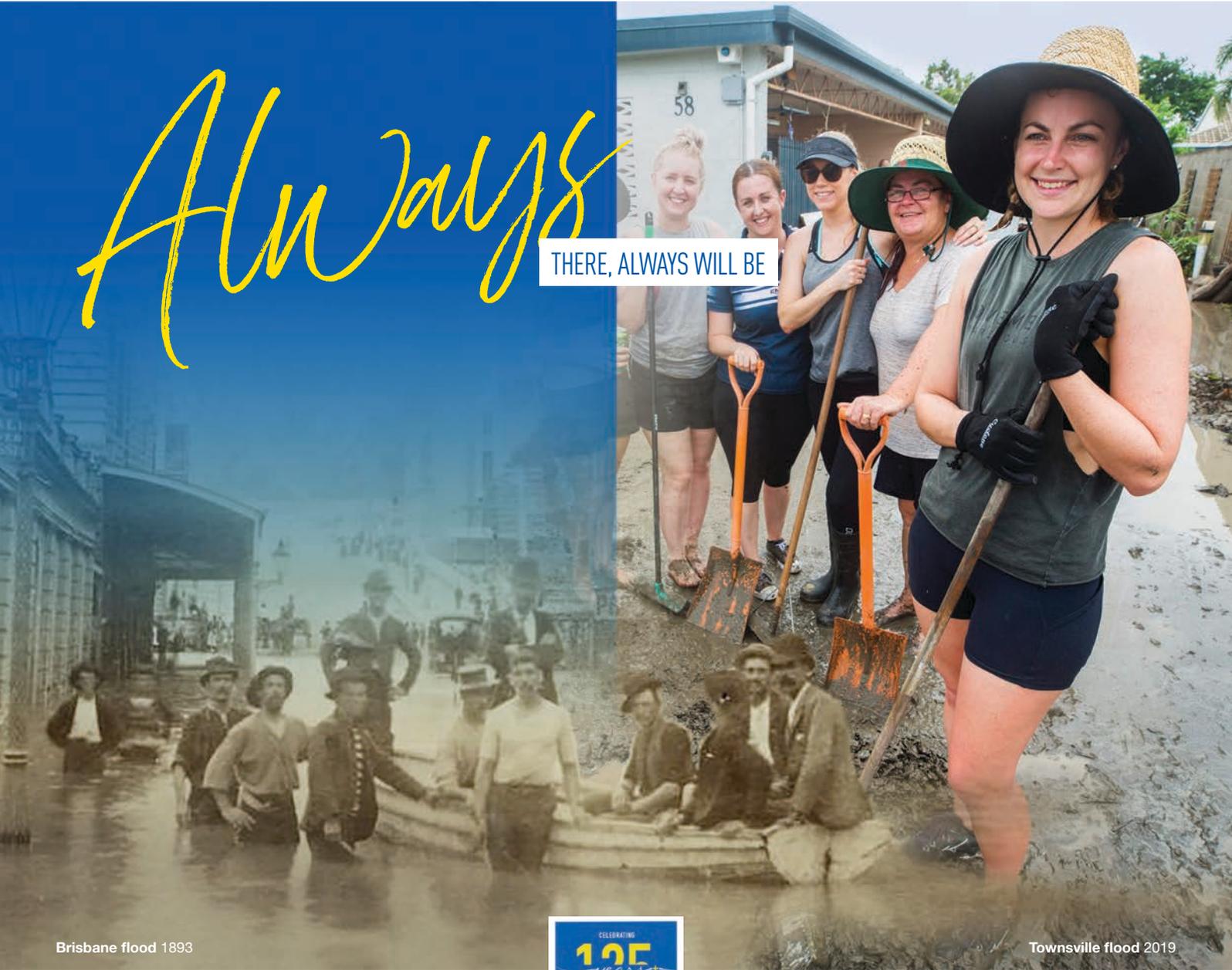




St Vincent de Paul Society
QUEENSLAND
good works

Always

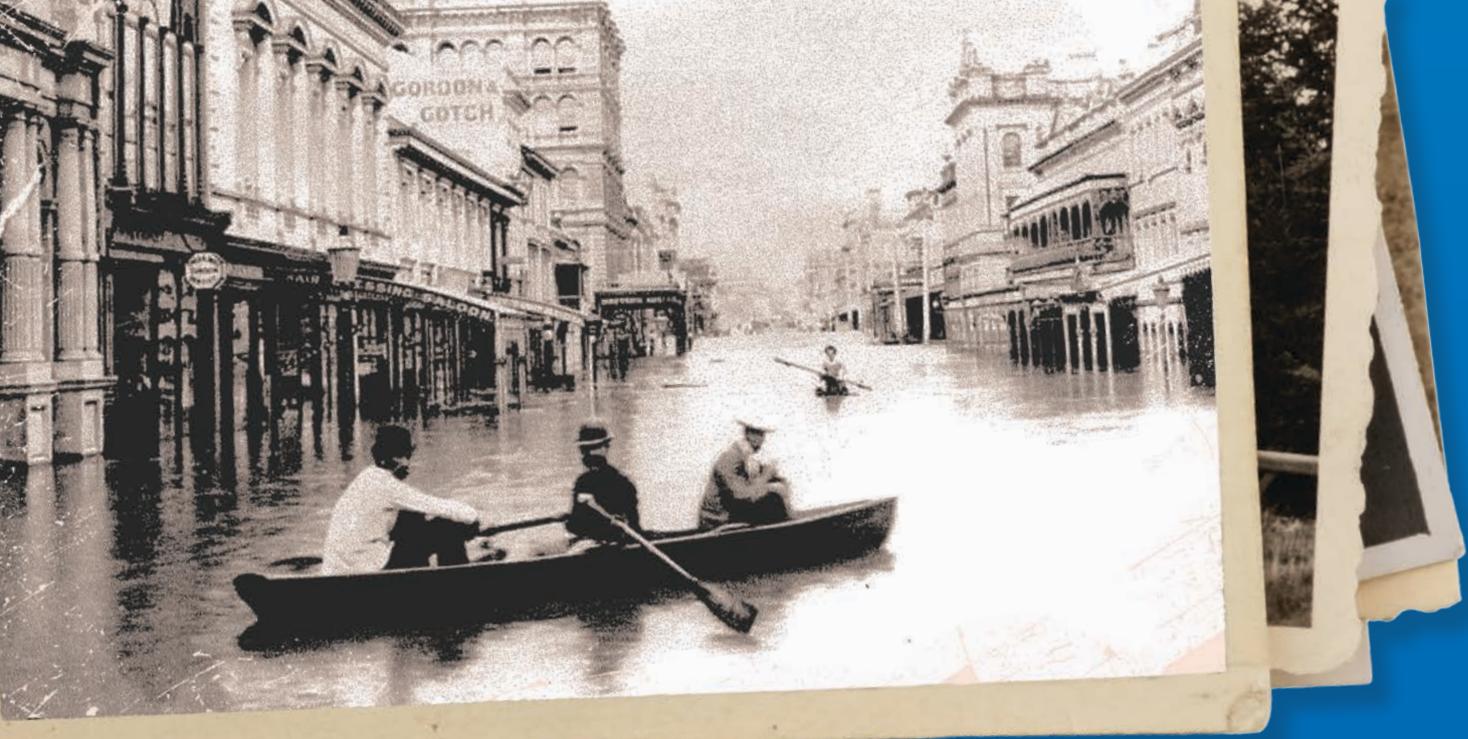
THERE, ALWAYS WILL BE



Brisbane flood 1893

Townsville flood 2019





ACKNOWLEDGEMENT

St Vincent de Paul Society Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. St Vincent de Paul Society Queensland is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas.

OUR MISSION

We are a lay Catholic organisation aspiring 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

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

THEME

'Always there, always will be' is the theme of this report, reflecting the 125th year of the Society's history in Queensland, celebrated in 2019. It also reflects the Society looking into its own future, and what key changes will come in order to continue the support given to Queenslanders in need.

St Vincent de Paul Society Queensland is an entity incorporated by "Letters Patent" under the Religious, Educational and Charitable Institutions Act 1861 (Amended 1895) (Qld).

This Annual Report was produced by the Marketing and Communications department of St Vincent de Paul Society Queensland, October 2019.

Written and edited by: Marnie Finster, State Communications and Marketing Manager. Copies of this report can be downloaded at <http://bit.ly/DownloadOurAnnualReport> or hard copies can be requested by emailing communications@svdpqld.org.au

Cover photo: Newspix

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St Vincent de Paul Society Queensland ABN: 14 211 506 904



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ARCHBISHOP'S *Message*



I state the obvious when I say that these are turbulent times for the Church in this country and elsewhere. At such a time there can be a blurring of focus, which is why this is a moment to go back to the basics.

We need to focus anew on what lies at the heart of what the Church is and does. We need to focus on the heart of the Gospel, without which the Church is just another worn-out human institution. But if the Gospel is truly alive at the heart of the Church, then we become the Body of Christ.

That is one of the reasons why the St Vincent de Paul Society is such an important part of the Church. Like Pope Francis, the Society focuses on the mercy which is the revelation of God in Jesus Christ, and it does so in very practical ways. Year in year out, the Society goes about the Gospel business of meeting human need, often in ways unseen and unheralded. That is why it is the leaven in the yeast – the simple element that makes all the difference.

This Yearbook tells only some of a story, the full extent of which is known only to God. It tells of feeding the hungry, giving drink to the thirsty, welcoming the stranger, clothing the naked, visiting the sick and imprisoned (cf Matthew 25:21-46). This is a story of basic human service which becomes the worship of Jesus who is found in the neediest of the needy.

I thank all who have been part of the Society's work through this year, and I pray that the fire which stirred in the hearts of those who founded the Society will continue to burn brightly and powerfully in the hearts of those who hear the call now and respond with such self-sacrificing generosity.

The Most Reverend Mark Coleridge

Archbishop of Brisbane

1.3 Any form of personal help..

No work of charity is foreign to the Society. It includes any form of help that alleviates suffering or deprivation, and promotes dignity and personal integrity in all their dimensions

**– THE RULE OF THE ST VINCENT DE PAUL SOCIETY
IN AUSTRALIA 7TH EDN (2012) P.16**

ABOUT THIS *Report*



The St Vincent de Paul Society Queensland provides this report as a summary of our operational and consolidated financial performance during the financial year July 2018 to June 2019, including those of our wholly owned subsidiary organisations Ozcare, and Vinnies Housing. We also tell the story of what we do, why we do it, and how our good works provide support to the people in need that we serve (our companions). Our Strategic Plan 2017–2022 can be read at www.vinnies.org.au

WHO WE ARE

The St Vincent de Paul Society is an international, voluntary, lay Catholic organisation dedicated to tackling poverty and disadvantage by providing assistance to anyone in need. We are a volunteer-based charity where Vincentians (volunteers belonging to Conferences, or local teams) visit people needing assistance either in their homes, welcome people in our support centres, and support others with our social inclusion services, our Vinnies shops and by the generosity of our donors.

St Vincent de Paul Society Queensland is today made up of 2,828 Vincentians in 206 Conferences. 6,418 Volunteer members and 3,647 employees also dedicate their time to serving Queensland communities, enabling us to carry out our good works.

Our wholly owned subsidiary Ozcare improves people's quality of life through the delivery of personalised health and human services in the spirit of St Vincent de Paul Society Queensland. Vinnies Housing is our second wholly owned subsidiary whose mission is to relieve poverty, distress and disadvantage through a renewed and strengthened focus on the provision of subsidised housing options and affordable housing and support services to people experiencing housing stress, who are homeless or at risk of homelessness.

ABOUT THIS Report (CONTINUED)

OUR STRATEGIC OBJECTIVES

Please see Strategic Plan 2017–22 on page 22 for more details about our five strategic themes that drive our response to the plight of disadvantaged Queenslanders.

The themes better equip the organisation to become more effective and capable to deliver our help to those in need. It also provides a grounding and embeds proper planning and best practises in all that we do and drives our response to the plight of disadvantaged Queenslanders.



Our spirituality: supporting and developing our people to ensure a spiritually focused and fully engaged membership can deliver on our Mission of serving Christ in the poor through a true understanding of their needs.



Our story: enhancing the journey and support provided to the people we assist and sharing our success with our people and the community.



Our partnerships: developing and growing our partnerships to ensure sustainability and positive outcomes for the organisation and those we assist.



Our governance: ensuring that appropriate, effective and efficient governing and support structures are in place across the organisation and are regularly reviewed, to enhance the values, culture and operations of the Society.



Our sustainability: strengthening our performance and capacity to sustainably resource our organisation, to enable us to effectively support those we assist, growing a committed, active and skilled Society supported by improved work, leadership and communication.

OUR STAKEHOLDERS

At the core of our work are the people we assist, our Vincentians, volunteer members, employees and donors. These are the people who have enabled our good works to continue for the past 125 years. The commitment and compassion of our people empowers them to gain insight into local community needs and issues. Without the generosity of our loyal donors the resources to provide required levels of assistance to Queenslanders in need would not be available.

This report is primarily targeted to the following stakeholders; Queenslanders in need whom we serve, our Vincentians, volunteer members and employees, Federal, State and Local Government partners who provide funding and regulate the environment in which we operate, the communities in which we provide assistance, our partners, sponsors, donors and corporate supporters, our partners who provide services to the people we assist, our suppliers and service providers, and our fellow not-for-profit organisations.



2019 Highlights

PRESENT IN 
270 LOCATIONS
ACROSS QUEENSLAND

ASSISTED
369,010
QUEENSLANDERS

PROVIDED
\$258 M

IN SERVICES & SUPPORT
TO PEOPLE IN NEED



\$9.7 MILLION GIVEN

IN DIRECT EMERGENCY ASSISTANCE INCLUDING;



FED VULNERABLE
PEOPLE WITH
\$4.2 M

IN FOOD SUPPORT
INCLUDING FOOD
PARCELS & VOUCHERS

\$5.3 M

GIVEN IN
DISASTER
ASSISTANCE

FUNDED

1400 APPLICATIONS
AND GAVE
\$257,000

IN SCHOOL EXPENSES



ALLOCATED **\$3.2 M** INTO HOUSING

RAISED MORE THAN

\$11 M THANKS
TO

PUBLIC APPEAL DONATIONS,
FUNDRAISING EVENTS & BEQUESTS

RAISED

\$1.4 M AT

VINNIES CEO SLEEPOUT
& COMMUNITY SLEEPOUT EVENTS



153 CENTRES OF CHARITY
(VINNIES SHOPS)



OUR History

The Society was founded in Paris, France, in 1833 by a group of young men who wanted to serve the poor.

The group, including our principal founder Blessed Frederic Ozanam, named it in deference and reverence to St Vincent de Paul. Today the Society is present in five continents, in 153 countries, and has more than 800,000 active members and one million volunteer members.

1581

Vincent de Paul is born in France

1833

The Society of St Vincent de Paul founded by Frederic Ozanam in Paris

1854

First Australian Conference founded in Victoria

1894

Queensland's first St Vincent de Paul Society Conference formed at St Brigid's, Red Hill, Brisbane

1906

Queensland's first regional Conference is established in Rockhampton. The second regional Conference is established in Townsville

1937

Ozanam House, the Society's first permanent administrative centre in Australia, is established in Brisbane

2019

125-year anniversary in Queensland

2018

Recognised as a Queensland Great by the Queensland Government

2017

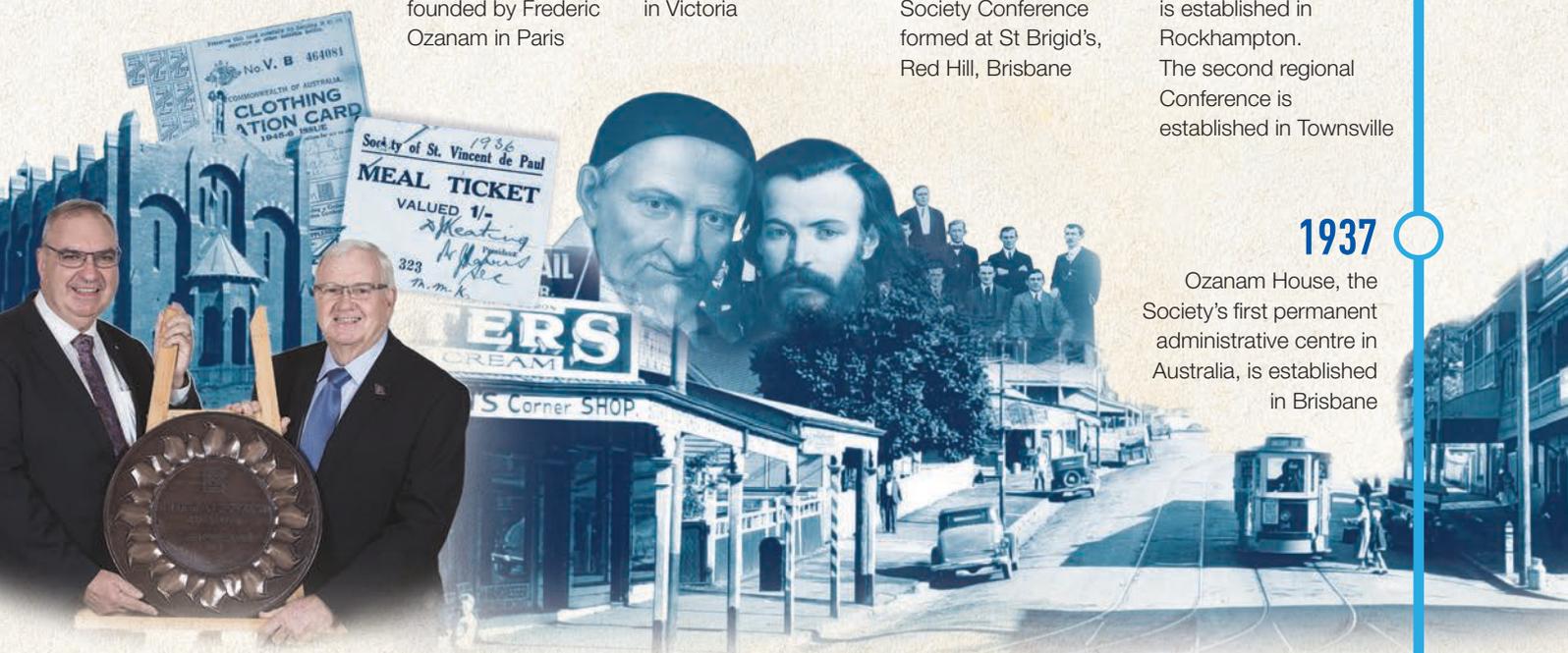
Vinnies Housing established

2011

The Society became sole member of Ozcare

1996

St Vincent's Community Services was established, now known as Ozcare



HOW WE Help



The St Vincent de Paul Society Queensland helps people in need, giving them a hand up to make life changing decisions. The type of support delivered differs from region to region, but our Conferences remain central to the good works undertaken by the Society.

They are the driving force that connects people in need to our support services and programs. Ozcare delivers personalised health and human services including a range of aged care, disability care, community nursing, health and community support services, while Vinnies Housing delivers effective and affordable housing and tenancy support services to those in need.

HOUSING AND HOMELESS SUPPORT



Housing and homelessness support

We provide a range of housing solutions including homeless intervention and prevention services, crisis accommodation, transitional housing, accessible housing for people living with disabilities, and community housing with the objective of achieving secure, safe and stable long-term housing for our tenants. We also help people stay at home longer by modifying or maintaining their homes. Our Conferences also provide support services to keep people in their homes.

HEALTH



Aged and disability services

We help people stay in their homes for as long as possible with our range of home care, home support, community care, and Home Assist Secure programs. These services improve the quality of life and independence of elderly people and others living with a disability. We operate 12 residential aged care

facilities, five day respite centres, and a number of specialist dementia services to support people living through all stages of dementia. We are a registered National Disability Insurance Scheme (NDIS) provider, delivering services to regions where the Scheme has been introduced. We provide services to both people living with a disability in their home and in the community, including those who are not eligible for the NDIS.



Mental health services

A range of services supporting people over 16 years of age living with a mental health condition are provided from Mackay down to the south east corner of Queensland.



Drug and alcohol recovery

A live-in Brisbane detox service, and seven residential services are provided in Brisbane, Ipswich, Cairns, Mackay and Townsville to help individuals recover from the effects of addiction to drugs and alcohol.

FINANCIAL WELLBEING



Financial wellbeing services

We provide financial and material aid to people in immediate need, or a referral to link people with specialist community services. Budgeting advice and no interest or low interest loans are also offered to those experiencing financial stress. Our microfinance loans help people buy essential household items, pay medical bills or maintain their cars.



Family support centres

Our family support centres facilitate the provision of in-kind goods and services to people in need. Approximately half are linked to a Centre of Charity (Vinnies Shop).



Disaster relief

Our role in a disaster is to provide those affected, particularly evacuated people with essential material items, such as blankets, toiletries, mattresses, essential new clothing, food, and water. We continue to work with disaster victims after the initial crisis response is over ensuring they have support to rebuild their lives.



Food distribution

Across the State, access to quality food at low or no cost is made available to people struggling to feed themselves and their families.



Centres of Charity

In Queensland our 153 retail Centres of Charity – widely known as ‘Vinnies Shops’ – sell quality donated furniture, clothing, and household goods at affordable prices.

FAMILY



Child and family support services

Our government funded programs deliver services, focused on intervention, to families to improve the safety and wellbeing of children in their home and reduce the need for children to enter, or re-enter, the statutory system.

COMMUNITY



Migrant and refugee services

We offer newly arrived migrants and refugees support in adjusting to Queensland life. Services include case management, social engagement activities and English language tutoring. More recently, the Society has offered assistance to migrants and refugees coming out of detention as they make the transition to independent living within local communities. A free migration and visa legal advice service is also provided by appropriately qualified volunteers.



Youth services

We offer a range of services assisting disadvantaged young people, and work to develop Vincentians starting from school age. Our team oversees the formation of Youth Conferences and events to start participants on the journey into Youth programs, spirituality, and social awareness. The mission of the Society is introduced at this stage to provide a strong grounding for future involvement.

EDUCATION AND EMPLOYMENT



Education services

Transforming lives through education, our education services provide people who have experienced homelessness or hardship the chance to complete vocational and tertiary certificates, and seek employment in a supported environment, empowering them to break the cycle of disadvantage. We also support students and families with back to school expenses.

SPECIAL WORKS



Overseas

Our work extends beyond Australia’s shores through our Twinning Program, in which Queensland Conferences assist Twinned Conferences throughout the Asia Pacific region to help their communities. Through our Assist-A-Student Program we provide education support to overseas students nominated by our twinned countries.

In addition to these programs and services, our Conferences also create projects in their areas, which are called ‘Special Works’. These Special Works respond to a local or specialised need.

SOCIAL JUSTICE



Social justice

We are constantly looking for ways to assist people who are struggling as a result of inequity and social injustices. We advocate regularly for those who are not able to speak for themselves or have their voices heard.

WHY WE HELP



1 in 8



Queenslanders live below the **POVERTY LINE**

1 in 5



experience **MENTAL ILLNESS**

WHO WE HELP



HOW WE HELP

Centres of Charity (Vinnies shops)	Family support centres	Food distribution	Aged and disability services
Mental health services	Child and family support services	Drug and alcohol support	Youth services
Disaster relief	Overseas services	Special works	Housing and homelessness support
Social justice	Financial wellbeing services	Migrant and refugee services	Education services

HOW WE PROVIDE HELP

12,893 PEOPLE

3,647 STAFF

2,828 MEMBERS

6,418 VOLUNTEERS



ACCESS TO SERVICES

Phone	Home visits	Overseas services	Online
Churches or Presbytery locations	Centres of Charity (Vinnies shops)	Hospitals or community service providers	Family support centres
			Special works

YEAR IN Review



We accomplished many significant milestones and objectives during the year. Some of these were influenced by external system changes, while others highlight our ambition to offer exemplary services that enrich the lives of the people we assist and the communities in which we contribute.

CELEBRATING 125 YEARS

A year-long celebration marks our 125th anniversary in Queensland, since forming on 18 February 1894 after the Great Brisbane Flood devastated the community. We began the year with a celebratory Mass in Brisbane in February hosted by the inaugural Conference, Red Hill/Rosalie Sacred Heart, at St Brigid's Church, Red Hill, followed by a community morning tea. A display of historical documents included the 1895 Lettre d'Aggregation issued to the Conference from Vincentian headquarters in Paris and 100-year-old visitation and meeting records.

Other celebrations throughout the year included a special September 2019 reception at the Queensland Governor's residence and a Society dinner attended by representatives of our membership across the state, dignitaries and donors.



*In my life I want to
become better and
do a little good.*

**– BLESSED FREDERIC OZANAM,
OUR PRINCIPLE FOUNDER**

CLOCKWISE FROM LEFT –
Launching our Reconciliation
Action Plan; 125 year launch event
at St Brigid's Church, Red Hill;
Winning our third Gold Australasian
Reporting Award

DISASTER RELIEF

Fire, flood and drought marked a turbulent year for Queenslanders in regional and remote areas of the state. Fires in late 2018 hit regions that were already drought-affected, with more than half of the state impacted and praying for rain, while floods in Townsville and surrounds left many homeless, displaced and others severely financially impacted.

We launched disaster appeals for each natural weather event, responding immediately to need by asking people to donate to those impacted, and readying our volunteers to respond to cries for help. For each disaster we were proudly supported by the Queensland Government who helped launch our appeals with much-needed funds.

As the drought continues well into the end of 2019, we continue our fundraising appeal for donations and continue our good work distributing funding provided to support people impacted by the drought.

SERVICE AND STAFF TRANSITION

On 1 July 2019 Ozcare's Social Inclusion Services transitioned to be under the operational responsibility of St Vincent de Paul Society Queensland, including the Ozcare staff who work to deliver those services. The move aligns better the services offered by Ozcare and St Vincent de Paul respectively, and ensuring a more focused approach to service delivery and better outcomes for all those accessing the services of both organisations.

HOUSING INVESTMENT

A shortage of crisis and affordable housing is a critical issue in Queensland and across Australia. To address the issue and grow the housing stock, our State Council committed to an investment of \$3.2 million into housing projects to provide housing to vulnerable people in housing crisis. During the year, a nine-unit complex was purchased, repaired and refitted in Maroochydore to house individuals and families in need. Further plans are underway for more investment into housing on both the Sunshine and Gold Coasts as well as expanding our head lease arrangements with private investors across the State.

CALLS FOR HELP

Vulnerable people seeking emergency food and accommodation saw our Brisbane Helpline call centre (1800 VINNIES) receive peak call numbers on Monday 14 January 2019, with 1210 calls handled in one day, typical of January and December volumes. Impacted by Christmas and back to school costs, across January alone 10,450 calls were answered and directed to our support and services across the state.

Across the year we received almost 85,000 calls in Brisbane, with 70,000 asking for emergency assistance and 15,000 calls offering donations of furniture to be picked up by our services. Our Brisbane Helpline moved from our South Brisbane State Administration Centre to the southern suburb of Acacia Ridge in June to accommodate transitioning social inclusion staff from Ozcare.

In Toowoomba, 4,690 calls for help were received, while on the Gold Coast, calls for help reached 26,000 and 9,100 people called to offer furniture donations to be collected.

Ozcare's Customer Service Centre received more than 100,000 calls including more than 78,000 general enquiries to their 1800 Ozcare (1800 692 273) number from new or existing clients, as well as free care consultations, service suggestions and guidance on My Aged Care assessment process. They also manage enquiries on behalf of Community Access Point (CCAP) and received 14,086 calls.

EXCELLENCE IN REPORTING

The Society received its third Gold Award in the esteemed Australasian Reporting Awards for its 2017/18 Annual Report and Financial Report. The awards benchmark and measure reports against criteria based on best practice. Adjudicators said "The report provides a thorough coverage of people, services, management, finance and future strategies. It is well-presented with a clear structure that makes it easy to read and understand."

STATE OF THE ART

Ozcare proudly opened the doors to its award-winning Toowoomba Aged Care Facility in April. The new 150-bed facility is a home-like environment that makes the most of its tranquil semi-rural setting with spectacular valley views. The facility offers two secure units, a total of 30 beds, for people living with dementia and other challenging behaviours. Exclusively offering single rooms with private ensuites and balconies, it is staffed 24 hours a day with registered nurses, trained care staff and a team of hospitality support staff. The site won its builders Woollam Constructions a Master Builders Award.

RECONCILIATION IN ACTION

In May we marked a historic moment with the launch of our first Reconciliation Action Plan (RAP) to reinforce State Council's shared vision of an Australia in which Aboriginal and Torres Strait Islander perspectives, languages, philosophies and cultures become an integral part of our institutions, our organisations, our communities and the lives of all Australians. The aim is to embed the RAP into Vinnies fabric, making it visible and practical in our everyday work. The plan was launched during Reconciliation Action Week and supported by the employment of a RAP Project Officer.

SOCIAL JUSTICE FOCUS

'The Society, Social Justice and Advocacy: The Next 125 Years' was the theme for the first Social Justice Forum held in a decade in April. More than 80 attending Vincentians heard from Productivity Commissioner Robert Fitzgerald and other panellists leading the hands-on sessions addressing a range of issues facing Queenslanders including homelessness and housing crisis, education challenges and gambling complexities, as well as the value of reconciliation. A portfolio of relevant social justice advocacy resources will also be workshopped and developed from the forum.

State President's REPORT



I am humbled to present the annual report of St Vincent de Paul Society Queensland for 2018-2019, and I commend the dedication and efforts invested this year by the whole Vincentian Family (members, volunteers and staff) in assisting 369,010 people and providing \$258 million in service and support. We showed this year how truly committed we are to being the charity Queenslanders turn to in time of need.

REFLECTING ON THE PAST

We have been reminded this year that our Society was formed after the depression of 1893 and a disastrous flood of the Brisbane River which caused great hardship, particularly to the poor of that city, while later, a drought increased the tragedy. And as the Red Hill area was one of the poorest in the city, the parish priest, Rev. Father J Hegarty, called a meeting of his parishioners and the first Conference in Queensland was founded on 18th February 1894, at St Brigid's Church. What comfort to know that we are still always there for Queenslanders, as we have always been.

THE YEAR OF DISASTERS

Queensland can be a harsh and challenging place to live with extremes of weather. Flood, fire and drought shocked us to our core during 2018 and was unrelenting throughout 2019. Even to the time of printing this report, more than half of the state was facing severe drought of the likes not seen in our generation. However, I am no more proud or humbled than when I witness how our Vincentian Family pulls together in times of disaster, providing the hands-on support needed by those experiencing fear and uncertainty, mobilising people and resources to help at evacuation centres or in the time of rebuilding after the fire is out, the rains have come or the last floodwaters recede.

It is through the suffering of people that the Society can truly live out our Mission of aspiring to live the gospel message by serving Christ in the poor.

WITHOUT A HOME

The plight of the homeless is something that particularly challenged our thinking this year, along with the challenge of how to assist already disadvantaged groups from being further excluded from the mainstream. Many households are spending more of their income on housing, particularly the poorest 20 per cent, and Australia now lags many other nations in terms of housing affordability.

In fact, a shadow of homelessness falls on anyone who struggles to meet barely affordable rent or mortgage payments. An overpriced market combined with poorly resourced housing assistance is pushing more individuals and families into homelessness. How can we expect those who face a complex range of issues to negotiate this marketplace? Homelessness reaches more widely across our society than we realise and touches more than those who are evicted or who cannot find a permanent home.

During the year we saw the fruits of that commitment to combating homelessness with the success of our Vinnies CEO Sleepout in Brisbane and on the Gold Coast, and with our Vinnies Community Sleepout on the Sunshine Coast. The \$1.4 million raised at these events is nothing to be swept aside as a meagre achievement, and what it allows us to do is immense. With these funds, hope is gained and lives are changed.



We are reminded of our mission
and the values of love, respect,
justice, hope and joy.

OUR LEGACY

When we reflect on our establishment, I wonder if the Vincentians of the Society 125 years ago imagined the footprints, they were creating would be celebrated in 2019. We also ask ourselves whether the footprints we leave are creating a legacy that will be celebrated by the Society in Queensland in the year of 2144.

We lost one of our greatest servants, 50-year Vincentian and former State President, the late Brian Moore, during the year. Brian left a legacy of commitment in the way he practiced his beliefs by helping the lonely, checking on the sick and helping the people of the Toowoomba and Warwick communities over the years during many and varied roles of service. Brian will be greatly missed for his guidance, love, compassion and respect for all. In September he was posthumously awarded the Vincentian Cross for his service.

A REMINDER OF OUR MISSION

In the year when many of Catholic faith were confronted by the Royal Commission into Institutional Responses to Child Sexual Abuse, we are reminded that while the Society is not 'of' the church, we are certainly 'in' the church and our love of Christ Jesus, and his being is at the centre of what we do - a strength we cannot discard. It is the very same Lord that opened our founders mind and heart to serve the poor, just as we who have followed aspire to do the same today. We are reminded of our mission and the values of love, respect, justice, hope and joy.

NEW LEADERSHIP

We welcomed new CEO Kevin Mercer to his role in January 2019, and State Council has benefited from his focus and leadership during the year. We also acknowledge the achievements of the Society under our previous CEO Peter Maher, whose 14 years as CEO was representative of around one ninth of the Society's 125 years of service to Queenslanders.

Dennis Innes
State President

*The question which is agitating the world today is a social one. It is a struggle between those who have nothing and those who have too much. It is a violent clash of opulence and poverty which is shaking the ground under our feet. Our duty as Christians is to throw ourselves between these two camps in order to **accomplish by love, what justice alone cannot do.***

**- BLESSED FREDERIC OZANAM,
OUR PRINCIPLE FOUNDER**

Chief Executive Officer's REPORT



What a privilege it is for me to report during my first year as CEO, and at the same time to be part of a 125-year celebration. When we take stock of how the Society was founded in Queensland in 1894 following the floods in 1893, the similarities to Queensland today remain unchanged in this most tumultuous year of numerous natural disasters.

VINNIES FAMILY

Since joining the Society in January I have been overwhelmed by the passion and commitment of our thousands of Vincentian family members, our volunteers and our staff. The depth and breadth of that commitment is, I believe, something unique to the St Vincent de Paul Society.

I commit to doing my best, along with the support of my staff and leadership team, to ensuring the St Vincent de Paul Society Queensland is here in another 125 years' time when the leaders of that future can reflect on the good works we undertook.

COMPLEX SOCIAL ISSUES

Today people and society are faced with many challenges. They are complex issues with many dimensions – economic, cultural, geographic, environmental, political, historical, physical health, mental health, emotional and spiritual wellbeing.

However, I believe the three main macro social issues, containing all those multiple dimensions, that are driving need in Queensland over the next 20 years are:

1. Homelessness and the associated addiction and mental health concerns
2. Shortage of affordable housing
3. An ageing population.

HOMELESSNESS CHALLENGE FOR QUEENSLAND

There is no sugar-coating that homelessness is growing in our state with just under 22,000 sleeping rough on any one night across the State. In terms of the growing homelessness crisis - we are already taking steps forward. Late in 2018, State Council unanimously agreed for the transfer of Ozcare's Social Inclusion Services programs and 219 staff to St Vincent de Paul Society Queensland. The service transfer on 1 July included 10 hostels, eight drug and alcohol rehabilitation services, four women's refuges and six family and homelessness support services.

In combination with our existing housing and homelessness services, we are now the largest provider of homelessness services in Queensland – a fact we can be very proud of. But with this comes great responsibility.

HOUSING SHORTAGE

It is estimated that Australia will require a further 727,300 affordable and social houses in the next 20 years. Then there are the economic pressures from the casualisation of the workforce, rising market rents, the cost of living, and poor levels of welfare. Australian Housing and Urban Research Institute (AHURI) recently forecast that by 2040 over 50 per cent of people over the age of 55 years will be housing stressed.

Going forward - building affordable housing will be a strategic focus to combat the ever growing need to ensure more

Queenslanders have a place they can call home, as will advocating for better policy and a stronger commitment from governments to provide social housing as infrastructure.

AGEING POPULATION

Globally the world's population is ageing as the 'baby boomer' generation move into their retirement years. It is estimated that by 2040 the % of people over 65 years of age living in Australia will double to approximately 23% of the population and people over the age of 85 years will increase four times to approximately 12% of the population. AHURI forecast that 50% of those aged over 55 will be housing stressed placing more pressure on social services to support the needs of our elderly into the future with their housing and health needs.

LOOKING INTERNALLY

We live in rapidly changing times and securing recurring funding is becoming more and more difficult as charities and not for profits compete for the same dollar. We have identified the importance of forming strong relationships with Government, corporates and community as well as investing in our fundraising and retail programs to reduce risk and find innovative ways to fund and deliver our good works.

Creating a workforce of tomorrow that attracts the right staff aligned - not only to our goals, values and mission - but also to theirs is critical to our success moving forward in an increasingly diverse society. At the end of the day, it's not funding or programs or policies that solve problems – although they do help – but it's people and our faith in our human spirit to love, trust and connect with each other.

With an ageing population and a decline in our membership we are challenged with attracting new members to our Society. We must turn to the next generation - our youth. While they might connect and socialise differently - they too hold the same beliefs and values and come with youthful energy and passion we must seek to encourage and channel.

RE-IMAGINING OURSELVES

We must never rest on our laurels, and always be looking forward. We are in a time of complex and constant change and we must search for ways to adapt, be agile and continually improve our service to those we are called to serve to have a greater impact on their lives.

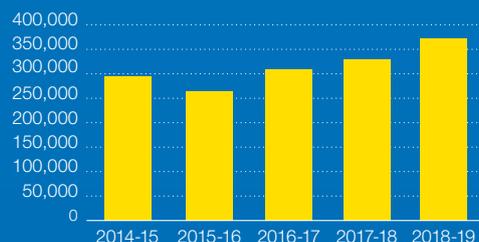
As set out in The Rule, the Society's guide to its vocation, organization and mission, Rule 1.6 speaks about adaptation to a changing world; Faithful to the spirit of its founders, the Society constantly strives for renewal, adapting to changing world conditions. It seeks to be ever aware of the changes that occur in human society and the new types of poverty.

And it is only through being courageous that we will be able to make change and adapt to meet the ever-increasing and complex needs of our communities, offer a genuine 'hand up' and work to shape a more just and compassionate community.

Kevin Mercer

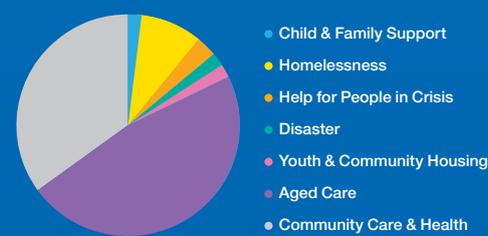
Chief Executive Officer

PEOPLE ASSISTED 2015-2019



YEAR	PEOPLE ASSISTED
2018-19	369,010
2017-18	331,561
2016-17	306,831
2015-16	265,024
2014-15	296,500

SERVICE AND SUPPORT = \$258 Million



ACTIVITY	PERCENT
CHILD & FAMILY SUPPORT	2%
HOMELESSNESS	9%
HELP FOR PEOPLE IN CRISIS	3%
DISASTER	2%
YOUTH & COMMUNITY HOUSING	2%
AGED CARE	47%
COMMUNITY CARE & HEALTH	35%

Charity must never look to the past, but always to the future, because the number of its past works is still very small and the present and future miseries that it must alleviate are infinite.

**– BLESSED FREDERIC OZANAM,
OUR PRINCIPLE FOUNDER**

Vinnies Housing

REPORT FROM THE CHAIR AND CEO

The 2018–19 financial year marked the second year of operation for Vinnies Housing, a wholly owned subsidiary of the Society. Building on the efficiencies achieved on our first year of operation, Vinnies Housing has continued to strengthen our financial performance and grow our housing services.

Throughout the year, we have strengthened and maintained our compliance with our key stakeholders and funding partners and progressed the achievement of our Strategic Plan 2018-2023. This has included the introduction of several initiatives at both a State and Regional level.

At a State level, a key initiative during the year was the development of key principles to guide and inform our future growth strategy, underpinned by person centred and place-based housing responses which foster vibrant and inclusive communities. These principles will guide the development future strategy and initiatives and our engagement with key stakeholders and strategic partners and is supported by a housing needs analysis framework to inform our future investment in housing across Queensland.

As the numbers of people experiencing homelessness and housing crisis continue to rise, the development of our housing growth strategy, guided by these principles, is integral to our future planning and is supported by a commitment by the Society to invest \$3.2 million into housing projects to launch the strategy and pilot a proactive and sustainable model for future growth in our housing.

At a regional level, Vinnies Housing established a new regional housing office and introduced a range of person centred and place-based initiatives including community safety and security upgrades through the installation of security cameras, improved lighting and fencing, improved sustainability through renewal energy sources such as solar installations, and enhanced community connectedness through tenant participation and community engagement activities.



During the year, Vinnies Housing increased opportunities for vulnerable Queenslanders within our operational and administrative support functions by supporting students to undertake work placements and traineeships within both regional and state offices and supported our staff to increase cultural awareness and accessibility for our tenants through our endorsement of the Society's Reconciliation Action Plan for application to Vinnies Housing.

Vinnies Housing has continued to work closely with the Society, government, other service providers and our community partners to advocate and increase support for people experiencing housing crisis across Queensland. We were pleased to establish several new partnerships during the year, in addition to strengthening our existing relationships.

A key highlight has been the collective efforts of a range of service providers and community members who have been working tirelessly alongside us in Mackay to provide a range of services, support and social events to tenants at two of our housing complexes. This highly successful program has made a vital difference to improving the health and wellbeing of our tenants through building self-esteem and confidence engagement within

community. Over 1500 meals have been provided since the commencement of the collaboration and it has been inspiring to see many of our tenants confidently transition to alternative sustainable housing and employment.

To the Vinnies Housing Board, our staff and the Society's State Council and Executive Leadership Team, your support and your willingness to go above and beyond for the people we assist, and to all that have contributed to making Vinnies Housing a success, thank you. In the Society's 125th year of service, it is with pride that we join with the Society to present our year in review.

Greg Coghlan

Chair

Sharon Shearsmith

CEO

Ozcare

REPORT FROM THE CHAIR & CEO



The 2019 financial year was one of significant change for Ozcare, with sound business decisions made to ensure Ozcare remains focused on our core business of aged care, and genuine in our mission to support our most vulnerable older Australians.

Throughout this period of change, we are pleased to report that Ozcare delivered a strong financial result, safeguarding our ability to continue investing in new projects to directly benefit Queensland communities.

STRATEGIC UPDATE

The aged care industry hasn't been without its challenges this year. We have worked hard to build on our reputation as a trusted provider.

In both residential and community, we have engaged with our clients to ask for their feedback, and we have actively listened to their suggestions and made changes to continuously improve our services.

We have been focused on the New Aged Care Quality Standards and ensuring we meet the new requirements to achieve high levels of compliance. We continue to build strong relationships with our clients so that we can provide responsive, individualised care and support, which achieves the outcomes that matter most to them.

In April, we successfully opened our new aged care facility in Toowoomba, and we are making good progress with construction of our new Mackay facility. Throughout the year we also completed significant refurbishment work at our facilities in Burleigh Heads, Port Douglas and Townsville.

It is an exciting time at Ozcare as we continue to demonstrate our commitment to the Queensland community, opening

three regional state-of-the-art facilities within five years and planning for co-located retirement villages, which will set a new benchmark in the design and operation of independent living units.

Our vision is one of integrated aged care, our plan is to co-locate retirement villages with our aged care facilities, and to support village residents with our home care offering.

In community, we are driving loyalty with our client base by focusing on the delivery of high-quality services and helping our clients get the most out of their home care packages. Our NDIS business is growing and continues to be another focal point for the organisation as we leverage off 23 years' experience providing client centred care.

On 1 July 2019, our Community Support services transitioned to the Society. This decision highlights the close working relationship that Ozcare enjoys with the Society as we continue to operate in alignment and harmonisation with their mission and vision.

We are confident that these services will be able to maximise their potential with the Society and their good works, directly benefiting clients in their time of need.

OUR PEOPLE

A significant number of the compliments we receive refer to the family feel at Ozcare. This is a direct reflection of our hard-working teams who go over and above to get to know



Our clients are, and always
have been, central to
everything we do



our clients, their carers and families, to ensure they understand their unique needs and preferences.

We understand our capability as an organisation rests with our people. It is their high level of professional, compassionate care that brings comfort and support to our clients.

We are dedicated to supporting our employees through recognition, training, leadership and development opportunities, and continuous flexibility and support.

We are pleased to report that the Ozcare Enterprise Agreement was approved by the Fair Work Commission in May this year. This provides employees with stability in their conditions of employment and importantly, the agreement introduced 10 days paid domestic violence leave.

FEELS LIKE HOME

We believe Ozcare does feel like home. In 23 years of operation our focus has never wavered. Our clients are, and always have been, central to everything we do. We are proud to make a difference in the lives of the people that entrust us with their care.

A testament to the great care we provide was the award we received in August last year from Catholic Health Australia (CHA). The CHA Leadership in Positive Ageing Award recognised our Burleigh Heads aged care facility for their progressive leisure and lifestyle program.

THANK YOU

As we continue to expand and grow our service offering to help even more people across Queensland than ever before, we would like to thank the people who make Ozcare the successful organisation it is:

- our valued clients, their carers and families
- our hard-working employees and volunteers
- our dedicated leadership team
- our committed and supportive board members.

John Thomas
Chair

Anthony Godfrey
CEO

FEEDING Hearts



When people need companionship and a hearty meal to lift their spirits in the central Queensland town of Emerald they turn to Vinnies and the local Neighbourhood Centre.

Around 20 people each week, who include, the aged, disabled, homeless, victims of domestic violence, and the lonely, attend the centre for a free meal but they get much more from their time than dinner. "We found out a long time it's not really the meal they come for, it's the company," Vinnies volunteer Margaret Boland says. "There is a lot of people who come that are mentally unwell, so they might struggle to cook themselves a proper meal so it's good for them to get a hot meal with vegetables."

"We go around the table each week and ask people what the brightest thing of their week was, there is one lady in her 80s, she is struggling, but is always happy and the highlight of her week is always coming here for dinner. "They really love it and it's pleasing to see it's not an expectation. Sometimes we even do things backwards, we will have desserts first while someone goes and gets fish and chips or pizza for everyone."

The free weekly meals began 12 years ago when the mining boom hit people on low incomes hard as rents in the region skyrocketed. "We used to just go down to the river with soup at that stage, initially in thermoses and then the council put power in there so we could have urns," Margaret says. "There was a lot of people that were homeless and living out of their cars there at that time."

When two Vinnies members enlisted the help of staff and students at the school where they worked the meals which had by now

moved to the Neighbourhood Centre became a true community affair. "Two of the Vincentians (Vinnies members) work at Marist College, they organised for the teachers, parents and students to all chip in on a roster basis to cook meals and when school holidays are happening, we have volunteers that prepare meals," Margaret says.

"As a result, there is so many volunteers they only get two turns a year, each week we serve about 20 people." Margaret said the centre and the local Vinnies conference (group of members) collaborate to help those in need, adding that homelessness remains an issue in the town. "We are very fortunate to have such a good relationship between the centre and Vinnies because it cuts down a lot of the work, I can do the interviews here with people and then have a chat with the girls from the conference and see how we can help people," she says.

The local mini-Vinnies do a fundraising drive every year where they buy and pack toiletry packs for us to give to people in need which is also a fantastic help. We have more homeless people here in Emerald than anybody realises, there is great need here. I've seen nine this week, all we can do is buy them a tent and set them up at the caravan park by paying for a week's site. There is no crisis accommodation, the other alternative is a bus ticket to Rockhampton or Mackay if that's where they want to go."

Spiritual Advisor's MESSAGE



As we celebrate 125 years of the St Vincent de Paul Society, we have every reason to be grateful. We give thanks to God for the tireless service of so many people whose generosity and selflessness has enabled the Society to be at the forefront of assisting those in greatest need throughout Queensland. We give thanks for the humility and compassion of Vincentians who without seeking accolade make such a difference in small and hidden ways.

Whether it's through visiting people in their homes, providing discounted goods in our retail stores, arranging affordable housing for those who are homeless or the immense variety of services the Society offers, there is no doubt that Vincentians, volunteers and staff across the State have always been available to provide a hand up, not just a hand out.

The original inspiration of the Society remains the same as when we first began 125 years ago: to identify a need and to do something about it, motivated by a faith that inspires us to action. As we continue into the future, we are not sure of the emerging poverties that await us and the needs we will have to respond to. However, no matter how good our past has been, we are always called to more. Let us not be content to only congratulate ourselves on what has been, nor rest on our laurels. Let us constantly aspire to become better and make a lasting difference. As we continue our service, let us try to consider how we can be more instrumental in bringing about lasting change in the lives of the poor.

Let us not be afraid to speak the truth, in love, and to be at the forefront of standing up for justice. Let us strive to continue to be a dependable presence in the lives of the disadvantaged who turn to the St Vincent de Paul Society in their difficulties. And let us never forget the words of our Founder Blessed Frederic Ozanam, who urges us to study the conditions that bring about people's poverty, with the aim of long-term improvement.

The St Vincent de Paul Society has always been there to help in the past. Let us ensure that we remain always there, continuing to uphold our mission, aspiring to serve Christ in the poor with love, respect, justice, hope and joy.

Sister Mel Dwyer
Spiritual Advisor

1.9 Empathy...

*Vincentians endeavour to establish relationships based on trust and friendship...
their hearts beat with the heartbeat of the poor*

– THE RULE OF THE ST VINCENT DE PAUL SOCIETY IN AUSTRALIA 7TH EDN (2012) P.16

OUR Performance

ST VINCENT DE PAUL SOCIETY QLD STRATEGIC PLAN 2017-2022

A full copy of our Strategic Plan 2017-2022 can be located at vinnies.org.au



STRATEGIC THEME 1: OUR SPIRITUALITY

GOAL: to support and develop our people to ensure a spiritually focused and fully engaged membership can deliver on our mission of serving Christ in the poor through a true understanding of their needs



STRATEGIC THEME 2: OUR STORY

GOAL: To enhance the journey and support provided to the people we assist, and sharing our success with our people and the community



STRATEGIC THEME 3: OUR PARTNERSHIPS

GOAL: Develop and grow our partnerships to ensure sustainability and positive outcomes for the organisation and those we assist



STRATEGIC THEME 4: OUR GOVERNANCE

GOAL: To ensure that appropriate, effective and efficient governing and support structures are in place across the organisation and are regularly reviewed, to enhance the values, culture and operations of the society



STRATEGIC THEME 5: OUR SUSTAINABILITY

GOAL: To strengthen our performance and capacity to sustainably resource our organisation, to enable us to effectively support those we assist

VINNIES HOUSING

Strategic Plan 2018-2023

A full copy of the Vinnies Housing Strategic Plan can be found at vinnies.org.au

STRATEGIC THEME 1: OUR SPIRITUALITY

GOAL: Support all our members and staff involved in Vinnies housing to become fully engaged in and committed to our mission of servicing Christ and the poor through a true understanding of their needs

STRATEGIC THEME 2: OUR STORY

GOAL: Enhance the outcomes of our work through engagement with our people and the community, enriching and celebrating our collective successes

STRATEGIC THEME 3: OUR PARTNERSHIPS

GOAL: Develop and grow our partnerships to ensure sustainability and positive outcomes for all stakeholders

STRATEGIC THEME 4: OUR GOVERNANCE

GOAL: Maintain appropriate, effective and efficient governing and support structures to enhance values, culture and operations consistent with those of the society

STRATEGIC THEME 5: OUR SUSTAINABILITY

GOAL: To strengthen our performance and capacity to sustainably resource our organisation to enable us to continue to effectively to support those we assist

OZCARE

Strategic Plan 2018-2021

STRATEGIC GOALS

It is our people that make the difference. Our workforce of 3,000 employees and 400 volunteers are dedicated to improving the quality of life of our clients. It is the hard work and commitment of our people that will help us to achieve our goals and realise our vision.

SERVICE EXCELLENCE

GROWTH

FINANCIAL SECURITY

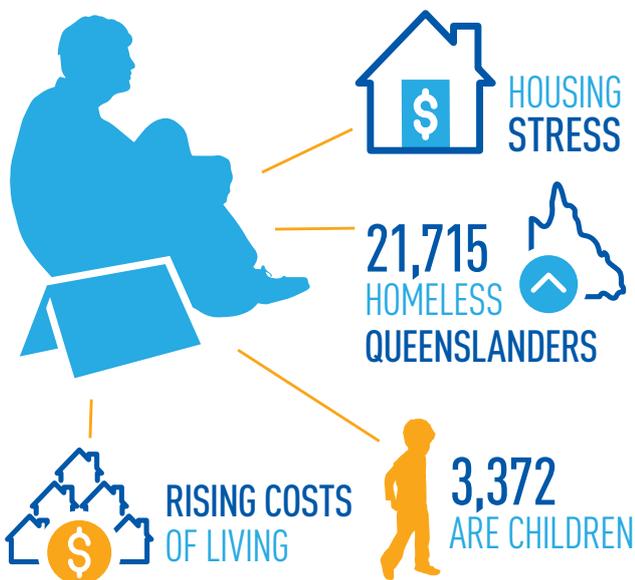
Strategic initiatives at the heart of everything we do, is our commitment to care for and support those in need by assisting our clients to lead full lives. We deliver our care and support services through four operational streams; community care, community support, residential aged care and retirement villages. To achieve our strategic goals, we have developed strategic initiatives for the organisation. We will endeavour to implement these initiatives over the next four years.

1. Organisation wide the spirit of our people, the strength of our brand and our desire to develop and grow our organisation will help us achieve our goals.
2. Community care we have encountered numerous changes in our community care operations following the introduction of consumer directed care (cdc) and the national disability insurance scheme (ndis). The environment is intensely competitive and consumer expectations are increasing the demand for more personalised care. We are committed to meeting these needs and retaining our strong position in the industry.
3. Community support critical to our purpose is our commitment to improve our client's quality of life. Our community support services help people to turn their lives around. Each year we help thousands of clients address issues related to homelessness, domestic violence, drug and alcohol addiction, health and well-being.
4. Residential aged care more than 1,300 residents living in our 12 aged care facilities call ozcare home. We will continue to expand and improve our residential aged care offering to meet the demands of our ageing population.
5. Retirement villages we have made the decision to move into retirement living to support clients as their care needs change. Our integrated model of aged care sees future residential aged care developments co-located with retirement villages. This will allow for home care to be delivered into our villages, and for village residents to easily transition into our aged care facility as their needs change.

HOUSING AND Homelessness

Vinnies works to improve people's lives by providing safe and affordable housing and services which enable people to live independently within the community. Stable housing is critical to a person's capacity to improve whole of life outcomes.

OUR CHALLENGE



OUR WORK

Programs most likely to impact a client's housing circumstances include:

- **Vinnies Housing** – we provide a range of housing solutions including crisis accommodation, transitional housing, accessible housing for people living with disabilities, and community housing
- **Specialist Homelessness Services** – we provide a number of Homelessness Support Programs to a range of people (including young people, families, single men and women) experiencing or at risk of homelessness to access long term housing and support to maintain tenancies. Programs we offer include Homestay (early intervention), Crisis Accommodation (including Hostels), Cornerstone (centre-based support), and Mobile Support.
- **Home Care** – Services that help people stay in their home for longer. Home care services include home modifications, maintenance, personal care, meal preparation, domestic assistance, and transport services.

There IN HIS HOUR OF NEED

John, 33, had been homeless since 2017 before reaching out to Vinnies Inala Family Support Centre for help.

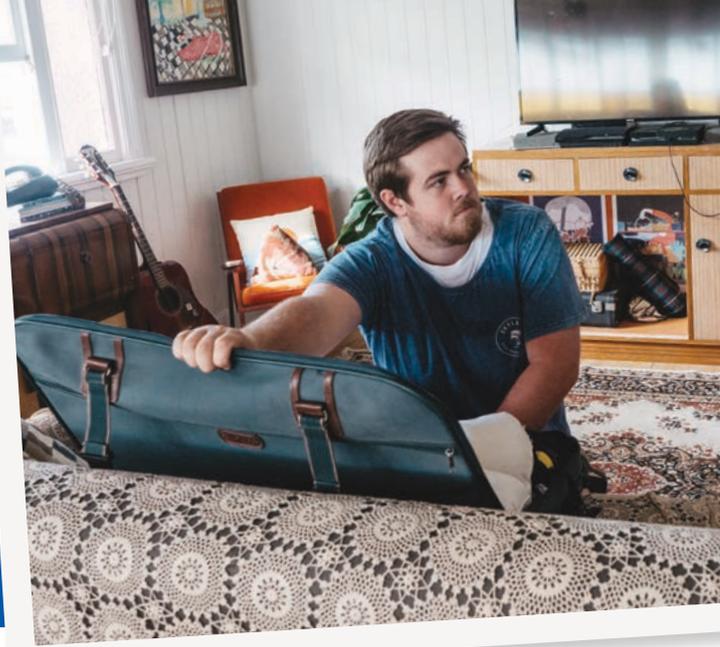
Though he had a roof over his head John didn't have a room of his own and instead was paying a friend to sleep on his couch, worst of all being homeless meant he was separated from his two children, who were staying with his mother.

Good news came for John when the Department of Housing informed him they had found him a house, but already paying rent to his friend and money to his mother for taking care of his children he had no money left to pay the first two weeks rent, let alone the bond. However, Vinnies was there for John in his hour of need, helping him move into his new housing.

"If you can help just one person a day it makes it all worthwhile." John has not required help from Vinnies since his first appointment, a sign of a true hand-up.

I was homeless and sleeping in my car. Vinnies gave me a place to live, sleep safely, cook meals and have a home. I am grateful for the opportunity to get my life back on track. Big thank you.

– VINNIES HOUSING TENANT



OUR RESPONSE



PURCHASED
9 UNIT
MAROOCHYDORE
COMPLEX



\$1.4M
RAISED FOR
HOMELESSNESS
SERVICES VIA
VINNIES CEO
SLEEPOUT AND
VINNIES COMMUNITY
SLEEPOUTS



90%
OF HOUSEHOLDS
SUSTAINED WITHOUT
BREACH



\$3.2M
ALLOCATED INTO
HOUSING PROJECTS

1500 MEALS PROVIDED TO HOUSING TENANTS TO HELP TRANSITION INTO INDEPENDENT LIVING

1200 SCHOOL STUDENTS EDUCATED DURING VINNIES YOUTH SLEEPOUTS

84% OF LONG-TERM HOUSING TENANTS SUSTAINED THEIR TENANCY FOR OVER SIX MONTHS

OUR ACHIEVEMENTS

- participated in the Department of Housing and Public Works 'Queensland Homelessness Compact Workplan 2018–2020' (**Our Partnerships – 3.3 Engage in new and develop existing mutually beneficial partnerships and collective impact**)
- considered 29 retail and other property submissions and provided recommendations to State Council (**Our Sustainability – 6.1 Grow the number of retail shops to 200 by 2022**)
- we also thank our Property and Housing Committees for their contributions and commitment to our achievements throughout the year.

*I have never known a stable home life until now. **Thank you***

– VINNIES HOUSING TENANT

*Extremely happy in my modern unit, which I have called home for four years. Three cheers for Vinnies, **keep up the excellent work***

– VINNIES HOUSING TENANT

Hope AND Resilience



Thanks to the support of Vinnies and a supportive local employer offering him a chance, Sunshine Coast man Keith was able to rebuild his life after a period of homelessness.

Keith struggled to find work after moving to the Sunshine Coast and with no regular income, the next four years were especially tough.

In between stints of shared and temporary housing, Keith had no option but to sleep in his car. But after bravely asking for help from Vinnies support worker Sally Noble, step by step, Keith began to get his life back on track.

Vinnies role in giving Keith a hand up was life changing, not only in advocating for and assisting him with finding a place to call home, but also importantly giving him hope.

"I was relieved I was finally getting some help, it was a huge weight off my shoulders," he says.

"Vinnies were constantly checking to make sure I was ok.

They helped with things like food vouchers, and always told me not to hesitate to call if I needed them."

With the Sunshine Coast boasting one of the most in-demand rental markets in the country, finding Keith somewhere to live was always going to be hard work, but with the assistance of the Vinnies homelessness program, Keith was able to secure a unit in Mooloolaba.

The roof over Keith's head came at the perfect time, as just two weeks prior he had landed the job he needed at local Sunshine Coast business Sunseeker Caravans.

Keith is still living in the Mooloolaba unit and working full-time for Sunseeker Caravans, a job he says he enjoys so much he hopes to stay until retirement.

"I'm thankful. Without Vinnies, and other supporting establishments, people who are in need would not be able to cope with their misfortune," he says.

Having found stable housing and employment, and knowing the reality of what life can be like without either for the hundreds of people experiencing homelessness on the Sunshine Coast, Keith has some simple advice: "Don't give up, there is help out there, all they have to do is ask and not feel ashamed of their circumstances. They will meet people in similar situations and they are not alone."

The Best Days OF HER WEEK



At Ozcare, we offer a wide range of services to support our clients. We are delighted when we hear clients like Margaret, choose Ozcare to deliver their Home Care Package, and her favourite days of the week are attending our Day Respite Centre at Burleigh Heads. Margaret tells us she is “18 years old with 63 years’ experience.” This gives you a sense of her enthusiasm for life.

A New Zealander by birth, Margaret lived in Invercargill, until she moved to the Gold Coast three years ago, where she was able to become an Australian Citizen by descent. Margaret's father was born in Brisbane.

With six children, 21 grandchildren, and expecting her 17th great grandchild, Margaret is surrounded by love. When her husband passed away 8 years ago, she took her time before deciding to move to Australia to be closer to her daughter Brenda.

Brenda decided to have her mum ACAT assessed and after being assigned a Home Care Package, Margaret chose Ozcare as her provider because of her Catholic background. Brenda said Margaret couldn't be happier. “On Monday, her carer Maria, who is just awesome, comes for social time and they get up to trouble,” Brenda said.

“They go out with wicked grins on their faces and hear about raspberry drinks and cake at the pub, movies and visiting

friends. Lorena, mum's other carer, makes her home sparkle and happily assists with shopping and any chores.”

“Tuesdays and Thursdays, I come to Burleigh Heads Day Respite Centre,” Margaret said. “Teddy bear (Ted, bus driver and Ozheart winner) comes and picks me up on the bus.”

“He's amazing,” replied Brenda. “He takes her to the door every time.” Then Margaret enjoys the best days of her week. “I have lots of friends at day respite and I like the idea that they do things that make you think,” Margaret said. “There are games to play and quizzes where we get to share knowledge and help each other. There is chair exercises, outings, and so much more. The program varies so it is never the same. The staff really make it, they are A1!”

“Mum will come home and chat about the things they did, she's always learning new things” Brenda said. “She even snapchat us saying how much she loves Ozcare.”

Health

We work to ensure people enjoy good physical, social, mental, emotional and spiritual health and wellbeing and are optimistic and hopeful about their future.

OUR CHALLENGE



250

NEWLY DIAGNOSED CASES OF DEMENTIA EACH DAY IN AUSTRALIA – INCREASING TO 318 PER DAY BY 2024



16%

OF QUEENSLANDERS 14 OR OVER USED AN ILLICIT DRUG IN LAST 12 MONTHS



1 IN 5 QUEENSLAND ADULTS EXPERIENCE A MENTAL DISORDER EACH YEAR



22%

OF QUEENSLAND ADULTS EXCEEDING LIFETIME RISKY DRINKING GUIDELINES

OUR WORK

- **disability services** – We provide individualised support for people with disability or health conditions under the NDIS, Queensland Community Care Services and Disability Community Access. This support helps with everyday tasks, nursing, physiotherapy, mental health recovery and respite care.
- **day respite centres** – Ozcare has five day respite centres located throughout Queensland, offering respite for carers.
- **residential aged care facilities** – Ozcare has 12 modern residential aged care facilities to choose from throughout Queensland, from tropical Port Douglas in the far north to sunny Burleigh Heads on the Gold Coast.
- **dementia care** – Ozcare offers specialist dementia support through all stages for people living with dementia, their carers and families through Home Care, Day Respite Centres, Residential Respite, Aged Care Facilities and a Specialist Dementia Advice service.
- **home care** – Services that help people stay in their home for longer. Home care services include Nursing services such as wound care, palliative care, medication management and continence, Allied Health, Respite, and Dementia Care.
- **drug and alcohol services** – We offer a live-in detox program and seven live-in recovery services to help people to recover from problems with alcohol or drugs.
- **mental health services** - We offer a range of programs for adults struggling with their mental health
- **immunisation services** – For the past 18 years we have provided immunisation services to Queensland workplaces and schools.
- **kids bed wetting** - Our Continence Clinic helps children in Brisbane and Gold Coast overcome issues with day and night-time wetting through a four to six-month individualised program.

We provide individualised support for people with disability or health conditions



OUR RESPONSE



HOUSED 2,615
PEOPLE IN OZCARE AGED CARE



CARED FOR 1,807
DEMENTIA CLIENTS AND THEIR FAMILIES



SUPPORTED 1,677
NDIS PARTICIPANTS



50,000 IMMUNISATIONS
ADMINISTERED TO SCHOOL STUDENTS
16,000 FLU VACCINATIONS
ADMINISTERED



HELPED 22,504 CLIENTS
WITH COMMONWEALTH HOME SUPPORT
PROGRAM SERVICES



NURSED 4852 CLIENTS

OUR ACHIEVEMENTS

- We delivered mental health workshops to 222 staff, volunteers and members, with feedback that a Vincentian was able to avert an imminent suicide by assisting a companion to seek appropriate mental health support. **(Our Sustainability – 1.1 Develop and implement reflection tools and membership training modules)**
- Planned for 2020, a roll out of accredited Mental Health First Aid for Gambling Problems, and resilience training in 2020 so members can respond to a changing and complex client base whilst maintaining appropriate boundaries and self-care. **(Our Sustainability – 1.1 Develop and implement reflection tools and membership training modules)**
- Our Burleigh Heads aged care facility was given the Catholic Health Australia's Leadership in Positive Ageing Award recognised for their progressive leisure and lifestyle program.
- We continued to deliver services to high standard as the new Aged Care Quality Standards came into effect and the new Charter of Aged Care Rights was introduced on 1 July 2019.
- We also thank our Mental Health Committee for their contributions and commitment to our achievements throughout the year.

I get to see regular carers which is great because I find it hard to get to know people.

– CAMERON, OZCARE NDIS PARTICIPANT

Financial WELLBEING

Vinnies works to improve people's lives by alleviating financial crisis, addressing financial stress and hardship, and increasing financial literacy. Financial stress and hardship, like many social problems, has flow-on effects to other areas of people's lives.

OUR CHALLENGE

 **1 IN 8**
AUSTRALIANS LIVING
BELOW POVERTY LINE
(3 MILLION PEOPLE)

 **739,000**
ARE CHILDREN



HIGHER
RENT



CREDIT CARD
MAXED-OUT



BILLS
OVERDUE



FINANCIAL
STRESS

OUR WORK

To address our challenges, we identified the need for appropriate, accessible and affordable financial products, particularly for low-income households, as well as developed Home Energy Advice Services across some conferences to support people to select affordable electricity plans, now determined by electricity retail providers.

Our programs which are most likely to impact a client's financial wellbeing include:

- **Emergency Relief** – financial and material aid to people in immediate need, and referral to link people with specialist community services. We provide ER via home visitation, family support centres and outreach services across QLD
- **Microfinance** – products provide people on low incomes safe, fair and affordable loans for fridges, washing machines and furniture, and education and medical expenses
- **Disaster Relief** – ongoing financial, in-kind and emotional support to people impacted by disasters through our vast member network
- **Home Energy Advice** – service for clients seeking assistance with their energy accounts across South East Queensland
- **Overseas Support** – Conferences are 'twinned' with those in Asia Pacific region offering financial, technical, medical and educational support on local projects encouraging self-sufficiency.

Financial stress, increased
insurance premiums,
limited wage growth,
higher costs of living



OUR RESPONSE



233,824
PEOPLE GIVEN EMERGENCY RELIEF
UP 5.5% FROM PREVIOUS YEAR



\$5.3 MILLION
DISTRIBUTED TO THOSE
FACING NATURAL DISASTERS



803
NO-INTEREST LOANS
AND STEPUP LOANS
APPROVED



\$400,000
IN EMERGENCY RELIEF
GIVEN TO THOSE SEEKING ASYLUM



\$4.2 MILLION
WORTH OF FOOD HAMPERS AND
FOOD VOUCHERS GIVEN

OUR ACHIEVEMENTS

- Delivery of approx. \$2 million in drought assistance, including \$1 million received from the Commonwealth Government's Drought Community Support Initiative (DCSI)
- Delivery of approximately \$3 million in assistance to people impacted by the Townsville and North West Queensland monsoon event, including \$1 million received from mining company South32
- Our research partnership with the University of Queensland built on our Emergency Relief evidence base by delivering findings from ethnographic research with Vincentians and Companions. **(Our Story – 2.3 Improve the process for providing assistance to people in need)**
- State and Federal Emergency Relief service agreements extended, including increased Federal funding until 30 June 2023 and State funding extended to 31 December 2020. **(Our Sustainability – 5.4 Develop a holistic model to ensure the Society maintains diverse funding streams)**
- A new Vinnies Interest Free Loan was developed to meet the specific needs of Companions living in QLD where we do not receive funding. The product will be piloted in 2019-20. **(Our Sustainability – 5.4 Develop a holistic model to ensure the Society maintains diverse funding streams)**
- Delivered Emergency Relief for people seeking asylum in partnership with Community, Mercy Community Services and Red Cross. **(Our Partnerships - Engage in new and develop existing mutually beneficial partnerships and collective impact)**
- A social justice forum explored a range of issues including homelessness, education and gambling
- We thank our Social Justice, Disaster and Finance Committees for their contributions and commitment to these outcomes throughout the year.

125 ALWAYS THERE, ALWAYS WILL BE Family FUNCTIONING

We aim to help families, children and young people become safe, strong and resilient, with the ability to develop and maintain good relationships that strengthen family and community functioning and reduce the impact of family breakdown.

OUR CHALLENGE

1 IN 3 
CHILDREN RECEIVING
CHILD PROTECTIVE
SERVICES HAD
PARENTS USING
METHAMPHETAMINE
UP 30% FROM
PREVIOUS YEAR


**FAMILY
VIOLENCE**
50% OF FAMILIES
WITH CHILDREN
RECEIVING CHILD
PROTECTIVE SERVICES
EXPERIENCED
DOMESTIC VIOLENCE



2.5%
OF QLD CHILDREN &
12.5%
OF INDIGENOUS CHILDREN
ARE RECEIVING CHILD PROTECTIVE SERVICES

OUR WORK

For families with child safety concerns

- **Tertiary family support services** – supports families in addressing Child Safety concerns while supporting individual, parent and family needs.
- **Targeted family support services** – provides child centred, family focussed counselling and family support for vulnerable children (0 – 18 years), and their significant others with the aim of preventing entry or re-entry to the child protection system.
- **Integrated family support program** – Families and their children who are enrolled and attending Goodna State School, Goodna Pre-School and/or Goodna Special School are assisted to flourish through the early intervention and support.

Other services

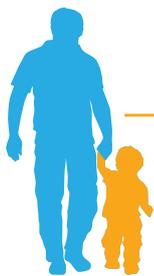
- **The Bush Connection** - an outreach program that assists people aged over 18 years with dependent children living in rural areas, or families that have recently moved to an urban area and are experiencing difficulties as a consequence of relocation.

*I feel like I have been judged by so many people, but not by my Vinnies support worker. He told me he would be there for me and he was, he listened, he didn't judge me. **I would not be where I am today without his help.***

– MOTHER REUNITED WITH HER CHILD AFTER STRUGGLING WITH MENTAL HEALTH AND SUBSTANCE ABUSE ISSUES, SUPPORTED TO WORK ON HER PARENTING SKILLS AND LIFE SKILLS BY ONE OF VINNIES FAMILY SUPPORT PROGRAMS.



OUR RESPONSE



470 MORE
PARENTS HELPED
TO KEEP THEIR FAMILY
TOGETHER THAN LAST YEAR



74%
OF PARENTS REPORTED
IMPROVED PARENTING
& LIFE SKILLS



2,644
PEOPLE ASSISTED



63%
OF FAMILIES REUNITED OR
REMAINED SAFELY IN THEIR HOME,
A 3% INCREASE FROM 2017-18

OUR ACHIEVEMENTS

- All funded services have been renewed total funding worth – \$5.933 million (**Our Sustainability – 3.4 Develop an holistic model to ensure the Society maintains diverse funding streams**).
- The Child & Family programs achieved certification through external audit under the Queensland Government's Human Services Quality Framework (**Our Story – 2.3 Improve the process for providing assistance to people in need**).
- Domestic and family violence training for all program staff (**Our Sustainability – 5.5 Develop a culture of learning to measure and report on the impact and success of our activities**).

*I found my family intervention practitioner to be easy to talk to, **he helped me set and achieve goals**, helped with my behaviour, just really helpful in helping me move forward. He let me know what services I could access around town.*

– SARAH, MOTHER OF FIVE HELPED BY OUR FAMILY INTERVENTION SERVICE

EDUCATION AND Employment

We assist to help people become empowered and self-sufficient through accessible and supported education, training and employment opportunities.

OUR CHALLENGE



39%
HIGH UNEMPLOYMENT RATE

OFTEN GAIN
TEMPORARY INSECURE
EMPLOYMENT

LACK RELEVANT JOB SKILLS



IMPACTED BY
MINING DOWNTURN

14%
FACING HIGH
UNEMPLOYMENT
IN REGIONAL AND
REMOTE AREAS

OUR WORK

Two new Skilling Queenslanders for Work programs were commenced in the year targeting migrants, refugees and people identifying as Aboriginal and Torres Strait Islander. Another exciting new program, Community Voices, was launched in Logan in partnership with Creativity Australia, WISE Employment and Youth Family and Community Connections.

Helping people get training and jobs

- **Clemente** – A tuition-free, university accredited program helping aspirations and building confidence, offered in partnership with Australian Catholic University (ACU) in Brisbane.
- **Skilling Queenslanders for Work (SQW)** – A vocational training and employment program delivered in Roma, Cairns and Brisbane. Participants can access support tailored to their individual learning needs, including both classroom and work placement, combined with job readiness and assistance to gain employment beyond course completion.
- **Community Voices** – a community choir comprising people at risk of long-term welfare dependence to develop informal social connections and professional networks that could assist them to find employment.

Supporting youth education

- **Children's Education Fund** – This fund offers financial support to students and families for back to school expenses including books, stationery and uniforms.

Our programs support individual learning needs, and provide assistance to gain employment



OUR RESPONSE



63 PEOPLE GAINED JOB SKILLS AND TRAINING

32 STUDENTS SUPPORTED IN CLEMENTE PROGRAM



\$257,000 GIVEN IN SCHOOL EXPENSES



1394 APPLICATIONS TO FUND SCHOOL EXPENSES



74% OF SQW PARTICIPANTS GAINED A NATIONALLY RECOGNISED QUALIFICATION



65% OF SQW PARTICIPANTS TRANSITIONED TO EMPLOYMENT OR FURTHER STUDY

OUR ACHIEVEMENTS

- more than \$35,000 raised by a Back to School fundraising appeal and developed a new scholarship program to support students transitioning into training and the workforce. **(Our Sustainability – 5.2 Develop a culture of innovation to test, plan, implement and evaluate new ideas and concepts for outcome focussed service provision)**
- finalised and signed a three-year partnership agreement (2019–21) with Clemente partners including Australian Catholic University, Micah Projects and Sisters of Mercy Brisbane Congregation. **(Our Partnerships - 3.3 Engage in new and develop existing mutually beneficial partnerships and collective impact)**
- we also thank our committees for their contributions and commitment to our achievements throughout the year.

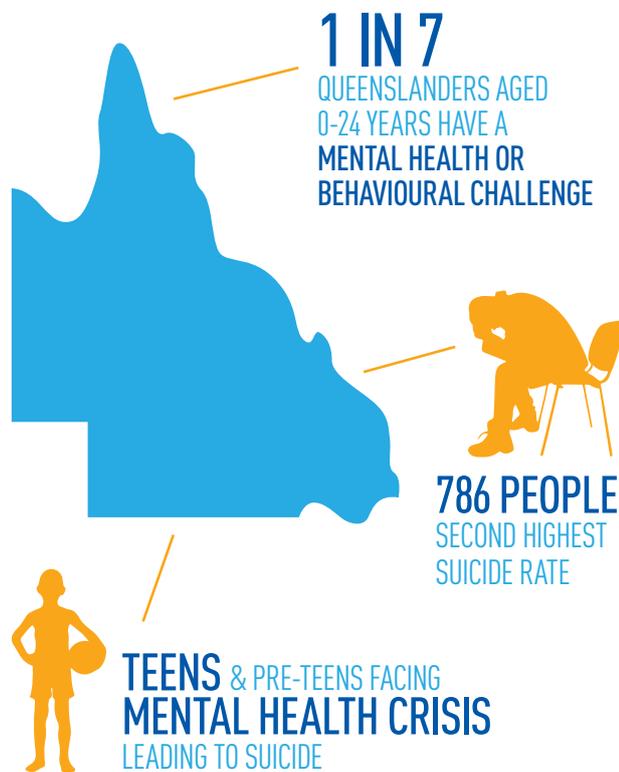
If you're wanting to get back into study, Vinnies can help you do it. They helped me greatly through Clemente and I can't thank them enough.

– THERESA, DIPLOMA OF CREATIVE ART STUDENT AND CLEMENTE GRADUATE

Community PARTICIPATION

We aim to ensure people feel welcome and have the opportunity to participate and contribute to community life.

OUR CHALLENGE



**3000 MORE ASYLUM SEEKERS,
TO ARRIVE FACING COMPLEX HEALTH AND SOCIAL NEEDS &
LESS GOVERNMENT SUPPORT**

OUR WORK

Youth and children

- **Buddies Days, SENSE Mentoring, Soccer Stars, The Ozanam Leadership Program** – adventure based learning programs providing support, encouragement, leadership training and positive role models to children and young people.

Disadvantaged people needing social outreach

- **VOICE/Companion Connect** – VOICE/Companion Connect – volunteers are connected with vulnerable and disadvantaged Companions and engage in fun and interesting social activities.

Migrants and Refugees

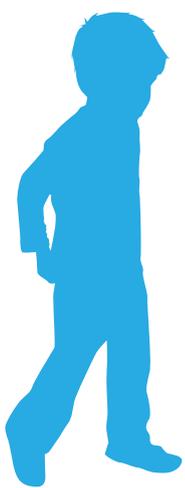
- **VoRTCS/VRAP** – free in-home tutoring and support for refugee families in Brisbane and Townsville run by volunteers.
- **Migration Advice Service** – provides free migration and visa legal advice by appropriately qualified volunteers.
- **Settlement Services** – supporting people from six months after arrival to Australia up until five years to overcome barriers to settlement, delivered in south west Brisbane.

volunteer refugee tutoring & community support

Seven years ago before being helped by Volunteer Refugee Tutoring and Community Support, Paw Hel Soe Hla wouldn't have dreamed of a career in accounting.



OUR RESPONSE



314 SUPPORTED IN VINNIES YOUTH PROGRAM

71 SUPPORTED IN SENSE YOUTH MENTORING

242 CHILDREN AGED 7-12 ENJOYED BUDDIES DAY (26% IDENTIFIED AS INDIGENOUS)



YOUNG CHILDREN REPORTED A HIGH ENJOYMENT RATE OF OUR YOUTH PROGRAMS



98% OF REFUGEES FAMILIES IMPROVEMENTS IN CIRCUMSTANCES

82% OF REFUGEES FAMILIES IMPROVEMENTS IN PERSONAL GROWTH



90% OF PARENTS EXPERIENCED IMPROVEMENTS IN FAMILY'S ENGLISH

OUR ACHIEVEMENTS

- our VoRTCS program was a finalist in both Qld Multicultural awards and Queensland Volunteering awards
- Settlement Services funding was extended 2022 **(Our Sustainability – 5.4 Develop a holistic model to ensure the Society maintains diverse funding streams)**
- Youth Committee focused upon strengthening the Pathways to Membership model that pays close attention to the volunteer's membership journey and their engagement in the Society's special works. The importance of this model has been reinforced by the success of the Ozanam Leadership Program in building a community of next generation servant leaders. **(Our Spirituality – 1.2 Vincentian leadership and development, practical application of the rule and advocacy)**
- the inaugural Rendu Retreat in July gave 25 young Vincentians and volunteers an opportunity for formation and refreshing, and reflection on the journey of the Society's founders, the Vinnies values and how these are inherently linked to the grassroots of their own special works. **(Our Spirituality – 1.3 Celebration of spirituality and our connection to the church)**
- 3200 downloads of resources, since the launch of Vinnies Youth QLD website in March, across 26 countries, and an estimated 30,000 students engaged with social justice learning. **(Our Story – 2.2 Define the organisations purpose so that all stakeholders can clearly and concisely advocate for the organisation)**
- we also thank our Youth, Mental Health Advisory and our VoRTCS Committees for their contributions and commitment to our achievements throughout the year.

ST VINCENT DE PAUL SOCIETY QLD

State Council Map



Vinnies volunteers are a trusted and permanent local presence in almost every regional and remote town in Queensland. Always there, always will be.



	VINCENTIANS	VOLUNTEERS	CONFERENCES (COMMUNITY-BASED GROUPS)	VINNIES HOUSING PROPERTIES	AGED CARE FACILITIES	SHOPS
FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL	154	365	12	9	2	14
TOWNSVILLE DIOCESAN CENTRAL COUNCIL	317	565	20	2	1	20
ROCKHAMPTON DIOCESAN CENTRAL COUNCIL	154	870	29	93	0	24
NORTHERN DIOCESAN CENTRAL COUNCIL	502	849	26	68	4	17
BRISBANE DIOCESAN CENTRAL COUNCIL	496	1066	37	44	1	20
WESTERN BRISBANE DIOCESAN CENTRAL COUNCIL	377	788	28	46	0	16
SOUTH COAST DIOCESAN CENTRAL COUNCIL	638	703	27	78	3	24
TOOWOOMBA DIOCESAN CENTRAL COUNCIL	190	892	27	134	1	18
TOTAL	2828	6098	206	474	12	153

Our Diocesan

CENTRAL COUNCILS REPORTS FROM OUR REGIONAL CENTRES

FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL

President: Robert Doyle

Executive Officer: David Monaghan

The Far North Queensland Diocesan Central Council had a very fruitful year, including having the blessed opportunity to support 12,713 people, including seeing people in their homes on 2,139 occasions.

The Diocese raised \$32,000 through a three-day Mega Book Sale, kindly sponsored by Cairns City Council Library, with plans to continue the event for three years. Meanwhile, the community greatly benefitted from the Diocese's Skilling Queenslanders for Work Program with more than 70 per cent of those completing it graduating with a Certificate II in Retail, and just under half of them gaining employment. Future intakes are planned for an additional 24 students.

In property news, the Diocese purchased two properties in Edmonton to provide accommodation for families escaping family violence and in need of a safe place. Carrying on the good works of the Society, the Diocese was able to provide timely relief to 13 families affected by drought devastation.

The Conferences have worked to support the local community through a range of workshops to educate about Mental Health First Aid, having difficult conversations, and gaining financial literacy.

The year's activities included two festival masses and one Diocesan spiritual retreat. The State President Induction Ceremony and State Council Meeting we hosted in August were well attended by Vincentians, members and volunteers.

In other news, the Diocese farewelled Clare Twomey, founding Member of St. Brigid's Conference, Ross Pawley from Grafton St. and Deborah Keeble from Cooktown.

Meanwhile, James Arnell, an Our Lady of Good Counsel member, completed 40 years with the Society, while Heather Prowse from Stratford celebrated 20 years of volunteering.

TOWNSVILLE DIOCESAN CENTRAL COUNCIL

President: Allister Crocker

Executive Officer: Edwina Wagland

The Townsville Diocesan Central Council had a busy year visiting people in their homes 4529 times, but none more so than when the floods hit Townsville and north-western parts of Queensland in February 2019.

Conference members selflessly worked to help those affected to rebuild their lives. \$3.489 million was distributed in emergency relief and ongoing support to people evacuated to transition back to their homes.

In the Western regions, members spoke with 92 graziers and 87 claims for drought assistance were submitted with \$604,000 provided in essential support.

Social Justice Committee was formed to advocate for social justice issues and work on achieving better outcomes for vulnerable members of the community. In the area of education support, an agreement was made with Catholic Education for the Diocese to better support the families of Catholic school students on Health Care Cards.

Members of the Volunteer Refugee Assistance Program Conference within the Diocese dedicated their time to refugee and migrant families through a tutoring program which saw 319 individuals from culturally and linguistically diverse communities tutored over 1080 hours. Their efforts have been boosted by funding received from the Townsville City Council to produce a book for adults learning to read English.

Fourteen young people attended the Dioceses' two Palm Island Immersion events during the year, where young people travelled to Palm Island and used the experience to help advocate on behalf of the people they served. During their time on the island they engaged in Island life, learnt about the history of the Palm Island community, and engaged with the Island's Elders and local schools.

ROCKHAMPTON DIOCESAN CENTRAL COUNCIL

President: Philip Cranny

Executive Officer: Tanya Doherty

The drought facing the region throughout 2018 and 2019 saw the Diocese provide drought assistance to affected families and individuals in the western zones with the Bundaberg Family Support Office reaching out to 4760 individuals and Conferences supported 59 others.

Vincetians also went to 3516 homes to visit people in need.

In a response to the growing homelessness crisis, 232 individuals homeless or at risk were assisted by the Cornerstone program and St. Camillus Rockhampton Conference members worked closely with Rockhampton City's Homeless Connect program team to support those in need of housing.

In the property space, approval for full funding for building a new warehouse and support centre at Gladstone was obtained and a new Centre of Charity for Longreach was purchased.

The Biloela Conference increased its strength with staff from the Vinnies shop in Moura becoming members of the Conference, meanwhile the Membership and Development Officer worked on the creation of a formal training space for Conference members to come together and collaborate.

As part of the Mental Health Special Works Program, St. Dymphna's Mackay conducted regular visits to the mental health wards of the base and mater hospitals in Mackay. Our Lady of Perpetual Help Mackay Hostel conducts weekly morning tea with residents of Fr Treacey Lodge to offer companionship support.

The St. Jude's Mackay Conference supported volunteers in the Vinnies shops and organised an annual Christmas luncheon for them. Families of inmates at Eton Creek Correctional Centre were able to visit their relatives on a bi-monthly basis through the fantastic efforts of the members of the St. Peter's Prisoners Aid Mackay.

NORTHERN DIOCESAN CENTRAL COUNCIL

President: John Harrison

Executive Officer: Stuart Roche

The highlight of the year for our Northern Diocese was the Vinnies Corporate and Community Sleepout Sunshine Coast which raised \$189,021, with the funds used to refurbish and repair nine newly purchased units at Maroochydore for the homeless.

In the retail space, four new shops opened, two had new fit outs and a replacement shop was completed at Maroochydore following a fire at the former location at Norval Court.

Overall, 3582 home visitations were conducted, and the Diocese's food division assisted 15,400 people throughout the year. The Give a Child A Chance Program supported 136 students across 18 schools with a total contribution of \$24,025. Meanwhile, the Conferences' Children's Education Fund supported 501 school going children with back-to-school supplies valued at \$93,517.

A total of 69 families and 173 children benefitted from the Child and Family Program, including 54 Indigenous families. Meanwhile, the Cornerstone Mobile Youth Homelessness Support Program has established strong collaborations with the Integrated Family Youth Support (IFYS) and Youth Engagement Linkage Support (YELS) programs. This collaboration helps facilitate smooth processing of identification documents and Centrelink requirements and in doing so, Cornerstone can reach out to more young people requiring assistance with finding a place to live.

The Northern Diocese assisted 42,396 people over the financial year and provided \$1.5 million in assistance.

Our Diocesan

CENTRAL COUNCILS REPORTS FROM OUR REGIONAL CENTRES

(CONTINUED)

BRISBANE DIOCESAN CENTRAL COUNCIL

President: Larry Mann

Executive Officer: Ray O'Donnell

It has been a busy year for the Diocese. The Diocese, in its own small way through its newly established St Rita's Special Works Conference for victims of domestic violence, has continued to assist one of the most vulnerable groups of people in our local community.

Since April 2019, our Accommodation Support Program providing material, financial and pastoral care services to families has supported seven adults and 10 children escaping domestic violence.

Overall, 14,695 home visitations were conducted and specifically the Brisbane South Family Intervention Service (FIS) team assisted 49 families, 101 of which were children. 321 asylum seekers have been assisted throughout the financial year and the Transitional Housing Program has supported three adults and 14 children.

Conference members gathered for two festival masses and two spiritual retreats. These events fostered community, unity and an opportunity to reflect on the St Vincent de Paul Society's mission and values.

To further develop the quality of support offered by Conferences, members have participated in a range of workshops in Mental Health, Financial Wellbeing and the new CARE database.

Meanwhile, the Youth Team based at Spring Hill has contributed to over 2800 hours towards seven programs that involved 107 children.

Retail saw the West End shop successfully relocated and the opening of the inaugural Lawnton Clearance Store. Mini refurbishments at four major sites saw an increase in sales figures.

WESTERN BRISBANE DIOCESAN CENTRAL COUNCIL

President: Peter Madden

Executive Officer: Liz Ward

Focusing on education, the Western Brisbane Diocesan Central Council expanded the Schools Ozanam Leadership Program across Western Brisbane, Brisbane, South Coast and North Coast with assistance from the State Youth Team. Our Western Youth team had a busy year with 34 events organised for a total of 236 children.

In addition, the Western Brisbane Diocesan Central Council call centre was successfully relocated to Acacia Ridge in 2019, and the inaugural Conference staff Q&A workshop saw Vincentians and staff share information on what's happening in the retail and youth space within the region, along with updates from the child protection officer.

The Inala Family Support Centre handled 2,822 cases and helped 8,053 people. Home visitations assisted 34,132 people of which 19,581 were adults and 14,551 were children. Twenty-nine clients were admitted for residential treatment at Gillies House, in addition to others who received pre and post care or were referred to other agencies.

The Western Brisbane Diocesan Central Council steadily built their volunteer numbers from January to June 2019 and we engaged 150 new volunteers and 49 new conference members.

Settlement Services supported 169 clients and their families to overcome challenges related to migrating and settling into communities in a new country. Areas of high need have been identified as family reunification, housing and material well-being with Settlement Services using Government funding to provide support to incoming refugees and migrants in these areas to achieve the best possible outcome.

SOUTH COAST DIOCESAN CENTRAL COUNCIL

President: Garry Webb

Executive Officer: Kris Martin

The South Coast Diocese had a phenomenal year forging strong relationships with local community organisations to go above and beyond to assist homeless individuals and provide support to those experiencing domestic violence, unemployment, and adverse effects of drugs and alcohol.

Vinnies CEO Sleepout Gold Coast was once again well-received and raised \$387,000. Our Conferences, Vincentians, volunteers and staff worked hard to ensure the Gold Coast Homeless Connect event was a success and delivered service to more than 1700 locals at risk of homelessness.

Since its inception in 2017, the Cornerstone Homeless Prevention service at Southport has helped more than 200 people find homes. Working closely with the Department of Housing and Gold Coast Health, Cornerstone Southport supports people experiencing homelessness on the Gold Coast. Our State Administration Office and the South Coast Dioceses have facilitated the formation of an memorandum of understanding between Cornerstone Southport and My Community Legal Gold Coast to enable companions with legal issues to speak to one of our staff at Cornerstone Southport for reliable advice.

This year, on International Tenants Day, the Conferences rallied together to draw greater attention to issues around sustaining tenancy and finding solutions to establish long-term tenancy for the homeless.

Overall, 33,935 Queenslanders have been helped (providing assistance to the value of \$1.2 million) by the South Coast Diocesan Council during the year.

TOOWOOMBA DIOCESAN CENTRAL COUNCIL

President: Margaret Lawton

Executive Officer: Kathie Brosnan

During the year the regional and remote Conferences of the Toowoomba Diocese worked hard to provide support and relief to farmers and the communities affected by severe drought.

We supported the community with 1588 home visits, and the 7698 people we assisted via our support centre, with an overall financial assistance given totalling \$646,603.

With a three-year commitment from the Sisters of Mercy, we launched the Scholarship Program to provide access to education and training pathways for the disadvantaged in our local community.

For over 30 years, The Vincentian Village has provided 15 units for single men, which was originally built to provide a home for men retiring from the outback. This year, the Society in Roma funded the replacement of two units allowing their residents to continue to live within their community and enjoy the benefits of a modern home.

In collaboration with the Western Diocese, the Toowoomba Diocese funded a SENSE Mentoring Program involving volunteers at the university to promote adventure-based learning, develop healthy relationships, and enhance self-esteem amongst the youth. Mini Vinnies, another very popular Youth Program, worked closely with the local primary and secondary schools to strengthen affiliations within the local community.

This year, the Toowoomba Diocese completed 60 glorious years of hosting festivals. Each year, the Vincentians, Volunteers and staff conduct bi-annual festival gatherings for our Vincentian family. This year, Our Lady Help of Christians Chinchilla Conference and Holy Angels Migrant and Refugee Conference hosted festival meetings to share insights of the challenges faced by refugees and migrants when settling into new communities.

OUR People



St Vincent de Paul Society Queensland, including Ozcare and Vinnies Housing, is a predominately volunteer run organisation with 9,246 volunteers, including 2829 Vincentians, supported by 3,647 employees.

OUR VINCENTIANS AND VOLUNTEER MEMBERS

Our 2,828 Vincentians are our backbone, operating through Conferences, support centres, programs and committees at the grassroots level. This approach makes us effective at addressing local need, with our Vincentians determining our strategic direction and how best to provide our programs and services to people in need.

Our 6,418 Volunteers give freely of their time and expertise and enable us to offer a hand up to many Queenslanders. You will find volunteer members working across the state in our shops, warehouses, programs, and in many other capacities to help make a difference in the lives of people in need.

OUR EMPLOYEES

	EMPLOYEES	VOLUNTEERS	VINCENTIANS
SVDP/ VINNIES HOUSING	424	6098	2828
OZCARE	3223	320	-
TOTAL	3647	6418	2828

We acknowledge the expertise our 3,647 employees provide to complement our good works and provide a range of services to the community.

Our employees are diverse and innovative professionals, continuously searching for more effective ways to achieve and support our 'good works' throughout the community.

Broad in scope but collective in passion, our employees provide expertise and support services to our wonderful volunteers, members, clients and customers across Queensland.

TRANSITIONING SOCIAL INCLUSION SERVICES

In preparation for the transition of Social Inclusion Services effective 1 July 2019, 218 contracts of employment were issued and accepted. This provided an exciting opportunity for Ozcare and St Vincent de Paul Society employees to work closer than ever. Our project teams worked to collate data and transfer processes across multiple business areas while ensuring minimal service interruptions for transitioning programs and staff.

A key focus for our united workforce moving forward is a commitment to integration, mission and achieving our strategic objectives.

GROUP STATISTICS

	2018-19	2017-18	2016-17	2015-16	2014-15
VINCENTIANS	2828	2,921	2,962	3,155	3,665
CONFERENCES	204	210	210	213	210
VOLUNTEERS	6418	7,016	6,335	7,092	5,993
EMPLOYEES	3,647	3,441	3,285 *	372	348

*reported employee numbers rose in 2016-17 as we consolidated Ozcare into our annual and financial reporting



CONGRATULATIONS

Recognising both collective and individual achievements, we wish to congratulate our amazing volunteers, members and staff who have been acknowledged with awards this year.

- Lachlan Dent, State Youth Representative on State Council, was awarded the North Queensland Youth Volunteer of the Year Award for his outstanding contribution to Vinnies Buddies Day Program.

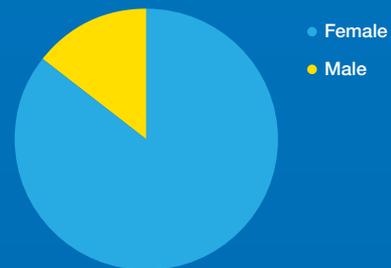
VALUES AWARDS 2018 RECIPIENTS:

- Janelle Stewart, Disability Operations Supervisor (Toowoomba)
 - nominated for showing ongoing leadership and dedication to clients and staff alike.
- Thomas Bligh, Grants and Tenders Officer (State Administration Office)
 - nominated for endearing himself with Members, staff and volunteers through his energy and loyalty in service to our mission, vision and values.
- Team Achievement - Family Intervention Services, Beenleigh
 - nominated for creating excellent relationships with their clients, showing empathy and respect, and for always going the extra mile for each and every client.

OZHEART RECIPIENTS

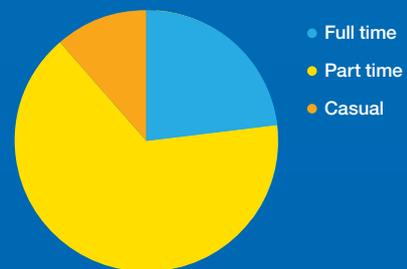
- Kate Adams, Care Assistant, Sunshine Coast
 - nominated because of her passion for helping others, love for her job, and for showing her clients that no request is too big or too small.
- Toni-Lyn Shaw-Linke, Care Assistant, Hervey Bay
 - nominated because she is always willing to lend a hand, making those around her feel special.
- Emma Orr, Care Assistant, Ozanam Villa Clontarf
 - nominated for going the extra mile to make a difference, for her kindness and treating clients with dignity and respect.
- Karen Russell, Laundry Services, Port Douglas
 - nominated for being a positive team player who goes above and beyond, always smiling and getting the job done.

EMPLOYEE STATISTICS



GENDER	NUMBER	PERCENT
FEMALE	3121	86%
MALE	526	14%

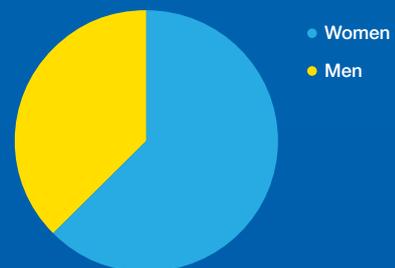
EMPLOYMENT STATUS



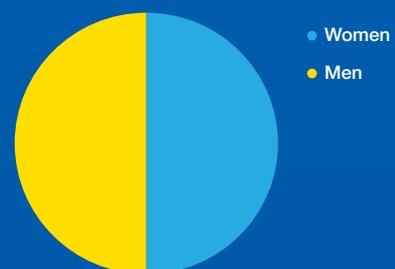
STATUS	NUMBER	PERCENT
FULL TIME	849	23%
PART TIME	2,383	65%
CASUAL	415	12%

WOMEN IN LEADERSHIP ROLES

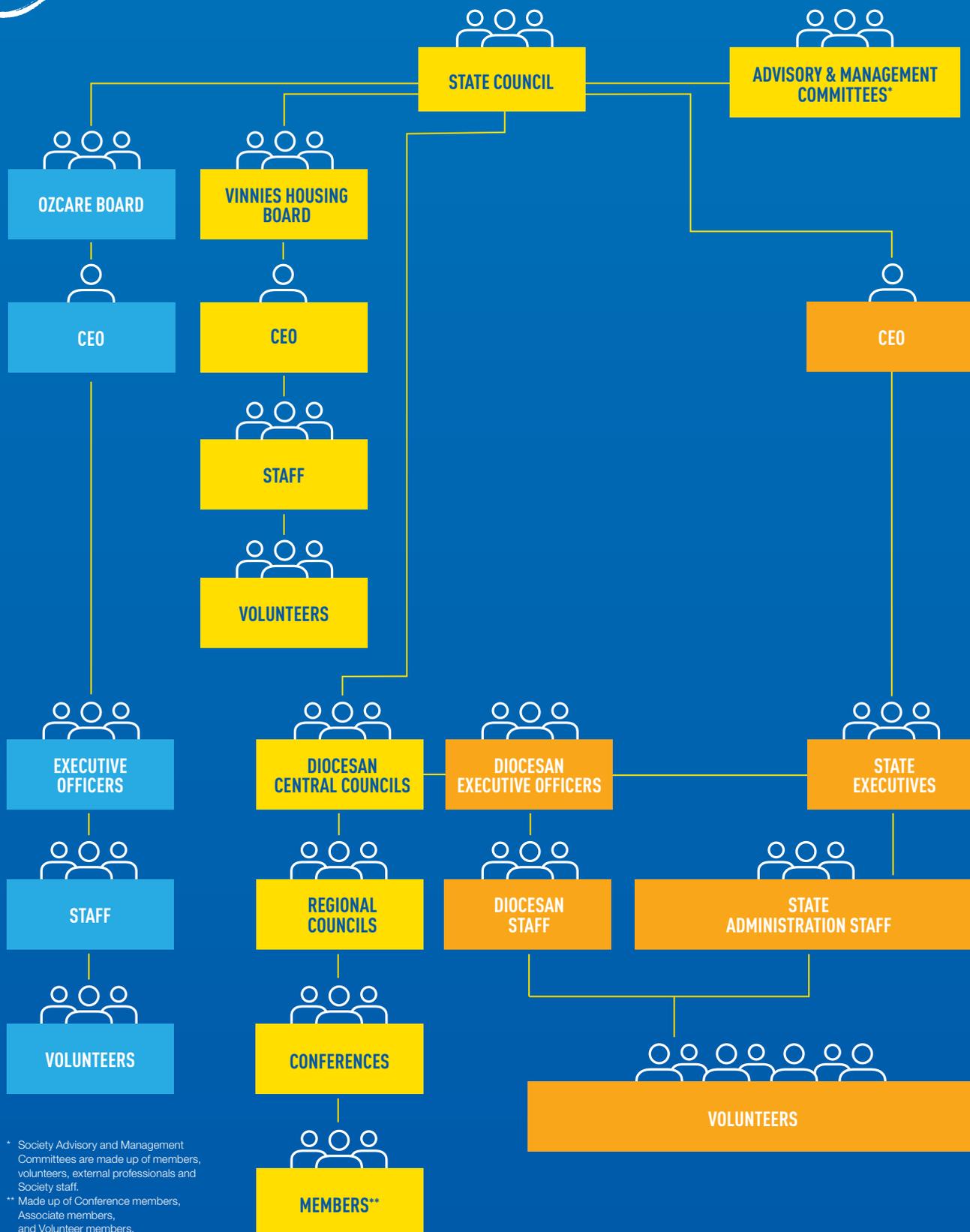
GENERAL MANAGERS AND CEO – STATE EXECUTIVE



STATE LEADERSHIP TEAM INCLUDING EXECUTIVE OFFICERS



ORGANISATIONAL Chart



* Society Advisory and Management Committees are made up of members, volunteers, external professionals and Society staff.

** Made up of Conference members, Associate members, and Volunteer members.

125 YEARS *A Reflection*

CELEBRATING OUR MILESTONE YEAR

Our year culminated in a celebratory evening held in Brisbane on 17 September 2019, attended by around 120 people from across the state, including representative members from each of our eight Dioceses, dignitaries, special guests and valued donors.

The dinner followed a special reception at the Governor's Residence hosted by the Governor of Queensland, His Excellency Paul de Jersey and his wife Mrs Kaye de Jersey. Both events gave our Vincentian Family the chance to come together and honour the impact of the Society over 125 years in Queensland.

The 125-year anniversary dinner was a proud moment for all us to reflect on our shared history and all that our organisation has achieved. It also allowed us to personally thank our Vincentian members, whose passion and dedication truly changes the lives of those who seek our help.

The evening opened with a heart-warming performance by our own Vinnies Community Voices Choir and an insightful and enjoyable welcome to country by local elder Shannon Ruska.

State President Dennis Innes and CEO Kevin Mercer presented our reflection on the past, current and future challenges for the Society, as well as the ongoing needs faced by our companions going forward. Most importantly, our inaugural Vincentian Cross Awards were presented by Dennis Innes and Annette Baker, who offered heartfelt summaries of the good works of all five Vincentian Cross Award recipients for 2019.

These were John Forrest, Robert Leach, Jeremiah McAuliffe, Ron Sullivan, and the late Brian Moore. The awards offer well-deserved recognition for people who have led with faith and compassion and left a lasting legacy on the Society in Queensland and helped countless people in need.

TOP IMAGE – (L) State President Dennis Innes and (R) Vice President Annette Baker, present the Vincentian Cross Award to John Forrest, former State President.



The 125-year anniversary dinner
was a proud moment for all of us to
reflect on our shared history

SOURCES OF *Funding*

VINNIES SHOPS

Vinnies shops (also known as Centres of Charity) are the public face of our good works, and their financial success is vital to enabling us to support vulnerable people across the state. Known in the community for providing good quality second-hand clothing and household items for sale at an affordable price, our shops also allow Conferences to provide free items to people in need thanks to the generosity of donated goods we receive.

VALUED VOLUNTEERS

Our shops are predominantly staffed by 4620 dedicated retail volunteers, supported by 678 hardworking volunteers at our depots, and 157 committed staff. We couldn't do our good works in the retail space without the contribution of volunteers who give an estimated 1.5 million hours to collect and process the tonnes of donations that come through our doors, as well as price, hang, and merchandise the goods in our shops; serve customers; and provide a friendly face to those in need who seek out our assistance.

SPOTLIGHT 1

In our Western Diocesan Central Council alone, 17 Vinnies shops were supported by volunteers whose voluntary contribution equated to approximately 233,555 working hours - with an average of 4,491 volunteer hours per week.

SPOTLIGHT 2

FACT: Australians buy an average of 27 kilograms of new textiles each year and discard 23 kilograms into landfill. By donating their unwanted items that someone else could make use of to Vinnies, our customers reduce their carbon footprint and lessen the amount of clothing going to landfill.

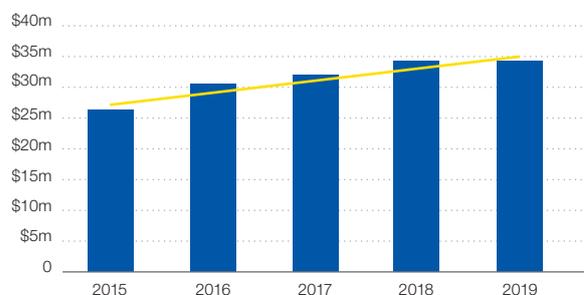
GROWTH

We expanded our shops to a network of 153 this financial year, an increase from 147 during the previous financial year. The focus has been on maximising the return on these shops and identifying where growth is needed. At the time of this report we had a further two new shops opening, in Coolangatta on the Gold Coast and Wilston in North Brisbane. Meanwhile, Vinnies Nambour was being re-fitted and reopened, Vinnies Maroochydore (Norval Court) was being rebuilt and reopened after a fire and Vinnies Edmonton was being relocated.

RETAIL STRATEGIC PLAN

The Vinnies Retail Strategic Plan 2019-2022 is in the final stages of development and approval with State Council. Key strategies and actions from the plan will focus on performance improvement, innovation and opportunities for growth in an increasingly competitive and expanding recycling and resale retail market.

CENTRE OF CHARITY (SHOPS) PERFORMANCE 2015-19





Vinnies shops provide good quality clothing to people in need, and enable us to support vulnerable people across the state

Highlights



SERVED **2.77 M CUSTOMERS**
WHO SPENT AN AVERAGE OF \$12 PER VISIT IN OUR SHOPS

SOLD MORE THAN

76,000



VINNIES \$1 ENVIRO BAGS
AFTER GOING PLASTIC BAG
FREE AHEAD OF THE JULY
2018 DEADLINE

SOLD

534



VINNIES GIFT CARDS
GENERATING \$14,500
IN SALES

OPENED

6



NEW SHOPS
ACROSS QUEENSLAND
DURING THE YEAR

SOURCES OF *Funding*

(CONTINUED)

FUNDRAISING: DONATIONS OF HOPE

The generosity of our donors is a true testament to the kindness and commitment to our cause to help the growing number of poor and disadvantaged in their local communities. The impact of our valued donors' gifts not only gives hope, builds resilience and offers empathy to those facing adversity and disaster but also provides for real needs through shelter, food, clothing and financial assistance.

Throughout the year, \$11 million was kindly gifted across the state. These funds enabled the expansion of our housing, provided crisis and longer-term accommodation to those in need, implemented homelessness and educational programs, and advanced people's employment outcomes providing a pathway to independence.

Towards the end of the financial year, we invested in our strategic fundraising function with the appointment of a General Manager, Fundraising, Marketing and Communications. This role will lay the foundation for growth and expansion of individual giving, events and community fundraising to increase our capacity to fund an ever-growing need across Queensland.

ALWAYS THERE – FIRE FLOOD AND DROUGHT

Not since the Great Brisbane Flood of 1893 have Queenslanders needed our support more.

With half of the state in drought, and many regional and rural areas hit by bushfires and floods in the past year, we were able to support hundreds of families through the generosity and heartfelt giving of our valued donors, the Queensland Government, and our corporate and community supporters.

We were there in 2018 when devastating fires broke out in Central Queensland, working to raise vital funds to give to individuals and families affected, supported by generous donation of \$15,000 from the Queensland Government.

We were there that same year when the long-standing drought worsened, resulting in communities from South West and Central Queensland turning to us for help with food, water, feed to keep livestock alive and with bills to keep a roof over their heads. With the generosity of the National Farmers' Federation, who gave us \$500,000 to distribute.

In 2019, when the drought escalated to 66 per cent of the state, we delivered \$2 million in drought assistance to more desperate farmers and farming communities – including \$1 million provided by the Commonwealth Government's Drought Community Support Initiative (DCSI).

We were there when the flood waters rose in Townsville and North West Queensland due to a monsoon event, delivering around \$3 million in assistance to devastated residents. This included a \$1 million donation from mining company South32, \$150,000 from Sun Metals Corporation, \$100,000 from the Foundation of AP Eagers, \$330,000 raised during a television appeal in partnership with the Nine Network's Nine Cares, and \$100,000 from the Queensland Government. Vinnies NSW gave us \$100,000 in funding, as did our own State Council, who contributed \$250,000 in funding to assist those most impacted.

Overall, we provided \$5.3 million in disaster assistance to families and individuals in need.

We are always there, always will be.

KEY ACHIEVEMENTS	
\$11M	TOTAL DONATIONS ACROSS THE STATE
\$2.1M	GIFTS IN WILLS
\$2.1M	GENERAL DONATIONS AND FUNDRAISING
\$1.8M	WINTER, CHRISTMAS APPEALS
\$1.4M	RAISED AT VINNIES CEO SLEEPOUTS AND VINNIES COMMUNITY SLEEPOUTS
\$3.4M	RAISED IN DISASTER APPEALS

MAJOR EVENTS

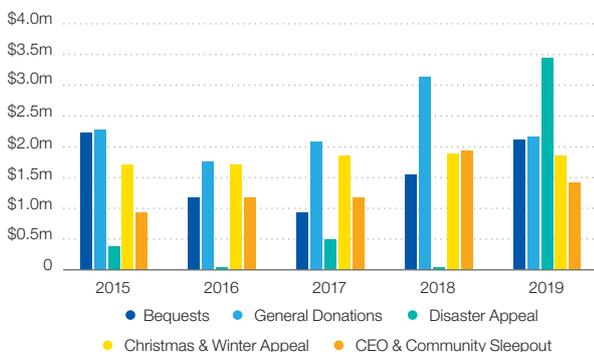
Major events raised over \$1.35 million to provide affordable housing and life-changing homelessness support services during our 10th year holding Vinnies CEO Sleepout events in Queensland. Nationally, \$7.9 million was raised with 1,628 CEOs taking part, supported by 46,181 people, with events held in seven cities across Australia.

In Brisbane, the 20 June event at Brisbane Powerhouse raised \$974,000 and on the Gold Coast the event at Cbus Stadium raised \$377,000. We would like to acknowledge the many participants and supporters who raised exceptional amount of funds including Brisbane's highest fundraiser Jon Stretch from ERM Power and highest fundraiser for the Gold Coast Jamie Preston from Westpac.

COMMUNITY EVENTS

The Vinnies Corporate and Community Sleepout Sunshine Coast was held in August with a record-breaking number of participants and fundraising income. More than 1400 individual donors gave to 136 community members, business leaders and politicians who slept out on the night. These heroes helped raise more than \$189,000 to repair and refit a nine-unit facility in Maroochydore to provide much needed homes for individuals and families. We would like to acknowledge the many community participants who worked exceptionally hard to raise these vital funds.

FUNDRAISING SOURCES 2015-19



Vinnies CEO Sleepout Brisbane

was the winner of the

Fundraising Campaign category

PR Daily's 2018

Nonprofit PR Awards



SPOTLIGHT

Our Vinnies CEO Sleepout activity 'Walk a mile in their shoes' won the Fundraising Campaign category at PR Daily's 2018 Nonprofit PR Awards. This scenario-based activity provided participants with a true appreciation of the hurdles and stresses associated with the threat or reality of homelessness.

VINNIES

Hero



Not all our heroes wear capes, as evidenced by our amazing Vinnies volunteer Barbara Bickhoff and her continued efforts to help her fellow Queenslanders. A long time Vincentian (Vinnies member), every week Barb provides assistance to people in need in Rockhampton through her local support centre and works as a senior counsellor for people in crisis with another charity group. A salt of the earth person who just wants to help wherever she can, Barb has given years of service to the people of Rockhampton and surrounds.

When Central Queensland was ravaged by bushfires in late 2018, Barb was among the first to put her hand up to help. When 8,000 people had to be evacuated from Gracemere, Barb worked tirelessly at the evacuation centre to help local families until 11pm.

She then returned at first light the next morning to continue helping anyone she could before going on to assist with the evacuation of The Caves in Central Queensland.

After a few weeks rest, Barb travelled to Townsville to help victims of the North Queensland Floods, spending 10 days on the ground before going on call to travel to Cloncurry in case she was needed.

Barb then returned to Rockhampton, where she insisted on working her normal shifts in her local Vinnies support centre.

She also later travelled back to Townsville for a second stint helping the city's residents recover from the floods. Barb is

dependable, always making herself available to fill in at the Vinnies support centre at a moment's notice.

Rockhampton Executive Officer Tanya Doherty says Barb is the perfect example of what makes Vinnies great.

"Barb gives back to the community so much, she just helps wherever and however she can," she says.

"She has made a difference to so many locals, making people smile, knowing Vinnies is always there."

SPOTLIGHT:

Rule 1.9 Empathy

Vincentians endeavour to establish relationships based on trust and friendship...

their hearts beat with the heartbeat of the poor.

OUR GENEROUS SUPPORTERS AND *Partners*



We wish to extend our deep gratitude to the following supporters and partners including those from community groups, educational institutions, businesses, Trusts and Foundations, and Federal and State Governments for their contribution to supporting our good works.

A.P. Eagers	Designer Life	Local Government Association of Queensland	Rapid Relief Team
Access Community Services	DNR Capital	Lord Mayor Charitable Trust	Rockhampton Diocesan Central Council
Alice Micendo & Barry Cayford	Dominican Sisters Of Eastern Australia and The Solomon Is	Lynelle Topping	Sacred Heart, Yeppoon
Allara Learning	East's Leagues Foundation	Lynette Barnett	Sealy Australia
ALS Limited	EJ & MC Scanlon	Marie Siganto	Shaun Minahan
Anthony Nunan	Elizabeth Schmidt	Mark & Kathleen West	Sisters of Charity Foundation
Australian Catholic University	Ellendale	Mary McCarthy	Sisters of Mercy Brisbane
Australian Government Department of Home Affairs	Energy Consumers Australia	Mercy Community Services	Sisters of St Joseph of the Sacred Heart, North Sydney
Australian Government Department of Industry, Innovation and Science	EPIC Assist	Micah Projects	Sisters of St Joseph, Goulburn
Australian Government Department of Infrastructure, Regional Development and Cities	Epson	Michael & Jane Tynan	Sitewatch Australasia
Australian Government Department of Jobs and Small Business	Eric Morgan	Missionary Franciscan Sisters	Sky News
Australian Government Department of Social Services	Fitzpatrick Family Charitable Trust	Moiria Kelly	Society Of Sacred Heart
Australian Government Department of the Environment and Energy	Flannery Foundation	Mount Franklin	South32
Australian Red Cross	Frawley Medical	Nancy Devas	Specsavers
Board Direction	FS Alliance	National Australia Bank	St Agatha's, Clayfield
Boeing Defence Australia	Gavin & Karen Bird	National Farmers' Federation	St Augustine's, Coolangatta
Brian Harris	George Livanos	Next Hotels Brisbane	St Joseph's, Biloela
Brisbane Airport Community Giving Fund	Gina Piovesan	Noosville Regional Council	St Joseph's, Rockhampton
Brisbane City Council	Good Shepherd Microfinance	NRL	St Kevin
Broncos	Good2Give	oOh! Media	St Vincent's Health Australia
Cairns Regional Council	Grand Prix Mazda	Our Lady of Sacred Heart Parish	Sun Metals Corporation
Campbell's	Grill'd	Paul & Cheryl Marquenie	Sunshine Coast Council
Carmelite Nuns	Guardian Angels, Southport	Paul Hammond	Susan Small
Central Highlands Regional Council	Herbert Smith Freehills	Paul Johnston	Tablelands Regional Council
CEO Institute	Hervey Bay RSL	Paul Taylor	The Australian
Chanel Nine – Nine Cares	IGA	Pavetta Foundation	The Blueshore Charitable Trust
Christine Wilceu	Immaculate Heart of Mary, Bundaberg	Peter Fon	The Metamorphic Foundation
Coca-Cola Amatil	Institute of Sisters of Mercy of Australia and Papua New Guinea	Pivotal Homes	The Oliver Charitable Foundation
Commonwealth Bank Australia	Ipswich City Council	PwC	The Siganto Foundation
Community	Irene Patricia Hunt Memorial Trust	Queensland Government Department of Child Safety, Youth and Women	Thi Cam Van Ho
Container Exchange	Jean Goodhind Baker Memorial Trust	Queensland Government Department of Communities, Child Safety and Disability Services	Townsville City Council
Cooper Reeves	Jennifer Askey-Doran	Queensland Government Department of Corrective Services	Trevor St Baker
Coral Bergqvist	Jill Harding	Queensland Government Department of Employment, Small Business and Training	University of Queensland
Cory Charitable Foundation	JJ Richards & Sons	Queensland Government Department of Health	Ursula M Cagney
Complete Office Supplies	Joan Stevenson	Queensland Government Department of Housing and Public Works	Visy
Creativity Australia	John & Kay Gallagher	Queensland Government Department of Local Government, Racing and Multicultural Affairs	Warren Castray
Croxley Foundations	John Cameron	RACQ Group	WDT (Engineers)
Daryl & Carole Pryke	John Casey		Whitehouse Foundation
Department of the Premier and Cabinet	Juliana Rannard		WISE Employment
	Julie Boland		Youth Family and Community Connections
	June Ritter		
	June Smith		
	LawMaster		
	Lions Club - Brisbane (MacGregor)		

OUR Brand

Our vision inspires us to be the top of mind Queensland charity helping people in need, and with this our 2018/19 communications and marketing centred around sharing stories about those we help. We also used storytelling to build trust with our donors and build understanding that committing their fundraising dollar to Vinnies is something that can be done with confidence. To cement this, we shared the impact with our donors of what their donations were able to achieve.

The central message of the 125-anniversary year was used in all marketing and communications, reminding Queenslanders that our foundations lie in supporting the state during disasters, starting with the Great Brisbane flood of 1893, and that Vinnies is 'Always there, and always will be.'

Throughout what was a year of recurrent natural disasters, we were overwhelmed with the number of stories we could tell about those facing a daily struggle with poverty and disadvantage, and the impact our volunteers can make to turn lives around.

MEDIA REACH

A total advertising space rate of \$2.7 million was gained by proactive and reactive media activity throughout the year including 158 printed articles, 126 online articles, 41 television stories and 69 radio stories. Coverage issued on a range of topics including Vinnies disaster support in flood, fire and drought, homelessness and our expanding retail shops, calls for volunteer members and promoting our regular fundraising appeals and events.

We maximised Vinnies CEO Sleepout 2019 coverage in major metropolitan newspapers and TV stations, national TV news, and multiple commercial and public radio broadcasts, securing a total advertising space rate of just under \$450,000. Four live television crosses to the event during weather and news broadcasts were gained, two with Channel 9 and two with Channel 10, and bolstered by a live in-studio interview with an event ambassador on Sky News.

LEFT IMAGE – Media launch, Vinnies Community Sleepout Sunshine Coast 2018



HIGHLIGHTS

- 'With heart, there's hope', our 2017–18 Annual Report, won a third prestigious Gold Award at the 2019 Australasian Reporting Awards
- awarded the Public Relations Industry Association (PRIA) Golden Target 'highly commended people' for our Vinnies CEO Sleepout event communications and marketing plan
- enhanced our digital connection by building our social brand to more than 10,000 Facebook followers – from 4000 in 2017
- extended our Instagram following to 1,941
- marked National Volunteer Week (20-26 May) with 125-year anniversary themed celebration kits going to every site where our valued volunteers work tirelessly
- spread the word about the first national Dressed by Vinnies Day on 26 October 2018, encouraging Queenslanders to visit their local Vinnies shop, find something they love, and tag us when they share a photo on social media #DressedbyVinnies.



INFORMATION & COMMUNICATIONS Technology

With the various cloud migrations and ICT projects completed over recent years, the Society now benefits from a reliable and scalable ICT position with a significantly improved risk and business continuity position across its ICT infrastructure operations.

The ability to deliver ICT services for the planned and unplanned growth in the Society, including programmes, would not have been possible (without significant cost and time delays) without its cloud-based environment. The cloud-based Azure and O365 and SharePoint meant the Society could seamlessly transition 26 new sites and 160 staff into the network with minimal ICT impact. The Society was delivered major Dynamics365 upgrades for society programs and clients included CARE and new systems for domestic violence and disability services.

Now that our current ICT strategic plan of 2015-2019 has been completed, we are now looking to developing a future focused Strategy and ICT roadmap covering the next three-year period from FY2020-FY2022. The focus will be to ensure the Society remains agile to respond to the needs of the communities it serves whilst maintaining organisational alignment in relation to the priorities and outcomes of the ICT function.

Areas of focus will include ICT Governance; ICT Service Delivery; Core Cloud and Infrastructure Services; Modern Workplace; Application, Integration and Data Analytics; Cyber Security and Identity, and Access Management; and Digital Engagement.

In the last financial year Ozcare has seen the finalisation and consolidation of strategic projects, which included all core applications transitioned to Cloud environments, strengthening of cyber security protection and upgrades to essential communication services. A significant outcome of these projects has been the ability to extend the service desk functions with a Managed Service Provider.

The technology assisting Ozcare care staff continues to develop, with improvements to Residential Clinical Care and Community management applications to support focussing on capturing needs, monitoring and reporting on care related information of our clients.

SUSTAINABILITY



In line with the United Nations goals for sustainable development, the Society is focused on reducing our organisation's carbon footprint across the state.

Our efforts to become more sustainable and environmentally friendly begun this year by tracking key areas where we have an impact on the planet, including: fuel, energy, and waste, with the aim of finding efficiencies and improvements.

In the first year of gathering data we can report our entire fleet have consumed 535,000 litres of fuel traveling 5,500,000 kilometres in the process. We are now looking at a variety of ways to reduce fuel consumption in our vehicles including driver education and telematics to monitor, manage and improve fuel use, encouraging drivers of suitable vehicles to refuel with E10 fuel which is less harmful for the environment.

We are responsible for energy consumption in more than 290 locations across Queensland and have burned an estimated 4 million kwh of electricity. To reduce our energy use we have begun rolling out a state-wide solar power and LED lighting initiative.

In collaboration with other organisations experienced in waste recycling as well as NACRO, National Association of Charitable Organisations, we continually seek innovative recycling strategies to reduce the amount of waste ending up in landfill. The introduction of the state levy in 2019 has provide an unexpected positive in that we now have accurate data in relation to our impact.

We now have a framework to work within are confident significant strides will be made in future years towards our objectives.

OUR Governance

The Society relies on its State Council to effectively govern the various activities and relationships that make up our organisation. Good governance is embedded in the practices and procedures that help the Society's people do their work effectively and openly in an environment where their roles and responsibilities are clearly understood.

LEGAL STRUCTURE

The full name of the Society is "St Vincent de Paul Society Queensland" and it is incorporated by Letters Patent pursuant to the Religious Educational and Charitable Institutions Act 1861. This entity is charged with responsibility for providing the organisational structure and support for its members to carry out the Society's charitable work in Queensland.

MEMBERSHIP

The Society has three categories of membership:

1. Conference members (also called Vincentians) join together in Conferences. They seek to live out their faith and voluntarily offer their time, expertise and support for the delivery of our good works. Conferences may be established within a parish, town, suburb, school, workplace or social group. Members of the Conference interact directly with the community to provide assistance to Queenslanders at a grass roots level.
2. Associate members also live out their faith in action but do not attend Conference meetings.
3. Volunteer members are those who respect the ethos and mission of the Society and who volunteer in any of its works or programs. The Society has established procedures for registration as a member. Any person registered as a Conference member has voting rights in relation to the affairs of the Society.

STATE COUNCIL

The State Council consists of the President and Vice Presidents, Diocesan Central Council Presidents, State Treasurer, Youth Representative, Spiritual Adviser and State Secretary. The State Council established a State Administration Office, overseen by the Chief Executive Officer, to which it delegates various corporate and operational functions. The State Council is ultimately responsible for the overall governance of the Society, its subsidiaries and all its Councils and Conferences, including:

- meeting the Society's objectives
- the protection of members' interests

- upholding the values of the St Vincent de Paul Society and adhering to high moral standards and ethical behaviour
- authorising policies and overseeing the strategic direction of the Society
- establishing goals for the Chief Executive Officer and management and monitoring the achievement of these goals
- appointing, reviewing and replacing the Chief Executive Officer
- approving major capital expenditure, the undertaking of major financial commitments and the annual budget
- approving the annual report and consolidated financial statements
- ensuring adequate risk management and regulatory compliance systems are in place
- monitoring the risk management strategy
- providing a linkage between subsidiary Councils and Conferences to the National Council.

The composition of the State Council is determined using the following principles:

1. the President of each Diocesan Council is a member of State Council
2. the State President is elected by the State Council for a period not exceeding four years
3. the State President has the right to appoint Society Conference members to the Council including, Vice- Presidents, the State Treasurer, the State Secretary, a Youth Representative and Spiritual Adviser.

The President of State Council is the Society's representative on the National Council of The St Vincent de Paul Society in Australia. State Council meets at least once every quarter and is currently composed of 16 members and a non-voting ex-officio member being the Spiritual Adviser. State Council delegates management of the Society's resources to the executive team under the leadership of the Chief Executive Officer and to lower Councils, to deliver the strategic direction and goals determined by the State Council. To assist with decision-making, the State Council is also supported by advisory committees established to manage activities requiring

specific capability and expertise. Committee membership may be drawn from Vincentians, volunteer members, community members or employees.

Committee members are appointed by State Council having regard to the particular skills and expertise required for the Committee to perform its functions. Membership of Committees is made up of Society members, employees and volunteer members, many with significant business expertise that extends beyond capabilities provided by the members of State Council.

DIOCESAN CENTRAL COUNCILS IN QUEENSLAND

The Society is divided into eight areas, each called a Diocese. Each is governed by a Diocesan Council made up of Vincentians in that Diocese, and a Spiritual Adviser. Representatives on the Diocesan Council also comprise of an elected President, Vincentians appointed by the President and elected Presidents of lower Councils and/or Conferences in that Diocese.

REMUNERATION

State Council Members do not receive payment for their services. Their positions are voluntary. However, some members of State Council are provided with the use of a fleet vehicle to facilitate travel and are reimbursed for costs they incur to attend meetings, or in the course of performing the duties associated with their roles. Computers and mobile phones are also provided for some members to facilitate the performance of their duties. During the financial year, State Council held five meetings. Meeting attendance is noted below:

STATE COUNCIL MEMBER	MEETINGS HELD DURING THE MEMBER'S TERM	MEETINGS ATTENDED
DENNIS INNES	5	5
ROBERT LEACH	5	5
RON SULLIVAN	3	1
ANNETTE BAKER	5	5
MATT NUNAN	5	5
JOHN THOMAS	2	2
AMANDA RICKMAN	5	3
DAN CARROLL	5	5
LACHLAN DENT	5	4
LARRY MANN	5	4
GARRY WEBB	5	5
JOHN HARRISON	5	5
PHILIP CRANNY	5	5
MARGARET LAWTON	5	4
ALLISTER CROCKER	5	5
ROB DOYLE	5	5
PETER MADDEN	5	5
SR MEL DWYER	5	5

RISK MANAGEMENT

State Council oversees the establishment, implementation and review of the Society's Risk Management Framework. The framework includes the following documents:

- Risk Management Policy
- Risk Management Strategy
- Risk Register.

The Society's Risk Management Policy sets out the principles that the State Council and all levels of the Society need to comply with in managing risk. The Risk Management Strategy aligns effective risk management practices for all classes of risk across the organisation within a common framework. It is intended to support the Risk Management Policy and improve existing risk management practices. It is not designed solely to eliminate risk, but rather to manage the risks involved in all Society activities, to maximize opportunities and minimise risk. The Risk Register records the outcome of risk assessment processes including the risk description, risk weighting, risk treatments and controls to be implemented to further mitigate identified risks. The Society's Risk Management Framework was a key point of focus for the strategic planning process and finalisation of the Strategic Plan 2017–2022.

As a result, the Risk Framework links with the Strategic Plan in identifying improved risk treatments, particularly in the areas of:

- revenue diversification
- service delivery, specialisation and collaboration with not-for-profits and other organisations
- privacy and data breach
- leadership and member development
- volunteer engagement
- retail performance
- enhancing cultural awareness.

The Audit and Risk Committee is the key advisory committee with oversight of the Society's risk management practices, including the quarterly reporting of risks by management to State Council. The Audit and Risk Committee is assisted by an Internal Audit Manager who is responsible for providing an independent, objective assurance and consulting activity designed to improve the Society's risk management and compliance practices.

We thank the Committee for their contributions and commitment to the following outcomes throughout the year.

- completion and acceptance of the Internal Audit Plan in close consultation and acceptance with relevant stakeholders (internal and external)
- robust monitoring of risk based on the expanding business landscape of the Society
- implementation of best practice ideas for audit and risk with a view to improve compliance and performance.

STATE Council



DENNIS INNES

State President APPOINTED MAY 2018

Director, Vinnies Housing; Member, State Housing/Homelessness Committee and Governance Committee | Dip.BusMgt, AAICD

Dennis joined the Society in 2010 after working 41 years with Australia Post, two of those years conscripted to National Service.

ROBERT LEACH

Vice President APPOINTED MAY 2010

Chair, Spiritual Development and Skills Training Committee; Member of Social Justice Committee | BA DipEd, A.Mus.A (Piano)

Robert was a secondary school teacher and been working in various roles within the Society since the early 1980s.

JOHN THOMAS

Vice President APPOINTED JANUARY 2014

Chairman of the Audit and Finance Committee and a member of the Remuneration Committee | MBA CPA, FCMA MAICD

John has extensive senior and board level experience in financial management and strategic planning.

ANNETTE BAKER

Vice President APPOINTED MARCH 2014

Chair, Membership Committee, and Chair, Homelessness Reference Group

Annette has been a Vincentian since 2000 and served as both a Regional and Diocese President, and volunteered in other organisations for five decades.

MATTHEW NUNAN

Vice President APPOINTED SEPTEMBER 2015

Chair, Disaster Recovery Committee; Member, Audit and Risk Committee | B.A.; B. Bus; MBA, CPA

Matthew is a commercial finance professional currently employed in the mining industry, with prior roles in insurance, banking, manufacturing, oil and gas.

GARRY WEB

President, South Coast Diocesan Central Council APPOINTED JANUARY 2018

Degree in Administration, Grad Diploma Bus Studies, Diploma of Bus Studies. FCPA Retired

Garry worked for 40 years in senior accounting, risk management and administrative roles and in the Victorian Society as Internal Auditor and Risk Manager.

DAN CARROLL

State Treasurer APPOINTED FEBRUARY 2017

Chair, Finance and Investment Committee; Member, Property Committee | B. Bus (Acc), CA, Grad. Diploma Applied Finance and Investment, GAICD.

Dan worked in public accounting practices for 29 years, including 15 years as a partner in a National accounting practice.

JOHN HARRISON

President, Northern Diocesan Central Council APPOINTED APRIL 2018

Chartered Accountant

John has an extensive background in accounting, venture capital, retailing, and wholesale in senior management roles.

MARGARET LAWTON

President, Toowoomba Diocesan Central Council APPOINTED NOVEMBER 2017

Primary Teachers' Certificate and Diploma of Education (RE)

A member since 2009, Margaret also served four year terms as a Conference President and Regional President.



STATE COUNCIL – (L-R) John Harrison, Allister Crocker, Margaret Lawton, Peter Madden, Robert Leach, Larry Mann, John Thomas, Sr Mel Dwyer, Dennis Innes, Lachlan Dent, Garry Webb, Annette Baker, Robert Doyle, Matthew Nunan, Philip Cranny, Dan Carroll, Amanda Rickman.

ROBERT DOYLE

President, Far North Queensland Diocesan Central Council
APPOINTED APRIL 2017

Robert has been a serving member of St Teresa's Conference Ravenshoe for almost 30 years, and Auxiliary Captain at Ravenshoe Queensland Fire Emergency Services.

ALLISTER CROCKER

President, Townsville Diocesan Central Council
APPOINTED NOVEMBER 2017
 Chair, Diocesan Central Council

Allister is a teacher, assistant chaplain, Parish RCIA Coordinator, a member of the Amnesty Refugee Support group, Townsville Plenary Council and Ecumenical dialogue group.

PETER MADDEN

President, Western Brisbane Diocesan Central Council
APPOINTED MAY 2016
 BSocWk, BA, Grad. Dip Management, MBA, JP Qual.

Peter was a member of the Society from 1977 to 1981, then from 2004, serving in key leadership roles at Conference and Regional Council.

PHILLIP CRANNY

President, Rockhampton Diocesan Central Council
APPOINTED JULY 2018

A member since 1977, Phillip was self-employed during his working life and has also served as Conference President, Regional President and Diocesan President.

LARRY MANN

President, Brisbane Diocesan Central Council
APPOINTED MARCH 2016
 Engineering Surveyor, Registered Teacher, BEducation

Larry has been a long-term Vincentian including All Saints Conference member, President, Regional President, and Chair of the Housing Committee.

SR MEL DWYER

Spiritual Advisor
APPOINTED MAY 2017
 Spiritual Advisor for State Council, Spiritual; Advisor for St Matthew's Special Works; Conference (NILS) and Spiritual Advisor for the Social Justice Committee | BEd(Sec)

Sr Mel Dwyer made her Religious Profession as a Canossian Daughter of Charity in 2005, and does Delegation and Community leadership for her congregation.

AMANDA RICKMAN

State Secretary
APPOINTED MARCH 2017
 Registered Nurse, Midwife, Neonatal/Child Health Nursing Queensland; Diploma of Neonatal, Childhood and Adolescence Health, Growth and Development New South Wales; Registered Nurse and Midwife Canada.

Amanda has more than 30 years' experience working in a wide range of health care and delivery services.

LACHLAN DENT

State Youth Representative
APPOINTED DECEMBER 2017
 State Youth Committee member

Lachlan is a pre-service secondary teacher with discipline areas in English and Economics.

OZCARE AND VINNIES HOUSING

Governance

The Society has two subsidiaries, Ozcare and St Vincent de Paul Society Queensland Housing (Vinnies Housing). The two subsidiaries are registered charities with the Australian Charities and Not-for-Profits Commission (ACNC), requiring the entities to meet certain governance standard to remain registered with the ACNC. These entities deliver key services to the poor and are governed by skills-based boards appointed by State Council.

The Society established St Vincent's Community Services in 1996, with the organisation later taking the name Ozcare. From 1 September 2016, the Society resolved to adopt a new Ozcare constitution and governance structure.

Governance principles were developed and are now reflected in Ozcare's Constitution. Under a Member's Charter, certain powers otherwise exercisable by the Board of Ozcare are reserved to State Council with certain powers also reserved to Conference members of the Society.

Vinnies Housing was established to enable a state-wide housing and homelessness response under the direction of a skill-based Board appointed by State Council. It is a public company limited by guarantee and similar to Ozcare, is a part of the Society's governance framework.

A similar governance structure was adopted for Vinnies Housing where certain powers are reserved for State Council when it commenced operating on 1 July 2017.

All proposed governance arrangements and principles of Ozcare and Vinnies Housing must be in accordance with The Rule of the St Vincent de Paul Society in Australia as amended from time to time. This requirement has been reflected in the Constitution of Ozcare and Vinnies Housing and will inform the implementation of the following governance principles.

OVERARCHING GOVERNANCE PRINCIPLES

- The following governance principles were developed and adopted by the working group that drafted the governance arrangements:
 - Ozcare and Vinnies Housing to operate as a subsidiary of the Society;
 - Ozcare and Vinnies Housing strategy to be consistent with, and directed by, the Society strategy and mission; and
 - Ozcare and Vinnies Housing Boards to be solely responsible for (to the extent that it is permissible or required by law):
 - regulatory responsibility under the Aged Care Act 1997 (Cth); and Housing Act (Qld) respectively;
 - other regulatory responsibilities arising from their operational activities;
 - their own solvency and financial sustainability (to the extent required of directors under the *Corporations Act 2001 (Cth)*).

2. Subject to identified regulatory constraints, the Society will maintain capacity to direct key strategic operational decisions of the Ozcare and Vinnies Housing Boards that:

- relate to the Society strategy and mission;
- relate to the Society values and status as a lay Catholic organisation; and
- impact on the financial or other operational activities of the Society. In particular, the Board structure The Boards of Ozcare and Vinnies Housing consists of at least five and not more than nine directors where:
 - a majority of the directors must be Vincentians; and
 - all directors are appointed by the Society.

The director must be in the opinion of the Society supportive of the objects of the subsidiary entity and meeting the Director Eligibility and Subsidiary Board Composition Policy.

QUALITY STATEMENT

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2008). Vinnies Housing is a registered Tier 2 community housing provider under the National Regulatory System for Community Housing.

VINNIES HOUSING DIRECTORS	NO. MEETINGS HELD	NO. OF MEETINGS ATTENDED
ANNETTE BAKER	6	6
TERENCE BOYD	6	4
GREGORY COGHLAN	6	6
MICHAEL FORDE	6	4
JOHN FORREST	6	4
DENNIS INNES	6	6

Ozcare

BOARD OF DIRECTORS



Ozcare Board (Front Row L-R): Matthew Vanderbyl APM and Katherine Sadler. (Back Row L-R): Peter Driver, June Chandler, John Thomas (Chairman), Professor Susan Dann and Fred Gillett.



I wouldn't even try to manage on my own. I'm really blessed having them looking after me. I would certainly recommend Ozcare to anybody. They are number one to me.

– GEOFFREY, CLIENT

Vinnies Housing

BOARD OF DIRECTORS



Vinnies Housing Board (L-R): Chantel Tse (Company Secretary), Michael Forde, Terry Boyd, Dennis Innes, Annette Baker, John Forrest, Greg Coghlan and Sharon Shearsmith (CEO).



*I do pick-ups when people donate their furniture and then deliver the sold items on weekends to people who can't get their new furniture home. We're looking to grow the service here in Longreach because the community has been so supportive and so appreciative. I don't really have a clue why I volunteer so much, I'm just there to help. **If people need something done then I'll be there helping one way or another.***

- VINNIES VOLUNTEER WARREN, WHOSE WIFE MANAGES THEIR LOCAL VINNIES SHOP, DAUGHTER VOLUNTEERS AT THE SHOP, AND SON HELPS WARREN OUT ON HIS TRUCK RUNS

Vinnies

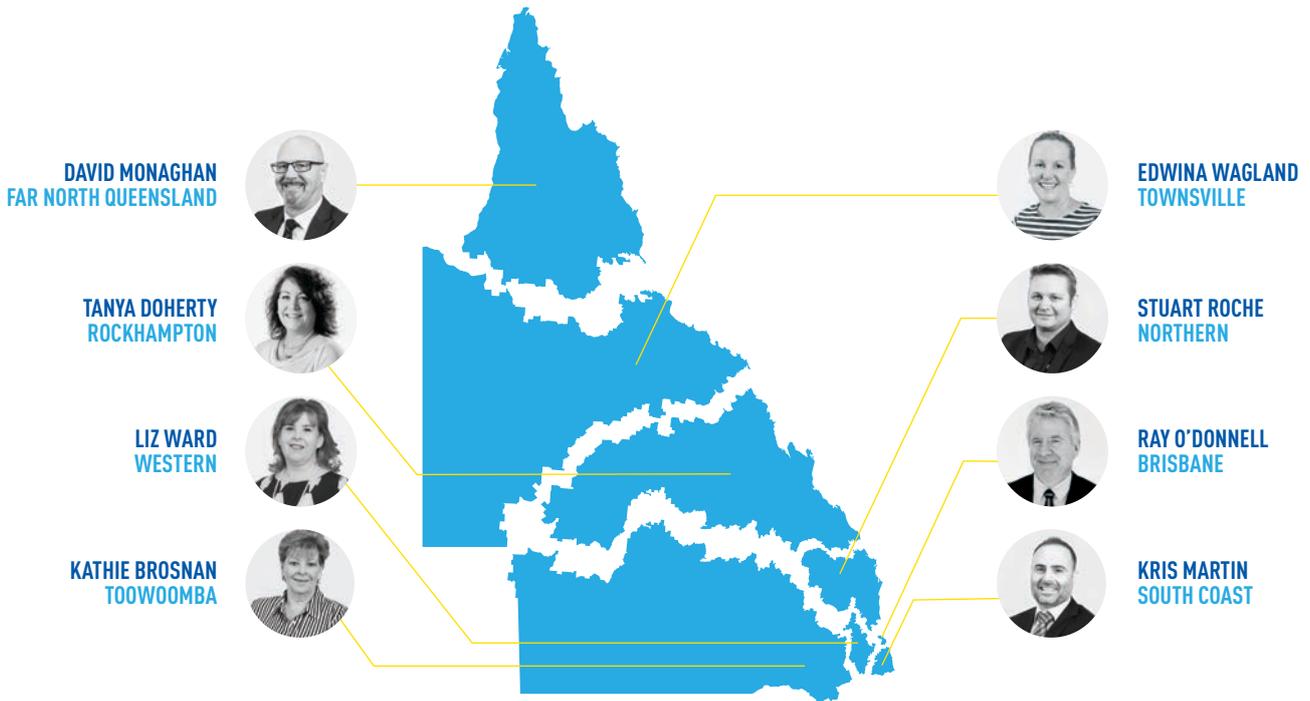
STATE LEADERSHIP TEAM



Vinnies State Executive team (L-R) Kirstin Hinchliffe, Joe Duskovic, Sharon Shearsmith, Carolyn Sauvage, Kevin Mercer, Jackie Youngblutt, Anthony Nowak, Deborah Nisbet

Vinnies

EXECUTIVE OFFICERS



FINANCIAL SUMMARY

Treasurer's REPORT

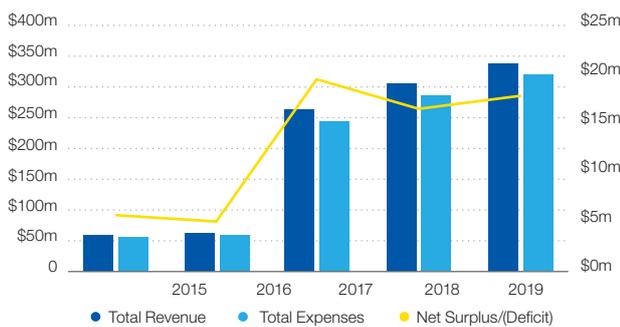


This is my third Treasurer's report, and I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) has achieved a significant surplus of \$17.7m for the year ended 30 June 2019. This result compares most favourably to the \$16.6m surplus recorded last year.

We have now reflected 12 months results of both subsidiaries, Ozcare and Vinnies Housing, in both year's result. Our surplus has been underpinned by continued strong revenue growth and management of expenditure by all organisations, achieved by the ongoing commitment of staff, volunteers and members to all facets of the Society's operational strategy, and strategic plans.

During the 2019 financial year consolidated revenue has grown from \$304.3m to \$335.3m, an increase of \$31m or 10.2%. This was underpinned by strong government funding growth (14%), fundraising growth including disaster appeals (32%), and other income streams which remain strong.

PERFORMANCE TREND 2015-2019



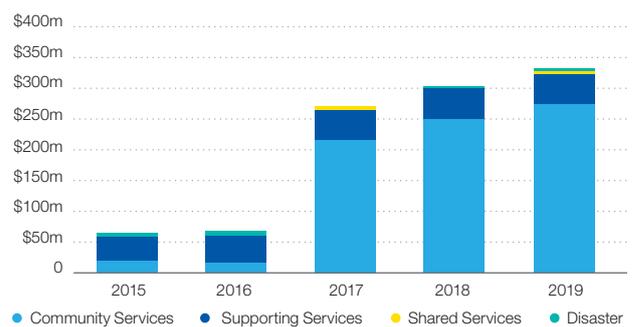
Total expenditure has grown from \$287.7m to \$317.6m, an increase of \$29.9m or 10.4%, slightly more than the growth in our revenues. Our Aged Care operations for the past two years have shown a small net deficit, representing a significant investment taken to construct the new facilities at both Hervey Bay and Toowoomba, and the corresponding initial operational losses incurred at both locations as they ramp up to full occupancy.

This year Queensland was significantly affected by natural disasters, and the Society was on the ground assisting

those affected. This year disaster relief expenses increased from \$0.3m to \$5.2m reflecting our assistance with drought (August), bush fires (October) and floods (February). Pleasingly the Society is one of two national charities to share recently announced Federal funding of \$30m to further assist drought affected farmers.

As required by accounting standards, the accounts include detailed parent entity disclosures (refer note 21) for members wishing to compare the 2019 results with 2018 actuals of the Society, which exclude both Ozcare and Vinnies Housing, as they are separate entities. Members are also directed to the Ozcare website www.ozcare.org.au should they wish to see the detailed annual report of Ozcare for the year ended 30 June 2019.

SOURCES OF INCOME 2015-2019

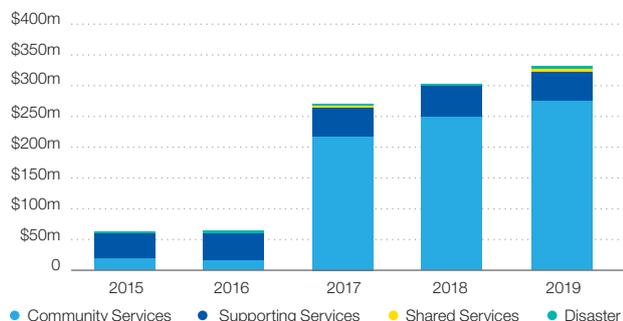


The key resource allocations for our organisation continues to be predominately Aged Care and Community Care & Health services, as these activities are Ozcare's core mission. Individually both these services represent approximately 71.5% of the group's total revenue, slightly largely than the 70.2% last year. The services included in each category and associated results are detailed in the Consolidated Statement of Financial Performance. On 1 July 2019, the social inclusion programs previously run by Ozcare have been transferred into

the Society. Consequently, Ozcare is now purely focussed on community care and aged care. The effect of this internal reorganisation has no impact on our consolidated results.

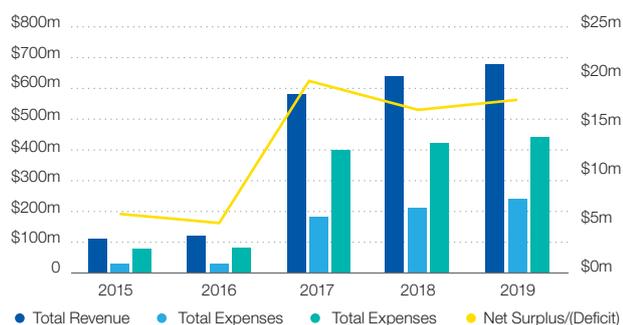
Total Assets and Equity continued to grow, with growth in total assets of \$41m (6.4%) and total equity of \$20.3m (4.9%).

ALLOCATION OF RESOURCES 2015-2019



Net assets at 30 June 2019 now stand at \$437.4m. The Society continues to spend on capital improvements – this year \$53.3m was spent on Property Plant and Equipment including purchase of transitional housing for the Society in Maroochydore, and the expansion of retirement living and aged care facilities in both Hervey Bay and Toowoomba.

FIVE YEAR FINANCIAL PERFORMANCE AND POSITION TRENDING 2015-2019



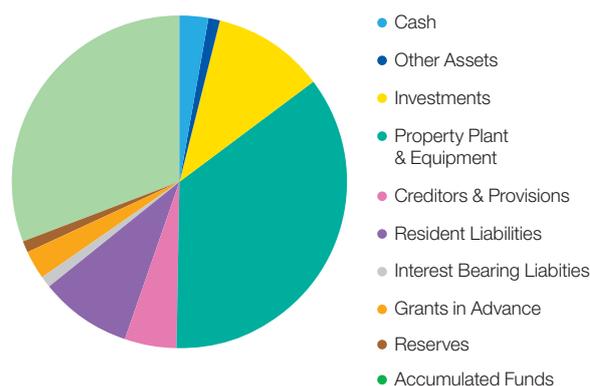
The State Council, Ozcare Board and Vinnies Housing Board have approved significant capital spending for the year 2019- 20, continuing to invest surplus funds in mission activities to further assist those we care for. This spend will be further enhanced once our revised Retail Strategy and Housing Strategy are finalised and adopted.

Asset to Equity ratio this year is 1.55 (2018: 1.53), showing that the Society is indeed in a strong position for the future. Attention however is drawn to the fact that the consolidated position discloses a net deficiency of working capital, being an excess of current liabilities over current assets, totalling \$153.5m (up from \$142.3m last year). This deficiency arises due to the classification of resident liabilities \$121.7m (2018: \$102.4m) as a current liability (note 18) in accordance with Australian Accounting Standards, whereas the assets to which these same liabilities relate are required to be disclosed as non-current assets. This deficiency position is similar to

other aged care providers. The group has \$117.9m other financial assets (note 11) recognised as a non-current asset, which if required, can be easily liquidated to fund any calls from our residents. This working capital situation is detailed in note 1 of the accounts. After reviewing the current available information and after making enquiries of senior management and the Ozcare Board, State Council firmly believes the going concern basis is appropriate for these accounts.

The Society's Finance Committee achieved major initiatives this year. JBWere Wealth Management (managers of the Society's investment portfolio) achieved a 9.5% return (2108 – 8.8%) for the year ended 30 June 2019, which was an exceptional result considering the volatility of international markets. Together with bequest funds received in the current year, this investment return underwrites the Society's sound financial standing. The Committee also focussed on continually improving the internal framework for financial reporting, reviewed and recommended the 2019-20 operating budget proposal, regularly reviewed actual operational performance against the 2018-19 budget, reviewed the capital funding model which forecasts the expected timing of significant asset acquisitions/ sales and borrowings, and monitored our investment portfolio asset allocations against the National SVDP Investment Policy.

FINANCIAL POSITION 2019



Finally, I take this opportunity to personally thank all our staff, volunteers, committee members and external advisors for your hard work during the year, and for contributing to our outstanding financial result. We have a very sound financial base from which we will continue to grow the Society's presence here in Queensland.

Dan Carroll
State Treasurer

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2019

	NOTE	CONSOL 2019			CONSOL 2018		
		Revenue	Operating Expenses	Net Surplus / (Deficit)	Revenue	Operating Expenses	Net Surplus / (Deficit)
Community Services							
Child & Family Support		5,509,704	5,544,384	(34,680)	5,216,486	5,513,228	(296,742)
Homelessness		25,797,424	23,197,984	2,599,440	25,319,175	22,604,712	2,714,463
Help for People in Crisis		2,446,498	8,231,632	(5,785,134)	2,541,113	8,237,588	(5,696,475)
Natural Disaster Relief		5,286,547	5,233,029	53,518	10,520	267,231	(256,711)
Migrants, Refugees & Overseas		649,523	951,081	(301,558)	488,734	822,462	(333,728)
Youth		106,546	1,520,458	(1,413,912)	75,995	1,411,619	(1,335,624)
Community Housing		3,775,125	3,168,912	606,213	3,549,910	3,125,506	424,404
Aged Care		119,293,313	120,288,724	(995,411)	105,342,921	107,055,116	(1,712,195)
Community Care & Health		120,397,183	89,887,044	30,510,139	108,446,357	81,412,032	27,034,325
		283,261,863	258,023,249	25,238,615	250,991,211	230,449,494	20,541,717
Supporting Services							
Fundraising		5,501,286	902,397	4,598,889	7,749,471	974,228	6,775,243
Administration		132,548	884,144	(751,596)	32,878	664,525	(631,647)
Operations		5,826,438	13,498,812	(7,672,374)	5,529,064	12,636,800	(7,107,736)
Retail		33,513,926	18,943,254	14,570,672	33,199,612	18,082,926	15,116,686
Warehouse		1,277,683	5,457,391	(4,179,708)	1,255,618	5,173,127	(3,917,509)
Membership Spiritual Development		-	843,017	(843,017)	-	984,463	(984,463)
		46,251,881	40,529,015	5,722,866	47,766,643	38,516,069	9,250,574
Shared Services							
Finance		5,769,062	7,449,028	(1,679,966)	5,547,563	7,934,407	(2,386,844)
Human Resource		915	1,816,194	(1,815,279)	-	1,593,348	(1,593,348)
Information Technology		-	8,162,570	(8,162,570)	-	7,639,967	(7,639,967)
Legal & Compliance		35,050	1,589,307	(1,554,257)	696	1,541,664	(1,540,968)
		5,805,027	19,017,099	(13,212,072)	5,548,259	18,709,386	(13,161,127)
		335,318,771	317,569,363	17,749,409	304,306,113	287,674,949	16,631,164
Total Surplus				17,749,409			16,631,164
Total Surplus brought forward	2,3			17,749,409			16,631,164
Other comprehensive income							
Items that will be reclassified subsequently to profit or loss:							
Change in the fair value of financial assets				3,411,563			(767,481)
Items that will be reclassified to profit or loss:							
Transfer of loss on disposal of financial assets				(848,040)			(546,155)
Other comprehensive income for the year				2,563,523			(1,313,636)
Total comprehensive income for the year				20,312,932			15,317,528

This financial statement should be read in conjunction with the accompanying notes in the Annual Financial Statement 2018–2019.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	NOTE	CONSOL 2019 \$	CONSOL 2018 \$
Current assets			
Cash and cash equivalents	5	41,095,049	27,732,086
Trade and other receivables	6	5,486,587	5,014,388
Inventories		45,123	68,842
Other assets	7	3,256,543	3,821,423
Other Investments	11	-	5,000,000
Assets held for sale	8	1,543,123	187,000
Total current assets		51,426,425	41,823,739
Non-current assets			
Other Assets	7	100,000	100,000
Property, plant and equipment	9	445,725,967	418,999,616
Investments at fair value through profit or loss	10	17,800,527	23,533,047
Other investments	11	117,946,394	107,047,663
Intangible assets	12	36,586,465	36,736,406
Investment Property	13	7,773,254	8,121,433
Total non-current assets		625,932,607	594,538,165
Total assets		677,359,032	636,361,904
Current liabilities			
Trade and other payables	14	35,405,020	34,938,694
Provision	16	25,805,228	24,558,260
Borrowings	15	995,173	1,156,954
Grants in Advance	17	21,000,679	20,974,146
Residential Liabilities	18	121,725,180	102,448,012
Total current liabilities		204,931,280	184,076,066
Non-current liabilities			
Borrowings	15	6,244,444	7,123,153
Provisions	16	6,187,866	6,259,671
Grants in advance	17	22,580,264	21,800,768
Total non-current liabilities		35,012,574	35,183,592
Total liabilities		239,943,854	219,259,658
Net assets/(liabilities)		437,415,178	417,102,246
Equity			
Reserves	19	15,471,395	6,859,286
Accumulated funds	19	421,943,784	410,242,960
Total equity		437,415,178	417,102,246

This financial statement should be read in conjunction with the accompanying notes in the Annual Financial Statement 2018–2019.

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2019

	NOTE		RESERVES	ACCUMULATED		
		\$	\$	FUNDS	TOTAL	
				\$	\$	
		Property Revaluation Reserve	Mission Related Reserve	Financial Asset Reserve		
Balance at 30 June 2017	19	7,641,357	-	755,565	393,387,796	401,784,718
<i>Total comprehensive income for the period</i>						
Net surplus for the period 30 June 2018		-	-	-	16,631,164	16,631,164
Changes in the fair value of debt instruments at fair value through other comprehensive income		-	-	(767,481)	-	(767,481)
Transfer of loss/(gain) on disposal of debt instruments at fair value through other comprehensive income to profit or loss		-	-	(546,155)	-	(546,155)
Total comprehensive income for the period		-	-	(1,313,636)	16,631,164	15,317,528
Reclassification adjustment on disposal of property		(224,000)	-	-	224,000	-
Balance at 30 June 2018	19	7,417,357	-	(558,071)	410,242,960	417,102,246
<i>Total comprehensive income for the period</i>						
Net surplus for the period 30 June 2019		-	-	-	17,749,409	17,749,409
Changes in the fair value of debt instruments at fair value through other comprehensive income		-	-	3,411,563	-	3,411,563
Transfer of loss/(gain) on disposal of debt instruments at fair value through other comprehensive income to profit or loss		-	-	(848,040)	-	(848,040)
Total comprehensive income for the period		-	-	2,563,523	17,749,409	20,312,932
Transfer to Reserves		-	6,129,416	-	(6,129,416)	-
Reclassification adjustment on disposal of property		(80,830)	-	-	80,830	-
Balance at 30 June 2019	19	7,336,527	6,129,416	2,005,452	421,943,783	437,415,178

This financial statement should be read in conjunction with the accompanying notes in the Annual Financial Statement 2018–2019.

CONSOLIDATED STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2019

	NOTE	CONSOL 2019 \$	CONSOL 2018 \$
Cash flows from Operating activities			
Receipts from operating activities		339,890,547	313,044,344
Payments to suppliers and employees		(309,015,373)	(270,739,580)
Interest received		3,935,947	5,545,276
Dividends received		3,546,765	752,232
Finance costs		(352,004)	(437,650)
Net cash provided by operating activities	24(b)	38,005,822	48,164,622
Cash flows from Investing Activities			
Proceeds from sale of property, plant and equipment		6,996,556	6,851,043
Proceeds from sale of financial assets		6,557,154	4,628,942
Payment for property, plant and equipment		(53,279,695)	(70,795,957)
Payment for financial assets		(3,045,314)	(9,955,553)
Net cash used in investing activities		(42,771,299)	(69,271,525)
Cash flows from Financing Activities			
Repayment of borrowings		(1,293,415)	(1,534,471)
Proceeds from borrowings		-	1,000,000
Net contributions received of resident liabilities		19,421,795	22,388,727
Net cash provided by/(used in) financing activities		18,128,380	21,854,256
Net increase/(decrease) in cash		13,362,963	747,353
Cash and cash equivalents at the beginning of the financial year		27,732,086	26,984,733
Cash and cash equivalents at the end of the financial year	24(a)	41,095,049	27,732,086

This financial statement should be read in conjunction with the accompanying notes in the Annual Financial Statement 2018–2019.

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GLOSSARY

CENTRE OF CHARITY/ VINNIES SHOPS	sells or distributes quality second hand items to people in need, and direct people to Conference assistance
COMPANIONS	the people that we provide assistance to
CONFERENCE	local community groups focused on supporting people in need around them - the basic unit of membership, formed by a group of Vincentians
DIOCESAN CENTRAL COUNCIL	coordinating body of Regional Councils and/or Conferences in a Diocese
HELPLINE	directs calls from people in need to receive assistance
LAY CATHOLIC	any Catholic except those who are Bishops, Priests or Deacons
REGIONAL COUNCIL	coordinating body for a group of Conferences within a geographic area
SPECIAL WORKS	facility or service created where need cannot be addressed within a Conference
STATE COUNCIL	highest coordinating body responsible for governance
VINCENTIAN	Conference members
VOLUNTEER MEMBERS	people who volunteer who are not Vincentians

CONTACT US

Copies of the report can be downloaded at vinnies.org.au or hard copies can be requested by emailing communications@svdpqld.org.au

ST VINCENT DE PAUL SOCIETY QUEENSLAND

State Administration

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PO Box 3351 South Brisbane QLD 4101

P (07) 3010 1000

E state.admin@svdpqld.org.au

1800 VINNIES (1800 846 643)

vinnies.com.au/qld

OZCARE

Corporate Office

66 River Terrace, Kangaroo Point Q 4169

PO Box 912 Fortitude Valley Q 4006

E info@ozcare.org.au

1800 Ozcare (1800 692 273)

ozcare.org.au

VINNIES HOUSING

State Administration

10 Merivale Street South Brisbane QLD 4101

PO Box 3351 South Brisbane QLD 4101

P (07) 3010 1000

E state.housing@svdpqld.org.au

www.vinnies.org.au/qld

HOW YOU CAN *Help*



To offer a financial donation or leave a gift in your Will email: dosomething@svdpqld.org.au or call **13 18 12**



For general information visit: vinnies.org.au ozcare.org.au



For help, to volunteer or donate furniture/goods call: **1800 VINNIES | 1800 846 643** or for help or to volunteer **1800 OZCARE | 1800 692 273**

Be a part of our online community at www.vinnies.org.au

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 @VinniesQLD

 @vinniesqld

ozcare.org.au

 /ozcareaustralia



St Vincent de Paul Society
QUEENSLAND
good works