mandatory quarterly remittances, \$1,600 in grants, and \$2,630 for projects. Projects are proposed by overseas twins and constitute activities that promise long-term, sustainable development, upskilling and income generation within the local community.

Where a local conference has been unable to support its twin financially, via the mandatory quarterly contribution, the Society makes up for the deficit. It was pleasing that conferences were better able to raise funds to support their own twins in 2023–24.

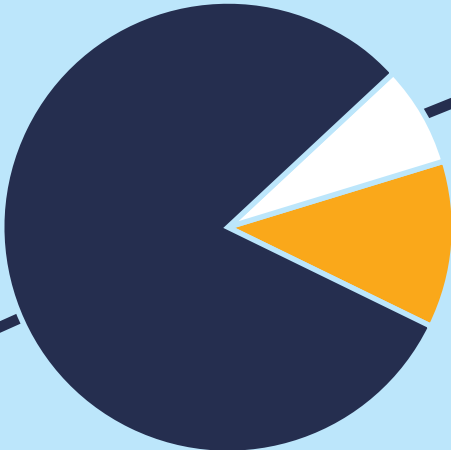
A significant ongoing challenge for the twinning and projects sub-programs was the difficulty of **maintaining communications** with an overseas twin, given that twinning relationships commonly exceed 25 years, during which time conference members in each country ‘come and go’. Where communication from a twin falls away, the program first seeks to re-establish communication, but permits termination of the relationship if that attempt fails. The number of our overseas twins decreased from 59 to 56 over the year, with surrender of 3 Indian twins.

Territory Council agreed in May 2023 to the Society seeking to twin with the Indonesian National Council (INC) – a twinning relationship supported by National Council and the Overseas Partnerships Advisory Committee. The proposed twinning stalled in 2023–24, due to changes in the Presidency of Territory Council as well as in personnel at higher levels within St Vincent de Paul (SVDP) Asia, resulting in the lack of an intermediary to support and promote our twinning with INC.

During 2023–24, the Society members played a significant role in helping Vincentians in Timor-Leste and Papua New Guinea (PNG) to establish a National Council. This is a pre-requisite for twinning between Australian and Timor-Leste or PNG conferences, and aids expansion of Vincentian activity within the countries more generally. Jim O’Callaghan (Evatt Conference) and Tim McKenna (Caritas Christi) chaired the National Council’s Timor-Leste and PNG working groups, respectively.

FINANCIAL SUPPORT BREAKDOWN

\$18,160 in mandatory
quarterly remittances



\$2,630 for projects

\$1,600 in grants



National Overseas Partnerships Program.

ADVOCACY AND SOCIAL JUSTICE

Kym Duggan

Chair of Social Justice Committee

These words by our Patron, St Vincent de Paul, has resonated with us this year more than ever: 'I will always welcome joyfully any opportunity that comes my way to be of service to you.'

The year has been challenging for the Companions we serve as a result of the persisting cost-of-living pressures and housing crisis. The Society embraced every opportunity to be of service to the many individuals and families who were doing it tough during this period. Part of that service is **advocating** on behalf of our Companions at every opportunity.

This year, we were intentional in **building partnerships** with sector organisations with complementary interests to our advocacy work.

In recognition of Refugee Week in 2024, the Society, in partnership with Refugee Action Campaign Canberra (RAC Canberra), Migrant and Refugee Settlement Services (MARSS), Australian Red Cross and the Multicultural Hub, organised a series of workshops for students in 7 schools and colleges in Canberra. These workshops allowed the team members to inform young people about **refugees in Australia** through the sharing of lived experiences complemented by facts and figures.

IMPACT SNAPSHOT

The Society responded to
5 public inquiries

+ gave evidence at
3 public hearings



During the year, the Society responded to 5 public inquiries and gave evidence at 3 public hearings. These enabled us to share our organisational experience, and **amplify the voices and lived experiences** of the Companions we serve for:

- Integrated Energy Plan Public Consultation
- ACT 2024 Budget Consultation
- Inquiry into Loneliness and Social Isolation in the ACT
- Inquiry into Raising Children in the ACT
- Inquiry into Unpaid Work in the ACT.

By liaising with the National Office, we were able to provide input to 3 Australian Government submissions to put the voices of those we support at the centre of Commonwealth-level policy discussion on:

- the Review of Financial Wellbeing and Capability programs
- the Productivity Commission Foundation for Giving draft report
- the People's Commission into the Housing Crisis.

DURING THE YEAR, WE ALSO COLLABORATED WITH:

- RAC Canberra to organise the 'Refugees in Limbo: Ten Years of Trauma' rally in July 2023
- RAC Canberra and other stakeholders to coordinate media publicity in welcoming the '22 Refugee Women who walked from Melbourne to Canberra' in October 2023 under the Refugee Women Action for Visa Equality campaign
- Rotary Club to amplify the Day of Action 'Say No to Domestic and Family Violence' rally in Canberra in December 2023
- MARSS and Canberra Refugee Support to prepare a submission in response to the Inquiry into Raising Children in the ACT by the Standing Committee on Health and Community Wellbeing in April 2024.



Vinnies team at the Palm Sunday Rally for Refugees.

As part of our **reconciliation journey**, the Society participated actively in the community sector NAIDOC Week event in July 2023. By joining other community sector organisations in this celebration, our members, volunteers and employees had the opportunity to experience and learn about Aboriginal and Torres Strait Islander cultures in the ACT. The event brought home the need to build partnerships and to be open to the difficult conversations about reconciliation.

These learnings have influenced the Society's approach and mindset for the implementation of its REFLECT RAP. The RAP Working Group continued to engage various stakeholders, providing inputs on how deliverables in the RAP documents can be achieved. The initial outcome has seen the Society readying itself to undertake **cultural awareness training** for members, volunteers and employees in the coming year.

The Social Justice Committee continued to play a pivotal role in shaping the advocacy work of the Society. The committee played an active role in the development of various submissions, including the **2024 ACT Election Statement**, which set out the key areas of reform that we sought on behalf of our Companions going into ACT Election in October 2024.

SPECIAL WORKS

Stuart Davis-Meehan

Director, Special Works

IMPACT SNAPSHOT

**159 adults
and children**

supported by the Family
Services and Young Parents
Accommodation Programs



‘Special Works may be established where a conference or council identifies a specific need which cannot be satisfied within the normal scope of the conference or council activity.’ – The Rule of the St Vincent de Paul Society in Australia

The Special Works directorate continued to grow to 21 distinct programs in 2023–24, with the addition of new programs including Roadhouse, the Wodens Monaro Highway Civil Taster Program, and Case Workers in the Western Region, South Coast and ACT.

This expansion of Special Works into our NSW regional areas is of particular importance as we continue to look to **expand the range of services** we provide to our regional NSW communities.

Highlights of the year:

Expanding our Family Services

Successfully tendering to the ACT Government to provide an expanded family services specialist homelessness program in 2024–25 and beyond, including an increase in the number of properties we manage to 30 and the inclusion of a children’s worker. We continue to negotiate with the ACT Government for ongoing funding support of our other specialist homelessness programs.

New Night Patrol vans and Gungahlin stop added

Taking possession of the first of 2 new vans for Night Patrol and starting a new run to Gungahlin.

Continued funding for our Community Inclusion Program

Successfully lobbying to the ACT Government to fund our Community Inclusion Program in Oaks Estate following the end of our Commonwealth-funded contract.

QIP Re-accreditation

Re-accreditation by QIP against the national Community Inclusion Program Health and Community Services Standards, rewarding our commitment to continuous quality improvement.

Special Works Committee established

Establishing a Special Works Committee to support the directorate and provide a stronger link with the Board and Territory Council.

Address cross-border issues

Actively engaging with the homelessness sector in Queanbeyan to address cross-border issues affecting people experiencing homelessness.

Thanks to Grill’d for continuing to provide their free evening meals on the first Tuesday of the month and for the new free breakfasts that Tradies Dickson now provide for our Companions on the third Wednesday of the month.

A huge shout out of thanks also to the **many volunteers** that we rely on to provide services to our Companions, and in particular, through Night Patrol, Roadhouse, Blue Door, Thread Together, Compeer, Clemente, Good Works Garden, Shakespeare Hall and the Community Inclusion Program.

A huge shout out of thanks also to the many volunteers that we rely on to provide services to our Companions...



Vinnies Roadhouse team preparing fresh food for pick up.

ROADHOUSE

In October 2023, we took over the operation of the Roadhouse program from the Red Cross. The program is funded by the ACT Government. The Roadhouse provides food and engagement support from the Griffin Centre in Civic to Companions. It provides a free, hot evening meal 6 nights a week, with another organisation, the Soup Kitchen, providing a midday meal on Fridays. In addition to providing an evening meal, it provides material aid (for example, clothes, toiletries, backpack beds and sleeping bags), information, support and referral, as well as rescued food once a week from OZHarvest.

Throughout the COVID-19 crisis, it provided meals on a takeaway basis, but this year has been able to return to a sit-down option, inside the Roadhouse, which has been welcomed by our Companions.

The Roadhouse serves on average 50 meals every evening and is well supported by staff and a team of volunteers, without whom we couldn't provide the service. On a recent visit, the new Australian Government Minister for Housing and Homelessness, the Hon Clare O'Neil MP, happily donned a Vinnies apron and helped our volunteers serve the meal – on her first day in the role!

It is a real honour to add the Roadhouse to our suite of programs to address food insecurity in Canberra.

9,825 meals

provided by Roadhouse



+ 3,951 items

of material aid provided

PROJECT MANAGEMENT

Hamid Nagvi

Project Manager

IMPACT SNAPSHOT

123,000

bags of donations were processed at the Vinnies Distribution Centre in the last year



This year saw the Vinnies Distribution Centre project enter its final stage of construction. The final stage delivered a **physical extension space** to the warehouse as well as enough **pallet racking** to store close to 8,000 boxes of clothing stock and bric-a-brac. The project also delivered new equipment to warehouse staff to step up their capabilities to match the increased storage capacities at the warehouse. The end of this year marks the end of this project that first began delivery in 2021, and through the support and work of all involved, has successfully delivered its goals.

Another key project was the fit-out and delivery of the **Vinnies Braddon store**. The commercial team's creative vision to use refurbished materials and new design themes in a Vinnies store was very well received by the public upon opening and marks a new chapter in the **visual story** of our centres.

The Western Regional Hub's fit-out this year delivered dedicated working space for case workers and partner agencies in Young, NSW, allowing them to service our Western Region as part of our continued efforts to bring vital support services to regional areas. The fit-out and work of the Western Regional Hub provided many lessons for expanding services to regional areas through a **community hubs model**.

A major new project this year was the **services transition project** to take over operations of the 2 reusable facility sites in Mitchell and Mugga Lane. Working through a dedicated project board, multiple teams involved in this project collaborated across areas such as media engagement, brand development, staff transfers, recruitment, procurement and retail set-up. Multiple teams, working together as 'one Vinnies' delivered a seamless transition, being able to accept donations from Canberra on day one, and were ready for retail opening within 30 days of assuming operations. The 2 sites now operate as **Goodies Junction** and are integral to Canberra's circular economy.

All projects this year were delivered through a **PRINCE2 methodology**, and our project management processes have become more mature with the delivery of each successive project. Major projects are delivered through dedicated project boards with a project manager reporting to the project board. The project board ensures that the goals of the project always align with the goals of the Society and major projects do not expose the Society to financial or operational risks. The project board also ensures that procurements taken as part of a project are aligned with Society policies and create the best possible outcomes for our members, volunteers and employees. The delivery of all projects this year **within budget** is testament to the Society's successful use of the PRINCE2 methodology.



Vinnies
Distribution
Centre.



Western Region volunteers in West Wyalong.

1,000 tonnes + 24,000 boxes

of textiles sorted at Vinnies Distribution Centre



of books and books and bric-a-brac



Goodies Junction Mugga Lane repurposed counter and donations for sale.



CASE STUDY

Street to Home

IMPACT SNAPSHOT

72 rough sleepers

case managed by
Street to Home



Simon's* journey is a testament to the resilience of the human spirit. From battling addiction from a young age to experiencing homelessness, Simon's story is one of struggle, perseverance, and eventual triumph. Through his own experiences, Simon has not only overcome his personal demons but has also dedicated himself to helping others navigate similar challenges in the alcohol and other drugs (AOD) space. This case study delves into Simon's journey, highlighting his struggles, his achievements, and the pivotal role of advocacy in securing stable housing for him.

Simon's battle with addiction began at the tender age of 13. What started as curiosity quickly spiralled into a full-blown addiction, consuming his life and leading him down a path of turmoil and despair. Despite numerous attempts to break free from the grip of addiction, Simon found himself trapped in a cycle of substance abuse, homelessness and despair.

For years, Simon struggled with the devastating effects of addiction, cycling in and out of shelters and temporary accommodation. His addiction not only took a toll on his physical and mental health but also severed ties with family and friends, leaving him isolated and alone. Simon's battle with homelessness further compounded his challenges, forcing him to sleep in his car or rely on the generosity of acquaintances for a place to stay.

Despite the darkness that engulfed his life, Simon found a glimmer of hope through peer support work in the AOD space. Drawing from his own lived experiences, Simon embarked on a journey of recovery, determined to use his past struggles as a catalyst for positive change. As a peer worker, Simon played a crucial role in supporting individuals grappling with addiction, offering empathy, understanding, and a beacon of hope for those who felt lost in the throes of addiction.

While Simon made significant strides in his journey towards recovery, securing stable housing remained a formidable challenge. As a peer worker in the AOD space, Simon faced unique obstacles in finding suitable accommodation. It was imperative for him to avoid living in the same complex as his current or former clients to maintain professional boundaries and ensure their confidentiality. This added layer of complexity made Simon's housing journey all the more challenging, requiring strategic advocacy and persistence to navigate the system effectively.

Simon's breakthrough came when he crossed paths with the Street to Home team while sleeping in his car or couch-surfing. With the support of his dedicated case manager, Simon embarked on a rigorous journey to secure permanent housing. Together, they worked tirelessly to navigate the intricate web of housing applications, advocating for Simon's needs to be recognised as high-priority and deserving of safe and secure housing.

The culmination of their efforts bore fruit when Simon received the long-awaited news of being offered his own 2-bedroom townhouse. This monumental achievement marked a turning point in Simon's life, symbolising not only a sanctuary of stability and security but also a testament to his resilience and unwavering determination to overcome adversity.

Simon's journey serves as a powerful reminder of the transformative power of resilience, perseverance and advocacy. From battling addiction and homelessness to finding redemption through peer support work and securing stable housing, Simon's story exemplifies the triumph of the human spirit against all odds. Through his own lived experiences, Simon continues to inspire hope and instigate change, proving that with unwavering determination and support, even the darkest of journeys can lead to brighter tomorrows.

Simon's journey serves as a powerful reminder of the transformative power of resilience, perseverance and advocacy.

COMMERCIAL OPERATIONS

Lindsay Rae

Director, Commercial Operations

IMPACT SNAPSHOT

National sale records broken

during the opening week of Vinnies Braddon



This year was the first year in over a decade that most of our centre sales started to plateau. With higher interest rates becoming a major factor in many people's budgets, customers began to hold back on purchasing non-essential items. However, we pressed ahead with our development projects.

Our first project was a major upgrade to our **Moruya Centre**. The internal walls were reconfigured to increase the sales space in the centre and streamline the donation and sorting space. Crookwell also had an expansion of its sales space. Sorting was moved to the exterior shed, lined and air-conditioned to become a comfortable sorting space. Both centres are bigger and better and the renovations have been major successes.

The opening of our Braddon Centre in late November was another highlight of the year. It was our first venture into the Canberra City Centre. This was seen as an opportunity to attract a **younger demographic** of customers into a Vinnies shop and position Vinnies as a trendy destination. The media interest created by our marketing team during the lead up to the opening was unsurpassed, and the launch did not disappoint. Vinnies Braddon is an icon in the op shop world and a special destination for customers to visit. Its sales during the opening week **broke all national records** and it continues to be very busy.

Work on the second and final stage of the Vinnies Distribution Centre expansion spanned the year. The warehouse operations continued to be carried out with difficulty across 2 locations. By the end of June 2024, operations were consolidated into the newly completed large state-of-the-art facility. The sorting room boasts the latest **ergonomic equipment**, and is built for work safety, efficiency and comfort. The warehouse sorting capacity has more than doubled and storage expanded by over 60%. Centres can expect a much-improved service.

Much work went into the tender for the 2 Canberra reuse facilities in the early part of the year, and this continued at an operational level once we were awarded the contract. Setting up reuse operations in 2 massive empty sheds was a major task that will be ongoing for at least a year. However, the opportunity to supply our Companions with furniture, household goods and raise more funds to support their other needs will make it worthwhile. Our centres will benefit from the flow of goods to and from the Goodies Junction and our city will benefit from reduced landfill. Goodies Junction opened for donations on the day we were handed the keys, and 30 days later (1 July 2024), opened for trade.

Our centres will benefit from the flow of goods to and from the Goodies Junction and our city will benefit from reduced landfill.



The Vinnies Braddon team.



Vinnies Moruya makeover.

YOUTH AND YOUNG ADULTS PROGRAMS

Travis Ngatuere

Manager, Youth and Young Adults

IMPACT SNAPSHOT

5,106 students

supported by our School Engagement Program



There is an old Maori proverb that translates into the following, 'Although the branch may break, the trunk remains.'

It infers the importance of **strong foundations** being the key to growth and sustainability.

This has been the mantra for our Youth Programs over the past 12 months – to consolidate our learnings, refine our procedures and continue delivering meaningful programs to the communities we serve.

Our **school programs** have grown immensely following the COVID-19 years, both in our resourcing and our services. We are in more schools, connecting with more students in diverse, new and exciting ways.

In late-2023, schools officer Teah Searle launched 'The Justice Network'. Hosted once a term at our Canberra office, the Justice Network comprises a **committee of students** from across a range of Catholic, government and independent schools where they discuss, learn and plan actions to address social issues determined by them. They covered topics including the war in Gaza, climate change, mental health, and access to education for women. Feedback has been overwhelmingly positive with students relishing the opportunity to connect with peers from other schools. We will be welcoming incoming schools and students midway through Term 4.

In Term 2 of this year, a newly developed volunteer training model was piloted by our Youth Programs and Tertiary Engagement Officers, Trish Halangahu and Jordan Thuma, creating easy and accessible volunteering opportunities for students at Daramalan and John XXIII College. Daramalan provides ongoing volunteering support through our St Joe's Youth Program, while the latter attends Roadhouse once per month to connect and serve rough sleeping Companions in our city.

Our **migrant and refugee services** have been busy as well.

During Refugee Week, we helped to deliver 8 collaborative workshops across Canberra highlighting the issues and challenges faced by refugee communities.

In July, we were successful in an application for additional funding, enabling us to add another member to our team to provide case managed settlement services for children and their families from refugee backgrounds. Utilising our connections in schools and leveraging the partnerships we have developed with our Caritas Christi Conference and other services, we are well-placed to provide **holistic support to refugee families** in their settlement journey.

Alongside these projects we have continued to deliver our core services. Below is a snapshot of the impact this has had in our communities:

259 School workshops



239 in ACT and **20** in the regions

36 Youth programs



5 camps, **21** activities and **10** day programs

Migrant and refugee:
In-school tutoring and kids clubs



12 schools + **40** volunteers

It is a privilege and honour to lead this team and I am immensely proud of what we have achieved, but it is vital we acknowledge our members, volunteers, community partners and donors. Without their dedication, selfless desire and strong community values none of this would be possible.



St Thomas the Apostle Mini Vinnies leadership team.

A MESSAGE FROM A MOTHER

A sweet message from a mum of 2 whose children participate in the St Joe's youth program. She penned a heartfelt thank you to the youth program volunteers and staff members.

My children love coming to St Joes and always
look forward to the next gathering

I hand over insecure, hurting children and you hand
back confident, happy ones. I don't need to know
what you do with them when you have them. The
proof is in the pudding.

PEOPLE AND CULTURE

Michael Rennick

Director, People and Culture

IMPACT SNAPSHOT

97% agreed

'that your team cares about your health, safety and wellbeing'



People Strategy

Over the past year, we continued the implementation of our People Strategy. Key workforce priorities of the strategy are:

1. Know our Workforce
2. One Vinnies Team
3. Build a Sustainable and Resilient Workforce
4. Attract and Select Quality, Best Fit Talent
5. Enable Career and Growth Opportunities.

WORKFORCE SNAPSHOT

as of 30 June 2024

2,052 Total workforce

415 members, **1,317** volunteers and **320** employees



30% decrease from June 2020

Health and Safety Pulse Survey

In October 2023, we undertook a pulse survey to learn more about the Society's staff experiences with wellbeing, health and safety, with a total of 210 people completing the survey.

Results indicated:

- 97% agreed 'that your team cares about your health, safety and wellbeing'.
- 85% believe that safety is a top priority and feel encouraged to raise any safety concerns or suggestions.
- 73% know where to find information about health and safety, incidents, workplace injuries and workers' compensation.
- 93% understand their specific WHS responsibilities and obligations within their role.

Mental Health First Aid Program

A priority learning and development initiative over the past year has been the delivery of a Mental Health First Aid Program. The program was delivered to 9 cohorts, including 140 members, volunteers and employees. Participants provided an average satisfaction rating for the program of 4.85/5. We will continue with the development and delivery of this program to new cohorts of people managers in the coming year.

Headlines

- Employee turnover reduced by 13% in 2023–24, compared to 2022–23.
- Over 50 new employees transitioned to Goodies Junction from the previous contract holder.
- Employee responses were up across the board in the Your Voice Engagement Survey.
- Work Health and Safety (WHS) incident reports reduced by 12%, compared to the previous year.
- We continued implementation of our Human Resource Management Information System (HRIS).
- Over the course of the year, we published 25 fortnightly newsletters to share important updates and stories from across the organisation.



ENGAGEMENT SURVEY

The Society undertook an Engagement Survey during February and March 2024. This follows on from a previous survey in early 2022. The survey included demographic questions to understand if the different groups represented have different experiences of working or volunteering with the Society.

The survey grouped questions into 5 main engagement topics:

- Vision alignment
- The people around me
- Career and growth opportunities
- Leadership
- Communication.

This year there were 426 responses, compared to 433 responses in 2022.

Further analysis has been done by breaking down responses into various demographics, such as:

- department comparisons
- gender comparisons
- comparison of employees located at the Rheinberger Centre and other locations.

The results of the Engagement Survey are used to develop our workforce development plans, informing our work to become an employer of choice.



Vinnies team members.

VOLUNTEER REFLECTION

Brittany Campbell
Manager, Volunteer Services

IMPACT SNAPSHOT

242,434

total hours of volunteering
completed by retail and
program volunteers



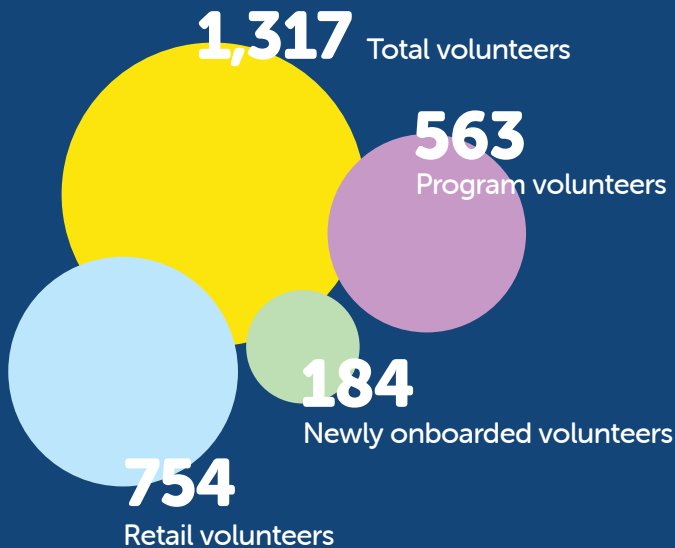
What a wonderful year of continuous improvement for our Volunteer Services team. In our commitment to creating sustainable practices and efficient processes, we have refined our approach to better support both our volunteers and their supervisors. This effort has enriched the overall volunteer lifecycle encompassing every stage from onboarding to ongoing support, training, recognition, and retention of our incredible volunteers.

Continuing our work priorities set by the Volunteer Strategy, the Volunteers Services team has been **building volunteer numbers** in retail shops and Special Works by:

- increasing promotion of volunteering opportunities and improved pathways to volunteering
- improving the skills of the volunteer manager cohort to enhance the volunteer experience
- improving 'volunteer services' within the Society to create efficient, centralised volunteer management practices as well as improving data collection and use for better volunteer management insights
- ensuring best practice is maintained through active engagement with volunteer peak bodies and sharing of volunteer strategies with other St Vincent de Paul Society entities.

VOLUNTEER STATISTICS

as of 30 June 2024



Thanks to the incredible dedication of our volunteers, we saw over 242,434 hours of service devoted to our mission between 1 July 2023 and 30 June 2024. Your selfless efforts have made a significant impact, enabling our good works, and we thank you!

We are proud to celebrate many accomplishments this year. Notably, our ongoing engagement with secondary schools, universities, corporates and the broader community has expanded our volunteer network and **strengthened our community ties**.

A heartfelt thank you to our incredible volunteers and volunteer supervisors who go above and beyond to support our mission and good works. Your dedication and passion are the backbone of our success, and we are grateful for the impact you have on the lives of those we serve.

As we move forward, we are committed to continuously innovating and evolving, with a focus on creating an environment that truly values our volunteers' contributions. Our priority will be to enhance the volunteer experience, ensuring that every volunteer feels supported, empowered and appreciated.

Building on this year's successes, we aim to make our Volunteer Services team even more impactful and inclusive, driving positive change across our geographical footprint.

NATIONAL VOLUNTEER WEEK 2024

National Volunteer Week 2024 was held from Monday 20 May to Sunday 26 May. The week holds a special place in the heart of the Society. It enables us to pause, reflect and express our deepest gratitude to our invaluable members and volunteers.

This year's theme was 'Something for Everyone', recognising the diverse passions and talents everyone brings to volunteering.

A highlight of this year's National Volunteer Week celebrations was our hosting of our inaugural breakfast event across Canberra and our regions. These gathering brought together over 300 volunteers and members, providing a unique opportunity for connection, sharing and celebration. It was testament to the united spirit of our 'One Vinnies' team and family.

We are also very excited to recognise the contributions of members and volunteers with a special card and our very first Volunteering Yearbook. The yearbook assembled over 30 stories recorded from across the Society, detailing the Society's impact in the community and highlighting the power of volunteering.



Batemans Bay volunteers enjoying their National Volunteer Week 2024 breakfast.

IMPACT SNAPSHOT

\$60,000+

was raised for our homelessness services at the Sleeping Rough Invitational golf tournament and dinner, hosted by the Federal Golf Club in Canberra.



FUNDRAISING, MARKETING AND COMMUNICATIONS

Phillip Jones

Director, Fundraising, Marketing and Communications

The 12 months to June 2024 saw the team achieve an incredible amount on a wide range of fronts. We are responsible for external facing communications, marketing and media as well as all the design, publications and social media content you see.

The team also manages our appeals, sponsorships and donor relations, and assists with grant applications and all other kinds of material support such as the annual giving tree, workplace giving, bequests and other forms of support to enable our work.

We also create and manage the marketing for our network of centres and Goodies Junction.

Not only did we **exceed all our fundraising targets** and stay within our operating budget, but we also continued the program of communicating the work of the Society and our impact across our region through media articles and daily social media content across several channels.

We grew our social media presence with the introduction of **TikTok**, and a new Instagram channel exclusive for our shops, with different content for each audience with very high levels of engagement. We now reach **over 15,000 people daily** through our 6 social media channels, plus our website saw nearly 8,000 people visit the home page alone in the 12 months, of which over 3,100 were first-time visitors.

Our media engagement was proactive, with over 100 articles in both Canberra and regional outlets. We were featured as part of the **ABC Gives Day** in November, which saw us highlighted by ABC Radio Canberra and online in a range of live and recorded interviews with supporters, our volunteers and our CEO. The day raised over \$63,000 for our frontline services. We also ensured maximum media spend impact by renegotiating our radio ad arrangements to

considerably multiply the number of ads for the same spend for each appeal campaign.

We fostered additional **community fundraising events** such as trivia nights hosted by businesses and community groups, including Grill'd, Schiavello and others, as well as raising over \$12,000 for our St Nicholas' Young Carers Program and Migrant and Refugee Vinnies Kids Club through the Hands Up for Canberra Giving Day.

The debut of the new Vinnies Braddon shop gave our team the opportunity to showcase their marketing and design skills, and by leveraging our media and social media contacts, we were able to make the opening of the store not only the **most popular retail event** in Canberra for years, but the most successful financial debut of any Vinnies shop in Australia.

The most challenging part of the period was the controversy around the awarding of the reuse facility tender by the ACT Government, stirred on by misinformation in the community and online. While the situation was not of our making, a communication strategy of being truthful, restrained and reassuring through the media and online enabled us to weather the storm. In addition, the successful introduction of the Goodies Junction brand – developed by the team with an external agency, including a new website, social media channels and a newsletter – has resulted in community sentiment now being positive and the many benefits arising from this new enterprise being recognised.

During this period of much media and community interest it should be noted that the team still delivered on successful Winter Appeal and CEO Sleepout campaigns, plus the everyday work of design, marketing and communicating our good works to the community without missing a beat.

The 12 months to June 2024 saw the team achieve an incredible amount on a wide range of fronts.

VINNIES BRADDON

Vinnies unveiled a colourful new shop on Lonsdale Street in Braddon.

Vinnies Braddon is the 28th location in our network of shops to operate in the region.

As with all our centres, the offering is more than just a place for pre-loved objects to find a new home and keep them out of landfill, it provides a place for connection, for volunteering and giving back. Most importantly, it provides a way for the Society to raise desperately needed funds for those in need in the community.

The Commercial Operations team fit out and merchandising is an explosion of fun and joy themed around a sustainable future and circular economy. The entire store is decorated with reclaimed roof sheeting along with bespoke fixtures and fittings to match the unique, edgy culture of the local Braddon neighbourhood.

To add further colour to the street and shop, we collaborated with local mural artists from Graffik paint Collective to transform 2 blank walls on Lonsdale Street into vibrant artworks to mark the location. And they provided the visuals of the streetscape that graces the front windows and signage inside.

Following an active multilayered media and social media campaign, the opening became a highly anticipated event for Canberra. When the doors officially opened at 9am on Friday 24 November 2023, there was a queue of people down the block and ABC Radio Canberra added to the festivities with a live outside broadcast.



Vinnies Braddon opening became a popular event.

Goodies Junction opens for donations.



GOODIES JUNCTION

As part of the tender requirements for the ACT Government, we undertook a new brand development process with local agency, Giraffe. Due to the need to take over operationally on 1 May, this process involved key stakeholders over several weeks to land not just a name, but a visual identity, a new website and signage, in a very short timeline.

The controversy at the time also meant that the new name had to communicate the many new features and services the facilities would offer the community, make a clean break from the past, and ensure separation from the formal Society brand and our other centres to protect us from any future brand reputational risk, and importantly be a positive one that the new team would be happy to wear. Mission accomplished!

2024 VINNIES CEO SLEEPOUT

Celebrating 15 years in Canberra



Supporting
Canberra

For the first time in the history of the Vinnies CEO Sleepout in Canberra, the event was hosted by Parliament House.

For one day only, **Australian Parliament House** was renamed 'Vinnies House' to help raise awareness for homelessness and the work undertaken by the Society Australia-wide.

Regionally, we hosted the first Sleepout in the Western NSW region at the Young railway station, and for the second time in Far South Coast at the Merimbula Basketball Courts. Snedden Hall & Gallop Lawyers also organised a satellite Sleepout in their Deakin office.

This year, we welcomed a diverse range of 166 business and community leaders, as well as Commonwealth and local politicians, who gave up the comfort of their warm beds to sleep on cold concrete, with only 3 pieces of cardboard and a sleeping bag.

The Parliament House car park was transformed to educate participants about the realities of people sleeping rough and living life below the poverty line. It was an **immersive experience** where participants also got to meet the teams doing our frontline work, as well as speakers at the regional locations. In Canberra, participants engaged in an interactive role-play activity called 'Walk a Mile in Their Shoes' to better understand the multiple factors contributing to homelessness, and the complexities associated with breaking the cycle of poverty.

A panel discussion helped participants learn about how the Society supports vulnerable people. Featuring frontline team members, Lian Kiley, Emergency Relief Helpline, Mike Blyth, Kippax Conference, and Ben Fitzgerald, Street to Home, as well as a very special guest, Damien Tarrant, who found his forever home with the help of the Street to Home team. Those outside Canberra could tune in via a live stream.

Together, our target was \$800,000. Thanks to the fundraising efforts of the participants and their generous supporters, we raised \$850,339. Each participant agreed to raise a minimum of \$4,000, which is no easy task in this cost-of-living crisis.

The funds will go to **support our frontline homelessness services**, including:

- providing an expanded Night Patrol service connecting those experiencing homelessness and difficult situations on Canberra's streets each night, providing over 13,000 free meals and material support over 12 months
- supporting our Blue Door drop-in centre, which provides free hot meals and connection to services daily for those transitioning from rough sleeping in the Canberra region, and provides over 30,000 meals a year
- supporting our new Roadhouse centre, which will provide material support and 10,000 free dinners to people experiencing homelessness and financial hardship
- supporting the work of our specialist Street to Home team providing outreach to those sleeping rough in the community and enabling them to transit to safe accommodation and access support services
- continuing to provide emergency support across the communities we serve, including the Far South Coast and Western NSW, covering financial support to prevent eviction, material support and food in addition to supporting our regional case workers to support those at risk of, or experiencing, homelessness.

We thank all our sponsors and CEO Sleepout Ambassadors for their time and support in making this fundraiser a success.

IMPACT SNAPSHOT

\$850,339

was raised thanks to the fundraising efforts of the participants and their generous supporters





Participants in Canberra at Australian Parliament House.



Participants in the Far South Coast at the Merimbula Basketball Courts.



Participants in Western NSW at the Young railway station.

Top 3 Fundraisers

1. Mirko Milic
2. Neville Tomkins
3. Christine Shaw



Top Fundraising Team

Catholic Education
Canberra Goulburn 2024



Deep Sleeper Club

The Deep Sleeper Club members committed to raising \$16,000 by the event:

- Mirko Milic
Canberra Toyota
- Neville Tomkins
Scouts ACT
- Christine Shaw
Blackshaw Manuka
- The Hon Milton Dick MP
Member of Parliament
- Alex Piris
Fox & Bow



Australian Parliament House turns blue for the 2024 Vinnies CEO Sleepout.

PROFIT AND LOSS

Consolidated statement of profit or loss and other comprehensive income For the year ended 30 June 2024

	2024	2023
	\$	\$
Revenue		
Government grants	7,902,319	6,771,802
Sale of goods	19,455,931	18,013,573
Client contributions	76,514	54,393
Fundraising	2,692,034	2,465,021
Other revenue	1,343,176	706,485
Total revenue	31,469,974	28,011,274
Other income	500	16,369
	31,470,474	28,027,643
Operating expenses		
Centres of charity	(15,003,955)	(12,065,178)
Reuse Facilities	(319,061)	
Administration	(4,853,019)	(5,169,468)
Fundraising	(1,279,005)	(1,100,642)
	(21,455,040)	(18,335,288)
Total funds available for community services	10,015,434	9,692,355
Community services expenses		
People in need services	(6,519,168)	(5,784,931)
Homeless and mental health services	(5,075,690)	(3,913,508)
Migrants, refugees and overseas	(180,491)	(152,334)
Natural disaster relief	0	(1,171,881)
	(11,775,349)	(11,022,654)
Levies paid to the National Council - related party	(301,101)	(190,165)
Surplus (deficit) for the year	(2,061,016)	(1,520,464)
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss:		
Gain on revaluation of land and buildings	-	-
Total comprehensive income for the year	(2,061,016)	(1,520,464)

FINANCIAL POSITION

Consolidated statement of financial position As at 30 June 2024

	2024	2023
	\$	\$
Assets		
Current assets		
Cash and short-term deposits	7,539,132	11,414,344
Trade and other receivables	325,733	342,154
Inventory	548,272	424,090
Investment in shares	2,956	2,360
Other assets	488,909	386,791
Total current assets	8,905,002	12,569,739
Non-current assets		
Property, plant and equipment	24,341,132	20,611,043
Capital in progress	3,186,364	189,759
Total non-current assets	27,527,496	20,800,802
Total assets	36,432,498	33,370,541
Liabilities		
Current liabilities		
Trade and other payables	3,387,501	2,078,668
Provisions and employee benefit liabilities	1,592,861	1,396,260
Lease liability	1,211,312	1,450,728
Equipment loan	81,252	81,252
Total current liabilities	6,272,926	5,006,908
Non-current liabilities		
Provisions and employee benefit liabilities	45,582	30,588
Lease liability	7,637,359	3,724,554
Equipment loan	114,228	185,072
Total non-current liabilities	7,797,169	3,940,214
Total liabilities	14,070,095	8,947,122
Net assets	22,362,403	24,423,419
Funds		
Accumulated funds	16,577,557	18,638,573
Reserves	5,784,846	5,784,846
Total funds	22,362,403	24,423,419

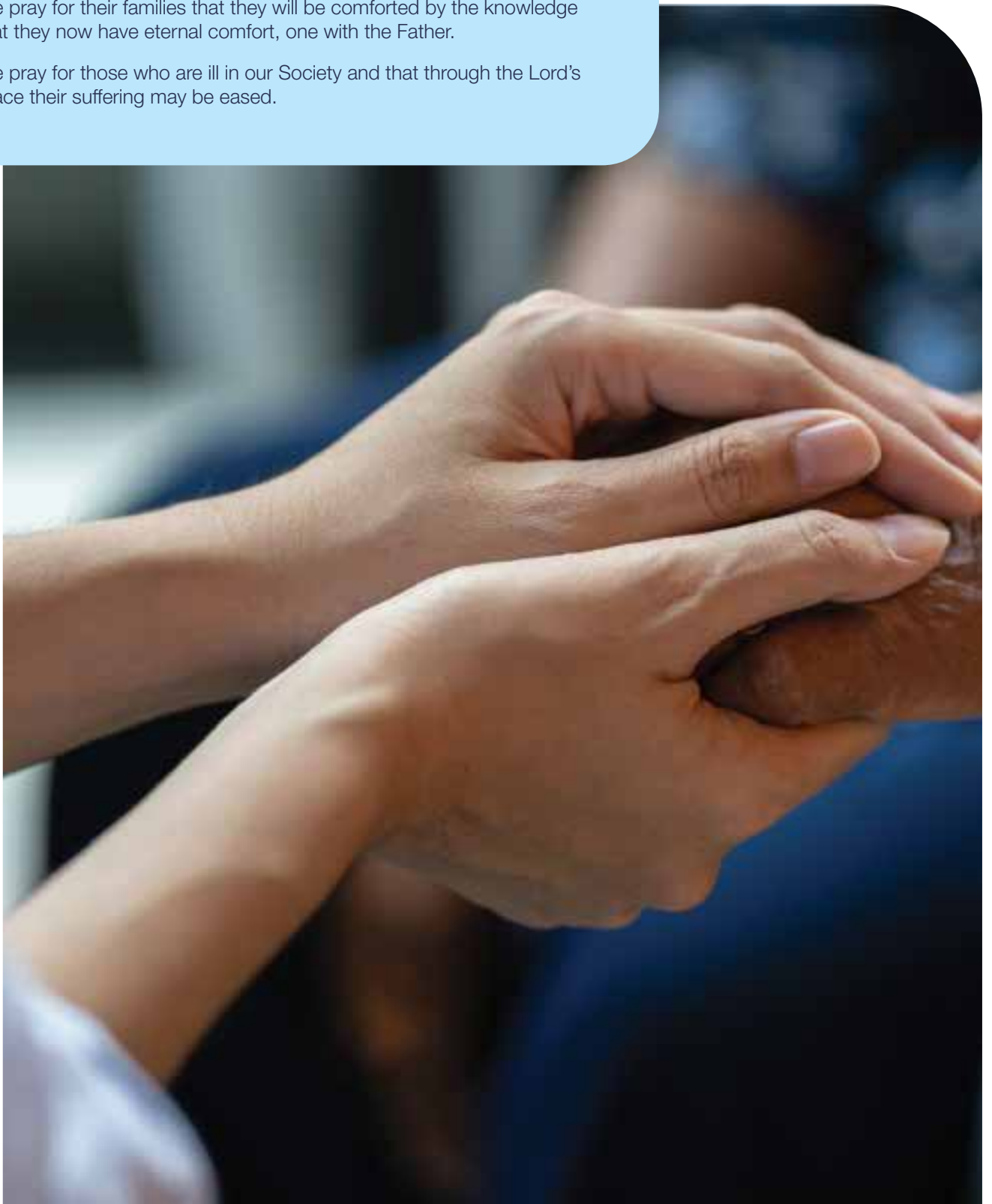
IN OUR PRAYERS

During this year several of our members and volunteers passed away or have been struggling with illness.

We remember with love and respect those who are no longer with us and we give thanks for their lives and contribution to the Mission of the Society.

We pray for their families that they will be comforted by the knowledge that they now have eternal comfort, one with the Father.

We pray for those who are ill in our Society and that through the Lord's grace their suffering may be eased.





The Clemente Education Program.

OUR PROGRAMS AND SERVICES ARE MADE POSSIBLE BY

Clemente Education Program

Australian Catholic University

Thread Together Clothing Hubs

Thread Together

Good Works Garden

Argyle Housing
Dirty Janes

Wodens Monaro Highway Civil Taster Program

Wodens
The Umbrella Collective
Masters Builders Association Group Training
Southern Training Organisation
Worldview Foundation

Home Energy Efficiency Program

Care Financial

**Street to Home, Blue Door, Roadhouse,
Community Inclusion Program**

OzHarvest

Corporate strategic planning and facilitation

Wisdom Learning

OFFICERS' DECLARATION

The officers of the Board of the St Vincent de Paul Society Canberra/Goulburn declare that the financial statements:

1. Present a true and fair view of the financial position of the St Vincent de Paul Society Canberra/Goulburn as of 30 June 2024 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the end date of this statement, there are reasonable grounds to believe that the St Vincent de Paul Society Canberra/Goulburn will be able to pay its debts as and when they fall due.

This statement is signed in accordance with a resolution of the Territory Council and is signed for and on behalf of the Territory Council: Dated this the 11th day of October 2024.



Brian Stacey

President



Stewart Chapman

Treasurer



The Vinnies Phillip team.

THANK YOU

We could not do what we do without the help and support of our loyal donors. Even when the task seems great, their generosity enables us to continue assisting our Companions. Our donors help by providing financial support and material goods; by participating in fundraising events and appeals; and by leaving a gift to the Society in their Will, which is a powerful way to make a difference in improving the lives of future generations. All of these vital

contributions ensure the Society can continue to support, assist and most importantly provide a 'hand up' to those at greatest risk of experiencing social exclusion, disadvantage or homelessness in our community.

The Society is grateful for the ongoing financial and in-kind support from the following corporate partners.

MAJOR SPONSORS



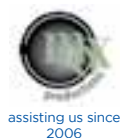
GOVERNMENT SUPPORTERS



NATIONAL SPONSORS



CEO SLEEPOUT LOCAL SPONSORS



Pope Logging

Merimbula Basketball/
Netball Committees

The Cooper Family

OUR VALUED SUPPORTERS

Organisations

2CC
Hit 104.7
2EC Radio
ABC Canberra
Aldi Casey
Alexander Watson Home Insulation
ALLBIDS
Anaconda Fyshwick
Annie's Place
Antiques ACT Pty Ltd
Araluen Retirement Village
Artsound FM
Australian Catholic Bishops Conference
Australian Communications & Media Authority
Australian Communities Foundation
Baden-Powell Guild of NSW Inc
Basket Brigade
Belconnen Raiders Club
Beyond Bank
Bluerydge
Bobby Graham Publishers
Bounce Belconnen
Box Divvy Pialligo
CAHMA
Canberra Centre
Canberra Institute of Technology
Canberra Lake Tuggeranong Lions Club
Canberra Malayalee Association
Canberra Southern Cross Club
Canberra Symphony Orchestra
Canberra Valley Lions Club
Capital Chiropractic Centre
Catholic Education Archdiocese of Canberra and Goulburn
CBRE Canberra/ISPT
CIT Solutions
Crowne Plaza Canberra
Department of Agriculture, Fisheries and Forestry
Department of Climate Change, Energy, the Environment and Water
Department of the Senate
Department of Finance MAPS team
Dick and Pip Smith Foundation
Dominos
Dosa Hut
Eagers Automotive
Evoenergy
Federal Golf Club
Flipout
Frankies at Forde
Free Community Haircuts
Fyshwick Fresh Food Markets
Geoscience Australia
GIVIT
Goodwin Village Crace
Goulburn Mulwaree Library
Greenroom Strategic
Griffin Legal
Hands Across Canberra
Haven Workspaces
Home.byHolly
Hoyts Belconnen
Hoyts Woden
iPlay Belconnen
Jacobs
Calvary John James Hospital
LDK Greenway Views
Libraries ACT
Lions Club of Braidwood
Lions Club of Canberra Belconnen INC
Me Service Pty Ltd
Mills Oakley
Nappy Collective
Narooma & District Lions Club
National Convention Centre
National Zoo and Aquarium
Nexia Australia
Outward Bound
PCYC
Photo Access
Poorcountry Charitable Trust Fund
Primary Care Division Department of Health
R&M Clifford Investments Pty Ltd
Ray White Rural Canberra | Yass
Residential Reports
Riverside Plaza
Rotary Club of Canberra Sundowners

Rotary Club of Canberra Sunrise
Roundabout Canberra
Royal Canberra Golf Club (Women's Golf Committee)
Schiavello
Serendia
Sisters of Mercy
Skin Deep Face & Body Beauty Therapy
Slow Art
Snedden Hall & Gallop
Snow Foundation
St John's Care
Strathnairn Arts
Therapeutic Goods Administration, Department of Health and Aged Care
The Tradies, Dickson
The Alan Bishop Memorial Fund
The Janice Boland Memorial Fund
Poor Country Memorial Fund
The Letts Charitable Fund
Transit Graphics
Tribe Breweries
Tuff Nutterz
Whitehouse Church
Wisdom Learning
Wizard 4x4

Schools

Brindabella Christian College
Canberra Grammar School
Carroll College Broulee
Curtin Primary School
Daramalan College
Deakin School for Early Learning
Dickson College
Dickson College Secondary Introductory English Centre
Franklin School
Good Shepherd Primary School
Holy Family Primary School
Holy Spirit Catholic Primary School Nicholls
John College (ANU)
Lake Tuggeranong College
Lumen Christi Catholic College
Mackillop Catholic College

Marist College
Merici College
Mother Theresa
Mt Carmel School (Yass)
North Ainslie Primary School
Radford College
Sacred Heart Primary School
St Anthony's Parish School
St Bede's Primary School
St Benedict's Narrabundah
St Bernard's Primary School
St Claire's College
St Edmund's College
St Francis Xavier College
St Joseph's Primary School
St John Paul II College
St John Vianney's Primary School
St Joseph's Adelong
St Joseph's Boorowa
St Jude's Holder
St Matthew's Primary School
St Michael's Primary School
St Monica's Primary School
St Thomas the Apostle Primary School
St Vincents Aranda
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To discuss opportunities to support the St Vincent de Paul Society Canberra/Goulburn, please call us on **(02) 6282 2722** or email info@vinnies-cg.org.au.

To communicate in another language please call the Translating and Interpreting Service on **13 14 50**.

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