



St Vincent de Paul Society  
NSW  
*good works*



# CREATING A COMPASSIONATE FUTURE

ANNUAL REPORT • 22-23



## OUR MISSION

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

## OUR VISION

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

## OUR ASPIRATION

An Australia transformed by compassion and built on justice.

## ACKNOWLEDGEMENT OF COUNTRY

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



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The Annual Report of the St Vincent de Paul Society NSW was produced by the State Support Office Communications Team, November 2023.

Responsibility for this document rests with the St Vincent de Paul Society NSW.

Designed by Claire Hutchinson & Claudia Williams

#### Privacy statement:

The St Vincent de Paul Society NSW respects the privacy of the people it assists, our members, volunteers and employees. As a result, the names of clients, members, volunteers or employees featured in this report may have been changed and pictorial models used.

#### St Vincent de Paul Society NSW

ABN: 91 161 127 340

Auditor: Crowe

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# HIGHLIGHTS OF 2022/23



**OUR MEMBERS SUPPORTED  
MORE THAN 87,000 PEOPLE**  
with food, clothing, household items,  
cost of living expenses and emotional support



**\$3 MILLION WAS RAISED**  
through Vinnies CEO Sleepout events in NSW



**\$13.7 MILLION IN FINANCIAL  
AND MATERIAL AID**  
was distributed by our members



**\$5.5 MILLION**  
in direct financial assistance was provided to  
communities impacted by floods



**28,250 PEOPLE WERE SUPPORTED**  
by our Vinnies Services across Homelessness  
and Housing, Health, and Disability and Inclusion



Our network of Vinnies Vans provided more than  
**70,000 INSTANCES OF  
ASSISTANCE ACROSS THE STATE**



We celebrated 100 years of Vinnies Shops in NSW:  
**OUR NETWORK OF 221 SHOPS  
RAISED \$78 MILLION**  
to support our programs and services

## PRESIDENT'S MESSAGE

Dear friends,

Thank you for taking the time to read the Society's Annual Report. As you read, I trust I can anticipate your appreciation of the many and varied works that the Society undertakes and the impact our people are making in communities across the state each day.

The Society is and will continue its focus and strategies on the impact of the escalating cost of living, a cost which is adding to the ever-increasing hardship sweeping across our country. Academic discussions centering on such costs, although worthwhile, do not of themselves address the accompanying pronounced erosion of acceptable living standards. However, discussions accompanying such important issues must involve the economic implications of interest rates, inflation, housing stress and upward spiralling rental increases.

For many, the struggles they face do not afford them a quality of life that we would accept as a minimum for ourselves. In conversations with people we have assisted, they do not speak with an exuberance for life, but rather a resignation to the daily challenge of survival.

My hope is that the support the Society will continue to provide – whether it be a food voucher to purchase groceries, financing an unexpected bill or most importantly taking the time to sit with someone so they can tell their story – helps to turn the tide from waning spirits to renewed hope.

It is undeniable our times have chosen to smile on a select few whilst a growing number are increasingly expected to do more, with less.

For our mission and vision to have resonance in a world that has become increasingly disconnected, we must call out the causes of inequality that have captured so many in vicious

cycles of hardship and homelessness. The call for effective advocacy has never been greater.

In the words of blessed Frédéric Ozanam;

“Charity is the Samaritan who pours oil on the wounds of the traveller who has been attacked. But it is justice's role to prevent the attack.”

The St Vincent de Paul Society has stood as a pillar of support and compassion for over 140 years in NSW. I am honoured to serve as the elected state representative of all our members, and humbled to be entrusted with the promotion of the Vincentian mission in line with those who have most adequately preceded me.

As we move towards the next chapter in our history through a new strategic plan – *Strengthening Communities, Transforming Lives* – I am heartened to know that we will be there through the commitment of our members, volunteers and employees to extend a hand of compassion to those who are burdened.

To all who have facilitated the good works of the Society this past year – our members, volunteers, employees, donors and supporters – I extend my deepest thanks and gratitude for your efforts.

I hope that through the pages of this Annual Report you are able to recognise the impact the Society has been privileged to make this past year and I pray for your continuing support for our mission as we journey forward throughout 2024.

**Paul Burton**  
State President



## SPIRITUAL REFLECTION

*“Again, it was like the one who entrusted their wealth to three servants...and after a long time came to settle those accounts”* Matthew 25:14-30

When we first started the journey of consultations and conversations in building our new Strategic Plan, we began in reflection on this narrative from the gospel of Matthew, the parable of the talents. Briefly, the narrative tells us that a wealthy person entrusted their property to three servants; one five talents, another two and another one, then went away. On return, this person came to settle these accounts. The one with five talents and two talents transformed them adding another five and two talents. But the servant with one hid the talent, without vision and in fear, returned only the talent given.

This parable holds much significance for the Society today. For we have been given an important gift to be nourished and cherished not just for our own sakes but for the people we serve.

Pope John XXIII stated at the beginning of the Second Vatican Council; *We are not here to guard a museum, but to cultivate a flourishing garden of life* and Pope Francis on numerous occasions has expressed a similar notion. The St Vincent de Paul Society also needs to cultivate and hear these signs of the times as our Mission and our Rule calls us to listen, cultivate and transform of those we serve and those we walk with in service.

Our greatest hope with this Strategic Plan is that it will change the face of poverty, the face of vulnerability, and the face of exclusion across NSW, strengthening communities and individuals and in transforming lives for a better future.

**Leo Tucker**  
Executive Director,  
Mission & Spirituality



# CHAIR AND CEO MESSAGE

**In the face of challenges, new and varied, the St Vincent de Paul Society NSW remains committed to making an impact across the state.**

After the chaotic succession of crises that have occurred over recent years, the events of 2022/23 have enabled the Society to take a broader look at the scope of our work and how we can best meet the needs of the people we assist.

In considering a longer-term vision for the Society, we have produced a new strategic plan, running from 2024-2028, that serves as an opportunity to build on Catholic Social teachings in a way that resonates with the unique challenges of the modern world.

'Strengthening Communities, Transforming Lives' was informed following consultation with all our people – members, volunteers and employees – as well as, significantly, the people we assist to ensure that we can live out our mission of shaping a more just and compassionate society.

The goals of this new strategy – Excel, Grow and Cultivate – have been developed with the aspiration of anticipating and responding to the changing need that we see in communities. We will strive to realise this aspiration by delivering service excellence, growing our footprint so we can assist people where they are at and cultivating our capacity and capability to do so with the greatest effect.

As we renew and adapt our approach to delivering service to those in need, the Society will always remain committed to the core principles of the work started centuries ago with the aim of building a more just and compassionate society.



To address the challenges we face now, we must look towards a better future for all of us.

It is important to recognise the things we do well as a leading social service provider as well as those that need to be strengthened. We also recognise, as we continue to evolve, that we must be where there is emerging need, embracing these as opportunities for progress.

Our members have been working in NSW for more than 140 years to address hardship and disadvantage. This past year they supported more than 87,000 people with \$13.7 million in financial and material aid. Among the most concerning trends to emerge over the past 12 months has been the number of people seeking help from the Society for the first time – rising from one-in-four to one-in-three. This increase represents a systemic failure to ensure everyone is afforded the basics to live with dignity.

There has been a similar increase in demand for the Society's specialist frontline services with more than 28,000 people accessing support through our services over the year. While our dedicated employees have been able to support more people than previous years, the average time taken to achieve housing outcomes, along with the number of unassisted requests, has concerningly risen due to a lack of adequate funding and years of underinvestment in housing solutions that have created scarcity in social housing and affordable rental properties.

To this end, it is vital that the Society raises its voice to advocate for action from government, business and the broader community to address the causes and impact of hardship and poverty.

To address the challenges we face now, we must look towards a better future for all of us.

Our advocacy work highlighted the housing crisis as a key issue during the NSW State Election campaign, by identifying the need for increased investment in social housing, greater protections for renters and funding for specialist homelessness services to meet the growing need. Our advocacy work also extended as a firm supporter of the Uluru Statement From the Heart in its entirety, including the call to establish a First Nations Voice to Parliament.

In accepting the invitation to advance the Uluru Statement From the Heart as a matter of social justice and made real by the circumstances faced by the people we assist, the Society recognises the importance of backing up the words we espouse with actions that hold substance. Approximately one quarter of the people we assist identify as Aboriginal or Torres Strait Islander; in an effort to strengthen ties with Indigenous communities, the Society has undertaken a number of actions in accordance with our Reconciliation Action Plan. These include developing a First Nations recruitment strategy, including targeted traineeships throughout our services, starting First Nations Conferences in north-west NSW, erecting acknowledgement plaques at Society locations in recognition of traditional owners, and increasing cultural awareness and understanding through programs for our employees.

To support the need for assistance that exists now and will grow into the future, it is vital to ensure that the Society operates and innovates to deliver reliable revenue streams. Through our network of Vinnies Shops, Container Deposit Scheme depots and commercial enterprises, the Society was able to generate

in excess of \$80 million, with new surplus going straight back to support the delivery of our member assistance and frontline services across NSW, all the while making a positive environmental impact to give donated items a second life and reduce the amount of waste ending up in landfill.

The St Vincent de Paul Society NSW aspires to shape a more just and compassionate society for all. This aspiration is made possible thanks to the collaboration and dedication of our people – members, volunteers and employees – and the support of government, as well as the generosity of our donors, partners and supporters.

Thank you to everyone who has supported the work of the Society over the past year.

**Richard Stewart**  
Chair

**Yolanda Saiz**  
CEO





## WHO WE ARE

**The St Vincent de Paul Society is a member and volunteer-based organisation that has been assisting people experiencing disadvantage and hardship in NSW for over 140 years.**

The Society was founded by a 20-year-old man named Frédéric Ozanam in 1833 who, with a group of friends, sought to alleviate the poverty and disadvantage that he saw around him in post-revolution France. Leading by example and, with boundless energy, Frédéric started what is now a worldwide movement in just 20 short years.

The St Vincent de Paul Society NSW currently has close to 11,500 members and volunteers across the state, giving tirelessly of their time. In total, we have over 360 local member networks, referred to as Conferences, present in communities across NSW.

Our members, volunteers and employees assist people experiencing disadvantage with resources including food parcels and vouchers, financial assistance, help with energy bills and other expenses, budget counselling, school items for children, and the provision of other material items such as furniture, clothing, bedding and any other household items.

Importantly, we also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society NSW is also a leading provider of frontline services, with 100 local services across the state. These deal with a range of issues including homelessness, domestic and family violence, disability, mental health, youth wellbeing, refugee and migrant inclusion, rehabilitation and addiction.

## OUR HISTORY

- 1833** The St Vincent de Paul Society was founded in Paris in 1833 by 20-year-old university student, Frédéric Ozanam and his friends.
- 1881** Charles Gordon O'Neill joined the St Vincent de Paul Society in Scotland at just 23 years of age. He moved to Sydney in 1881 where he founded the first St Vincent de Paul Society Conference in NSW at St Patrick's Church Hill in Sydney's Rocks District.
- 1891** The first Special Work of the Society was founded in Surry Hills.
- 1922** Until 1922, Parish Conferences had organised wardrobes of clothes for people in need by collecting local donations. When this practice became too difficult to manage, the idea of Vinnies Shops where people could purchase second-hand items was born.
- 1938** The Matthew Talbot Hostel was opened by Bishop Norman Gilroy in Kent Street to help the many men experiencing homelessness in Sydney. It moved to Woolloomooloo in 1965, where it remains to this day.
- 2006** The Ozanam Learning Centre in Woolloomooloo opened. It offers a range of educational programs, recreational activities, a drop-in day centre and extensive information and referral services for men and women experiencing or at risk of homelessness. In the same year, the first Vinnies CEO Sleepout was held at Sydney Olympic Park, with a handful of CEOs raising around \$5,000.
- 2013** The St Vincent de Paul Society celebrated the bicentenary of its founder Frédéric Ozanam's birth.
- 2015** The Matthew Talbot Hostel celebrated 50 years at its Woolloomooloo location, a site now synonymous with the service.
- 2017** We were selected by the NSW Government's Social and Affordable Housing Fund to deliver housing throughout the state for people at risk of homelessness.
- 2022** The St Vincent de Paul Society commemorated the Centenary of Vinnies Shops in NSW. From humble beginnings, the first shop opened in the inner west neighbourhood of Newtown, Vinnies Shops have grown to more than 220 across the state raising vital funds to support the good works of the Society.
- 2023** We completed the delivery of assistance for communities impacted by the Black Summer bushfires by distributing all funds raised from the Vinnies Bushfire Appeal.

## OUR VALUES



**COMMITMENT**  
Loyalty in service to our mission, vision and values.



**COMPASSION**  
Welcoming and serving all with understanding and without judgement.



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



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



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



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



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

## LIVING OUR MISSION

**The St Vincent de Paul Society's heritage shapes and inspires a living and contemporary tradition. It is a heritage of which we are proud – it is faith in action to address poverty and inequality.**

We are inspired by the basic tenets of our mission and vision: to work 'to shape a more just and compassionate society' and to offer a 'hand up' to people experiencing disadvantage. We respect the dignity of the people we assist and encourage them to take control of their own destiny.

We are spiritual and connected. Our spirituality is guided by the ministry of Jesus – radical inclusivity, restoration and accompaniment. We aspire to live values of commitment, compassion, respect, empathy, advocacy and courage each day.

We are committed to those people who live on the margins of our community and are guided by Catholic social principles of dignity of the human person and solidarity.

All of our people contribute to the common purpose of serving the most disadvantaged in our community, providing a 'hand up' and helping them to rebuild their lives.







# STRENGTHENING COMMUNITIES, TRANSFORMING LIVES

The St Vincent de Paul Society NSW launched our new strategic plan in April 2023, coming into effect in July, as a road map for greater impact over the next five years.

Our 2024-2028 strategy - "Strengthening Communities, Transforming Lives" - is focused on increasing our social impact by understanding and addressing the most immediate needs of the people we assist, including safe accommodation; trusted relationships to build social connections and support systems; and immediate assistance for financial, material and social needs.

After our previous strategy was extended by 12 months in response to the unforeseen challenges presented at the height of the COVID-19 pandemic, "Strengthening Communities, Transforming Lives" was developed following extensive consultation with internal and external stakeholders to identify areas of emerging and growing need. This included a Senior Leaders Forum, regional consultation sessions with members, volunteers and employees, as well as surveys with people we assist.

The strategic vision is underpinned by three core goals:

- 1. Excel: amplify the impact of our service offering**
  - improve security, stability and social connection outcomes
  - ensure the people we assist sustain outcomes over time
  - achieve comparable outcomes for the most disadvantaged communities
- 2. Grow: extend the reach of our services**
  - ensure more people across NSW achieve and sustain housing security
  - increase access to impactful services for the most disadvantaged and hard to reach communities
- 3. Cultivate: enable our people, operational and financial capabilities so we can deliver more and better outcomes**
  - a vibrant, skillful and collaborative network of members, volunteers and employees
  - change and innovation informed by analytics and research
  - increased net revenue to invest in service delivery by excelling in our retail, commercial enterprises and fundraising operations

As part of the development of this strategy, we conducted extensive consultations to better understand our aspirations for impact, and to identify the key challenges and opportunities within the Society. We identified three major success drivers that will allow us to achieve our strategic goals and deliver on our mission.

They are:



## COLLABORATION

Successes will be driven by collaboration. We have identified ways in which members, volunteers and employees can work together more effectively, led by our mission and values, to deliver more and better impact. Likewise, we will increase collaboration between our services, our advocacy and our enabling functions to increase our impact in communities.



## PARTNERSHIPS

Partnerships will be key to our successes – we will partner with the people we assist, to co-design services and evaluate service provision. We will also work with other organisations to provide integrated services to the people we assist.

We will enhance our partnerships with both state and federal government agencies, to support the best outcomes for the people we assist; and we will continue to work with our many corporate partners who generously support our work in community. We will be more visible in communities throughout NSW through local partnerships, by working with local organisations to provide integrated services, engaging with local First Nations communities and conducting local advocacy.



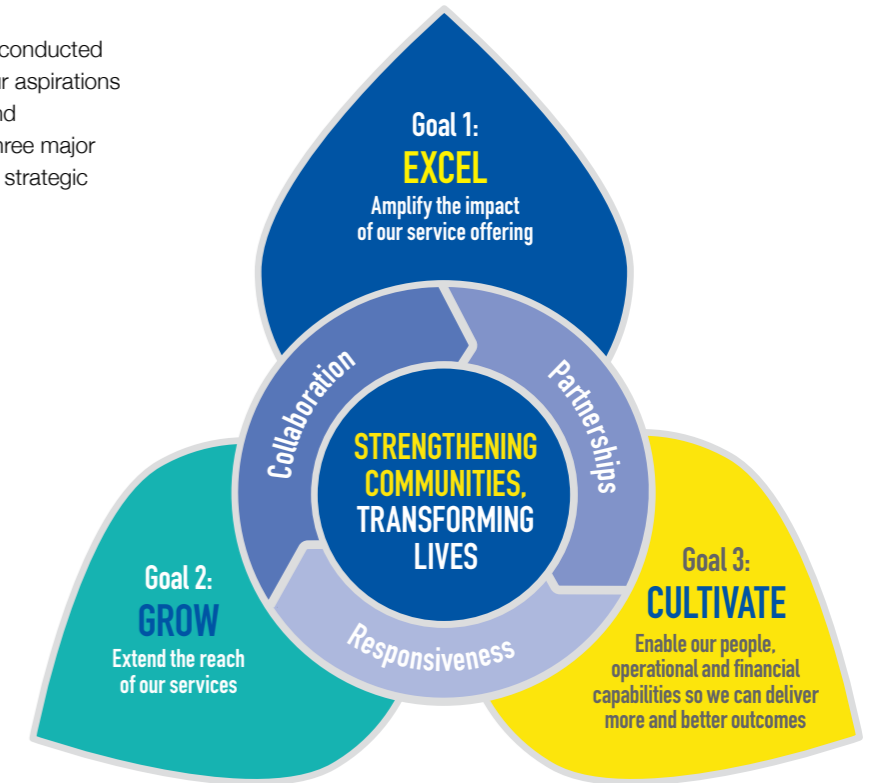
## RESPONSIVENESS

Our people have expressed a strong aspiration for the Society to continue to adapt to the changing world, and to increase our capacity to understand and respond to the needs of the most disadvantaged.

Our successes will rely on our capacity to be responsive, to improve and to adapt. We will increase our research and evaluation capability to ensure our services are contemporary, leading practice and informed by evidence.

Our service design and implementation will be underpinned by data and evidence. We will conduct ongoing community needs analysis, increase our analytics capability and monitor and evaluate the impact of our services to ensure that our services are responsive to the needs of the people we assist.

More information on our new Strategic Plan is available at: [www.vinnies.org.au/NSWStrategicPlan](http://www.vinnies.org.au/NSWStrategicPlan)





# OUR PEOPLE

## MEMBERS

The Society has more than 3,900 members serving people in need in local communities throughout the state. Our members live and work in these communities and meet regularly as part of Conferences, which are primarily associated with Catholic parishes or other institutions such as universities or schools.

Members are at the forefront of our work performing visitations to the homes of people we assist, providing household items, food vouchers and parcels and taking the time to listen and be present with people during times of hardship. Many of our members see their work as an opportunity to live out their faith by doing good works.

Key achievements from the past year include the completed roll out of the Conference Assistance Management System (CAMS) across all 10 Central Councils to improve data reporting; holding our first Regional Presidents Forum to support local issues and strategies; expanding our Vinnies Vans to three additional services to meet increasing need; and developing the Vinnies Service Medallion (VSM), to increase volunteer participation among secondary school students.

### The people our members assisted this year

**Our members supported 87,224 people and dependents during the 2022/23 financial year.**

Over the course of more than 124,500 interactions, they provided \$13.7 million worth of food, electricity, clothing, furniture, accommodation, transport and medical costs. Among those assisted were 10,500 people living with disability and 10,600 people identifying as Aboriginal or Torres Strait Islander.



### Meet Suzanne

Suzanne played a crucial role in the Society's immediate and ongoing response to the floods that devastated communities in the state's north-east at the start of 2022.

Finishing up her tenure as President of St Carthage's Conference in Lismore last December, she remains an active member supporting people in need throughout the region.

Suzanne and her fellow Conference members devoted time during the past year to meet the needs of the community by conducting outreach to inform locals of available support.

"We went out and walked around the streets because we weren't getting people coming to us," says Suzanne.

"We'd go out in pairs on the weekend and leave brochures in houses for people who'd lost everything to get basics – white goods, beds, furniture, restocking kitchens with cutlery and pots and pans – that was really a huge focus for us."

While it will take many years for the community to fully recover, Suzanne's Conference has been able to move into a new office space in Lismore and hopes to recommence in-person support, pending renovations, before the end of the year.



## YOUTH MEMBERSHIP

The next generation of Vincentians can be seen through the work of our youth members who make an impact at schools, universities and communities. Our young members support disadvantaged children through Buddies Bays and homework support groups, fundraise for our services, and hold social justice nights to promote awareness of issues impacting their communities and wider society.

There are also over 280 'Mini Vinnies' programs active in NSW schools, instilling children with social justice values that will last a lifetime. Engagement with schools increased by 20% from the previous year, rising to 305 schools, including close to half who participated in the annual Vinnies Christmas Appeal. We also saw the first Government school Conference initiated in Wagga Wagga.

Youth membership has grown considerably to nearly 550 young people across the state. Our presence at O Week events has been key to the growth in this area with 21 campus events held in 2023, resulting in a 216% increase in expressions of interest in membership.

Innovations implemented during the year included the commencement of a Green Team and multicultural playgroup in Wagga Wagga; a breakfast program in Lismore fully-funded to support students; and members participating in the Vincentian Spiritual Reflections podcast.



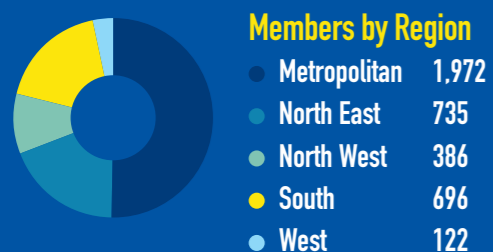
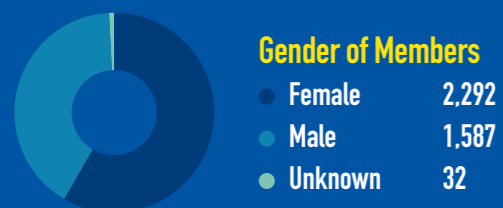
### Meet Tasfia

Tasfia is among the strong base of members doing good works for the Society in communities throughout the state.

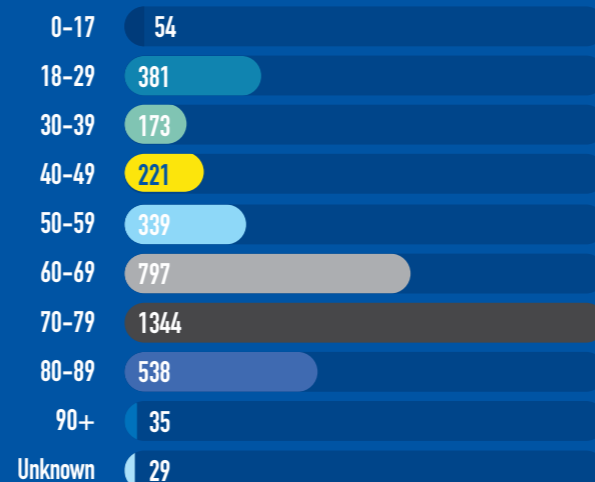
Currently serving as President of the Australian Catholic University Conference at Strathfield, Tas is regularly involved in events on campus to promote the diverse work of the Society, along with encouraging fellow students to get involved with expanding the Conference's membership base.

"Gratitude for my place in society with a passion and compassion for our community have been motivating factors for my contribution to Vinnies," says Tas.

Tas has been involved in Buddies Days, providing social opportunities for disadvantaged children, and supported the annual Mini Vinnies Gathering, bringing together Mini Vinnies groups from across the Metropolitan region, over the past year.



### Age of Members







“  
 Their diligence, generosity and compassion enables us to assist people in need, and we are incredibly grateful for their dedication and commitment.”



### Meet Annie

Annie can be found for half a day each fortnight arranging items and pricing donations on the floor of the Vinnies Shop in Corrimal.

As one of more than 5,000 retail volunteers giving of their time in Vinnies Shops across the state, Annie's contribution to the St Vincent de Paul Society is an inspiration proving that age is no barrier to making an impact.

Beginning as a volunteer in 1976, Annie recently celebrated a huge milestone – turning 100!

Celebrating her centenary alongside volunteers and employees she has come to know closely over nearly five decades of service, Annie has found great pleasure in remaining active through her work as a volunteer.

“I like it very much – I like the company and to do things for the poor,” reflects Annie.

Emigrating to Australia from the Netherlands in 1950 in pursuit of a better life in the aftermath of the Second World War, Annie, accompanied by her husband and young children, initially lived out of a camping ground in Wollongong before moving onto a home in Corrimal, where she has lived ever since.

Despite her rarefied centenarian status as the oldest volunteer in the region, Annie remains committed to arriving on time every second Wednesday to give back to the community that has given her so much.

“I hope that I still can keep going.”

### VOLUNTEERS

**Volunteers play an invaluable role in enabling the Society to make a difference in the lives of people every single day. We are incredibly grateful for the time and effort that our volunteers devote and hope that they find purpose and communal spirit in their work.**

Close to 5,000 volunteers help raise vital funds for our services and programs through our network of Vinnies Shops, while more than 2,500 additional volunteers support our good works across other functions, such as preparing and serving meals on our food vans and at our services.

During National Volunteer Week, held from 15-21 May, Paul Burton, St Vincent de Paul Society NSW State President, acknowledged the importance of our volunteers.

“From our Vinnies Shops, van services, community inclusion initiatives, and much more, all of our works are powered by the generosity of volunteers towards the people they assist and a shared vision of a more just and compassionate society.”

“Their diligence, generosity and compassion enables us to assist people in need, and we are incredibly grateful for their dedication and commitment.”

Highlights from the past year include the launch of an accessible, inclusive Volunteer Welcome Pack; increased student placements within Vinnies services and programs; creating a Vinnies Support Crew for volunteers with limited time capacity to maximise their volunteering opportunities; and working to transition hundreds of volunteers into associate members.

### EMPLOYEES

The Society employs over 1,300 people in various roles across our services in homelessness, health, community development, disability support and more, as well as providing essential administrative functions including fundraising, commercial enterprise, pastoral care, human resources, governance and policy, finance and communications.

We greatly value the commitment and dedication of our employees and aim to create a working environment that encourages people to make an impact over many years, such as our nearly 250 employees who have worked as part of the Society for more than a decade. We are proud to have a diverse workforce with a spread of ages, genders and cultures.

We are committed to providing our employees with safe and respectful workplace that allows them to contribute directly to our mission of shaping a more just and compassionate society for all.



### Meet Virginia

Virginia oversees a vital network of more than 220 Vinnies Shops as the Acting Director of Retail and Logistics.

Growing up in a family of Vinnies members before going on to work in various business development roles early in her career, Virginia's return to her roots has seen her rise through the Vinnies Shops network over the past 15 years.

As significant as Virginia's role is within the Society, she remains grounded in connecting with and sharing in the knowledge of people who give of their time as volunteers and employees.

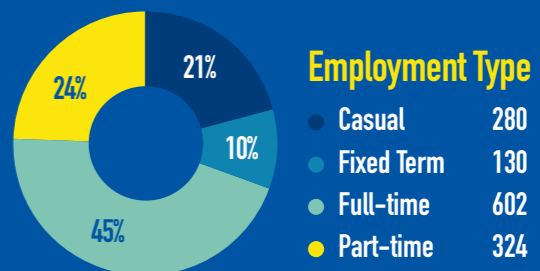
“Every volunteer has a backstory that teaches you something when you're in the stores.

“I remember this woman, who was a dressmaker in India, at Campsie and she taught me more about clothing than working for Myer ever did. Things about stitching and different zippers, what was valuable and what wasn't.

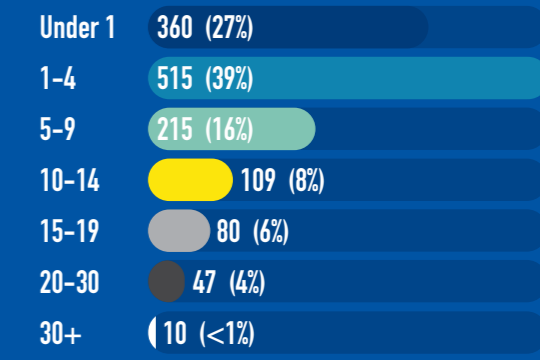
“All the knowledge that everyone brings from their life that's what makes the really good retailers in our business.”



### EMPLOYEE SNAPSHOT



### Years of Service



### People Who Joined Us

YEAR	2022/23	2021/22
Total	507	453

### People Who Left

YEAR	2022/23	2021/22
Total	445	366





## VINNIES SERVICES

**Vinnies Services assisted 28,250 people during the 2023-23 financial year across three primary divisions: Homelessness and Housing, Health, and Disability and Inclusion.**

To meet the increasing demand for support from all the divisions across Vinnies Services, a multifaceted and collaborative approach is required to ensure our services have the resources, skills and experience required to achieve beneficial individual and community outcomes:

**Increased resources**, which require additional financial investment to expand our programs, facilities, and staffing to meet increased need.

**Additional shelter and housing**, through the acquisition and development of affordable housing, emergency accommodation options and transitional housing options.

**Skilled personnel**, to respond to growing caseloads and the increased complexity of need, and to provide the quality of support needed to achieve strong results.

**Community partnerships**, to access resources and expertise through strengthened ties to local organisations, government agencies, and community groups.

**Preventive Programs**, to help reduce the number of people needing to access support in times of acute crisis and ensure the functioning of mainstream systems such as health, education and corrective services.

**Training and professional development**, to ensure the highest quality of assistance is provided to the people we assist, who are presenting with increased complexity of needs.

**Advocacy**, to address policy issues at local, regional, and national levels.

**Flexible programming**, to adapt and diversify our programs to meet the specific needs of the people we assist.

**Crisis response planning**, to ensure that we can scale up services during emergencies or surges in demand.

*Data detailed throughout this section is based on information provided with consent by people assisted through Vinnies Services.*

### CASE STUDY: Regaining stability through housing

Peter was in a vulnerable and dangerous place prior to finding help from the St Vincent de Paul Society. Evicted from his rental, he was boarding in a guest house where drug use and violence were commonplace.

Turning to the Society in his time of need, Coniston Hub – a service offering a variety of supports in Wollongong – was able to offer Peter a place in the adjacent crisis apartments so he could get back on his feet. He stayed there for six months before support staff helped him find a room in transitional housing. Seven months later came a real breakthrough in his situation.

“They’ve helped me yet again to get full-time housing down at Thirroul,” says Peter.

Peter understands the draining reality of finding social housing right now, having applied and struggled to find a place to call home.

“I was in a queue... ten or more people applying for a place... so the chance of me getting a place with the low income I was getting from Centrelink was pretty much impossible.”

Peter’s new place at Thirroul is one for the long-term and things are pointing in a brighter direction.

“My goal is getting a job. I’ve got my licence back; I just bought a ute. Things are rolling along. I’ve just started going for jobs.”



### PEOPLE ASSISTED THROUGH VINNIES SERVICES IN 2022/23

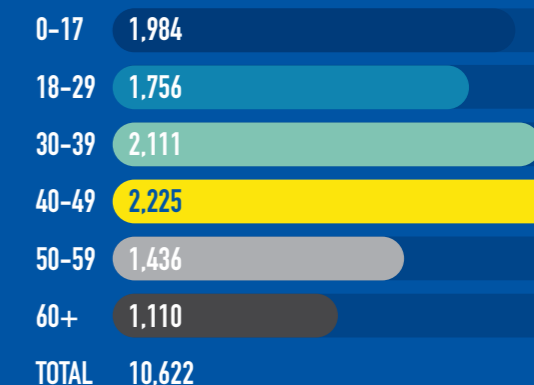


Region	Count
Metropolitan	3,607
South	2,690
North East	2,419
West	762
North West	501
Unknown	70
<b>TOTAL</b>	<b>10,049</b>



Gender	Count
Male	5,878
Female	4,929
Other	307
<b>TOTAL</b>	<b>11,114</b>

#### Age

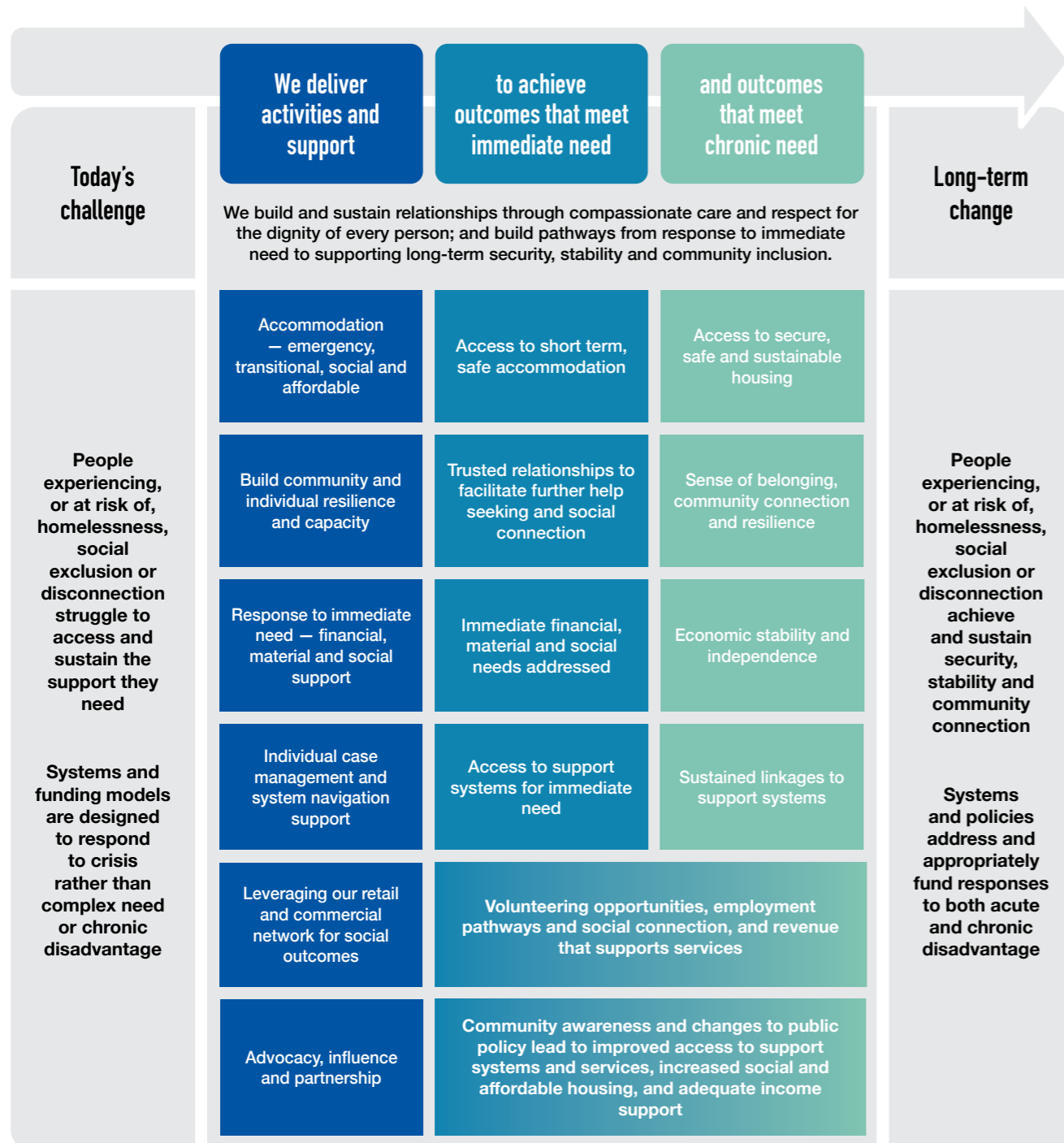




## THEORY OF CHANGE

“We build and sustain relationships through compassionate care and respect for the dignity of every person; and build pathways from response to immediate need to supporting long-term security, stability and community inclusion.”

Our Theory of Change articulates the difference we want to make in people's lives and our communities. It reflects who we are, what we do, and how we do what we do. It also reflects our current understanding of how the activities and supports we provide contribute to the people we assist achieving long-term positive change.



### People We Assist

Female	3,813
Male	4,756
Other Gender/Not-stated	103
<b>TOTAL</b>	<b>8,672</b>
Indigenous	1,775



### Programs offered through our Homelessness and Housing division include:

**Specialist Homelessness Services (SHS)**, offering a comprehensive range of support, including emergency accommodation, crisis intervention, case management, and outreach services.

**Soft Entry Hubs**, providing a welcoming and non-judgmental environment where individuals in need of housing support can access information, referrals, and initial assessments. These hubs act as a vital entry point into the homelessness service system.

**Social and Affordable Housing Fund (SAHF)**, operating on a Housing First principal with residents provided with housing located close to local services and on-site wraparound support delivered by the Society's Homelessness and Housing employees to enable tenants to achieve personal goals and aspirations. A longitudinal study conducted by UNSW found tenants felt positive about the tailored support provided and experienced higher levels of satisfaction compared with other social housing tenants. See St Vincent de Paul Housing (Pg 29) for more information.

**Together Home**, supporting rough sleepers to transition into stable housing with wraparound support through funding made available by the NSW Government. The Together Home program supported 83 people in the past financial year with 25% identifying as First Nations.

**Reconnect Program**, assisting young people who are at risk of or already homeless. It offers support in areas such as education, employment, and family mediation to help them regain stability.

## HOMELESSNESS AND HOUSING



The demand for our Homelessness and Housing services has increased by 4.49% over the past year, rising from 8,299 to 8,672 people.

Our Homelessness and Housing directorate operates 19 services aimed at addressing the complex challenges faced by individuals and families experiencing homelessness or housing instability. The services, regularly working in tandem to achieve results for the people we assist, are categorised under three main areas of support:



#### Early intervention

services to prevent people from becoming homeless.



#### Crisis

services for people who would be homeless without immediate intervention or are currently experiencing homelessness.



#### Recovery

services for people who are currently in stable accommodation but require support to avoid becoming homeless once again.

### The impact we want our services to make:

- + Elevating housing stability
- + Transforming lives
- + Strengthening communities
- + Nurturing well-being
- + Long-term impact
- + Fostering hope



## HOMELESSNESS AND HOUSING IN 2022/23

### Main Reasons for seeking assistance



**29%**  
Domestic and family violence



**16%**  
Housing crisis (e.g. eviction)



**7%**  
Relationship/Family breakdown



**7%**  
Previous accommodation ended



**9%**  
Inadequate or inappropriate dwelling conditions



**8%**  
Housing affordability stress (e.g. rent too high)



**6%**  
Financial difficulties



**18%**  
Other

People Assisted	8,672
Active Cases	9,663
New Cases	5,292
Closed Cases	5,306
Ongoing Cases	4,357
Unassisted Enquiries	3,023

### HOMELESSNESS AND HOUSING OUTCOMES

● People in crisis ● People not in crisis

<b>59%<sup>1</sup></b>	<b>53%<sup>2</sup></b>
<b>73%<sup>5</sup></b>	<b>41%<sup>6</sup></b>
are known to be housed three months after starting to engage with our Homelessness and Housing services	were satisfied with their health
<b>61%<sup>3</sup></b>	<b>74%<sup>4</sup></b>
<b>38%<sup>7</sup></b>	<b>57%<sup>8</sup></b>
were satisfied with their personal relationships	were satisfied with their overall wellbeing

<sup>1</sup> Proportion of people in crisis that remain housed at 3 months after starting the program (2,251/3,846)

<sup>2</sup> Proportion of people in crisis that are more satisfied with their overall health (259/486)

<sup>3</sup> Proportion of people in crisis that are more satisfied with their personal relationships (291/477)

<sup>4</sup> Proportion of people in crisis that are more satisfied with their overall wellbeing at latest PWI survey (363/489)

<sup>5</sup> Proportion of people in non-crisis that remain housed at 3 months after starting the program (2,155/2,934)

<sup>6</sup> Proportion of people in non-crisis that are more satisfied with their overall health (230/555)

<sup>7</sup> Proportion of people in non-crisis that are more satisfied with their personal relationships (207/552)

<sup>8</sup> Proportion of people in non-crisis that are more satisfied with their overall wellbeing at latest PWI survey (317/554)

### CASE STUDY: "It's not just a roof over my head, it's my castle now"

Keith was a merchant seaman his entire adult life, he went to sea when he was 15 and retired when he was 62. After getting divorced, Keith lost the majority of his Superannuation. When he had spent what little was left, plus his savings, he became homeless.

Keith shares, "I lived on the trains running to Northern New South Wales for several months. I'd get on a train, sleep for 10 hours and then get off. I'd hang there for a couple of days and then get another train back."

After being referred to Link2Home, Keith eventually got access to government housing.

Despite being over the moon, Keith spent the first three nights sleeping on the floor.

"If you move into a flat with no furniture, it's just like staying on the train. You've got a roof over you, but nothing else. You can't buy food because you don't have a refrigerator. You can't wash the clothes because you don't have a washing machine. If you don't have money for the electricity, they won't turn the electricity on."

Keith's case worker referred him to the St Vincent de Paul Society in Redfern who were able to help him by supplying a washing machine, fridge, chairs and a kettle, things he would never have been able to afford.

"If Vinnies weren't able to help me I'd be living in an empty flat. I couldn't be more grateful for what they've done for me. They certainly helped me immensely, that puts a bit of dignity back in your life. You can hold your head up a bit further."

"Once you've got a roof over your head, well then you can start putting things together. You're clean, you can have a shower every day, you can go for job interviews. Your opportunities are multiplied as soon as you have a secure place to live."

Despite still living pay-to-pay, Keith is feeling secure and looking forward to his future. "I look forward to now trying to get a job maybe or looking after my little flat here. This is my home now. It's not just a roof over my head, it's my castle now."



## HEALTH SERVICES



Our Health services have seen a 10.31% increase in demand over the past year, growing from 1,191 to 1,314 people.

Our Health Services provide a holistic approach to addressing the health needs of vulnerable community members during early intervention, crisis and recovery stages through six functions:

**Alcohol and Other Drug (AOD) Detoxification and Rehabilitation Service**, supporting single men and women, as well as people with children, with a medically supervised detoxification unit and medium to long term residential rehabilitation to address substance use issues.

**Complex Support AOD Services**, focusing on individuals with comorbidity requiring intensive support for their specific needs. AOD concerns as well as other social/mental health issues, ensuring they receive intensive support to address their specific needs.

**AOD Day Rehabilitation Programs (non-residential)**, offering a structured and supportive environment for people wanting to address their substance use issues without having to live in a residential facility.

**AOD Outreach Programs**, providing case management to coordinate care for people experiencing alcohol and other drug (AOD) and other significant health and social issues that cannot be addressed by their AOD treatment alone. The AOD Outreach Programs also focuses on reducing drug related harms and improving broader health and social functioning.

**Clinic Services (Primary Healthcare)**, offering on-site healthcare, including primary care, chronic disease management, optometry, podiatry, psychiatry and medication management, to people who are homelessness or at risk of homelessness at no cost.

**Aged Care Services**, provide a home with much needed healthcare to single men with direct experience of homelessness, mental health needs or substance use issues. We follow the harm minimisation principles with a focus on dignity of risk to ensure the residents are involved in decisions in relation to their accommodation and healthcare.





## DISABILITY AND INCLUSION

Our Disability and Inclusion services supported more than 17,700 people over the past year through a range of programs and services designed to promote inclusion in communities.



The Society made the decision following extensive review and consideration to close its Australian Disability Enterprises (ADEs) located at Stanmore and West Ryde in December 2022.

The Society concluded the ADEs were not conducive to an inclusive workplace and, as such, did not align with the organisation's Disability Inclusion Action Plan and recommendations from the Disability Royal Commission. The Society has worked to provide open employment opportunities where possible to advance a more inclusive workplace and wage equity for people with disability.

Castlereagh Industries remains in operation in Coonamble due to the unique challenges of being located in a regional remote area and a lack of suitable alternative options for open employment at this time.

Achievements of our disability services include:

- Our Supported Independent Living and Respite facilities located across the state supported 23 people in the 2022/23 financial year.
- As an approved National Disability Insurance Scheme provider, the Society assisted 77 people in accessing support coordination through the NDIS, along with providing additional assistance to people ruled ineligible to access supports in the community.
- Mary MacKillop Outreach in the inner-west of Sydney provided safe, friendly and supported centre-based and community participation day programs to 60 people with disability. Facilitated activities included art classes, fitness, cooking, gardening and performances.



The Forbes Street Band rehearsing at the Ozanam Learning Centre

Our Community Inclusion services act as valuable lifelines for people in need of social connection and improved wellbeing with programs led by employees and volunteers offering life skills classes, creative forms of self-expression, and building community resilience in the wake of disasters.

Some of our major accomplishments throughout the financial year in this area include:

- The Ozanam Learning Centre offered 9,723 instances of service where community members participated in programs ranging from gardening, to job readiness workshops and creative arts programs, to cooking and nutrition classes.
- North Coast Settlement Service, located in Coffs Harbour, supported 318 newly arrived migrants to engage with the community by offering assistance with rental applications, understanding societal systems and practising for the Australian Citizenship knowledge test.
- Creative Space enabled 426 people in the Southern Highlands to express themselves through creative arts while gaining social connections and opportunities to participate in the local community.
- In response to the bushfires that devastated regions during the 2019/20 summer, the Bushfire Recovery program supported 12,677 people across the Richmond Valley, Clarence Valley, Kempsey, Shoalhaven, Glen Innes and Wingecarribee regions. This assistance will help improve preparedness for future disasters and give community leaders skills in hazard reduction and disaster management.

### The impact our services have:

- + Reducing the severity of dependence on Alcohol and Other Drugs
- + Alleviating psychological distress
- + Enhancing quality of life
- + Access to vital healthcare
- + Promoting long-term recovery
- + Fostering hope and resilience



### People we assist

Female	505	Indigenous	371
Male	919	TOTAL	2,073
Other gender	26		



### Reason for seeking assistance

Case management/care coordination	38%
Community based support	25%
Relapse management	21%
Detox/rehabilitation	11%
Not sure/other	5%

## DISABILITY SERVICES

### People we assist

Female	104
Male	164
Other gender	2
TOTAL	270



People Assisted	1,314
Active Cases	1,616
New Cases	1,196
Closed Cases	1,130
Ongoing Cases	486
Unassisted Enquiries	447





## CREATIVE SPACE SOUTHERN HIGHLANDS

### CASE STUDY: A Creative Space for community

Creative Space in the Southern Highlands has been providing a welcoming place for people to express themselves through art since opening in 2017.

For Peter, the opportunity to let out his creative spirit once a week has been life changing.

“It’s given me a purpose,” says Peter.

“I’ve got new friends, I have fun moments with people that come here – and we have a laugh – I love this place!”

Discovering an appreciation for art of all kinds, including a niche for pottery, the community at Creative Space has been by his side during numerous health issues.

“In the last lot of sickness – I wasn’t sure if I was going to make it. Friends from Creative Space visited me in hospital and kept my spirits high. Vinnies staff visited me on Christmas Day and that was very special to me.”

Peter appreciates the inclusivity of the service and was consulted, as someone with direct experience of disability, on the accessibility needs of ramps, doors and toilets when Creative Space relocated from its original site during the COVID period.

“I now have a great new family: Creative Space.”

### CASE STUDY: Music at the Ozanam Learning Centre

There are many facets to Jyran’s life. One of the earliest and most enduring has been music.

“As a kid I listened to the radio with my mum and always felt that music was the essence of life because it just lifted you up and was able to put you in a trance,” Jyran explains.

Moving around frequently as a child, before settling in Sydney in his youth, the sounds and lyricism of hip hop left a lasting impression.

Learning and writing raps during his high school years, while gaining confidence freestyling, Jyran performs under the stage name Tiny Tones, “I’m a small dude, so ‘Tiny’, ‘Tones’ came from singing and rapping.”

Releasing early tracks “focused on a street vibe” that attracted views in the thousands on social media, the music, however, masked his own struggles with addiction that left him homeless and in need of refuge at the Matthew Talbot Hostel.

Working his way back with the support of employees at Vinnies’ renowned homelessness service located in Woolloomooloo, Jyran simultaneously spent time at the neighbouring Ozanam Learning Centre where he came into contact with the centre’s musical coordinator, Omar, resulting in a transformative musical mentorship.

“When I first came to the OLC, I didn’t even know there was a studio, I had never produced, but thanks to Omar, he inspired me to take it seriously.”

Currently living in an apartment of his own a short distance from the OLC, Jyran hopes to continue recording and honing his craft as an artist with the support of Omar.

“All the staff are so loving, so kind, so supportive, very understanding, great people. Omar is great at what he does.”



“  
We’re seeing a lot of working class... who are on that minimum wage and they can just afford to pay their rent or mortgage repayments and then food is what they go without.”

## VINNIES VANS

**The Society operates seven Vinnies Vans services throughout Sydney and regional NSW, which provided more than 70,000 instances of assistance over the past year.**

Providing much more than just a meal, our Vinnies Vans offer connection to people experiencing hardship along with referrals to additional services. Close to 3,000 volunteers generously give their time to support our vans each year through a variety of key roles such as preparing meals, driving vans, delivering assistance and lending an ear to people in need of community connection.

In response to the cost of living crisis that has impacted individuals and families for more than 12 months, our vans have supported twice as many people compared with prior to COVID-19, with 2,500 people seeking assistance each week from our van services in Sydney alone.

According to Josie Charbel, Vinnies Vans State Manager, the rise in people seeking assistance has been driven by people who have never needed to seek support previously.

“We’re seeing a lot of working class, basically the working poor, who are on that minimum wage and they can just afford to pay their rent or mortgage repayments and then food is what they go without,” says Josie.

The Society plans to expand its Vinnies Vans services over the coming year to meet the demand in areas such as Greater Western Sydney, Campbelltown and Coffs Harbour, along with increasing the number of stoppages on existing services.

### Michael’s story

Michael never thought he would ever be near the brink of homelessness. He enjoyed a secure and stable life that he could afford from a lifetime of hard work.

When he left a violent relationship which saw his partner strip away all his assets in the ensuing divorce, Michael was left with nothing more than his beloved dogs in social housing.

In his time of struggle where he often wondered where he would get his next meal, Michael found respite in the form of our Vinnies Vans.

“It’s absolutely horrible to know that – ‘where am I going to get food from?’”

“Then suddenly I found the Vinnies Vans. I just couldn’t believe that they were giving me food for free, and it was a miracle.”

“It’s healthy, and there’s lots of it. As I said, it’s a miracle.”

Vinnies Vans have provided Michael with food, but also with a welcoming space and social connection.

“I just have my dog, so when I’m at home, I talk to my dog. So, I don’t really have that much human contact.”

“[The volunteers] feel like they’re your friends that you’ve known for years, and they’re really ... when they listen, they listen.”





## BUSHFIRE SUPPORT

The St Vincent de Paul Society has committed and spent 100% of the \$25.9 million raised nationally for its Bushfire Appeal which was used to provide immediate assistance to more than 9,500 households and to provide long-term support to impacted communities.

In NSW, the Society raised \$9.4 million – excluding areas of NSW covered by the St Vincent de Paul Society Canberra/ Goulburn – through the Vinnies Bushfire Appeal and has spent all of that money on immediate relief, recovery, and longer-term rebuilding efforts.

Funds raised in NSW were committed and spent in three phases:

### 1. Emergency Relief

\$5.8 million, in financial and material aid in the immediate aftermath

### 2. Community Grants

\$1.4 million, helping 76 grassroots recovery and rebuilding projects

### 3. Community Development

\$2.2 million, funding resilience projects through to June 2023

## Bushfire Recovery and Community Development

The Bushfire Recovery and Community Development (BRCD) program was active through to June 2023, building resilience in bushfire affected communities. The aim of the program was to support the recovery process by integrating the work of local Conferences and member networks with the knowledge and technical capability of the Society's Community Inclusion team.

- To improve community and individual resilience and disaster preparedness capacity
- To strengthen community cohesion and increase individual sense of wellbeing and positive outlook
- To support local environment rehabilitation, regeneration, and productivity



## HIGHLIGHTS



**21,000+**  
interactions between community members and the program



**12,000+**  
people involved in activities



**78**  
activities running/planned



**29**  
villages involved in activities



**19**  
community-based organisations are partnered with BRCD

## KEY RESULTS

- + 1,632 vulnerable/impacted households are more informed and prepared for future disasters
- + 686 community leaders' skills built in different areas of hazard reduction and disaster management such as first aid, chainsaw operation, and basic counselling.
- + 3 communities have received support to build their local preparedness including defibrillators, first aid kits, satellite internet, and ember-proofing the local hall
- + 22 community activities implemented, aiming to revitalise community connections
- + 544 community members have gained skills and confidence in trauma management/mental health or have been referred on to appropriate services.
- + 42 community-based organisations have received material investment (e.g. generators/satellite internet) and/or support to strengthen various capacities (e.g. grant writing, basic governance).
- + 2,556 individuals have received informal case management support from Vinnies or third-party employees
- + 70+ households have been supported with shelter/infrastructure needs
- + 9 land regeneration activities have occurred in 22 communities
- + 43 fire and flood (double impacted) households supported to rebuild critical personal infrastructure

## FLOOD SUPPORT

The Society continues to support communities impacted by flooding which devastated parts of the state throughout 2022.

The Vinnies NSW Flood Appeal raised over \$6 million and we have distributed over \$5.5 million in direct financial assistance to people worst affected by the floods.

## HIGHLIGHTS



**RAISED OVER \$6.6 MILLION**  
in the Vinnies NSW Flood Appeal



**PROVIDED \$5.5 MILLION**  
in direct financial assistance and continue to support the community for the long-term



**RECEIVED AND DISTRIBUTED \$1.3 MILLION**  
Commonwealth Government funding



**SUPPLIED OVER \$3.9 MILLION**  
in grant payments



**DISTRIBUTED MORE THAN \$1.6 MILLION**  
worth of vouchers and other assistance



Clare Van Doorn oversaw the Society's response to the floods.



## DISASTER RESPONSE FRAMEWORK

With the increasing number and severity of disasters in Australia, there is a growing need to be able to prepare for, respond to and recover from crises.

Vinnies NSW has worked with Humanitarian Advisory Group (HAG) to develop a Disaster Response Framework that will facilitate a coordinated approach to its disaster response activities when working in communities.

It is intended as a ready reference guide for those involved with the management of disasters, before, during and after.

Key components of the Framework are:

- Processes and key actions for disaster preparedness and response
- Cross-organisational roles and responsibilities
- Parameters for decision-making and delegation of authority
- Protocols for health, safety, security and risk management
- Approaches for coordination, partnership and complementarity
- Guidelines for the application of evaluation and learning criteria for disaster response, including how to incorporate learning in future efforts.

### WHEN WE HELP



Provision of recovery services after a disaster, not a first responder



Services can start being provided in the first 24-48 hours after a disaster



Service may be provided in recovery centres, at people's homes, or other locations

### WHERE WE HELP



Material Assistance



Financial Assistance



Pastoral Care

### HOW WE HELP



Our core competencies in disaster response:

- Members driven
- People centred
- Trauma informed
- Value driven



The people we work with:

- Conference members and volunteers
- Local government
- Corporate partners
- General public and community-based organisations



Values that guide us:

- Empathy
- Integrity
- Respect
- Compassion
- Commitment
- Advocacy
- Courage



## ST VINCENT DE PAUL HOUSING

**St Vincent de Paul Housing is a Special Purpose Vehicle holding the assets we developed under the NSW Government's Social and Affordable Housing Fund (SAHF) program.**

The St Vincent de Paul Society NSW partnered with the NSW Government in 2017 to deliver the Social and Affordable Housing Fund (SAHF), providing 502 new social and affordable homes across greater Sydney and regional NSW.

The program operates on a Housing First principle with residents provided with housing located close to local services and on-site wraparound support delivered by the Society's Homelessness and Housing employees to enable tenants to achieve personal goals and aspirations.

The Society supports the work of St Vincent de Paul Housing with Conference members and volunteers engaging tenants with "Point of Difference" initiatives designed to promote inclusiveness and connection in the community. Similarly, the Society has been able to provide more than \$100,000 in brokerage to secure white goods and furniture, cover utility bills and rental arrears, as well as medical expenses for residents.

Across the 2022/23 financial year, the SAHF program provided homes to 881 residents – 774 tenants were in housing at 30 June 2023 – with an annual occupancy rate above 99%. Residents reported extremely positive results during the Annual Tenant Satisfaction Survey in key parameters including Condition of Property (93%); Neighbourhood as a place to Live (90%); and Sense of Security and Safety, Health, Personal Relationships and Quality of Life (85%).

The SAHF program continues to achieve outstanding results by delivering stable housing for individuals with a history of homelessness or at risk of homelessness:

- 108 of 108 people who had a history of homelessness prior to entering the program have been supported to sustain their tenancies for 12 months or longer (100%)
- 206 out of 206 people that were homeless at intake when entering the program have been supported to sustain their tenancies for 12 months or longer (100%).

The Society remains committed to the SAHF program and hopes to expand into new locations and targeted services into the future.





The Society's Social Justice Network campaign for Housing Justice throughout the year.

## OUR ADVOCACY

During 2022/23, the St Vincent de Paul Society NSW advocated for housing justice throughout the NSW State Election, supported and raised awareness about the Uluru Statement from the Heart, and produced extensive research, policy, submissions and reports.

### NSW State Election 2023

We advocated for the next NSW government to prioritise housing justice during the 2023 State Election.

With the housing crisis and soaring cost of living resulting in a growing number of people facing precarity, including many needing to seek assistance for the first time, the Society sought to hold the state's political leaders to account by putting housing on the agenda.

We released our NSW Election Statement, 'Housing Justice: A Home for Everyone', in the first half of the financial year highlighting three key recommendations for policy action:

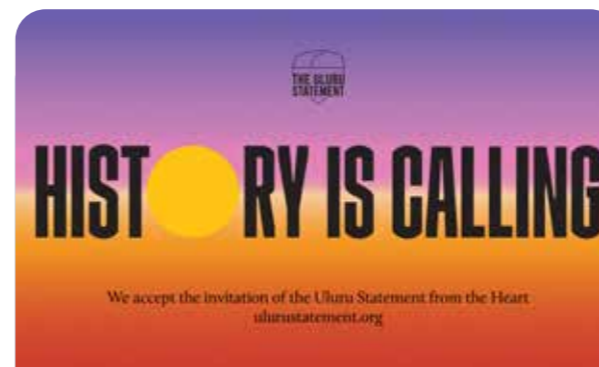
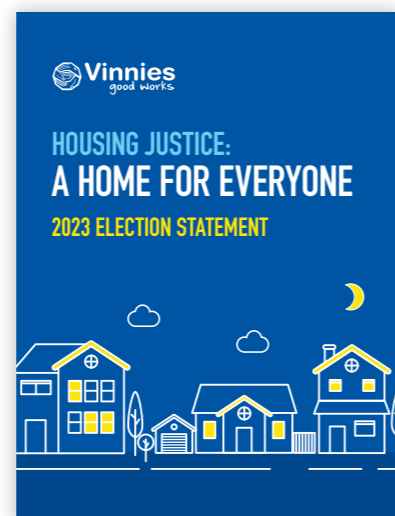
1. Ensure our housing system delivers on the right to home
2. Protect renters through fairer tenancy laws
3. Fund specialist services for people who are homeless

Throughout the campaign our members, volunteers and employees wrote and met with their local MPs and candidates about the need for safe, affordable and healthy homes. We resourced and supported our networks by producing electorate-based factsheets, briefing papers, FAQs, and guides to meeting with local MP. We supported other organisations on campaigns aligned with our election asks such as the Homelessness NSW and CHIA NSW, Housing for All launch.

Our people and Society leadership also attended the Sydney Alliance's 2023 State Election Assembly at Westmead where Matt Kean (NSW Treasurer), Daniel Mookhey (Shadow Treasurer) and Jenny Leong (NSW Greens spokesperson for Housing) addressed a diverse coalition of groups including NGOs, faith-based organisations, community groups, unions and schools.

Key asks from the Housing Justice statement were featured in the media during the campaign, such as ending blanket 'no pet' clauses for renters.

The State Election, held on 25 March, saw the NSW Labor Party form government following 12 years of the Coalition in power. We were pleased to see both major parties commit to our asks to increase affordable housing and to end no-grounds evictions, although we were disappointed that neither party made specific commitments to increase social housing dwellings. Increasing the delivery of social homes will continue to be our focus for the next term of government.



### Uluru Statement from the Heart

The St Vincent de Paul Society NSW has expressed support for the Uluru Statement from the Heart and the First Nations Voice to Parliament as matters of social justice and as an opportunity to move towards a more just and compassionate society.

Ahead of the Referendum to establish a First Nations Voice to Parliament, the Society developed a collection of resources for members, volunteers and employees explaining the Uluru Statement from the Heart and its three asks (*Voice, Treaty, Truth*), detailing our support, addressing FAQs and linking to trusted resources for further information. We produced a Conference Reflection and Action Kit to help our members engage in informed and respectful local discussions. We also worked with our Youth team to produce an education resource tailored for secondary school students.

To improve education and understanding of the invitation from First Nations people presented by the Uluru Statement from the Heart, our employees delivered workshops and presentations to the Society's networks, including at the Activate Youth Conference 2022, First Nations Employee Network Conference 2022, RAP Working Group, various Central Council meetings and local Social Justice Networks.

The Society additionally joined the Allies for Uluru Coalition, signed a Reconciliation Australia joint statement, participated in an Activate for Uluru CEO Forum and attended several Sydney Peace Prize events, where the dialogue leaders were honoured with the 2021-22 Sydney Peace Prize.

### Research and Policy

The Society's research and policy work covered various issues including housing and homelessness, cost of living, people seeking asylum and refugees, domestic and family violence, and disability inclusion.

In response to the worsening state of homelessness and housing in NSW and nationwide, the Society presented evidence to the parliamentary inquiry into homelessness amongst older people in NSW alongside other service providers, which informed the Committee's final report. Together with several other organisations, the Society

commissioned research from the UNSW City Futures Research Centre into the relationship between housing vulnerability and the Northern Rivers floods. The report's recommendations were presented to Ministers and local MPs, along with informing submissions on the establishment of the Reconstruction Authority and to the Northern Rivers Resilient Lands Strategy. Other work in this area included:

- our involvement in the NSW Government's Land Tax Hardship Working Group;
- working with a coalition of organisations calling for rental reform headlined by ending no-ground evictions;
- producing a report into tenant satisfaction at our Social and Affordable Housing Fund properties, which showed higher levels of satisfaction compared with other social housing tenants.

Our cost of living advocacy included participation in energy and water reviews and committees, advocating for higher income support payments through the Raise the Rate campaign, and collaborating with the Jesuit Refugee Service on a report into the response of our respective organisations to community needs during the COVID-19 pandemic.

We remain committed to upholding the rights of people seeking asylum and refugees as evidenced by our sponsorship of Refugee Week 2023 and involvement in the Vincentian Refugee Network. We wrote to the NSW Minister for Multiculturalism to extend emergency support funding and to lobby the Commonwealth to expand eligibility for the Status Resolution Support Service; unfortunately, the Commonwealth refused to continue the program, leaving more than 5,000 vulnerable people without essential supports.

Other policy work has included commencing the development of a Domestic and Family Violence Social Justice Statement, along with participating in the Commonwealth Government's Disability Employment Roundtable where the future of Australian Disability Enterprises (ADEs) was discussed.





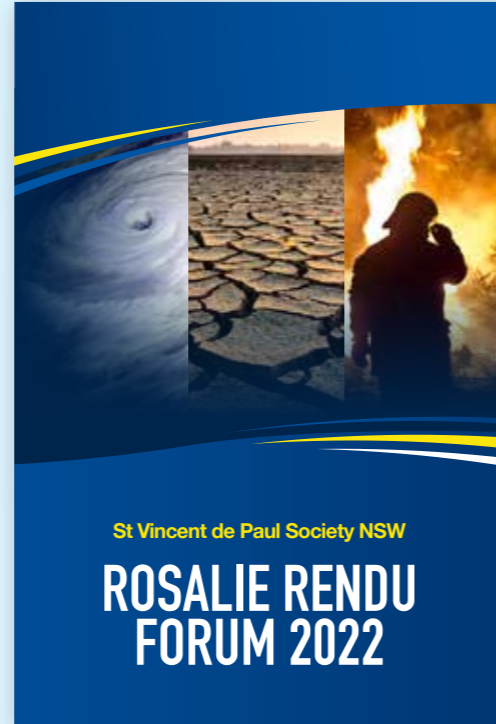
## Submissions and Reports

The Society produced 10 submissions and reports during the 2022/23 financial year; including:

- Submission to the NSW Department of Customer Service's Consultation Paper on Keeping Pets in Residential Tenancies
- Submission to the 2022 review into the domestic and family violence provisions in the NSW Residential Tenancies Act
- Submission to the Greater Cities Commission's Discussion Paper on the Six Cities Region
- Response to Draft North Coast Regional Plan 2041
- Prepared a submission to inform the evaluation of the Settlement Engagement and Transition Support (SETS) Program
- Contributed to National Council's submissions to the Inquiry into Workforce Australia Employment Services, Senate Community Affairs References Committee Inquiry into the extent and nature of poverty in Australia, Select Committee on the Cost of Living and the Review of Disability Services Act

## MEMBERSHIPS AND PARTNERSHIPS

Refugee Week	Sponsor
Shelter NSW	Member
Homelessness NSW	Member
Sydney Alliance	Member
DVNSW	Member
NCOSS	Member
Catholic Social Services NSW/ACT	Member
National Disability Services	Member
Settlement Council of Australia	Member
NSW Healthy Homes for Renters	Partner
Everybody's Home campaign	Supporter
Raise the Rate campaign	Supporter
Allies for Uluru Coalition	Supporter



## Rosalie Rendu Forum

The real-time impacts and consequences of climate change formed the basis of the 2022 Rosalie Rendu Forum, 'Towards a more equitable and sustainable future.'

Taking place during Anti-Poverty Week, the annual event, named in recognition of Sister Rosalie Rendu, saw an acclaimed group of women discuss the impacts of climate change on communities.

Saimi Jeong, Sydney Alliance, hosted the event held online with viewings held at Society offices around the state. Panelists featured on the night included Professor Anne Poelina, Chair of Indigenous Studies and Senior Research Fellow at Nulungu Institute, University of Notre Dame; Dr Kim Loo, NSW and ACT Chair of Doctors for the Environment Australia; Kellie Caught, Program Director (Climate and Energy) – Australian Council of Social Services; and Suzanne Nichols, St Vincent de Paul Society NSW St Carthage's Conference President, Lismore Central Council.

Issues raised during the course of the 90-minute discussion included the relationship between society and the environment, environmental impacts on health, the impacts of climate change on disadvantaged communities, the response of St Vincent de Paul Society members in disaster-affected areas, the tension present between the economy, people and the environment, and government policies that need to be enacted to address the issue.

## WHY WE ADVOCATE FOR A COMPASSIONATE AND JUST SOCIETY

- + 1 in 8 people live in poverty, including 1 in 6 children
- + 1 in 3 people seeking assistance from our members in the past year did so for the first time.
- + 4 in 5 people are supported by our members due to a shortage of food.
- + Wages are failing to keep up with inflation, meaning people are unable to keep up with the cost of living.
- + The rate of JobSeeker is well below the poverty line.
- + The median rent in NSW has risen from \$420 to \$455 per week in the last financial year.
- + The Stage 3 Tax Cuts are estimated to cost \$313 billion over the next ten years to the benefit of the wealthiest few in society.
- + Homelessness has risen by 5.2% over the past five years to 122,494 people nationally.
- + 35,011 people in NSW go to bed on any given night without a safe place to call home according to the latest Census figures.
- + Homelessness has increased by 27% over the last decade in NSW.
- + Rough sleeping has increased by 34% across NSW in the past year.

"Vincentians strive to seek out and find those in need and the forgotten, the victims of exclusion or adversity."  
– The Rule 1.5

"The Society is concerned not only with alleviating need but also with identifying the unjust structures that cause it. The Society is, therefore, committed to identifying the root causes of poverty and to contributing to their elimination. In all its charitable actions there should be a search for justice; in its struggle for justice, the Society must keep in mind the demands of charity."  
– The Rule 7.1

"Where injustice, inequality, poverty or exclusion are due to unjust economic, political or social structures or to inadequate or unjust legislation, the Society should speak out clearly against the situation, always with charity, with the aim of contributing to and demanding improvements."  
– The Rule 7.6





## HOW WE RAISE FUNDS

### RETAIL

**The Society operates 221 Vinnies Shops and six distribution centres across NSW. Our retail network remains a vital source of revenue to enable programs and services operated by the Society; the Vinnies Shops network raised \$78.314 million in sales revenue for the 2022/23 financial year.**

Throughout the year new shops were opened at Crown Street (Surry Hills), North Belmont and Camden. Our shops in Lismore, Mullumbimby and Kingscliff were relaunched following flooding sustained in the early months of 2022. Major refurbishments also took place at Newtown – in recognition as the first shop to open a century ago – along with Epping and Portland.

Vinnies Shops marked 100 years in NSW throughout 2022 with celebrations held around the state, including formalities at King Street, Newtown where the first shop was opened in 1922. During the course of a campaign which invited customers to discover specially marked treasures, more than 480,000 people frequented our network of shops. An additional retail campaign, Got it at Vinnies, held during the second half of the financial year, saw a 10% uplift in sales from the previous year.

Through our network of distribution centres, 3,226,907 kilograms of donated textiles were received and sorted in accordance with quality controls. As part of this sorting process, with items assessed as suitable for sale or repurposed for recycling enterprises, 118,591 boxes of stock were distributed to shops for sale.

The Economic Pathways Program is a new innovation designed to support the people we serve in South West Sydney. Participants entering the program will join our Retail and Logistics teams to develop skills and engage with the community through work experience and volunteering opportunities.

## ENTERPRISE & SUSTAINABILITY

**The Society operates an extensive retail and commercial enterprise network throughout NSW that plays a key role in raising vital funds and contributing a positive and sustainable environmental impact.**

### KEY HIGHLIGHTS FROM THE YEAR INCLUDE:



**MORE THAN \$80 MILLION**  
in income generated through retail, production and logistics



**109 MILLION CONTAINERS**  
processed through our Return and Earn container deposit scheme sites



**3,971,704 CUSTOMERS**  
served in our Vinnies Shops



**10,585,713 ITEMS SOLD**  
including 3.9 million pieces of clothing

## 100 Years of Vinnies Shops

Celebrations were held across the state last October and November to commemorate 100 Years of Vinnies Shops in NSW.

To mark the momentous occasion, events were held in Armidale, Belmont North, Bondi Beach, Brookvale, Casino, Dubbo, Paddington, Parkes, Picton, Newtown, Springwood, Sutherland, and Wagga Wagga, along with a grand re-opening following refurbishments at Newtown – the site of the very first Vinnies Shop opened in 1922 – attended by Jenny Leong MP, Member for Newtown, and leaders of the Society.

The public were also able to get involved in the festivities through a campaign offering customers the opportunity to discover 100 exclusive treasures from leading clothing and homeware brands at featured shops.

Customers who made a purchase from any Vinnies Shop during the centenary celebrations went in the draw to win a vintage Chanel handbag, valued at \$5,000, and a DeLonghi coffee machine.

The 100 Years of Vinnies Shops celebrations attracted considerable media interest including 9 News, The Sydney Morning Herald, ABC News Breakfast, ABC local radio and Australian Community Media newspapers.

From humble beginnings to standing as one of the most recognised brands in the Australian retail market, the story of Vinnies Shops is one of charity, enterprise and renewal for over a century!





## COMMERCIAL ENTERPRISE

The Commercial Enterprise team continues to strive towards raising important funds for the Society and making a positive environmental impact through a range of operations and initiatives. During the course of the 2022/23 financial year, \$8.442 million in income was generated.

The Bag O Rags initiative, which repurposes clothing and materials deemed unsuitable for sale in Vinnies Shops, continues to innovate and give new life to textiles as industrial quality rags. NSW Transport came on board with the initiative during the past year and also established textile collection bins at 12 of their depots across the state.

Additional achievements recorded over the past year include collaborating with Benedict Recycling and One Ten Enterprises to export carpet to be repurposed overseas, and approaching Sydney Councils to deliver regular community textile collection days; these were successfully held for the Kuringai, Campbelltown, Camden and Wollondilly councils.

Initiatives planned for the future include Art For Goodness Sake, which will see artwork donated by corporates auctioned and funds raised going towards the Society's homelessness and housing services. The feasibility of introducing a discounted petrol app and collecting used cooking oil to be converted into bio-diesel is being explored.



### Return and Earn

The Society operates eight bulk container deposit scheme sites throughout the state as part of a partnership with the NSW Government's Return and Earn scheme and TOMRA Cleanaway.

An incredible 109 million containers were processed at Return and Earn sites, delivering \$10.9 million in direct refunds to customers, along with generating \$1.46 million to support the Society's programs and services.

As an extension of the sustainability ethos embodied by our network of Vinnies Shops, the Society's involvement in the Return and Earn scheme has delivered great results in diverting waste that would otherwise end up in landfill, supporting local communities and raising vital funds for programs and services operated by the Society.

Our most recent site opened in Tamworth in March to great reception from locals and plans are underway to establish further sites in the coming years.

## FUNDRAISING

The Society relies upon the generosity and compassion of donors to enable a diverse range of services and programs throughout the state. Our fundraising work is as varied as the services we provide, including regular appeals, events, corporate partnerships, major donors, bequests and community fundraising, all of which contributed close to \$24 million over the past year.

KEY RESULTS	DONATIONS
Major Donors & Grants	\$4,097,310
Gifts in Wills	\$8,408,616
Corporate Partnerships	\$1,322,091
Appeals & Direct Marketing	\$5,540,040
Events and Community Fundraising	\$4,156,270
Additional Fundraising	\$471,839
<b>TOTAL</b>	<b>\$23,996,166</b>

## PHILANTHROPY

Thanks to the generosity of our philanthropists, grants, trust and foundations we were able to extend some special projects for our community.

Specifically, a number of supporters including The Profield Foundation, The Charitable Foundation, the Fussell Family Foundation, The Maple Brown Family Foundation, enabled the Society to extend homeless services and outreach for those experiencing rough sleeping within the Inner City of Sydney.

It is an honour to be entrusted a gift to address Domestic and Family Violence in metro and regional NSW by the Ernest Heine Family Foundation. In a 12-month period, we were able to respond to 720 interventions, giving women and their children immediate assistance with accommodation, specialist child specific case management support and emergency packages.

Our donors also cared about issues most pertinent through our Appeals around the Floods in 2022, the cost of living at Christmas and domestic and family violence this Winter, enabling our employees and members to provide funding towards specific community projects including food and material assistance.

We are grateful for grants from Federal, State and local councils, especially the Department of Home Affairs Economic Pathway to Refugee Reintegration which opens a new program in Campbelltown region with hands-on retail training, TAFE courses and English Language classes. The Community Building Partnerships, Stronger Communities Fund, Stronger Country Communities and Building Better Regions grants through supporting new and upgraded facilities, provision of resources, equipment and training which enables our employees and volunteers across NSW.



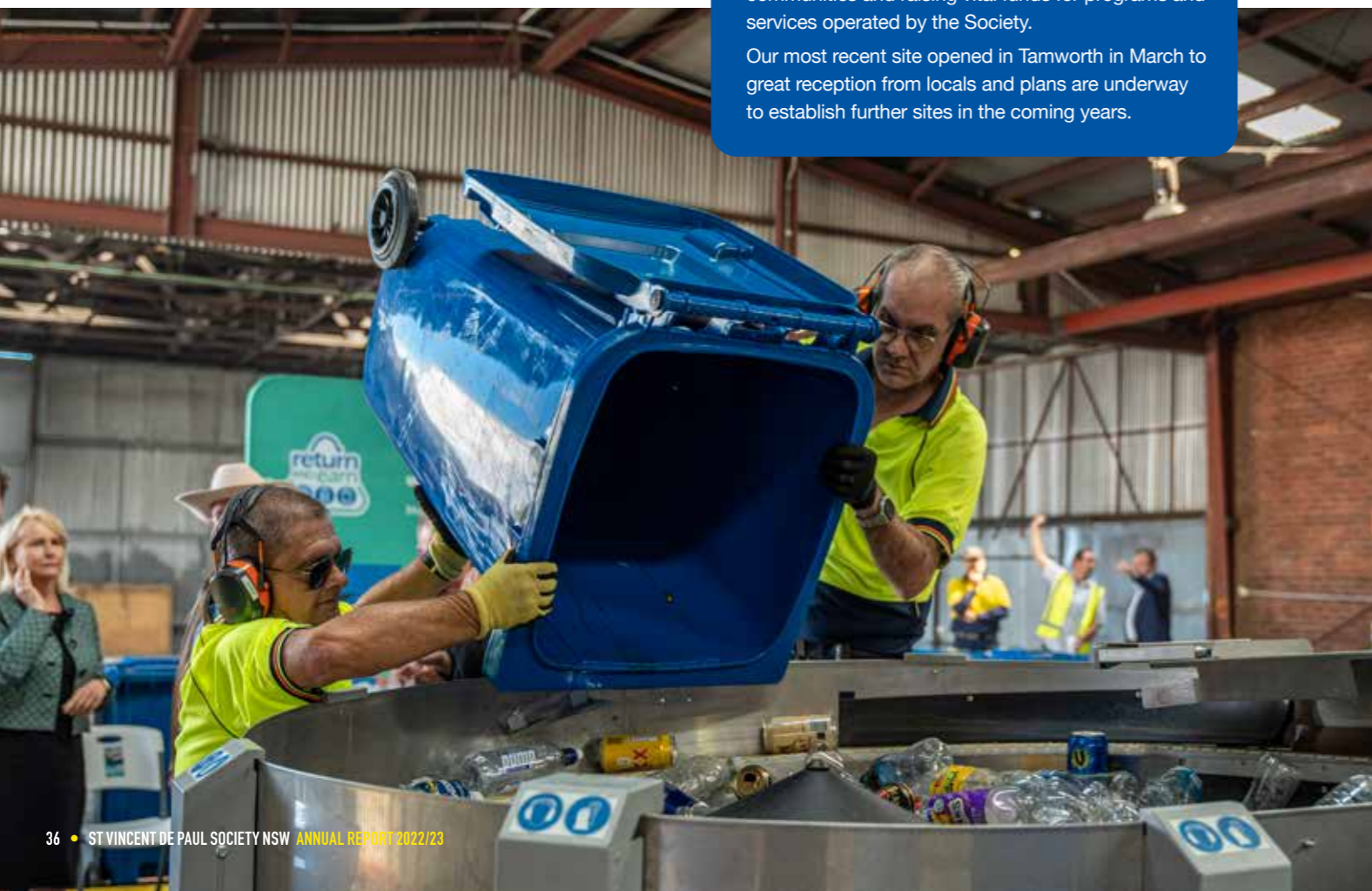
## WILLS AND ESTATES

✦ The St Vincent de Paul Society NSW received 108 generous estates, totalling \$8.4 million, to assist people who are experiencing disadvantage with an average bequest of \$78,260.55.

We received these gifts with gratitude and thanked the families and friends of our benefactors through our "Heirs Program". We continue to acknowledge our benefactors by sharing stories from their loved ones in our publications. Family members and friends are invited to visit our services, thank you events and attend our Annual Mass where we present our "Book of Gratitude" containing the names of individuals who have left a bequest to the Society.

We connected during the year through phone, email, mail and events with over 750 of our supporters kindly reconfirming they will be including a gift in their will to the Society.

The Society is very appreciative of these valued gifts which are applied directly as per the instructions of the Estate. Bequests are unpredictable in nature, as such for budget purposes the Society applies a five-year historical average with an appropriate growth target.







## CORPORATE PARTNERSHIPS

**The support of our corporate partners plays an important role in enabling our services to remain viable and expand their operations, along with providing the corporate sector with greater understanding of the challenges faced by the most vulnerable members of our community.**

We celebrated a milestone with our longest serving Corporate Partner, Johnson & Johnson Family of Companies, bringing up 30 years of collaboration. As part of a renewed three-and-a-half year partnership, Johnson & Johnson will fund the Vinnies NSW First Nations Traineeship and Development program from 2021 to 2025 providing a donation of over half a million dollars, designed to increase First Nations employees numbers by 30%, First Nation leadership roles by 5%, and improve outcomes for employees and the wider community. Over the past three decades, Johnson & Johnson have generously contributed over \$2.1 million to the Society through a variety of programs and contributions.

IGA continued their support during the holiday season with a Christmas Appeal which raised over \$342,000 nationally through the sale of Vinnies Christmas Bauble tokens at the checkout and products with a Community Chest ticket during November and December.

Our long-term supporters at Abergeldie renewed their partnership for the next three years and raised the level of funding support for the Night Patrol Van in Parramatta and Mount Druitt. As part of the partnership, Abergeldie employees donate time on the vans service, while their CEO participated in the Vinnies CEO Sleepout and employees did likewise during the NSW Vinnies Community Sleepout. Carbon Reduction Institute produced a similar contribution by continuing their support of two vans servicing communities throughout Sydney. Amazon Australia teamed up with the Society on several campaigns including supporting 1,000 disadvantaged students with back to school supplies for a third year, providing ongoing in kind support to our Vinnies Shops and working to establish Disaster Relief Hubs throughout the country.

Other key support included the Manildra Group continuously supplying the Matthew Talbot Hostel with meat and a generous donation of \$100,000 towards our van services, along with Helia generously donating \$150,000 to support flood-affected communities through the Vinnies Flood Appeal.

Radio 2GB held a Vinnies Christmas Radiothon with Society leadership and people we assist appearing throughout the all-day coverage, resulting in \$121,000 raised in support of the annual Christmas Appeal. Our media partners Sky News, The Australian, Nine and oOh!media provided significant advertising support for Vinnies Appeals and Vinnies CEO Sleepout.

## APPEALS AND REGULAR GIVING

**+ The 2022/2023 financial year saw an 8% growth in our appeals and regular giving income, raising over \$5.5 million.**

These funds were critical in helping the Society meet the increasing demand for our services as the economic pressures of the rising cost-of-living and housing crises saw a marked increase in the number of people experiencing or at risk of poverty and homelessness reach out to our dedicated members, volunteers and services for much needed assistance.

Our Winter and Christmas Appeals highlighted the dire impacts of the cost-of-living and housing crises on our vulnerable communities including families and older women over 55. The Winter Appeal raised over \$1.8 million from 5,126 supporters and the Christmas Appeal raised nearly \$1.5 million from 6,359 donors. The kindness and compassion from our generous donors has assisted countless men, women and children with crucial practical, care and support needed to get their lives back on track.

We continued to grow our donor base through digital and direct mail channels attracting 3,512 new donors who generously donated \$390,812 to support our frontline work including services like the Matthew Talbot Hostel and our Vinnies Vans as well as the dedicated work of our members and volunteers.

Our loyal regular givers contributed more than \$966,000. Their steadfast commitment and that of all our supporters ensures that we can continue to meet the growing demand from vulnerable members of our community who come to us for assistance.

**WHAT IF YOUR MUM, GRANDMA OR SISTER BECAME HOMELESS?**

**OLDER WOMEN ARE EXPERIENCING HOMELESSNESS AT ALARMING RATES.**

Donate today to provide immediate support and long-term assistance for women who are facing homelessness.

SCAN THE QR CODE TO DONATE

**DONATE TO THE VINNIES WINTER APPEAL TODAY. GIVE NOW.**  
Please call 13 18 12, visit [vinnies.org.au](http://vinnies.org.au) or scan the code.

St Vincent de Paul Society  
good works

## COMMUNITY FUNDRAISING AND EVENTS

**+ Our community fundraising and events team achieved a great result with \$4,156,270 raised through sleepouts, individual and group fundraisers, and events held locally.**

We were able to acknowledge the generosity of our donors and partners at our first in-person thank you event since 2019, and expanded our capacity to collect cashless donations through Albert Terminals and QR codes to support the work of our Conferences across the state.

Despite the challenges presented by the cost-of-living crisis, our 18th Vinnies CEO Sleepout achieved a strong result with \$3,034,439 raised in NSW as part of a larger national total of more than \$9 million. Chris Minns launched the campaign in its 18th year with a \$50,000 contribution from the government's discretionary fund, along with becoming the first NSW Premier to sleep out on the night.

Additional sleepouts held in various capacities took place across the state with 38 school sleepouts, 15 community sleepouts and 13 locations participating in the NSW Vinnies Community Sleepout, which raised close to \$275,000, in August.



Chris Minns, NSW Premier, Paul Burton, Bernard Fehon and Yolanda Saiz at the 2023 Vinnies CEO Sleepout.





# OUR STRUCTURE AND LEADERSHIP



## OUR GOVERNANCE

The St Vincent de Paul Society in NSW is comprised of three separate but related legal entities:

- The Trustees of the Society of St Vincent de Paul (NSW) is a body corporate incorporated under the Roman Catholic Church Communities' Lands Act 1942 (NSW). The Trustees are elected by the members, and appoint the Board of the Company. Democratic authority and responsibility is vested by the members in each elected Conference President and in each Council President.
- The St Vincent de Paul Society NSW, is a public company limited by guarantee.
- St Vincent de Paul Housing, is a special purpose vehicle through which we manage the maintenance and service provision of over 500 social and affordable housing units that have been constructed through the Social and Affordable Housing Fund.
- The Trustees of the Society of St Vincent de Paul (NSW), The St Vincent de Paul Society NSW and St Vincent de Paul Housing are registered charities with the Australian Charities and Not-for-profits Commission (ACNC) and are regulated by the ACNC. The three entities form a reporting group for financial reporting to the ACNC.

We are governed by a State Council (comprising the Trustees, who are all members of the Society) as well as Boards of Directors. The State Council is focused on fostering the work of our members and volunteers and driving action for justice, while the Boards govern company decision-making.

### State Council Advisory Committees

The State Council is supported by a number of advisory committees:

#### Membership Growth Committee

**Chair:** Peter Bonwick

**Purposer:** To provide advice and recommendations to the State Council and assist all Central Councils to effectively recruit, retain, and support members. Works to enable members to understand, support and empower the people we serve.

#### Social Justice Committee

**Chair:** Brooke Simmons

**Purposer:** To advise and make recommendations to the State Council on ways to address social justice issues and enhance members' understanding of the root causes of poverty and disadvantage.

#### Spirituality Committee

**Chair:** Paul Burton

**Purposer:** To provide the State Council with advice and recommendations relating to the organisation's mission, and spiritual and pastoral development of members, volunteers, and employees.

#### Youth Committee

**Chair:** Madeleine Sirris

**Purposer:** To provide the State Council with advice and recommendations relating to the engagement and activities of youth members and volunteers.



## STATE COUNCIL

The State Council, which serves the members of the Society of St Vincent de Paul (NSW), is made up of an elected State Council President; Central Council Presidents; and Vice Presidents who are appointed by the State Council President.

The State Council additionally fulfils the role of Trustees holding in trust all land and properties that are made available for the work of the Society.

### Paul Burton President

Paul has been a member of the Society for over 35 years. He has served as Conference President, Centres President, and Regional President in south-western Sydney, and currently holds the positions of Conference President (St Patrick's West Tamworth), Armidale Central Council President, and commenced the new role of NSW State Council President in March 2022. Paul spent his working life mainly as a logistics manager in road, rail, sea and air freight, providing transport, warehousing and distribution services to the general, food, agricultural and pharmaceutical sectors.

### Peter Houweling Vice President to the President, Vice President Membership and Communications

Peter has been an active member of St John the Evangelist Parish Dapto since being posted to Wollongong as a primary teacher after his marriage in 1973. He was elected as president of the parish council when it was first established under parish priest Father Francis Tran and is currently an active member of the Dapto Conference.

### Algy Pereira Vice President, Centres & Shops

Algy joined the State Council as Vice President Shops/Centres in June 2021 and brings 28 years of professional experience from the Retail & Wholesale sector. His background includes working across Public Listed, Franchise Networks, Family Businesses, Private Equity (TPG) and a start-up BtoB & BtoC business in China with IGA.

### Brad Jones Vice President, Governance/Secretary

Bradley is a highly experienced and well-regarded barrister with more than 20 years' experience, specialising in taxation, administrative, commercial law and equity. With an expansive practice in Commonwealth and state revenue matters, Bradley regularly appears for both taxpayers and revenue authorities in the Administrative Appeals Tribunal, the Federal Court and the High Court of Australia. He has also advised the New South Wales, West Australian and Queensland Governments on Commonwealth tax-related matters.

### Peter Bonwick Vice President, Membership Growth (until September 2022)

Peter has worked in senior executive positions across Europe in the oil, construction and engineering industries. Peter has also worked with the Society for over ten years and is passionate in supporting the membership.



Paul Burton

### Elyse Jeffress Vice President, Housing

(from November 2022)

Elyse joined the Society in 2022 after previously serving as Director, Legal for the Society from 2020-2022. Elyse has extensive executive experience in legal and risk including serving as Director, Legal and Risk at St Vincent's Hospital, Sydney and Chief Legal and Risk Officer at the Sydney Harbour Federation Trust.

### Mary Ryan Vice President, Spirituality, Diversity and Inclusion

Mary joined the St Vincent de Paul Society in 2014 and served as President of St Patrick's Conference Swansea from 2017-2021. Mary currently serves as Eastlakes Regional Council President and as Chair of the Spirituality, Diversity and Inclusion Committee.

### Brooke Simmons Vice President, Social Justice

Brooke works as a Senior Structural Engineer for Taylor Thomson Whitting and serves as a member of Our Lady of the Way Conference in North Sydney. She has been volunteering with the Society since 2009, including positions in the Night Patrol, Kids Camps, Buddies Days and Sydney University Young Vinnies.

### Beverley Kerr Vice President, Support Services

Beverley joined the Society 21 years ago and is a member of the Corrimal Conference, and serves across a number of roles throughout the organisation, including Chair of the Service Quality and Safety Committee. She is also a Director of Amélie Housing and member of the Amélie Housing Audit, Risk and Finance Committee.

### John Walden Vice President, Treasurer

Sydney Archdiocese Central Council President (from August 2022)

John serves as Sydney Archdiocese Central Council President. He joined the Society as a member of the Maroubra Junction Conference in October 2006, where he was elected President of the Conference in March 2007, and remains a member of the Conference to date.

### Frances Scurfield Vice President, Twinning

Frances joined the St Vincent de Paul Society in the Wilcannia/Forbes Central Council after volunteering in the highlands of Papua New Guinea for years, where she saw firsthand how much the Queensland St Vincent de Paul Society overseas assistance helped local communities. Frances has worked in the Wilcannia/Forbes office for more than a decade whilst also acting as the Central Council's Twinning Officer.

### Madeleine Sirris Vice President

Maddie has worked in community development, running community events, and implementing early intervention and prevention programs for young people since graduating with a Bachelor of Social Work from the University of Sydney in 2018. Maddie first became involved with the Society in 2011 through her high school Conference and has continued to be involved in various roles throughout university and beyond.

### John Adams Armidale Central Council President (from August 2022)

John is a member of St Patrick's Conference Glen Innes and serves as Social Justice Representative on the Armidale Diocesan Council and Chair of the Finance Committee of St Patrick's Parish, Glen Innes. John is a Justice of the Peace (NSW), formerly served as Deputy Chair of the Glen Innes Health Service Board and recently retired from a long career as a Paramedic with NSW Ambulance.

### Kenneth Neil Rabbett Bathurst Central Council President

(In Memoriam, 17 March 2023)

The Society lost one of its most dedicated and senior members with passing of Kenneth Neil Rabbett at Dubbo Base Hospital in the presence of his family on 17 March 2023. Neil was a deeply dedicated and supportive member, having served as a Conference President, Cudgegong Region administrator, Bathurst Central Council President, on the State Council and as a member of the Board. Neil was a loving husband, father, and grandfather and leaves behind a large family. We extend our condolences and those of the whole St Vincent de Paul Society in NSW to his family, friends, and everyone whose lives he touched through his efforts.

### Michelle Chahine Broken Bay Central Council President

Michelle was appointed as Broken Bay Central Council President in June 2021 after first joining the Society in 2015 as a member of the Asquith Conference. She is currently the Vocations Officer for the Diocese of Broken Bay and brings a passion in youth ministry to her role, having mentored the Asquith Youth Conference for the past six years and served as a member of the Ku-ring-gai Chase Catholic Parish Pastoral Council and as their Youth Coordinator.

## CENTRAL COUNCIL MAP



- WEST**  
Wilcannia-Forbes Diocese
- NORTH WEST**  
Armidale Diocese  
Bathurst Diocese
- NORTH EAST**  
Lismore Diocese  
Maitland/Newcastle Diocese
- METROPOLITAN**  
Parramatta Diocese  
Broken Bay Diocese  
Sydney Diocese
- SOUTH**  
Wollongong Diocese  
Wagga Wagga Diocese





**Vikram Pitre Greater Western Sydney Vice President**

Vikram joined the St Vincent de Paul Society in 2017 with his wife as an outlet for their passion for community work. He was born in Kolkata, where he lived a few hundred meters from Saint Teresa's home and was fortunate to have met her on many occasions; he moved permanently to Australia in 2008 and started his own finance brokerage company before completing a graduate degree in immigration law.

**Gail Gaudron Lismore Central Council President**

Gail has been a member of the Society since 2011 with the St Louise Conference, Woolgoolga. She has held the positions of Conference Secretary, Conference President, Orara Regional President (pilot We Care Framework), Central Council Vice President, before taking up the President tenure in 2019.

**Brian Halligan Maitland Newcastle Central Council President**

Brian joined St Patrick's Conference Swansea in 2014. He became Conference President, then Eastlakes Regional President before serving as Central Council President where he was Commissioned on Pentecost Sunday 2022.

**Tony Cranney Sydney Archdiocese Central Council President (until July 2022)**

Tony was elected as President of the Sydney Archdiocese Central Council in June 2019. He is also the acting president of south-east Sydney, and President of the newly formed Matthew Talbot Conference. Tony joined the Society in 1986 and has always played an active role in Conference work and fundraising for the good works of the Society.

**Peter Burgess Wagga Wagga Central Council President (until June 2023)**

Peter has been a Vincentian for nearly nine years and completed his tenure as Wagga Wagga Central Council President in June 2023. He has been active in community affairs most of his life, including time as a Councillor on Kogarah Municipal Council, and worked in education as a teacher and psychologist throughout his career.

**Correne Ellis Wagga Wagga Central Council President (from June 2023)**

Correne grew up on a farm in the country town of Mendooran and boarded at Our Lady of Mercy College Parramatta. She then taught in a variety of schools in Catholic Education systems. Corrie enjoys serving in the Society and has been President of St Michael's Conference Wagga Wagga on two occasions.

**Leo Woodman Wilcannia/Forbes Central Council President**

Leo has been a member of the Sacred Heart Conference in Broken Hill since 2007 and was Broken Hill President from 2014 to 2019. He was elected Wilcannia/Forbes Central Council President in July 2018 and regularly travels to all regions of the Wilcannia Forbes Diocese, covering 52% of NSW. He has a mechanical trade background and worked for 37 years in water supply and water treatment.

**Peter Doris Wollongong Central Council President (from September 2022)**

Peter joined the Society at St Joseph's Conference, Moorebank in 1995. After moving to the Southern Highlands in 2012, he joined St Michael's Conference, Mittagong. Peter became Regional President for the Southern Highlands in 2017 and since then has performed many duties for Wollongong Central Council.

**State Council attendance and eligibility – 2022/23**

NAME	ATTENDED	ELIGIBLE
Paul Burton	8	8
Peter Houweling	8	8
Beverley Kerr	7	8
Brooke Simmons	8	8
Anthony (Tony) Cranney	1	1
Elyse Jeffress	3	4
Brad Jones	5	8
John Adams	8	8
Michelle Chahine	7	8
Gail Gaudron	8	8
Brian Halligan	8	8
Vikram Pitre	5	8
John Walden	7	8
Jim Rogers	8	8
Mary Ryan	3	3
Madeleine Sirris	6	8
Frances Scurfield	6	8
Peter Doris	6	6
Peter Bonwick	2	2
Peter Burgess	6	8
Neil Rabbett	4	5

**BOARD OF DIRECTORS**

The Board of Directors governs the operations of the company. The Board provides strategic oversight and direction for the activities of the company and ensures that activities are aligned with the Society's mission and the objects for which the company was established.

During the 2022/23 financial year, the following individuals were Directors of the St Vincent de Paul Society NSW:

**Richard Stewart – Chair**

Richard Stewart OAM has contributed in various capacities to the St Vincent de Paul Society NSW for more than twenty years, including many years in board and committee roles. In his regular work, he is a partner at PwC. He specialises in valuation, corporate finance, strategic value advice, mergers and acquisitions, capital raisings and joint ventures arrangements. His experience with PwC has spanned more than 37 years of work in Australia, Asia, the UK and USA. He has worked for many of PwC's most prestigious global clients across many industries during his career. He received the Medal of the Order of Australia in 2015, for his work in the social welfare sector and the accounting profession.

**Paul Burton  
Director**

**Michelle Chahine  
Director**

**Peter Houweling  
Director**

**Anne Stanfield  
Director**

**Liz McNamara  
Director**

**Peter Doyle  
Director**

**Neil Rabbett  
Director**

**John Adams  
Director**

**John McKendry  
Director**

**Board Attendance and Eligibility – 2022/23**

NAME	ATTENDANCE	ELIGIBILITY
Richard Stewart	7	7
John McKendry	6	7
Peter Houweling	6	7
Anne Stanfield	7	7
Michelle Chahine	7	7
Liz McNamara	7	7
Peter Doyle	7	7
Neil Rabbett	3	5
Paul Burton	6	7
John Adams	1	1

**BOARD ADVISORY COMMITTEES**

The Board is supported by a number of advisory committees. The Board committees and their purposes are set out below.

**Audit and Finance Committee**

**Chair:** Liz McNamara

**Purpose:** To provide oversight of the Society's financial performance and position; investments; effectiveness of internal controls; compliance with law and regulation; and external and internal auditors.

**Governance, Risk and Nominations Committee**

**Chair:** Peter Houweling

**Purpose:** To provide advice on good governance practices and principles, including in relation to the Company's structure; operations and performance; risk management; and decision-making.

**People and Culture Committee Chair:**

**Chair:** Peter Doyle

**Purpose:** To provide advice on good governance practices and principles, including in relation to the Company's structure; operations and performance; risk management; and decision-making.

**Service Quality and Safety Committee Chair:**

**Chair:** Anne Stanfield

**Purpose:** To provide advice on proposals for the establishment of new Special Works and to assess existing Special Works. The Committee receives quarterly reports on each Special Work across the Society.

**Remuneration Committee Chair:**

**Chair:** John McKendry

**Purpose:** To provide advice on remuneration of the Chief Executive Officer and his direct reports.





## EXECUTIVE LEADERSHIP TEAM

**Executive Leadership Team (ELT) provides high level management and strategy for the organisation. The ELT is led by the Chief Executive Officer, who reports to the Chair.**

### Yolanda Saiz

**Chief Executive Officer** (from March 2023)

**Acting CEO** (from January 2023 to March 2023)

**Executive Director, Commercial Enterprise, Fundraising and Communications** (until January 2023)

Yolanda was appointed CEO of the St Vincent de Paul Society NSW in 2023 following more than 25 years' experience of making a difference for the community in the commercial, local government and non-profit sectors. Yolanda is a board member of Charitable Recycling Australia, member of the CEO Institute of Australia, the Fundraising Institute of Australia and was previously a Company Director of the Animata Maternal Foundation.

### Jack de Groot

**Chief Executive Officer** (until January 2023)

Jack has served in senior executive roles in the not-for-profit sector, including CEO of the St Vincent de Paul Society NSW from 2016 until the beginning of 2023.

### Jean Baptiste (JB) Naudet

**Chief Financial Officer**

JB joined the Society in September 2020, bringing a wealth of experience gained from senior finance roles in Australia and the Asia Pacific region.

### Sam Crosby

**Executive Director Membership, Volunteers and Regional Operations**

Sam joined the Society in 2020 following senior roles in government, business, and the trade union movement.

### Kate Temby

**Executive Director Corporate Services** (until December 2022)

Kate joined the Society in October 2018, having previously delivered major public policy projects, including at the Royal Commission into Institutional Responses to Child Sexual Abuse, the Defence Abuse Response Taskforce, and the Australian Human Rights Commission.

### Leo Tucker

**Executive Director Mission and Spirituality**

Leo joined the Society in November 2014, bringing extensive experience in pastoral care, spirituality, mission, ethics, culture, and identity in the Catholic healthcare and community sectors.

### Niamh Mannion

**Executive Director Vinnies Services**

Niamh joined the Society in June 2018, bringing a wealth of experience from over ten years in professional services working with private sector, government, and not-for-profit clients. Niamh Mannion job shared the role with Elaine Griffin until March 2023. Elaine re-joined the Society in January 2022 and has held senior executive roles in the not-for-profit sector for over 25 years.

**A number of people held acting roles on the Executive Leadership Team from December 2022 including:**

#### Rhiannon Cook:

**Acting Executive Director, Governance, Legal and Risk** (from January 2023)

#### Mitch Saddler:

**Acting Executive Director, Commercial Enterprise, Fundraising and Communications** (from January 2023 to March 2023)

#### Phil Coyte:

**Acting Executive Director, Commercial Enterprise, Fundraising and Communications** (from April 2023)

#### Nicole Millar:

**Acting Executive Director People Culture and Safety** (from December 2022)

## OUR OPERATIONS

### WORK HEALTH AND SAFETY

**At the Society we care for the health and safety of our workers, the people we assist, and others who may be impacted by our activities. We also understand that keeping our members, volunteers, and employees safe enables us to continue to provide a hand up to people in need.**

Our approach to safety was reviewed and refreshed with the objective of building a constructive culture that enables safety and wellbeing for all people, every day at every site.

In November 2022, our Executive Leadership Team committed to engage in regular site visits and leader-led safety conversations to demonstrate safety leadership. Nine executive leaders conducted site visits and 33 leader-led safety conversations were recorded.

We undertook a review of our safety risk profile and initiated work to address high potential consequence risk to reduce the likelihood of fatalities and serious life impacting injuries. Information gathered during site visits, discussion with workers, safety planning workshops and incident data was used to identify 10 critical risks. Driving and regional travel, occupational violence and working near mobile plant and equipment have been prioritised for focussed attention during 2023-24.

Mandatory safety training was reviewed, updated and rolled out to all employees. At 30 June 2023, 80% of employees had completed the training.

The Society's Return to work Program was reviewed and updated to align with current requirements and enhance internal processes for the management of member, volunteer and employee injuries.

The Society has continued to provide an Employee Assistance Program via AccessEAP with an annualised utilisation rate of 6% by employees compared with an industry average of 5%. During May 2023 we went to market to review EAP and wellbeing providers with the intention of commencing a contract with the successful provider in October 2023.

### PEOPLE AND CULTURE

The Society established a safety strategy along with organisational and directorate culture and engagement plans focussed on addressing improvement areas identified in our 2021 engagement survey and 2022 culture survey. These plans aim to increase our workforce capability, collaboration, and achievement focus.

A new Management Development Program was developed and deployed for all people leaders underpinned by the Society's Leadership Framework. The program is supported by a new Leadership Portal which includes tools and resources for leaders to enable them to effectively manage and empower their team and make the Society a great place to work.

A new integrated human resource management system has been approved with development work currently underway ahead of a launch in February 2024.

### MISSION AND SPIRITUALITY

*"Knowledge of the poor and needy is not gained by pouring over books...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"* – Frédéric Ozanam

The St Vincent de Paul Society NSW understands that the best insight into the causes of poverty and disadvantage is to listen to the voice of those we assist, and through this we can work to build a more just and compassionate society. This quote from the Society's founder, Frédéric Ozanam is not just a formative statement, but it's a call to action and is just as current for all of us today.

This year, the Mission Team have had three strong elements of engagement in order to support and drive this call to action to live out the organisation's mission. These three elements were through the focus goals of: Mission, Spirituality and Pastoral Care.

### Mission

The Mission Team's purpose is to articulate and embed a contemporary understanding of the Society's mission, values, and principles, which outline our identity and purpose. Significant attention and support were given to various directorates to enable the integration of this identity.

The mission partners' presence within Vinnies Services sites and MVRO programs across the state, such as Pete's Place, Matthew Talbot Hostel, and the Nagle Centre, was a welcomed addition. The team supported employees, members, and volunteers by facilitating workshops and meetings unpacking the Society's values and Catholic Social Teaching principles.





## Spirituality

The team assisted Central Councils with resources for the spiritual development of Conference members along with facilitating opportunities for our members to grow in the Vincentian ethos.

This involved supporting retreat days, festival masses/events, and commissioning masses. We continued to support Spiritual Advisors with the ongoing offering of the formation course "Facilitating Faith in Action" along with producing Spiritual Reflection Guides as a recurring resource for members.

## Pastoral Care

The Society can reflect its innate compassionate nature by how it looks after its own people. The mission team were called upon to support our employees, members, and volunteers within specific challenges this year.

This included worker well-being, bereavement support, change management support, responding to critical incidences, and disaster response. In addition to these, the team provided training workshops on pastoral skills to those who support the people we assist.

## GOVERNANCE

**The Society needs to ensure that we are true to our purpose and meeting our obligations as set out in our governing document which requires us to carry out our mission which is 'to directly relieve suffering or deprivation of those in need and to promote human dignity and personal integrity'.**

Our governing bodies, the Trustees of the Society of St Vincent de Paul (NSW) and the Board of St Vincent de Paul Society NSW, together undertook an external review in 21/22 and fully implemented the recommendations of the review this financial year.

The St Vincent de Paul Society NSW Board undertook an external review at the conclusion of the 2022/23 financial year, which found stronger governing relationships and improved performance of the Board. The Board are committed to implementing the recommendations of the recent review, and to undertaking an external review every 3 years, with annual reviews conducted in intervening years.

We produced our third Modern Slavery Statement, expanded our consultation with suppliers and continued our partnership with the Australian Catholic Anti-Slavery Network to support this most important work.

During the 2022/23 financial year, several external accreditation processes reviewed our service provision about which they provided extremely positive reports. These accreditation processes considered governance standards and were satisfied that we met all applicable standards.



## RISK

**A workshop focussing on the Society's strategic risks was held for the Board and Executive in October 2022 and the strategic risk register reviewed and updated to ensure that risks that could impede the Society's ability to achieve its objectives are managed appropriately.**

The cross-functional Risk Advisory Group has worked to increase understanding of risk management across the Society's directorates. The Integrated Risk Management System implemented during the previous financial year has brought increased transparency and oversight enabling continuous improvement.

The Society has continued its modern slavery risk management program as a member of the Australian Catholic Anti-slavery Network (ACAN) and continued to engage actively with suppliers to increase awareness of the risks of modern slavery, and our expectations of them to address those risks.

## AUDIT

**The Society routinely conducts an internal audit to provide internal, objective assurance for the organisation. This process is designed to enhance the delivery of its services and operations.**

The Internal Audit operates on a risk-based auditing approach to assess the effectiveness of internal controls and governance. Internal audit reporting is provided directly to the Audit and Finance Committee of the St Vincent de Paul Society NSW and the Audit Risk and Finance Committee of St Vincent de Paul Housing.

The Internal Audit function moved from an in-house model to a partially co-sourced audit model from 1 July 2022 following a review of internal audit as part of actions arising from the strategic plan. A fraud and corruption risk assessment was conducted by Protiviti during the financial year.

During the past financial year, nine internal audits were completed including compliance with the risk management framework; police checks, working with children check and safeguarding children training for members and volunteers; corporate credit cards; client assistance support including flood assistance through conferences; gifts in wills and estates and audits in relation to St Vincent de Paul Housing.

Follow up audits and regular reporting to the Audit and Finance Committee occurs to ensure recommendations made during the audit process are actioned by management.

## SAFEGUARDING

**The safety of our people and those we assist is of paramount importance to living out our mission and vision.**

During the course of the past financial year, 1,948 calls were made to the 1800 4 SUPPORT contact line with 1,831 reports pertaining to children and 117 for vulnerable adults. Additional support was provided to 83% of people making reports through the Society.

Ensuring our members and volunteers understand the importance of safeguarding continues to be an ongoing process with 2,135 members and volunteers undertaking Child Safe training through the Society's Learning Centre.

In January, the 1800 4 Support line received its 5,000th child safe report since being established midway through 2017.

## STRATEGY AND OUTCOMES

**The team started the financial year conducting a consultative process for strategy development that involved all Our People, as well as the people we assist, and stakeholders in the community. The team conducted 16 face-to-face consultation sessions and three surveys that culminated in the new strategic plan.**

To turn the strategic plan into reality, a comprehensive planning process took place at all levels of the organisation. The team supported the Executive Leadership Team to identify priority initiatives and conducted project initiation workshops that brought together cross-functional teams.

In the outcomes space, the team continued to support Vinnies Services and Members, Volunteers and Regional Operations to improve reporting on assistance and services provided – as a result the Society is now able to better articulate service and assistance outcomes and to use this information to improve service delivery.

The team also supported tender submissions by providing outcome data and insights and created dedicated reports for Health Services and Housing and Homeless to fulfill funders requirements.

The team also introduced a new strategy monitoring and reporting system, which will allow us to fully align our actions to strategy, increase flow of information and transparency, and to identify and celebrate achievement.

## DIVERSITY AND INCLUSION

Following the launch of our Diversity and Inclusion Strategy in October 2022, the Society has continued to ensure our practices and policies support our commitment to diversity and inclusion.

Key measures to advance these priorities include:

- Enhancing our gender-neutral parental leave to provide up to 16 weeks of paid leave for the primary carer and 3 weeks' paid leave for partners, including superannuation contributions.
- Providing LGBTQ Inclusive Practice training for employees delivered by ACON, to enhance our ability to respond inclusively to the health and wellbeing needs of LGBTQ+ people in the communities we serve; along with continuing to expand our Rainbow Pride Employee Network.
- Developing a Calendar of Significant Days of Inclusion to promote recognition among our people and to foster greater inclusion for the diverse communities we serve.

## Disability Inclusion Action Plan (DIAP)

Our Disability Inclusion Action Plan (DIAP) 2021 – 2025 is an important part of our diversity and inclusion strategy. Implementation of the DIAP focuses on developing an inclusive and supportive workplace for people with disability, removing barriers to employment, advocating for the rights of people with disability and providing accessible communications and technology and improved access to our buildings and services.

Some of the key actions taken over the past year include:

- Placing 20 people with disability into open employment roles across the Society following the closure of Ozanam Industries in Stanmore and West Ryde.
- The development of Workplace Adjustment Guidelines to remove barriers so that people with disability or impairment can perform their job and participate in organisational life, along with developing new Disability Awareness e-learning for employees, to raise awareness of disability within the workplace and community.
- Training to support an inclusive workplace for people with disability, including increasing confidence and understanding among the People and Culture team when recruiting people with disability, developing Easy Read resources, holding training sessions for managers and teams as part of the Supported Open Employment program.
- Engaging an external specialist to conduct a Property Accessibility Audit; 18 properties were identified for the pilot phase to address parking, building entry, internal pathways, toilets, handrails and signage. Further properties are being reviewed in the second phase of the audit commencing in the new financial year.





### Reconciliation Action Plan (RAP)

We continued implementing our Reconciliation Action Plan commitments and looking at ways to improve social and economic outcomes for Aboriginal and Torres Strait Islander peoples.

These measures have included:

- Participation in Reconciliation Australia's Workplace RAP Barometer and Reconciliation Impact Measurement Questionnaire to gauge awareness, engagement and understanding of the RAP and its goals:
- overall, since 2020 awareness of the RAP has improved (81% in 2022 vs 72% in 2020) and there is greater awareness and take-up of cultural learning activities.
- most respondents felt the Society has a genuine and strong commitment to reconciliation (71%).
- Holding our inaugural First Nations Conference in Leura in 2022, attended by First Nations employees and involving the Executive Leadership Team.
- Implementing an Aboriginal and Torres Strait Islander Recruitment and Retention Strategy. The strategy saw 11 First Nations trainees successfully complete their training and some move into roles in the Homelessness and Housing team. Learnings from the traineeship program have further informed a refreshed First Nations Recruitment and Retention Strategy.
- Continuing to roll out Acknowledgement of Country plaques at our shops and work sites
- Creation of a First Nations Employee Network to help inform RAP activities and plan development.

## PROCUREMENT

**Effective selection and engagement with suppliers is critical to help ensure the Society operates efficiently and delivers service and support to the people we assist. The Procurement function seeks to ensure that the Society maximises the value of its supplier relationships, by ensuring robust sourcing and supplier management processes are applied in the selection and management of suppliers. This includes the identification and mitigation of risk in the supplier value chain, through the application of appropriate and ongoing due diligence and governance.**

During the last financial year the Procurement team continued to collaborate across the organisation on a broad range of new projects and initiatives, including IT, WHS, retail and review of a number existing supplier relationships. The focus remains on value and cost effectiveness, efficiency, risk management, and ensuring supplier alignment with our mission and values. We have also continued to foster relationships enabling us to access significant and generous in-kind donations, including brand new clothing, fine food, bed linen and quality furniture which has been utilised within our properties and distributed within communities across NSW.

The Society's obligations in relation to the Modern Slavery Act and our commitment to our Reconciliation Action Plan are also a key focus for Procurement. We have demonstrated our ongoing supplier engagement through the publication of our third Modern Slavery Statement. Our Supply Nation membership helps us identify opportunities for First Nations businesses to supply goods and services to the Society.

## FINANCE

**Our finance team delivered a series of initiatives throughout the past year to improve efficiency and reporting.**

Through the implementation of Optical Character Recognition (OCR) reading of invoices, the Society has been able to process invoices for payment with greater efficiency and effectiveness. Our revised workflow approval system has led to improved processing and subsequent payment to suppliers within agreed trading terms and ensuring compliance with delegations of authority.

The finance team has rolled out self-service monthly financial reports and dashboards to majority of directorates, while enhancing monthly financial reporting – moving non-operational income and expenses below the line – to present and report true Earnings Before Interest Taxation, Depreciation & Amortisation (EBITDA) for the Society.

A new Time and Attendance System (RosterSpace) was successfully rolled out and implemented in the Canberra-Goulburn diocese and a Promaster page was introduced to the staff portal to provide support and information to the increasing number of cardholders.

## TECHNOLOGY SERVICES

**During the financial year, the Information and Communications Technology (ICT) team has focused on improving security and developing platforms that improve process efficiency, system reliability and performance.**

Key highlights include:

- Upgrading IT infrastructure to improve reliability, including collaborating with the property team to support the set up of new and relocated shops.
- Completing the rollout of CAMS customer relationship management (CRM) software across all ten central councils to record client interactions
- Developing a new portal for members and volunteers to improve onboarding practices, along with enhancing communication and support for our people
- Rolling out a fully integrated transport management, logistics and booking system for 65 trucks and drivers. This system will manage the rostering and routing of truck movement and improves visibility for planning.

ICT and the People and Culture team are working together to implement a new HR platform for employees. This system will replace several disparate systems and improve visibility, efficiency, accessibility to employees with disabilities or learning difficulties. It will also support improved employee engagement, performance, capability, and productivity.

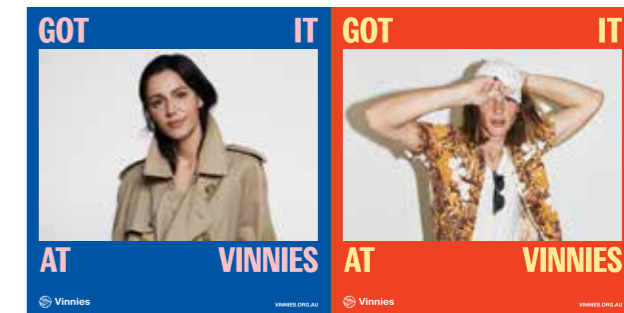
## PROPERTY

**The objective of our property team is to have safe buildings satisfying our clients' service requirements to support the Society's good works.**

In the 2022/23 financial year, our property team commenced the delivery of a Property Asset Audit to assess the condition of the Society's owned properties. The audit will enable long-term financial planning to enhance the standard of our owned properties and support the yearly budget setting process. The audit identifies disability access so people with disabilities can have information about accessibility to our sites.

Other highlights include:

- Support services to renew leases for shops and offices, along with searching for opportunities to expand the Vinnies Shops network as part of the retail growth strategy
- Delivering 11 new dwelling units for women escaping domestic violence
- Satisfying accreditation and compliance requirements for Society-operated properties
- Delivering on the environmental sustainability program through further installation of solar photovoltaic and LED lighting to reduce electricity consumption



## COMMUNICATIONS, MARKETING AND DESIGN

**The St Vincent de Paul Society NSW highlighted the diversity of our good works across our social media channels and as a trusted voice in the mainstream media over the past year.**

Our presence across social media continues to increase year on year with strong growth on LinkedIn, Facebook and Instagram. The Society launched a TikTok account early in the financial year as part of a digital strategy to reach and engage younger audiences.

	FOLLOWERS	GROWTH DURING FY 22/23
Facebook	15,599	+7.9%
Instagram	10,956	+6.4%
LinkedIn	9,288	+19.8%
Twitter	2,974	+0.75%
TikTok	818	@vinniesnsw TikTok was launched in FY 2022/23

The mainstream media continues to play an important role in raising the profile of the Society, highlighting our advocacy priorities and giving voice to the people we assist.

To commemorate the centenary of Vinnies Shops in NSW, we worked with leading brands as part of a treasure hunt allowing customers to discover specially tagged items at select shops, while every purchase made across the state allowed customers to go in the draw to win a vintage Chanel handbag, valued at \$5,000, and a DeLonghi coffee machine.

The Society was featured prominently in several high-profile outlets including ABC 4 Corners, The Today Show, Sunrise, The Daily Telegraph, The Sydney Morning Herald, 2GB and ABC Radio Sydney.

We received 165 media mentions on average each month throughout print newspapers, radio, television and online publications. Our strongest performing results coincided with the Vinnies CEO Sleepout, 100 Years of Shops celebrations, Vinnies Christmas Appeal and advocacy on housing.

	TOTAL MENTIONS	AVERAGE MONTHLY MENTIONS
Online	986	82
Print	338	28
AM	299	25
TV	199	16.5
FM	154	13
<b>Total</b>	<b>1,976</b>	<b>165</b>



# OUR SUPPORTERS

We extend our heartfelt thanks to the following individuals and organisations that gave significant support to the St Vincent de Paul Society NSW this year:

2GB	Grinders Coffee	The CEO Insitute	<b>Government bodies</b>
Abergeldie Complex Infrastructure	Helia	Tontine	Ashfield Club
Amazon Australia	Hilton Sydney	Visy	Burwood RSL
Asahi Lifestyle Beverages	IGA	<b>Charitable Foundations</b>	Claffy Foundation
Australian Stockbrokers Foundation	IVE Group	Cootes Family Foundation	Commbank Staff Foundation
Capitol Transport	Jemena	Dick and Pip Smith Foundation	Community Building Partnerships
Carbon Reduction Institute	Johnson & Johnson Family of Companies	Dr Stephen Oh	Department of Home Affairs
Channel Nine	Lyone Foundation	Ernest Heine Family Foundation	Liverpool Club
Claude Outdoor	Manildra Group	Fussell Family Foundation	NGO Flood Support Program
COS	Mann Family Office	Oranges And Sardines	Rebuilding Regional Communities Program
Crew On Call	Merc Capital	Sisters of Charity Congregational Office	Regional NSW
Dooleys Lidcombe Catholic Club	Nakie	The Charitable Foundation	Stronger Communities Program
Eativity	oOh!media	The Maple-Brown Family Foundation	Stronger Country Communities Program
EzyCharge	Orro Group	The Profield Foundation	The Danks Trust
Festival Hire	Port Waratah Coal Services	Therese Catanzariti	
Goldman Sachs Australia	Rapid Relief Team	Tom and Caroline Lyons OAM	
Grace	Ripen Psychology		
Grill'd	Seasonal Supplies		
	Sky News Australia		
	The Australian		



## ESTATES OF THE LATE

We remember for their generosity the following people a gift in their Wills to the Society. We keep them and their families in our thoughts and prayers.

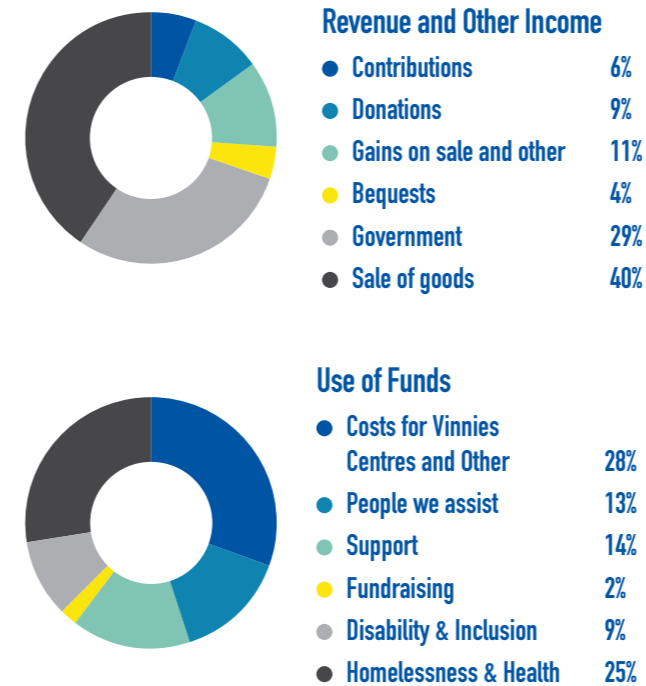
Suzanne Ackary; Amatul Ali; Peter Anderson; Margaret Jean Barnes; Elaine Baxter; Gerald Bourke; Marie Brady; Margaret Breen; Ronald Burgess; Mary Caruana; Andrew Chechlacz; James Chigwidden; Peter Chowne; Anthony Clarke; Sr Marie Craddock; Brian Davies; Alison Deanne; Jean Desveaux; Susan Donegan; Dominique Droulers; Fr James Duck; Rosina Fabbri; Bruce Ferris; Patrick Flanagan; John Foley; Marie Foy; Gail Freeman; Robert Freestone; Dorothy Gallagher;

Margaret Gash; George Hammond-Burns; Colin Hanlan; Thomas Hayes; Douglas Haynes; Alma Hearty; Adelheid Heumann; Irene Hurrell; Fr James Kane; Pauline Kelly; Rachel Lawless; Patrick Lewis; Anne Linder; Egon Lorber; Patricia McCusker; Ian McKinnon; Irvin McNally; Rhoda McNamee; Lorraine McRae; Gladys Minihan; Patricia Mooney; Anthony Moore; Marjorie Mullin; Joan Nolan; Patricia O'Halloran; Barbara Patterson; Elizabeth Phelps; Ursula Pump; Brian Rheinberger; Nola Robertson; Eugene Rue; Margaret Senogles; Anthony Simari; Selesste Skelton; Jean Smith; Hector Spinks; Radiance Stanley; Michael Tansey; Barbara Taylor; Robert Varman; Graeme Whittaker; and Dimitrios Zissimopoulos.

# FINANCIALS

## FOR THE YEAR ENDED 30 JUNE 2023

We present the consolidated financial report for the year ending 30 June 2023, which includes The Trustees of the Society of St Vincent de Paul (NSW), St Vincent de Paul Society NSW and St Vincent de Paul Housing.



## KEY FINANCIAL RESULTS INCLUDE:

- Consolidated net operating surplus excluding significant one offs as per below \$2.8m (2022: Deficit \$17.78m).
- Total revenue and other income of \$205.5m, (2022: \$169.4m), this is an Increase of \$36.1m or 21% on prior year.
- Total expenditure of \$201.5m (2022: \$185.9m), this is an increase of \$15.6m or 8% on prior year
- Government funding increased by \$6.7m or 13% on last year to \$59.8m. This includes \$4.9m one off state funding for two Domestic Violence Refuges (Glasson House, Caringbah and Our Lady of the Way, Merrylands) obtaining practical completion in June 2023.
- Vinnies Centres sales increased by \$25.6m or 44% on last year to \$83.0m and is back to pre-covid levels following a three-month lockdown in the FY2022 Year.
- In 2022-23, the Society spent \$101.1m (2022: \$95.9m) directly in the areas of general assistance to people, homelessness services, health services, disability and inclusion services and housing services.

## Review of operations

	2023 Actual \$'000	2023 Budget \$'000	2022 Actual \$'000	2023 vs. 2022	2023 Actual vs. Budget	5 year average %
Revenue	205,535	197,206	169,422	21%	4%	0%
Expenditure	(201,534)	(195,879)	(185,916)	8%	3%	0%
<b>Operating (deficit) / surplus</b>	<b>4,001</b>	<b>1,327</b>	<b>(16,495)</b>			
Contributions to related entities	(1,164)	(1,190)	(1,288)			
<b>Net operating (deficit) / surplus</b>	<b>2,837</b>	<b>137</b>	<b>(17,783)</b>			
<b>Significant one-off items</b>						
Net gains on property sales	—	—	2,062			
Amélie Housing Profit (Loss) Share	—	—	—			
Fair value gain on investment properties	1,250	—	21,051			
<b>Net Surplus</b>	<b>4,087</b>	<b>—</b>	<b>5,330</b>			



## Five-year financial results summary

	2018-19	2019-20	2020-21	2021-22	2022-23	Average Change (%)
<b>Revenue &amp; other income (\$'000)</b>						
Donations & appeals	17,375	26,459	22,893	22,477	18,890	
Bequests	17,874	13,393	10,127	10,021	8,500	
Sale of goods & other	69,045	57,181	71,990	57,475	83,034	
Government funding	103,810	106,715	72,444	53,179	59,887	
Client contributions	8,700	10,074	11,236	11,828	12,734	
Gains on sale of assets	2,398	6,443	699	2,759	830	
Others Including Net Gain on Investment Properties	16,103	12,396	22,719	34,795	22,910	
<b>Total revenue &amp; other income</b>	<b>235,304</b>	<b>232,665</b>	<b>212,105</b>	<b>192,534</b>	<b>206,785</b>	
<b>Year-on-year change (%) *</b>	<b>13.5%</b>	<b>-1.1%</b>	<b>-8.8%</b>	<b>-9.2%</b>	<b>7.4%</b>	<b>0.3%</b>
<b>Use of funds (\$'000)</b>						
Fundraising costs	3,919	4,339	3,508	3,607	3,713	
Costs for centres of charity and other	52,170	50,549	50,005	47,009	55,942	
People we assist	40,387	29,264	25,571	25,688	26,917	
Homelessness, health and housing	55,178	64,327	48,665	52,852	56,302	
Disability & inclusion services	62,319	55,312	18,996	17,440	17,884	
Other costs	46,164	35,393	29,333	39,320	40,723	
Impairment and losses on assets	435	10,645	50	—	53	
<b>Total expenditure</b>	<b>260,572</b>	<b>249,830</b>	<b>176,127</b>	<b>185,917</b>	<b>201,533</b>	
<b>Year-on-year change (%) *</b>	<b>20.6%</b>	<b>-4.1%</b>	<b>-29.5%</b>	<b>5.6%</b>	<b>8.4%</b>	<b>0.2%</b>
Contributions to related entities	1,708	1,216	860	1,288	1,164	
<b>Net surplus / (deficit)</b>	<b>(26,976)</b>	<b>(18,381)</b>	<b>35,118</b>	<b>5,328</b>	<b>4,088</b>	
Services % of total costs*	80.7%	83.4%	81.3%	76.9%	77.9%	<b>80.1%</b>
Services % of total income*	89.3%	85.7%	67.5%	74.3%	75.9%	
Fundraising costs % of total costs*	1.5%	1.8%	2.0%	1.9%	1.8%	
Fundraising & admin % of total costs*	19.3%	16.6%	18.7%	23.1%	22.1%	<b>19.9%</b>
Fundraising costs to donations & bequests*	11.1%	10.9%	10.6%	11.1%	13.6%	

\* Net gains on sale, impairment losses and restructuring provisions have been excluded from ratios as they are one-offs.

## CONSOLIDATED FINANCIAL OVERVIEW

### Operating position

The Group reported a net operating surplus for the year of \$4.1m (2022: \$5.3m). Included in the net surplus are significant one off items of \$1.2m fair value adjustment to the Social and Affordable Housing properties. Our Retail Network including the Container Deposit Scheme outlets generated revenues of \$83m, with Donations and Bequests providing \$27.3m, Government funding \$59.8m, and the remaining \$35.2m made

up of client contributions and Investment Income. Our total revenue was \$206.8m.

The Society spent \$100.7m directly in the areas of general assistance to people, homelessness and health, disability and inclusion services and housing services, retail network and fundraising costs accounted for \$59.6m with enabling and support costs of \$41.1m making up the total expenditure of \$201.5m.

## Consolidated Statement of Profit or Loss and Other Comprehensive Income

	2023 (\$)	2022 (\$)
<b>Revenue</b>	206,785,190	192,534,650
Fundraising costs	(3,713,401)	(3,607,231)
Costs for Vinnies Centres	(55,494,414)	(46,599,648)
Costs for sales — other	(447,684)	(409,717)
People we assist services	(26,917,369)	(25,688,468)
Homelessness and health services	(51,135,873)	(48,303,949)
Disability and inclusion services	(17,884,004)	(17,439,968)
Housing services	(5,166,029)	(4,548,129)
Support and enabling function costs	(30,616,095)	(29,202,843)
Contributions to related entities	(1,164,421)	(1,288,254)
Fair value loss on financial assets	—	(4,849,445)
Loss on disposal of fixed assets	(52,520)	(32,877)
Finance costs	(10,106,423)	(5,233,995)
Total expenses	(202,698,233)	(187,204,524)
<b>Surplus for the year</b>	<b>4,086,957</b>	<b>5,330,126</b>
<b>Other comprehensive income</b>		
Other comprehensive income for the year	—	—
<b>Total comprehensive income for the year</b>	<b>4,086,957</b>	<b>5,330,126</b>

### Cash and Financial position

The Group is in a sound financial position with net assets at 30 June 2023 of \$402.6m. The main components of this are property assets of \$498.0m, also cash assets of \$47.1m and strategic and other deposits of \$64.9m.

FY2023 saw the continuation of the Society's strategic plan (extended to the end of FY2023) which places the people we serve at the centre, surrounded by our mission, vision, values and spirituality thus ensuring the Society's resources are allocated to priority service delivery areas which have been identified by the Board.

The objective of SVDP NSW's Strategic Reserve Investments are primarily to safeguard against the risk of major unforeseen events, ensuring the long-term sustainability of the Society and its activities to support those most in need. Furthermore, these funds are utilised to fund major strategic initiatives presented to the Board, subsequent to review by the Audit and Finance Committee (AFC). The Society's plan for 2023-24 is the continuation of investments that will further build organisational capability to ultimately support service delivery to the people we assist.

### Trends and ratio analysis

Over the last five years, operating revenues have increased on average by 1.3%. Over the same time operating expenses have increased by 0.2% on average.

The ratio of service delivery costs as a percentage of total costs is in line with the 5 year average of around 80%.

The ratio of fundraising and administration costs as a percentage of total costs is 22.3%. It should be noted that included in these costs were interest expense of \$8.8m on the SVDP Housing loan. The adjusted ratio excluding this is 17.9% which is lower than the 5 year average of 20%.

### Analysis of results

**Sales of goods from Vinnies Centres** represent a significant contribution to total revenues at 38% (2022: 29%). Our Vinnies centres are back to normal operations following 3 month covid related closures in FY2022. We are also planning to opening around 5 Vinnies Centres in FY2024 (FY2023 -7) as part of the retail growth strategy.

**Government funding** increased during the year to \$59.8m representing a significant contribution to total revenues and other income at 28%. The Society is fortunate to receive significant funding from the Government, however many of our services are co-funded by the Society, as can be seen by our spending of \$100.7m in areas of general assistance to people, homelessness and health services, disability and inclusion and housing services. As such these shortfalls are sustained by surpluses generated from Vinnies Centres, donations, client contributions and cash reserves.

**Donations and appeals** contributed 9% to total revenues and other income (2022: 12%). The 2023 CEO Sleepout event raised approximately \$3m for crisis accommodation and specialised services for those experiencing homelessness.

**Bequests** performed strongly generating \$8.5m (2022: \$10.0m) and accounted for 4% (2022: 5%) of total revenues and other income. The Society is very appreciative of these valued gifts which are applied directly as per the instructions of the Estate. Bequests are unpredictable in nature, as such for budget purposes the Society applies a five year historical average with an appropriate growth target.

**Investment income** which is comprised of interest and dividends and fair value gains/losses on investments showed a favourable result of \$5m, in comparison to FY2022. The sharemarket bounced back this year with a \$3.3m gain compared to a \$4.8m loss due to the Covid pandemic, war in Ukraine, supply chain disruptions, high inflation, rising interest rates and fears over a possible global recession, which saw share prices falling by around 10% in FY2022.



**Yolanda Saiz**  
Chief Executive Officer



**Kathryn Kerr**  
Chief Financial Officer,  
Executive Director Enabling Services

Dated this 30<sup>th</sup> day of October 2023



## Consolidated Statement of Financial Position

	2023 (\$)	2022 (\$)
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	47,053,858	66,856,886
Trade and other receivables	3,967,956	4,378,469
Inventories	611,911	367,323
Other assets	3,071,120	1,331,160
<b>Total current assets</b>	<b>54,704,845</b>	<b>72,933,838</b>
<b>Non-current</b>		
Trade and other receivables	1,099,043	989,093
Other financial assets	64,809,866	48,290,104
Right-of-use assets	33,002,837	25,885,444
Property, plant and equipment	252,422,632	248,963,245
Investment properties	245,606,818	244,330,458
Intangible assets	2,363,680	3,260,805
<b>Total non-current assets</b>	<b>599,304,876</b>	<b>571,719,150</b>
<b>Total assets</b>	<b>654,009,721</b>	<b>644,652,988</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	17,967,155	14,355,596
Other liabilities	4,467,058	10,097,536
Borrowings	2,163,517	2,249,390
Lease liabilities	6,900,089	5,852,099
Employee benefits	12,158,521	12,239,423
<b>Total current liabilities</b>	<b>43,656,340</b>	<b>44,794,044</b>
<b>Non-current liabilities</b>		
Borrowings	176,042,470	176,978,958
Lease liabilities	27,902,794	21,154,807
Employee benefits	2,552,027	2,056,046
Provisions	1,230,000	1,130,000
<b>Total non-current liabilities</b>	<b>207,727,291</b>	<b>201,319,811</b>
<b>TOTAL LIABILITIES</b>	<b>251,383,631</b>	<b>246,113,855</b>
<b>NET ASSETS</b>	<b>402,626,090</b>	<b>398,539,133</b>
<b>FUNDS</b>		
Funds for social programs	9,371,956	9,371,956
Equity contribution	393,254,134	389,167,177
<b>TOTAL FUNDS</b>	<b>402,626,090</b>	<b>398,539,133</b>

## Consolidated Statement of Changes in Equity

	Equity Contribution (\$)	Funds for Social Programs (\$)	Total Funds (\$)
Balance at 1 July 2021	13,350,537	387,101,057	400,451,594
Opening balance adjustment - see note 26(c)	—	(3,264,006)	(3,264,006)
Equity contribution - see note 26(d)	(3,978,581)	—	(3,978,581)
Profit for the year	—	5,330,126	5,330,126
Other comprehensive income	—	—	—
<b>Balance at 30 June 2022</b>	<b>9,371,956</b>	<b>389,167,177</b>	<b>398,539,133</b>
	Equity Contribution (\$)	Funds for Social Programs (\$)	Total Funds (\$)
Balance at 1 July 2022	9,371,956	389,167,177	398,539,133
Profit/(deficit) for the year	—	4,086,957	4,086,957
Other comprehensive income	—	—	—
<b>Balance at 30 June 2023</b>	<b>9,371,956</b>	<b>393,254,134</b>	<b>402,626,090</b>

## Consolidated Statement of Cash Flows

	2023 (\$)	2022 (\$)
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Receipts from customers and others, gross of GST	191,264,850	174,936,923
Payments to clients, suppliers and employees, gross of GST	(170,094,194)	(157,181,494)
Net distributions to related entities	(1,164,421)	(1,288,254)
Interest expense on lease liability	(1,724,405)	(1,547,889)
<b>Net cash from operating activities</b>	<b>18,281,830</b>	<b>14,919,287</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Net proceeds from / (purchase of) investments	(12,970,818)	(11,209,276)
Interest received	2,680,516	757,708
Dividend income	565,088	786,719
Net purchase of property, plant and equipment	(12,829,836)	(885,074)
Payments for intangible assets	(462,733)	(1,799,650)
Net proceeds from / (purchase of) property, plant and equipment	2,074,314	—
<b>Net cash used in investing activities</b>	<b>(20,943,469)</b>	<b>(12,349,573)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>		
Repayment of lease liabilities	(7,409,763)	(6,970,162)
Net proceeds from / (repayments of) loans	(1,459,607)	(630,761)
Interest paid on ADF loan	(8,381,970)	(3,296,848)
<b>Net cash from / (used in) financing activities</b>	<b>(17,251,340)</b>	<b>(10,897,771)</b>
Net change in cash and cash equivalents	(19,912,978)	(8,328,058)
Cash and cash equivalents at the beginning of financial year	66,266,640	74,594,698
<b>CASH AND CASH EQUIVALENTS AT THE END OF FINANCIAL YEAR</b>	<b>46,353,662</b>	<b>66,266,640</b>

## DECLARATION BY THE NSW STATE COUNCIL

In the opinion of The Trustees of the Society of St Vincent de Paul (NSW);

- the consolidated financial statements and notes of The Trustees of the Society of St Vincent de Paul (NSW) comply with the Australian Accounting Standards – Simplified Disclosures, the Australian Charities and Not-for-profits Commission Act 2012 and associated regulations, and other mandatory professional reporting requirements;
- the attached consolidated financial statements and notes give a true and fair view of The Trustees of the Society of St Vincent de Paul (NSW)'s financial position as at 30 June 2023 and of its performance for the financial year ended on that date; and

- there are reasonable grounds to believe that The Trustees of the Society of St Vincent de Paul (NSW) will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Responsible Entities:



**Paul Burton**  
President, NSW State Council  
30<sup>th</sup> October 2023





**Crowe Audit Australia**  
ABN 13 969 921 386  
Level 24, 1 O'Connell Street  
Sydney NSW 2000  
Main +61 (02) 9262 2155  
Fax +61 (02) 9262 2190  
www.crowe.com.au

## Independent Auditor's Report to the Trustees of St Vincent de Paul (NSW)

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of The Trustees of St Vincent de Paul Society NSW (the Entity) and its subsidiaries (the Group), which comprises the consolidated statement of financial position as at 30 June 2023, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Trustees' declaration.

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

- giving a true and fair view of the Group's financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards- Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013* and the *Corporations Regulations 2001*.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Information Other than the Financial Report and Auditor's Report Thereon

The Trustees are responsible for the other information. The other information comprises the information contained in the Entity's annual report for the year ended 30 June 2023, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of the Trustees for the Financial Report

The Trustees of the Entity are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards- Simplified Disclosures, the ACNC Act and the *Corporations Act 2001*, and for such internal control as management determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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

The Trustees are responsible for overseeing the Group's financial reporting process.

#### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the group financial report. The auditor is responsible for the direction, supervision and performance of the group audit. The auditor remains solely responsible for the audit opinion.

We communicate with the Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

**Crowe Audit Australia**

**Ash Pather**  
Senior Partner

30 October 2023  
Sydney

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## HOW YOU CAN HELP



**DONATE TO ONE OF OUR APPEALS**  
or become a regular giver through a monthly contribution



**VOLUNTEER YOUR TIME AND SKILLS**  
for one of our services or in a Vinnies shop



**BECOME A MEMBER OF A VINNIES CONFERENCE**  
to help people in your local community



**DONATE YOUR QUALITY, PRE-LOVED ITEMS**  
to a Vinnies shop



**REMEMBER US IN YOUR WILL**  
to leave a legacy for years to come



**FUNDRAISE YOUR WAY**  
by using our easy-to-use fundraising platform



**BECOME A CORPORATE PARTNER**  
and join your business with Vinnies to support those in need



St Vincent de Paul Society  
NSW  
*good works*

 Charles O'Neill State Support Office,  
2C West Street, Lewisham NSW 2049

 PO Box 5, Petersham NSW 2049

 [vinnies@vinnies.org.au](mailto:vinnies@vinnies.org.au)

GO TO **VINNIES.ORG.AU** OR CALL **13 18 12**