



There

WHEN

YOU

NEED

us

VINNIES ANNUAL REPORT
2019/2020



Vinnies

www.vinnies.org.au



St Vincent de Paul Society
QUEENSLAND

good works

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

'There when you need us' is an extension to our 2019 theme of 'Always there, always will be'. It captures the high need of Queenslanders faced with current and future financial stress during the 2019/20 year caused by impacts of COVID-19, bushfire, enduring droughts, as well as ongoing poverty.

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).

Produced by Marnie Finster, State Communications and Marketing Manager, St Vincent de Paul Society Queensland, October 2020.

Copies of this report can be downloaded and read online at <http://bit.ly/ReadOur2019-20Report> or hard copies can be requested by emailing communications@svdpqld.org.au

Cover photo: Barbara Dougherty, Vincentian. Photographed by: Lamplight Media.

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

Privacy statement: St Vincent de Paul Society Queensland respects the privacy and dignity of the people it assists, our members, volunteers and employees. For more information about how the Society manages privacy information please refer to our Privacy Policy on our website: <http://bit.ly/PrivacyPolicyQLD>

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



CONTENTS

2 Archbishop's Message

3 About this Report



4 HOW WE HELP

6 2019-20 Highlights



7 YEAR IN REVIEW

7 State President's Report

8 Chief Executive Officer's Report

9 Vinnies Housing Report from the Chair and CEO

10 Ozcare Report from the Chair and CEO

11 Spiritual Advisor's Message



12 OUR PERFORMANCE

12 SVDP Qld Strategic Plan

13 Vinnies Housing and Ozcare Strategic Plans



14 WHEN YOU NEED US

14 Housing and Homelessness

16 Financial Wellbeing

18 Health

20 Family Functioning

22 Education and Employment

23 Community Participation

24 Diocesan Central Council Reports

28 State Council Map



29 OUR PEOPLE



33 OUR GOVERNANCE

33 Organisational Chart

34 Our Supporters

35 Our Governance

36 State Council

37 Ozcare and Vinnies Housing Governance

38 Boards of Directors



39 FINANCIAL SUMMARY

39 Treasurer's Report

40 Glossary

40 Contact Us

HISTORY

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

2019

125-year anniversary in Queensland

2018

Recognised as a Queensland Great by the Queensland Government

2017

Vinnies Housing established

1996

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



Archbishop's

MESSAGE



It is a strange landscape that we have entered in the world of COVID-19, which none of us saw coming. The physical threat is real, but so too is the emotional, psychological and spiritual threat. It is a delicate task to balance the demands of public health with the requirements of compassion and the needs of the economy.

No one knows where we will end up on the other side of the pandemic, but the Prime Minister said recently that the post-pandemic world is likely to be "poorer, more dangerous and more disorderly". We all have a sense that things will not be the same again.

"Elderly homeless men who have lived on the streets for many, many years are now seeking accommodation due to COVID-19. One gentleman told me 'the virus is very scary, and I don't want to be alone if I get it'. It touched my heart in so many ways and reminded me of the loneliness attached to homelessness"

Lisa, Homeless Shelter Manager, Brisbane

In the midst of all that has changed, is changing and will change, one thing remains firm: the commitment of the St Vincent De Paul Society to serve those in need. That is what is signalled by this Annual Report and what we should all celebrate. The pandemic requires a new kind of solidarity; and the Society understands that instinctively. It understands that it is the needy who suffer most in a time of affliction like this; and it understands that compassion has to be the supreme value if we are to make our way through the time of pandemic and into the future. Politicians and health officials make the decisions and the speeches; but the Society simply goes on its way from day to day serving the needy whoever and wherever they are. That is a great contribution.

The Report tells only part of the story of the Society in Queensland through the last year. There is a much larger and deeper story that could be told, but perhaps only God could tell it all. I thank everyone who has been part of the story through this extraordinary year, and I pray that the Society, which has seen so much through its history, will lead the way through this time of COVID-19 and be at the forefront of building a genuinely human world once the threat is past, a compassionate world where no one is forgotten or left behind.

The Most Reverend Mark Coleridge

Archbishop of Brisbane



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 2019 to June 2020, 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

We are an international, voluntary, lay Catholic organisation dedicated to tackling poverty and disadvantage by providing assistance to anyone in need. We are a member and volunteer-based charity where Vincentians (Members belonging to local community-based Conference teams) help people in their community when they need assistance. We do this by visiting them in their homes, welcoming them in our support centres, helping others through our government and Society-funded services, providing material aid generously given by our donors and offering affordable items in our Vinnies shops.

Our wholly owned subsidiary Ozcare improves people’s quality of life through the delivery of personalised health and aged care 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.

Our strategic objectives

Please see Strategic Plan 2017–22 in the Our Performance section for more details about our five strategic themes that drive our response to the struggles of disadvantaged Queenslanders.

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 126 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 and customers the resources to provide required levels of assistance to Queenslanders in need would not be available.



HOW

WE



Help



HOUSING AND HOMELESS SUPPORT

We provide a range of housing solutions including homeless intervention and prevention services, crisis accommodation, transitional housing, specialist domestic violence and family violence refuges, 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 Vincentians 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 residential aged care facilities, community aged care services, day respite centres, and a number of specialist dementia services. We are a registered National Disability Insurance Scheme (NDIS) provider, offering 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

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 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

Family support centres help to build capacity for families dealing with financial, child-raising and emotional pressures. At visits to our family support centres, and during traditional home visitations by Conference members, people in need are given in-kind goods and services. Approximately half of our family support centres are linked to a Centre of Charity (Vinnies Shop).



DISASTER RELIEF

Our local volunteers work with community agencies to provide support for people impacted by disasters. Our local presence in disaster affected communities means that we can provide support to disaster victims over the longer-term.



FOOD DISTRIBUTION

Our Conference network works with community partners to provide food for families facing financial pressures.



CENTRES OF CHARITY

In Queensland, our 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 future members and volunteers 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

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, and to attend primary and secondary schools via the Children's Education Fund.

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 is at the heart of the Society's mission. Through our Conference and program work, we become aware of attitudes and policies that disadvantage the people we support, and we respectfully advocate for change.

2019-20

Highlights



SUPPORTED
QUEENSLANDERS ON
279,689
OCCASIONS



PROVIDED
\$272 M
IN SERVICES & SUPPORT
TO PEOPLE IN
NEED



\$9.6 MILLION GIVEN

IN DIRECT EMERGENCY ASSISTANCE INCLUDING;

FED VULNERABLE
PEOPLE WITH
\$3.7 M
IN FOOD
SUPPORT
INCLUDING
FOOD
PARCELS
& VOUCHERS



\$7 M
GIVEN IN
DISASTER
ASSISTANCE
FOR BUSHFIRE,
DROUGHT
AND
COVID-19



RAISED MORE THAN
\$12 M THANKS
TO
PUBLIC APPEAL DONATIONS,
FUNDRAISING EVENTS & BEQUESTS





STATE

President's

REPORT



"Let us NOT be disheartened, let us be better."

The Blessed Frédéric Ozanam

These words of our founder are a reminder that while the current pandemic has caused more than its fair share of heartbreak and distress in the financial year 2019-20, there are plenty of reasons to be hopeful as we bring another financial year to the close. The Queensland spirit has been tested, but our good work across all communities in need has confirmed our spirit has not been broken. We showed this year how truly committed we are to being the charity Queenslanders turn to in time of need.

A vision of hope: Society family members give a hand-up, not just a handout, every day.

Over the last 12 months, the Society has fed, sheltered, housed, clothed and on 279,689 occasions, kept Queenslanders afloat during some dark times. It was on the back of several years of natural disasters that the financial year began already in drought, with images filling our media channels of hectare after hectare of bleak and brown lands, and stories of farmers, families, and their livestock suffering.

A vision of hope: the overdue bills paid, the local store accounts settled, the miles driven, the cups of tea and welcome conversation.

Many of those already impacted by the natural force of weather were hit again when bushfires ravaged the state, and Queensland lives, and livelihoods were laid bare. The Society, formed in its history to respond in times of natural disaster, knew its role and responded. Our Vincentians across the state drove many kilometres across regional and remote areas to offer help and support. They gave funds to prop up empty farming accounts and to rebuild homes razed by fires with a smile.

"No work of charity is foreign to the Society."

It includes any form of help that alleviates suffering or deprivation and promotes human dignity and personal integrity in all their dimensions."

The Rule. 1.3. Any form of personal help...

A vision of hope: the smallest acts of good works lasting a lifetime in people's memories, the relief on faces, and the gift of companionship.

As Christmas loomed, I experienced first-hand a reminder of the impact made in just one person's life. While I was delivering Christmas hampers of food, one reluctant recipient felt there were others more deserving of such generosity. He departed with these words to me, "you truly do the work of God". While this statement was made to me, it was meant for all Vincentians and the wider Vinnies family alike.

A vision of hope: the generosity of our loyal donors and supporters gifted \$1 million to help people impacted by Covid-19.

To our dedicated donors, we could not have done all that we have achieved throughout 2019-20 without you. The long-term impact of your generosity is immeasurable, and we thank you for it.

A vision of hope: the dedication to mission of our Vincentians, and the State Council guiding them.

My humblest thanks go to every Vincentian across the state for the work they did and continue to do each week on the frontline of our emergency assistance response, and for the leadership of our State Council. Please take the time to stop and reflect on the true impact you are making to a person's life, each time you walk in Jesus's shoes by showing compassion, delivering food, or paying their urgent bill.

Dennis Innes
State President



CHIEF EXECUTIVE

Officer's

REPORT



The financial year that ended 2019-20 was one most of us will not likely forget. We have seen hardships both physical, emotional and financial, that no one would have imagined last year. Disasters do not discriminate, and drought, bushfires and COVID-19 indiscriminately impacted every Queenslanders, and still are as response and recovery continues. As a charity with more than a century of history supporting the people, the St Vincent de Paul Society was central to the response, ready to adapt and innovate in response to the emerging need.

A recession in the making

It is estimated that more than more than 234,000 Queenslanders have lost their jobs because of COVID-19 and unemployment is forecast to peak at nine per cent in the December quarter. This pandemic saw the payment of mortgage instalments, car payments and school fees come to a standstill, holidays cancelled, and savings drained. The worst of the COVID-19 economic impact is potentially yet to come, and until a vaccine is developed, we must continue to deal with the economic and health uncertainties.

Organisational impacts

Far from business as usual, the Society offered the same if not expanded support than was provided before the pandemic. Vincentians moved to contactless home visitations, over the phone assessments and online Conference meetings, volunteers gave their time socially distanced, and staff moved to agile work arrangements to maintain essential services and support. We are more than ready to respond to an increase in requests for help in 2021. Our retail operations were impacted by health directives and a decision was made to close all 153 Vinnies shops and cease donations in late March for the health and safety of our customers, volunteers and staff. Thankfully, our loyal customers returned as 66 Vinnies shops reopened on 18 May with almost all reopening since. A COVID-safe plan has been implemented successfully at all our retail operations. Keeping our staff, members, volunteers and customers safe from the COVID virus remains a very high priority.

Poverty-stricken and homeless

With the latest figures from Homelessness Australia showing Queensland has nine of the 20 national homelessness hotspots in the state, the Society has a significant role in preventing further homelessness as JobSeeker and JobKeeper payments reduce, and end in March 2021.

As the largest homelessness service provider in Queensland, our vision is to eliminate homelessness through a housing first approach with appropriate supports to sustain and build people's capacity, and to help build a stronger economy through their participation in new employment opportunities for Queenslanders provided by economic stimulus. In partnership with the Queensland Government, we have proposed an innovative social housing solution to transition residents from homelessness to work-ready independence, and integrate health, education, and drug and alcohol rehabilitation services. Early planning work is underway, however a decision on government funding is pending. Furthermore, thanks to the generous donors across the state to this year's 'Virtual' CEO Sleepout, we will be launching a head lease subsidy program to help struggling tenants and families at risk of homelessness maintain accommodation at affordable levels.

Building for the future

I want to say thank you to our Members, volunteers and staff for your unwavering commitment to enable us to fulfil our mission. Your collective resilience and good works guaranteed the safety, health and wellbeing of many in these unprecedented times. In particular, I want to sincerely thank my Leadership Team throughout the State for ensuring our organisational response and seeing staff, volunteers, members, companions and customers transit safely through this crisis so far.

Times of complex change

We must search for ways to adapt, be agile and continually improve our service to those we are called to serve. We must have courage to 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. In 2020-21 we are dedicated to continuing our mission to help Queenslanders, and we will always be there, as the Society has been for the past 126 years.

Kevin Mercer
Chief Executive Officer



VINNIES HOUSING

Report

FROM THE CHAIR AND CEO



The 2019–20 financial year marked the third year of operation for Vinnies Housing, a wholly owned subsidiary of the Society. Despite a challenging end to the financial year, amidst the current global pandemic, Vinnies Housing was able to successfully navigate and respond to the rapidly changing environment, maintaining continuity of critical housing services and operations for both tenants and staff through the introduction of agile working and other arrangements and ending the year with a small in surplus in line with budget forecasts.

Throughout the year, we have maintained our compliance with our key stakeholders and funding partners and implemented a range of initiatives to strengthen our governance, risk management and compliance capability, safeguarding our ability to continue to deliver and grow our housing services.

Amidst the current global pandemic, we are seeing increasing numbers of people experiencing homelessness and housing insecurity, many for the first time. We saw the number of applications in Queensland for social housing increase from 25,000 to 47,000 between May and July, and nine of the 20 National hotspots are now identified to be in Queensland. Sadly, the number of people urgently needing housing assistance will continue to surge, as restrictions continue, social and economic supports are wound back and whilst the rate of unemployment continues rise.

We continue to join with the Society to call on all levels of Government to invest in social housing and community supports to stimulate the economy, create jobs, provide a safety net, prevent people from falling through the cracks and importantly to save people's livelihoods. In the interim, Vinnies Housing is working closely with the Society to ramp up our own short- and long-term responses to continue to support Queenslanders in this time of need, as the Society has done for over 126 years.

During the year, we developed our future growth strategy, a critical milestone which aspires to double our existing housing footprint over the next 5 years, underpinned by principles of person centred and place-based housing services. This strategy is supported by the establishment of skills-based Board Advisory Committees to support Vinnies Housing to achieve our strategic initiatives. Our newly established Tenancy Outcomes Committee will support the continuous improvement

of our overarching framework for locally based delivery of services across Queensland which improve tenancy outcomes and connection within communities grounded in best practice within the sector. Whilst our Projects Advisory Committee will provide expert guidance and advice to identify and progress the assessment of new housing projects across Queensland, ensuring good governance and decision making.

Board succession planning was a key focus for Vinnies Housing during the year and several skills-based appointments were made with the approval of the Society's State Council. Following the retirement of former Director, Dennis Innes, during November 2019, Vinnies Housing welcomed new Director, Gary Searles, to the Board and in preparation for the future retirement of a number of Directors in November 2020, in April, new Directors, Sonya Ryan and Nick O'Connor, were also welcomed. We thank Dennis for his commitment and support in establishing Vinnies Housing as the inaugural Chair and welcome our new Directors who have offered their skills and expertise to progress the mission and vision of Vinnies Housing to support those in need.

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. 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 AND CEO

We are pleased to report that Ozcare has delivered a strong financial result for 2020. While our operating environment has presented numerous challenges, we have risen to these challenges, upholding our strong reputation and continuing to deliver new projects to Queensland.

Our achievements

We continue to increase our footprint to help even more people in need. This year saw the opening of our newest aged care facility in Mackay. We are proud to have delivered three new aged care facilities within three years to regional Queensland and believe it demonstrates our on-going commitment to caring for our community.

1 July 2020 saw the successful transfer of ownership of De Paul Villa Aged Care and De Paul Manor Estate Retirement Village to Ozcare. We are honoured to continue the wonderful 30-year legacy of Southport Catholic Parish in memory of our founding Chairman, the late Father Keith Turnbull (OAM) who had strong ties to the Parish.

In January, we commenced construction on our first retirement village development in Hervey Bay. Co-located with our award-winning aged care facility, this state-of-the-art village will deliver up to 132 independent living units across six stages.

It is an exciting time for Ozcare as we continue to develop our aged care and retirement village portfolios, with development approval granted for an extension to our Currimundi Gardens retirement village and plans for our Newstead development progressing well.

All Ozcare aged care facilities maintained full accreditation throughout the year and we remain genuine in our mission to support our most vulnerable older Australians, with approximately 57% of residents being in receipt of a pension.

In community, we achieved our highest number of Home Care Packages to date and we are focused on being a provider of choice in this space through continuous improvement. The number of NDIS participants we service also grew; this area continues to be a focal point for our organisation.

Our people

We extend our heartfelt thanks to outgoing directors, Fred Gillett and Katherine Sadler, who retired from the Board of Ozcare on 29 November 2019. We would like to make special mention of Fred, his wide experience and wise counsel proved invaluable to Ozcare over nearly 15 years. Fred retires with our sincere gratitude and best wishes. We welcome Declan Rooney, Glynis Schultz and Mike Gilmour to the Board and look forward to their contributions. We thank all of our directors for their continued support and dedication to the good governance of Ozcare to enable us to achieve our purpose to improve our clients' quality of life.

It has been a challenging year for the world, Australia and particularly this nation's aged care industry with the recent COVID-19 pandemic. We congratulate our employees and volunteers for their foresight and contribution during this unprecedented time and thank them for their hard work and commitment, and above all, for keeping our clients safe and well.

We remain committed to our path of growth and expansion to directly benefit Queensland communities. Next year is the 25th anniversary of Ozcare and we look forward to celebrating a quarter of a century of delivering excellent care and support.

John Thomas
Chairman

Anthony Godfrey
Chief Executive Officer



SPIRITUAL

Advisor's

MESSAGE



Beacons of Hope

"Hope opens new horizons, making us capable of dreaming what is not even imaginable"

Pope Francis

As the world continues to grapple with COVID-19, there are many for whom 2020 has been a challenging time. However, it is during moments when people have their backs against the wall that the St Vincent de Paul Society continues to offer not just a handout, but a hand up.

This year has been no exception as we have stood in solidarity with those who struggle, striving to be beacons of hope for them in these difficult times. Whether it has been bushfires, drought, economic hardship or social isolation, Vincentians have been present seeking to go the extra mile in reaching out to those in need. The hope we continue to offer does not depend on a specific outcome or cure for coronavirus, rather it is a hope that trusts in a person – Jesus Christ. We trust that no matter what, God is with us, and continues to lead us each day. Drawing inspiration from our Founder Blessed Frederic Ozanam, we are called to remain people of compassion and courage, values which cannot be sustained based on our human efforts, but rather are born from our faith, conscious that it is prayer that leads us forward in hope.

The St Vincent de Paul Society began in the midst of a pandemic in France in 1833. From this moment of despair, a small group of faith-filled people became a source of light in the darkness. Herein lies the invitation for each one of us to use this challenging moment to renew our trust in the providence of God, and to seek to dream of new possibilities to re-imagine our service to the poor as we move into the future. Let us dare to ask ourselves as a Society, what is God asking of us in this moment? With gratitude in our hearts for all that God has enabled us to do this year, let us renew our enthusiasm to be guided by the Spirit; let us listen deeply to the needs of our companions; and let us strive always to be the hands and feet of Christ throughout Queensland.

Be blessed,
Sr Mel Dwyer FdCC
State Spiritual Advisor

"Thank you all so much for welcoming me and my two boys at the shelter.

If I look back at who I was coming to the shelter and who I am now, I feel amazing. Never give up on that calling because you guys really make a difference at least in my life. I wish you all the best."

A letter from Sue, client residing at one of our women's refuges.

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

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.



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

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: Strengthen our performance and capacity to sustainably resource our organisation, enabling us to continue to effectively support those we assist.

STRATEGIC GOALS

It is our people that make the difference. Our workforce of over 3,000 employees and 235 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

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 three operational streams; community care, 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. RESIDENTIAL AGED CARE

More than 2200 residents living in our 14 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.

4. RETIREMENT VILLAGES

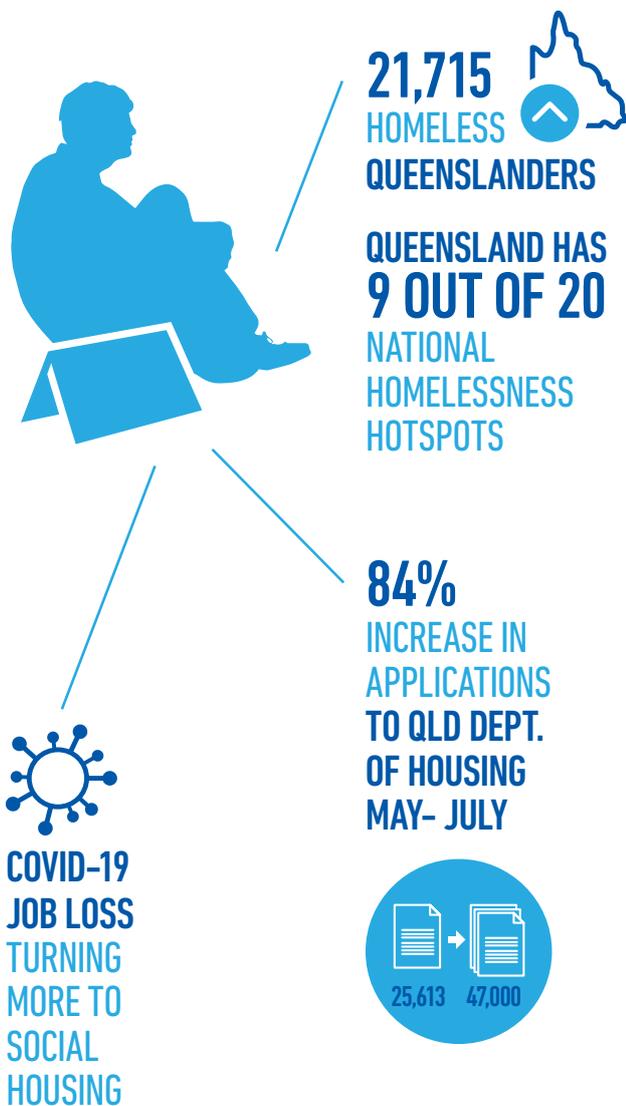
We have made the decision to move into retirement living to support clients as their care needs change. Our integrated model of aged care sees future residential aged care developments co-located with retirement villages. This will allow for home care to be delivered into our villages, and for village residents to easily transition into our aged care facility as their needs change.



Housing and Homelessness

To address the high need across the state, as well as impacts of the current COVID-19 financial crisis, 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 response

Vinnies Housing provided housing to 1163 people, while our homelessness services assisted 3,641 people with close to 96,000 nights of accommodation offered, including 755 children under 16 years during the financial year. Of these, 1,277 identified as Aboriginal and/or Torres Strait Islander and 382 from culturally and linguistically diverse backgrounds. After leaving their crisis housing, 2,237 people met their case goals and found secure and sustainable housing.





OUR COMMITMENT

Barbara dropping off food support to a relieved community member.

Never Wavered

Barbara is a Vincentian (Conference Member) who has been serving with Vinnies for more than ten years in the south-eastern suburbs of Brisbane. In that time, she says, nothing has had a more devastating impact on so many families and individuals as the COVID-19 pandemic.

“There’s been a huge number of people, for the very first time, who have found themselves without employment. Professional people without enough money to buy food. Families falling into crisis.” At the beginning of the pandemic, Barbara worried her team would simply not have the resources to meet the needs of the growing number of families turning to them for help. “I worried for those at risk of falling through the cracks if we couldn’t help them. Where would they go? How would they put food on the table? How would they clothe their children and get them to school? But thanks to the wonderful kindness of our donors, Barbara and other Conference Members have been able to continue supporting people throughout COVID-19. To protect the health of our Conference Members, volunteers and the people they work with, we made some changes to the way we deliver support. We are now doing contactless food drop offs

for families struggling to put meals on the table. We are setting up accounts with local pharmacies to deliver medicines to the homes of vulnerable people. We have also given our Vincentians who are at high risk the opportunity to take a step back and do some activities behind the scenes. But one thing has not changed: our commitment to provide a hand up to those who need it at this difficult time. Without the compassionate support of our donors, that would simply not be possible. Barbara painted a beautiful picture of the difference being made with kind donations; “Because of that support, our pantry stayed full of food for families in need. We had warm blankets and jumpers to give out to children who might otherwise go to school feeling cold during winter. There was medicine to give the elderly gentleman who urgently needed it,” she says.



Financial Wellbeing

As Queenslanders live through uncertain times, and more people face the poverty line, we work to improve 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



14%
OF AUSTRALIANS
LIVE BELOW
THE POVERTY LINE
-THAT'S 3.24
MILLION PEOPLE



1 IN 5
YOUNG
CHILDREN
LIVE IN
POVERTY



21%
OF CHILDREN
UNDER 5 YEARS
LIVE IN POVERTY
IN QUEENSLAND



95,000

ENTER FORMAL
PAYMENT PLANS TO THEIR
ELECTRICITY PROVIDER BY
END OF MARCH 2020



67%
OF QLD DROUGHT
DECLARED



ON 25 SEPTEMBER 2020,
THE CORONAVIRUS SUPPLEMENT
WILL DROP \$300 PER FORTNIGHT

230,000 CHILDREN

ARE AT HIGH RISK OF POVERTY
ONCE THEIR PARENTS STOP RECEIVING
THE CORONAVIRUS SUPPLEMENT

BUSHFIRES

IN MILLMERRAN, CANUNGRA AND BUNDAMBA

MULTIPLE OUT OF CONTROL BLAZES
THREATENED TOWNSHIPS
ACROSS QUEENSLAND



"People lost their vehicles in the fire, and their phones. So, we go and find them, to help them."

Most of the money we are giving is going to get power and water back on. We're just driving around... finding more people to help every day."

Yeppoon Vincentian Rick Williams drove his truck every day for hours during the bushfires to find people who wouldn't or couldn't ask for help in his community.

Our response

During COVID-19 we have seen a new group of people reaching out for assistance however, overall total requests for assistance have been lower than last year, due to the increases in government support such as the Jobseeker COVID-19 supplement, one off stimulus payments and the residential tenancy eviction moratorium. We adapted our traditional model of assistance to meet the needs of Queenslanders through these uncertain times. A service model was developed around innovative approaches to remote service delivery, whilst ensuring social distancing and safety of members and volunteers. The model was designed to complement and support the existing Conference delivery of emergency relief model, manage the capacity and capability risks and gaps resulting from the impact of COVID19 government directives, and to scale up to meet an anticipated increased demand for emergency relief services in the months ahead.

Our Home Energy Management Service provided free, independent, tailored energy advice to people in financial crisis due to energy bills including support to enter energy retailers' hardship programs and CentrePay.

\$1.5 MILLION

GIVEN IN DISASTER ASSISTANCE INCLUDING DROUGHT, BUSHFIRE, AND LATE NORTH QUEENSLAND FLOOD CLAIMS



SUPPORTED WITH

\$170,000 OF PAYMENTS TO ENERGY PROVIDERS



\$9.6 MILLION
IN EMERGENCY ASSISTANCE GIVEN



\$500,000 GIVEN FOR 512 NO INTEREST LOANS
AND \$629,000 GIVEN FOR 208 STEPUP LOANS APPROVED ACROSS QLD



MORE THAN \$6 MILLION
GIVEN TO QUEENSLANDERS IMPACTED BY DISASTER

HOME ENERGY MANAGEMENT SERVICE HELPED **184 FAMILIES KEEP THE POWER ON** OR TO RESTORE IT, SAVING THEM A TOTAL OF \$70,000 OVER 12 MONTHS

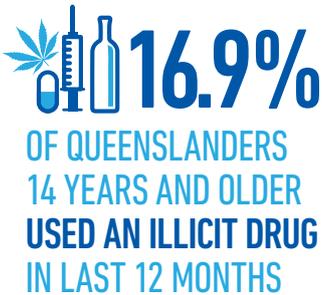




Health

As society pressure mounts, and our population ages at a fast rate, 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



1 IN 5
QUEENSLAND
ADULTS
EXPERIENCE
A MENTAL
DISORDER
EACH YEAR



OF QUEENSLAND ADULTS REGULARLY
EXCEED LIFETIME RISKY DRINKING

COVID-19 SEES
QUEENSLANDERS FLEE FAMILY
AND DOMESTIC VIOLENCE
AND SEEK SPECIALIST
HOMELESSNESS SERVICES

Our response

The North Queensland Primary Healthcare Network Drug and Alcohol Continuing Care Program, piloted in Mackay in 2018, has proven a great success in its community-connected approach, with a second term of funding confirmed to continue pre-treatment and post treatment support to clients, their families and carers. 389 clients were supported through residential detox and recovery programs for their dependencies on drugs and alcohol, and four refuges supported 480 women escaping domestic and family violence with safe accommodation and individualised support. 5,374 clients received home maintenance services and modification works through the Commonwealth Home Support Program.



21,677 HOURS
OF DEMENTIA ADVISORY
AND SUPPORT SERVICES GIVEN



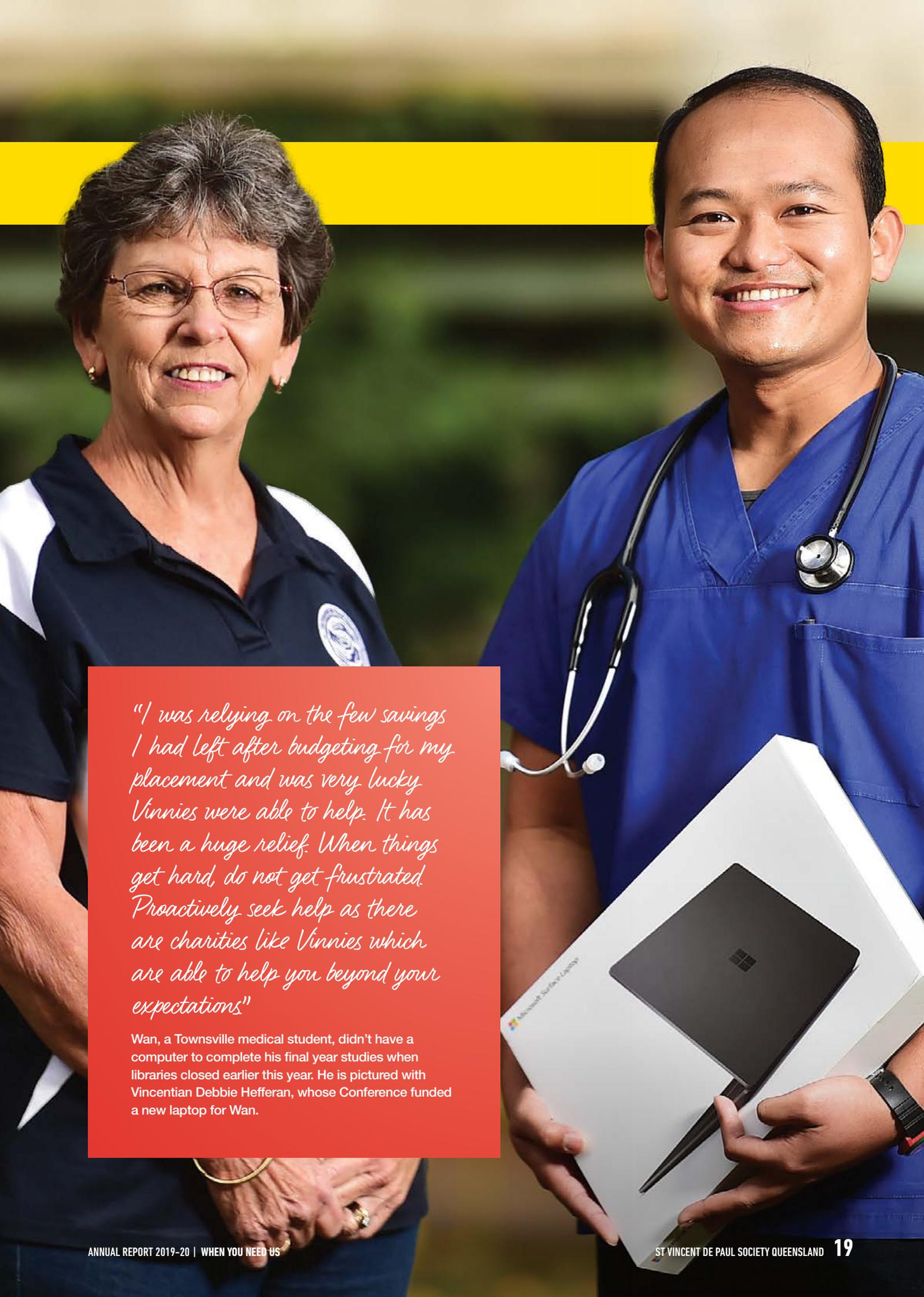
6,243 PEOPLE
SUPPORTED WITH DRUG AND ALCOHOL
RESIDENTIAL CARE, DOMESTIC VIOLENCE
CRISIS HOUSING AND WERE HELPED
TO STAY IN THEIR HOMES WHEN OLDER



77,436 HOURS
OF NURSING CARE



43,000 IMMUNISATIONS
ADMINISTERED



"I was relying on the few savings I had left after budgeting for my placement and was very lucky Vinnies were able to help. It has been a huge relief. When things get hard, do not get frustrated. Proactively seek help as there are charities like Vinnies which are able to help you beyond your expectations"

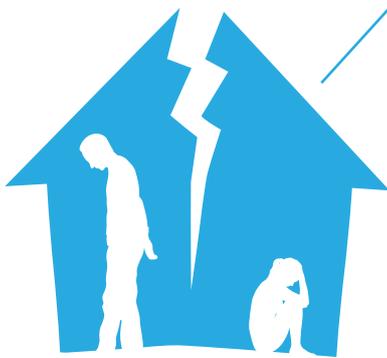
Wan, a Townsville medical student, didn't have a computer to complete his final year studies when libraries closed earlier this year. He is pictured with Vincentian Debbie Hefferan, whose Conference funded a new laptop for Wan.



Family Functioning

As relationships and family bonds are put to the test, we aim to help families, children and young people become safe, strong and resilient, with the ability to develop and maintain good relationships. We work to strengthen family and community connection to reduce the impact of family breakdown.

Our challenge

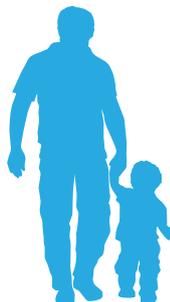


**1 IN 20
WOMEN**
EXPERIENCED PHYSICAL
OR SEXUAL VIOLENCE
AND 1 IN 10
EXPERIENCED
EMOTIONALLY
ABUSIVE, HARASSING
OR CONTROLLING
BEHAVIOUR BY A
CURRENT OR FORMER
LIVE-IN PARTNER, FROM
MARCH TO MAY.

10%

INCREASE IN
DEMAND ON
THE QLD CHILD
SAFETY SYSTEM

MORE PEOPLE
WITH A
DISABILITY
NEED SUPPORT



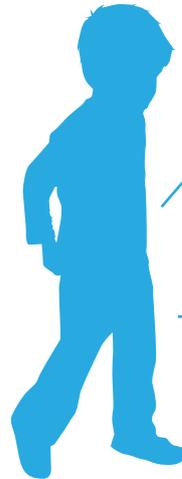
ICE USE IS A FACTOR
IN 39% OF CASES



WHERE A CHILD IS TAKEN INTO CARE
– A 30% INCREASE IN TWO YEARS.

Our response

\$6.8 million in government funded services were renewed in 2019-20. A new program has been awarded to the Society by the Queensland Government with a contract for the next five years. The Nambour Family Support Service to support families and their children who are enrolled and attending Nambour State College.



637 FAMILIES

AND 1,081 CHILDREN ASSISTED



68% OF PARENTS

REPORTED IMPROVED PARENTING
AND LIFE SKILLS

63% OF CHILDREN

WITHIN OUR TERTIARY FAMILY SUPPORT
SERVICES ACHIEVED IMPROVED SAFETY



DRIVING HOPE TO

Glynis and her son Harrison look over the charred remains of their Esk property.

Regional Towns

Kerry Clarke and Leanne Long are two of the salt of the earth Queenslanders who help make the Society a trusted charity in times of disasters, such as the recent bushfires and ongoing drought. Based in Ipswich, during the worst of the natural disasters Vincentians Kerry and Leanne used to make a fortnightly trip out to the small town of Esk, an hour's drive away to assist people in need like Glynis Limberg.

Glynis turned to the Society when the family farm was badly impacted by two bushfires late last year, the worst of which engulfed Glynis' husband Ray's sawmill and woodturning business, leaving it ruins. As well as the loss of income from the destroyed business and the repairs needed on the property, the family lost 10 of their cattle to the fire, with a horse dying in the days following the fire from stress. Though the Limberg home, which Glynis shares with Ray and 11-year-old son Harrison, was spared from the flames, Kerry said the family has a long road ahead of them to get back on their feet. "They've lost their livelihood and everything on their property, they have to start from scratch. Her husband lost his shed with all of his tools and equipment," she says.

"Their main concern after the fire was fencing so that they could keep their remaining cattle, water for their water tank and feed and water for their cattle."

"We're spending \$600 a week just on stock feed," Glynis added. "We'll never replace the tools in the sawmill. "Just having someone from St Vincent de Paul Society to talk with can be the brightest thing in a whole day."

Thanks to kind donations, Kerry and Leanne were able to offer Glynis \$3000 towards the family's costs, help which was followed up with further support to brighten the Limberg's Christmas. "Glynis was still with us when the \$3000 claim went through and she just burst into tears, she was so grateful," Kerry explains. "We took out lots of food for her and the family and some toys for her son, she put all the stuff we had brought for her son into the

one bag and told him it had come from us because she wanted him to know that people were willing to help. Glynis is one of those people you really want to reach out to and help, one of those people who make it all worthwhile."

Kerry and Leanne met with Glynis again recently to see how they could continue to support the family as they begin the process of rebuilding their lives, Kerry adding that they both enjoyed their regular trips out to help the people of Esk. The generosity of the community has allowed Vincentians give direct, crisis assistance to fire and drought victims across the country and will continue to provide long term recovery aid.



Hope and a hug: Glynis Limberg (centre) says thank you to Vinnies members Leanne Long (left) and Kerry Clarke (right) from Ipswich.

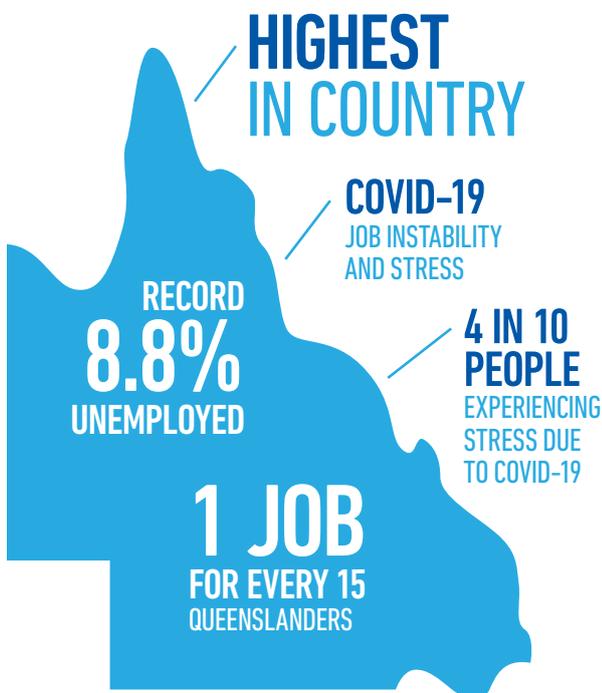


Education & Employment

As unemployment rises to unprecedented levels, we empower people and help them become self-sufficient through accessible and supported education, training and employment opportunities.

Our challenge

Our response



↑ CALLS TO MENTAL HEALTH SERVICES INCREASE
25% (LIFELINE) AND 40% (BEYOND BLUE)



UNEMPLOYED, YOUNG AUSTRALIANS AND LOW-INCOME EARNERS...

- TOOWOOMBA 25.4%
- WIDE BAY 24.2%
- IPSWICH 20%
- LOGAN 19.8%

ABORIGINAL AND TORRES STRAIT ISLAND BARRIERS TO EMPLOYMENT HIGH

We focused on building on our Skilling Queenslanders for Work (SQW) program, starting two new programs to support migrants, refugees and Aboriginal and/or Torres Strait Islander people. 50 per cent of Cairns participants identified as indigenous and were supported to gain nationally accredited training, access job readiness and employability mentoring and identify pathways to employment.

In Brisbane and Toowoomba, our Clemente and Scholarship programs assisted many local people including asylum seekers excluded from education, training and the long-term positive impacts of employment.

Our Community Voices program was extended until March 2021 and moved its choir online to help keep socially isolated individuals connected and supported throughout the pandemic.



70%

OF CLEMENTE PROGRAM STUDENTS REMAINED IN HIGHER EDUCATION



\$440,800 GIVEN IN SCHOOL EXPENSES
BY CHILDREN'S EDUCATION FUND,
UP FROM \$257,000
IN PREVIOUS YEAR



82% OF SQW PARTICIPANTS GAINED A NATIONALLY RECOGNISED QUALIFICATION



50% OF THOSE IN COMMUNITY VOICES AND SKILLING QUEENSLANDERS FOR WORK HAVE FOUND A JOB



Community Participation

As isolation grows and people withdraw from their networks, we aim to ensure people feel welcome and have the opportunity to participate and contribute to community life.

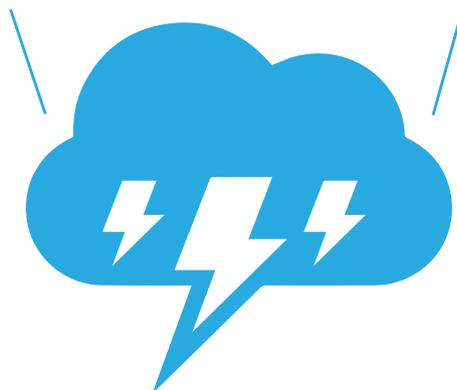
Our challenge

1 IN 7

QUEENSLANDERS AGED 0-24 YEARS HAVE MENTAL HEALTH OR BEHAVIOURAL CHALLENGES

SUICIDE

LEADING EXTERNAL CAUSE OF DEATH FOR 10-14, AND 15-17 YEAR-OLDS



MORE ANXIETY, PANIC, DEPRESSION, ANGER, CONFUSION, UNCERTAINTY AND FINANCIAL STRESS

DUE TO COVID-19



THE UNEMPLOYED, YOUNG AUSTRALIANS AND LOW-INCOME EARNERS ARE AMONG THOSE WITH THE LOWEST WELLBEING

1 IN 10 AUSTRALIANS

RATE THEIR LONELINESS AS VERY HIGH, WITH YOUNG MEN 18-29 IDENTIFYING AS THE LONELIEST PEOPLE ACROSS ALL AGE GROUPS.

Our response

Community isolation and disengagement is a threat to our young people, as well as refugees and migrants. Despite the drop off with COVID-19 impacting social mobility, youth engagement in our programs has increased, reflecting the meaningful engagements we are having with more young people. It also reinforces youth programs as a significant pathway to Membership for both the people we help and volunteer members. The first Vinnies Youth Virtual Sleepout saw 600 engagements on Facebook and numerous learnings for the teenagers who took part. Meanwhile, the Vinnies Youth website has had over 5000 content downloads in 26 countries, potentially reaching more than 40,000 school students.

Our Volunteer Refugee Tutoring and Community Support (VoRTCS) program was a finalist in the 2019 Multicultural Queensland Awards (Community category) & 2019 Queensland Volunteering Awards (Volunteering Impact).



90% OF REFUGEE FAMILIES

TUTORED DEMONSTRATED IMPROVEMENTS IN EDUCATION



71% SHOWED IMPROVEMENTS IN PERSONAL GROWTH

407 PEOPLE SUPPORTED IN VINNIES YOUTH PROGRAM

35% INCREASE

INCREASE IN ACTIVE YOUTH VOLUNTEER NUMBERS OVER 2 YEARS

FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL

President: Robert Doyle

Executive Officer: David Monaghan

The Far North Queensland Diocesan Central Council reached out and supported 12,086 people during the period, including 2,392 home and hospital visits.

December heralded the opening of a new Centre for Charity in Edmonton. The store has traded remarkably well and with the newly housed St. Therese's Conference at the same venue providing tremendous support to the community. The Skilling for Queenslanders for Work program had a very successful year, with around 24 students taking up the Certificate 2 in Retail and 22 of these graduating.

Meanwhile, the annual Festival Mass Spiritual Retreat was held in November which attracted the largest ever gathering of 50 Vincentians. Two additional Mini Vinnies schools joined the full suite of Society engagement of workshops, Vinnies Youth projects and Conference engagements. St. Clare's conference in Tully held a sell-out fashion parade fundraiser. The event had over 100 guests and raised \$1700 for the Tully community for emergency relief. Another very successful fundraising event was the Vinnies Community Sleepout held on the esplanade in Cairns. It attracted a record number of people, raising nearly \$20,000 to help change the lives of people experiencing poverty and homelessness in Far North Queensland.

Our gratitude goes out to the overwhelming support from the 70 students and teachers from local schools, St. Augustine's, St. Mary's and St. Monica's.

TOWNSVILLE DIOCESAN CENTRAL COUNCIL

President: Allister Crocker

Executive Officer: Edwina Wagland

The Townsville Diocesan Central Council has had a busy year visiting people in their homes and continuing to support those effected by drought and flood.

Communities ravished by flood last year have shown their support to St Vincent de Paul Society Queensland by donating generously during National Homelessness Week in July and Operation Backpack in January.

During the year, the Townsville region hosted a fashion parade fundraiser in October raising \$6,000. St Colman's Conference Home Hill hosted the Annual Diocesan Festival Mass, with guest speaker Sister Mel Dwyer. Blessed Pier Giorgio Frassati Youth Conference Townsville and volunteers took a group of children to Magnetic Island for a kids school holiday camp in January.

The response to the COVID-19 pandemic has been embraced by the Townsville Diocesan team, who have played an active role in developing a state-wide COVID-19 Emergency Response model to support the delivery of assistance throughout the state. This has included staff involvement in logistics, call centre triage and Members involvement on the Virtual Vincentian Assessment Team.

"When things get hard, do not get frustrated. There are charities like Vinnies which are able to help you beyond your expectations"

Wan, medical student helped during COVID-19

ROCKHAMPTON DIOCESAN CENTRAL COUNCIL

President: Philip Cranney

Executive Officer: Tanya Doherty

During the past year, the Rockhampton Diocese has faced challenges with drought affecting the west and bushfires impacting the Yeppoon region.

Almost \$700,000 of drought assistance was given out and over \$300,000 was handed to bushfire victims. Conferences have worked hard to deliver assistance to some 23,700 companions (people in need), with almost \$150,000 of in-kind assistance provided. A partnership was developed with Foodbank in Brisbane and Rocky's Own Transport to supply Rockhampton with frozen meals and groceries for assistance. Meanwhile, the Children's Education Fund supported 106 students in the Rockhampton Diocese.

COVID-19 resulted in a restructure of administration and retail positions and while this proved challenging for our Centres of Charity (Vinnies shops) across the Diocese, our staff have remained resilient and committed to the retail operation. A new shop was opened at Longreach which has been well received by locals and travellers alike. Staff have attended Mission sessions with the Director of Mission, Sam Hill, and a retail workshop focusing on professional development was facilitated by our Diocesan Retail Operations Manager, Shannon Barlow.

The Youth Team delivered our first Vinnies Virtual Sleepout in Bundaberg, Rockhampton and Mackay. The event was a great success with good attendance from students. Additionally, a highlight in the property space was the construction of a new support centre in Gladstone. Peter Dougherty, Our Lady Star of the Sea Conference President, and former Diocesan Executive Officer Stuart Roche, need to be gratefully acknowledged for securing two grants to enable the million-dollar building to be completed at no cost to the Society.

NORTHERN DIOCESAN CENTRAL COUNCIL

President: John Harrison

Executive Officer: Stuart Roche

Our Retail Operations were back to full strength after the long awaited rebuild of our Childers centre which includes a new Family Support Centre as well as a revamped Vinnies store.

We welcomed the newly rebuilt Norval Court centre in Maroochydore following a fire in December 2018. This project includes a new Family Support centre and Vinnies store. Our dedicated retail team performed fitouts at 7 other locations and our stores are performing well. Our imported lines have been a massive success for the Diocese in both store sales and in supporting our conferences. The Northern Diocese assisted a total of 39,602 people over the financial year and provided \$1.6 million in assistance. 17,790 visitations were conducted throughout the year including 3,231 home visitations, 14,118 visits to our 16 Family Support Centres and 441 other visits. Children's Education Fund supported 677 school going children with total assistance provided of \$160,580. The Give a Child a Chance program supported 124 students across 12 schools and has distributed \$63,871 in assistance over the past 3 years.

The Vinnies Community Sleepout Sunshine Coast raised \$91,080 in August 2019. The Sleepout had overwhelming support with 106 enthusiastic registered sleepers, including one State MP, three local MPs and a local Mayor alongside the Sunshine Coast Business Council and many local businesses. The Diocese's food division assisted 14,752 customers and supplied 86,676 products throughout the year. There were 3,200 food hampers distributed to conferences within the Northern Diocese. The program also supported the School Breakfast Program with 11 registered schools in the Gympie region. Our Twinning Programs supported a total of 28 overseas conferences in India, Thailand, the Philippines and Kiribati.

"If you're struggling, you can always rely on Vinnies"

Anna, Single mum of 3, helped with back to school funding for her children.

BRISBANE DIOCESAN CENTRAL COUNCIL

President: Patricia McMahon (Larry Mann to February 2020)

Executive Officer: Ray O'Donnell

Not-with-standing the challenges of living in a COVID-19 world, Conferences, Youth and retail, and all other operations are back at near capacity in servicing the community at the time of this report.

We are currently transitioning the Diocese to the Archdiocesan Development Fund and E-cashbooks bookkeeping software. We have decided to create two consultative groups of Vincentians which will work collaboratively with our Membership and Development Officer. One group will be for Spirituality, and the another for Vincentian Skill development. We will be raising the profile of Spiritual Advisors and providing them with more support throughout the year. Training opportunities for Treasurers will also be created by way of increasing the confidence of Treasurers, especially those new to the role.

The Spring Hill Support Centre is continuing to provide hampers to the Conferences in surrounding suburbs. We partnered with Micah Projects to provide breakfasts and food hampers for those housed in motels by the Government. We are developing our Spring Hill pantry due to growing demand in the inner-city area. The Youth team has reconnected with all families, sharing important information on new procedures, and supporting families to safely return to youth programs in COVID-19 environment. At the direction of the President General, we united in spirit with the Vincentian Family throughout the world to hold a Festival Mass and Online Retreat for Vincentians, not allowing COVID-19 to deny us the opportunity to connect. We are proud of our dedicated Vincentians who have not allowed the angst of the pandemic to prevent them from living the mission and providing assistance to those most in need.

WESTERN BRISBANE DIOCESAN CENTRAL COUNCIL

President: Peter Madden

Executive Officer: Liz Ward

This year, the Western Diocese has focused on volunteer recruitment. With a dedicated team concentrating on signing up new volunteers, we have seen our volunteer base grow particularly in our retail and youth sectors.

We are seeing great results in our recruitment and police check process, referring 47 per cent of people that expressed an interest in volunteering to a shop to begin their volunteering experience. Thanks to the generous community donations, the Conferences in the rural area around Esk, Boonah and Gatton were able to provide significant assistance to people affected by drought and fire. The impact of the fires was also felt more widely in other Conferences, where people hosted family and friends who had lost homes and jobs in the fire-affected areas.

Conferences across the Diocese continued to respond to calls for assistance during the COVID-19 pandemic, using COVID-safe ways of working and embracing new technologies. Conference members gathered for four festival masses. These events nurture community relations whilst reflecting on the St Vincent de Paul Society's mission and values. Conferences assisted 320 children from 132 families with schooling costs for the 2020 school year through successful Children's Education Fund grant applications. We opened two new stores this year Wilston and Karalee. Both have been well received by their local communities.

"We are seeing first time-homeless from the hospitality industry who can no longer afford their accommodation."

Adam, Homeless Support Worker, Brisbane

SOUTH COAST DIOCESAN CENTRAL COUNCIL

President: Garry Webb

Executive Officer: Kris Martin

The South Coast continued to push forward with a strong community presence throughout the regions.

Our commitment to all communities within the South Coast had us contributing to homelessness, housing, companion support, programs and retail.

We also had some major projects underway and completed through the financial year. Through our Vinnies CEO Sleepout event, our commitment/focus for new housing stock (Rendu House) and the South Coast need for a new Diocesan home and vision for a new Vinnies Community Hub model. We had been strategically looking for a new home for the Diocesan team and purchased two buildings in Southport. One building houses the new Vinnies Southport shop, Diocesan Administration office, and new state of the art call centre. The second building, the Vinnies Community Hub, will house the Southport Conference and all program staff and third-party programs. This is part of the future of the South Coast.

The South Coast is always committed to homelessness and housing, with our Vinnies CEO Sleepout ambassadors having committed to assisting those who have been falling through the cracks. Action was taken on an existing property which was converted into six units for mature aged woman and completed in June 2020.

TOOWOOMBA DIOCESAN CENTRAL COUNCIL

President: Margaret Lawton

Executive Officer: Kathie Brosnan

The continuing drought, the burden of bushfires and emergence of COVID-19 have seen our Conferences, staff and volunteers show extraordinary strength to continue to assist the members of our communities throughout the Diocese.

Conferences in Western areas have worked tirelessly to assist drought-stricken farmers by distributing the Federal Government Disaster Relief Funds and offering further assistance through the Vinnies Always There Disaster Fund. Retail centres have been a central point for many regional communities.

This year, the Diocese held our first two-day Spiritual Retreat in March. The Toowoomba Diocesan Conferences gathered to recharge and reflect on their mission as members of the St Vincent de Paul family. Members also gathered in Dalby to celebrate the commissioning of several new members and learn more about the Society's commitment to cultural awareness through a presentation by our Reconciliation Action Plan project officer Leon Epong.

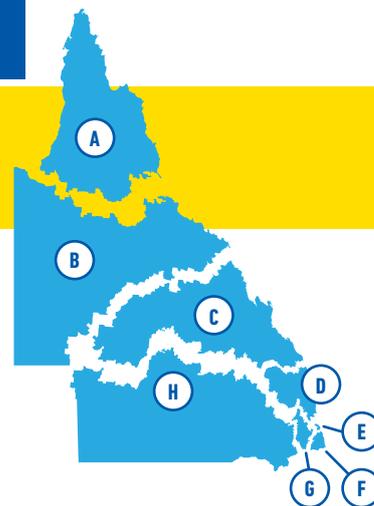
The Diocese ran a very successful Road to Equality Program, a Federally funded program allowing 18 migrants and refugees to obtain their drivers licences. This program has enhanced job opportunities for participants and also helped break down the walls of social isolation.

"Sleeping in the car this year was a luxury and an opportunity to reflect and keep it real; a sobering reminder of what could happen to anyone."

Nick Herron, Herron Coorey Building Contractors, fundraising for the first virtual Vinnies CEO Sleepout

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
A FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL	151	268	12	19	2	14
B TOWNSVILLE DIOCESAN CENTRAL COUNCIL	285	451	21	10	1	20
C ROCKHAMPTON DIOCESAN CENTRAL COUNCIL	273	534	29	93	1	23
D NORTHERN DIOCESAN CENTRAL COUNCIL	522	749	26	78	4	18
E BRISBANE DIOCESAN CENTRAL COUNCIL	532	769	37	26	1	18
F WESTERN BRISBANE DIOCESAN CENTRAL COUNCIL	418	677	27	57	0	17
G SOUTH COAST DIOCESAN CENTRAL COUNCIL	463	827	25	73	4	21
H TOOWOOMBA DIOCESAN CENTRAL COUNCIL	162	682	26	145	1	16
TOTAL	2894	5520	205	501	14	147

We remember those dedicated Vincentians and volunteers we have lost during the year, knowing they rest in God's loving arms.

NAME CONFERENCE/ VINNIES CENTRE

Diocese: Far North Queensland

Tom Harney	Volunteer, Vinnies Tully
Carmel McElhinney	Life member, Holy Cross Conference Northern Beaches
Lesley (Les) Smith	Life member, St. Brigids Conference Manunda
Lea Tomerini	Volunteer, Vinnies Atherton
Hazel Johnston	Volunteer, Vinnies Stratford

Diocese: Townsville

Kevin Joseph Geaney	Member, St Anthony's Conference Deeragun
Mairin Ivers	Member, St Joan of Arc Conference Magnetic Island

Diocese: Rockhampton

Joan Bean	Volunteer
Audrey Churchill	Volunteer
Philip Connor	Member, St Joseph The Worker
Kerry Dendle	Volunteer
Bette Ingram	Volunteer
Mary Laracy	Member, St John of God
Donald Mackenzie	Secretary, St Josephs
Rodney Mallon	Volunteer
Meta Mirkovich	Associate, St John of God
Jeremiah O'Sullivan	Member, Sacred Heart Conference, Yeppoon
Jacqueline Priddle	Volunteer
Greg Stell	Volunteer
Jodi Twiner	Volunteer
David White	Volunteer

Diocese: Northern

Peter Isherwood	Member, Good Shepherd Kawana
Henry Hogan	Member, St Mary of the Cross, Maryborough
Edward Hammond	Member, Our Lady of Dolours Yarraman
Kay Farrell	Member, Our Lady of the Way Landsborough
John Williams	Member, Our Mother of Perpetual Help Margate
Leila Brady	Member, St Gerard Majella Maroochydore
Jack Ras	Member, St Gerard Majella Maroochydore

NAME CONFERENCE/ VINNIES CENTRE

Vivienne McCarthy	Member, St Joseph's Deception Bay
Patrice White	Member, Our Lady of the Rosary Caloundra
Mary Ohmsen	Member, St Peter's Coolum
James Geiger	Member, St Patrick's Gympie
Guido Mattiazzi	Member, St Peter's Coolum

Diocese: Western

Michael McGarry	Member, St Gerard Majella Chermiside West
Bill Smith	Member, Vinnies Grovely
Allan Goos	Member, St Mary's Gatton
Irene Kelly	Member, St Francis Xavier Goodna
Kit "Cathy" Ho	Member, St Marks Inala
Hans Hahne	Member, Sacred Heart Rosalie
Alexander Kosiek	Member, St Peter Chanel The Gap
Kevin Scott	Member, St John the Baptist Enoggera

Diocese: Brisbane

Frank Brewer	Member, St Stephen's Brisbane
Jim Wildie	Member, St Bernard's Upper Mt Gravatt
Robert Young	Member, St Mary of the Cross Lutwyche
May Gordon	Member, St Oliver Plunkett Cannon Hill
Myra Fountaine	Member, St Pius X Salisbury
Terence Skehan	Member, Sts Benedict & Joseph Kangaroo Pt/East Brisbane
John Dobson	Member, St Agatha's Clayfield
Christine Duffus	Member, St Anthony's Bald Hills (Northern Region)

Diocese: South Coast

Max Smales	Member, Infant Saviour Conference Burleigh
------------	--

Diocese: Toowoomba

Roger Fraser	Member, Holy Cross, Killarney/Yangan
Margaret Canavan	Volunteer, Warwick
Denis A Henry	Volunteer, Warwick
Cheryl M Martin	Volunteer, Roma Centre
Daphne Pullen	Member/Volunteer, Killarney Centre
John W Stangret	Volunteer, Inglewood Centre
Eunice Johnstone	Volunteer, Inglewood Centre
Jean T Hill	Volunteer, Madonna House, Toowoomba
Keith Childs	Past member, Pittsworth



OUR MEMBERS

Our Vincentians are the backbone of the St Vincent de Paul Society, operating through Conferences, support centres, programs and committees across the state. This approach makes us effective at addressing local need at grass roots level, with our members determining the strategic direction for their Diocese, while various State Council-approved committees provide information and recommendations to State Council on how best to provide our programs and services to people in need.

Overall, membership numbers across the state are slowly declining and conversations and strategic planning is occurring to address future engagement and sustainability of our membership for many years to come. There is a strong focus on engaging with different demographics and younger generations to encourage new skill sets and more diversity within the Society's membership base along with a focus on enhancing our Society's mission through various initiatives.

OUR VOLUNTEERS

Our 5,755 volunteers give freely of their time and expertise and enable us to offer a hand up to many Queenslanders. They work in our offices, assist in our programs, and we couldn't do our good works in our Centres of Charity (Vinnies stores) 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. They also price, hang, and merchandise goods, serve customers, and provide a friendly face to those in need who seek out our assistance. professionals, continuously searching for more effective ways to achieve and support our 'good works' throughout the community.

OUR EMPLOYEES

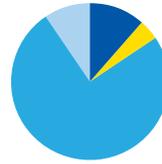
We acknowledge the expertise our 3,691 employees provide to complement our good works and provide a range of expertise and support services to our members, clients, volunteers and customers. Our employees are diverse and innovative professionals, continuously searching for more effective ways to achieve and support our 'good works' throughout the community.

	EMPLOYEES	VOLUNTEERS	VINCENTIANS
SVDP/ VINNIES HOUSING	584	5,520	2,894
OZCARE	3,107	235	-
TOTAL	3,691	5,755	2,894

VINNIES FAMILY 2019-20

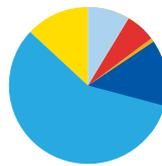
EMPLOYEES	VOLUNTEERS	VINCENTIANS
3,691	5,755	2,894

EMPLOYEE STATISTICS



GENDER	NUMBER	PERCENT
FEMALE VINNIES	429	12%
MALE VINNIES	155	4%
FEMALE OZCARE	2759	75%
MALE OZCARE	348	9%

EMPLOYEE STATUS



STATUS	NUMBER	PERCENT
FULL TIME VINNIES	318	8%
PART TIME VINNIES	230	6%
CASUAL VINNIES	36	1%
FULL TIME OZCARE	499	14%
PART TIME OZCARE	2134	58%
CASUAL OZCARE	474	13%

AWARDS

Ozcare took out the award for 'Best workforce efficiency or quality improvement solution' in the Information Technology in Aged Care (ITAC) Awards 2020, for their Ozcare Autonomous Mobile Robot Implementation at Hervey Bay Aged Care Facility.

St Vincent de Paul Society Queensland was awarded their fourth consecutive Gold award for their 2018-19 Annual Report, by the Australasian Reporting Awards during 2020.

Congratulations to all the awards recipients across the year, including the many more personally acknowledged during the year.

ASSOCIATE LIFE MEMBERSHIP AWARDS

Kevin Gilman, Jim O'Driscoll, Julianne Woodcroft, Muriel Cadzow, Nola Nichols, Victor Paynter.

SVDP QLD VALUES AWARDS

Kris Martin, Executive Officer, South Coast Diocesan Central Council, for his *demonstrated commendable dedication to the mission and values of the Society.*

Thomas McNamara, Retail Volunteer Pittsworth, Toowoomba Diocesan Central Council, for his *commitment to volunteering and dedication to learning all aspects of retail operations.*

Mackay Housing Program Project, Team Achievement for the *Dignity First Program, an amazing team of dedicated staff and enthusiastic volunteers.*

RECOGNITION OF OUTSTANDING SERVICE AWARD

Alison Moffatt, Charleville, Noella Clohessy, Roma, and Veronica White, St George

OAM

Order of Australia medal, to 37-year service Member Ron Sullivan, for his helping those most vulnerable in his community.

"Helping ordinary folk in dire straits is very rewarding,"

Ron Sullivan, Cranbrook Conference, on his OAM.

THE THIRD SECTOR NATIONAL AWARDS

Don Gore, finalist, Volunteer of the Year

OZHEART AWARDS

Spring 2019 - Leanne Sellwood, Care Assistant at Ozcare Sunshine Coast

Summer 2019 - Sheree Jesse, Care Assistant at Ozcare Malanda

Bill, a Vincentian from Far North Queensland, shared a personal reflection on his work.

"When I was a young member in the late sixties, Members regularly received a call from a widow with five or six children. In those days, welfare payment for widows and children was very miserable. Two of us would go after work. The widow would always be sitting on the front steps waiting for us

We would talk to her for a while and give her a voucher for the local shop. There was always a good reason for assistance: electricity had to be paid, school fees had to be paid, rates had to be paid etc. After I left that Conference and joined another, I lost touch with the widow, but I heard that she stayed with the Society and in later years volunteered in our Vinnies shops.

About 15 years ago she passed, and at the time was still being assisted by the Society. She asked a member to get a message to me, as I was the only member still around who used to assist her. Her message was that when two members walked through her front gate, she knew she could put food on her table for her children. When I got the message, it made me quite emotional. It still does. When members assist anyone who asks for help, they never really know how much that assistance means to the person."

Sheree Jesse, Care Assistant at Ozcare Malanda and winner of Ozheart Summer 2019 is featured with (L) Lanna Ramsay, Head of Aged Care and (R) Mary English, Facility Manager of Ozcare Malanda Aged Care Facility.

"I thought I would be fine sleeping on the floor, but I wasn't. I thought it wouldn't bother me, but it did! I am sore and tired, and I miss my bed!"

Rockhampton student attending first Vinnies Youth Virtual Sleepout.

"We are seeing first time-homeless from the hospitality industry; chefs and casual waitstaff who can no longer afford their accommodation and are looking for somewhere to stay until the virus-threat has passed!"

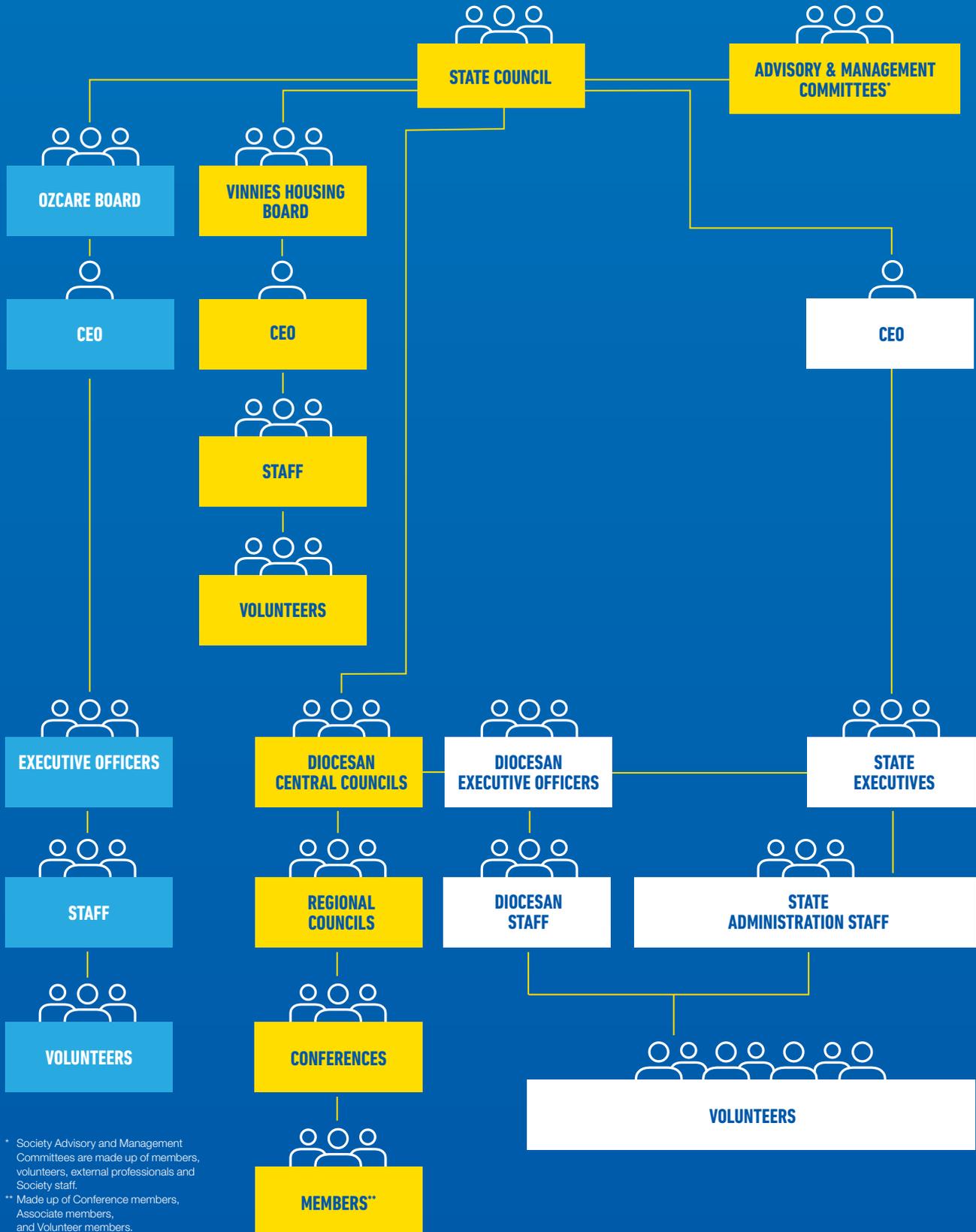
Adam, Homeless Support Worker, Brisbane



"Ken was a bit lost when I first met him, living on noodles and frozen meals and suffering from malnutrition. We've taught him a lot; healthy eating, cooking skills, budgeting and how to take care of himself and his unit, he just needed the right support. Ken's got a great attitude. It starts with the person - they need to want to change." Michael, Ken's Carer, pictured with Ken (left).

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.

OUR GENEROUS

Supporters & 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.



Aaron O'Sullivan	Estate of Rex & Eileen O'Reagan Memorial Trust	Kathleen Chang	Queensland Government Department of Health
Access Community Services	Estate of the Late Margaret Mary Carrol	Kathleen Maree Neehouse	Queensland Government Department of Housing and Public Works
Alan Camp	Estate of the Late Mercia Mary Bignell	Kevin Cronin	Queensland Government, Office of Premier & Cabinet
Andrew Coronis	Estate of Wilfred Jackson Mutton	Local Government Association of Queensland	Raewyn McPheat
Ann Giaioti	Estate of William Thomas Hickey	Lord Mayor Charitable Trust	Reuben Pelerman
Anne Holmes	Estate of Yvonne Mary Mayes	Lorraine Lovatt, CEO Sleepout 2020 ambassador	Benevolent Foundation
Anthony Nunan	Fitzpatrick Family Charitable Trust	Lucy Uren	Rob M McCosker & Estate of John L McCosker
Australian Catholic University	Flannery Foundation	Luke Chamberlaine	Rob Molhoek MP, CEO Sleepout 2020 ambassador
Australian Government Department of Home Affairs	Frank Sauer & Sons Holdings Pty Ltd	Marea Holland	Robert van Mourik
Australian Government Department of Infrastructure, Regional Development and Cities	Frawley Medical	Margaret Wrafter	Rod Minchin
Australian Government Department of Jobs and Small Business	Frederick Wallace Gilbert & Delia Gilbert Trust Fund	Marist College	Ronald Dedekind
Australian Government Department of Social Services	Geoff Rodgers OAM, CEO Sleepout 2020 ambassador	Mark & Kathleen West	SDA Queensland Branch
Australian Ursuline Sisters	George Livanes	Mary McCarthy	Sealy Australia
BMI Group	Golden Blossoms Limited	Mary McMahan	Simon Cunningham
Brisbane Catholic Education	Good Shepherd Microfinance	Matana Foundation for Young People	Simon Hennessy
Catholic Church Insurance	Grand Prix Mazda	Mathew Kratiuk, CEO Sleepout 2020 ambassador	Sisters of Charity Foundation
Catholic Education Office	Grill'd Healthy Burgers	Missionary Franciscan Sisters	Sisters of Mercy Brisbane
Chris & Jacque Heath	Guardian Angels, Southport	Mitsubishi Development Pty Ltd	Sky News Australia
Chris Munday, CEO Sleepout 2020 ambassador	Harcourts Foundation	Nancy Devas	SmartComm
Christine Barry	Helen Perriman	National Australia Bank	Society of The Sacred Heart
Colin Ng	Herbert Smith Freehills	Nick Herron, CEO Sleepout 2020 ambassador	St Baker Family Foundation
Colin Wheeler, CEO Sleepout 2020 ambassador	Hilary Davern	Office of the Lord Mayor	St Edmunds College Ipswich
Comiskey Hotels & Comiskey Family Foundation	Hilton Hotel Brisbane	Ooh! Media	St Flannan's, Zillmere
Constance Mary Fitzgibbon & Edward Martin Fitzgibbon Trust	Holy Spirit Missionary Sisters	Order of Our Lady of Mount Carmel	St Gerard Majella, Maroochydore
Coral Bergqvist	IGA	Our Lady of the Sacred Heart, Darra	St Joseph's, North Mackay
Creativity Australia	Ignite Travel	Patricia Good	St Mark's, Inala
Dan Carroll, CEO Sleepout 2020 ambassador	Ilforno Pizzeria	Paul Ganim	Stephen Emmerson
Dan White	Immaculate Heart of Mary, Bundaberg	Paul Hammond	Stephen Tait, CEO Sleepout 2020 ambassador
Dana Rowan	Irene Patricia Hunt Memorial Trust	Paul Heenan	Surfers Paradise Catholic Parish
Darren Beale	Ivan Hemon	Paul Taylor	Susan Stuart
Daryl & Carole Pryke	J Ellwood	Pavetta Foundation	The Australian
Debbie Smith, CEO Sleepout 2020 ambassador	James Cleland	Perpetual Foundation - John Thomas Wilson Endowment	The Blueshore Charitable Trust
EDL	Jamie Preston, CEO Sleepout 2020 ambassador	Peter David McGenniss Memorial Trust	The Brewers Club
EJ & MC Scanlon	Jason Tysoe	Peter Drew	The Wallam Action Group of Bribie Island
Ephpheta Foundation	Jean Goodhind Baker Memorial Trust	Peter Ganim	The World Day of Prayer Queensland Committee
Estate of Barbara Dawn McKewen-Delahunty	Jessica MacDonald	Pivotal Homes	Tim Forrester
Estate of Bruce Edmund Spiers	Joann Giraud	Poolwerx	Tim Young
Estate of Doreen Valerie Farrar	Joe Ganim	Public Trustee of Qld	Tony Brasier
Estate of Kenneth Longley	John & Gay Hull	PwC Foundation Trust	University of Queensland
Estate of Margaret Joan Lamberland	John & Kay Gallagher	Queensland Government Department of Child Safety, Youth and Women	Warren Castray
Estate of May Gorton	John Casey	Queensland Government Department of Communities, Disability Services and Seniors	WDT Engineers
Estate of Ray Dudley Paech	John Greig	National Disability Insurance Scheme	WISE Employment
Estate of Raymond Anthony Plunkett	John McNamara	Queensland Government Department of Corrective Services	Youi
	Joseph & Veronika Butta	Queensland Government Department of Employment, Small Business and Training	Youth Family and Community Connections
	June Ritter		Zaccari Family Trust
	Karen Maloney		
	Karen Phillips, CEO Sleepout 2020 ambassador		

OUR GOVERNANCE

The Society relies on 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. Conference members (also called Vincentians) join 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. Associate members also live out their faith in action but do not attend Conference meetings. Volunteer members are those who respect the ethos and mission of the Society and who volunteer in any of its works or programs. 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. To assist with decision-making, the State Council is also supported by advisory committees established to manage activities requiring specific capability and expertise. The State Council is ultimately responsible for the overall governance of the Society, its subsidiaries and all its Councils and Conferences.

The President of State Council is the Society's representative on the National Council of The St Vincent de Paul Society in Australia.

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. During the financial year, State Council held ten meetings, with additional meetings scheduled to enable reporting and oversight in relation to the COVID-19 crisis. Meeting attendance is noted below:

STATE COUNCIL MEMBER	MEETINGS HELD DURING THE MEMBER'S TERM	MEETINGS ATTENDED
DENNIS INNES	10	10
ROBERT LEACH	3	3
ANNETTE BAKER	10	10
MATT NUNAN	10	10
JOHN THOMAS	10	10
AMANDA RICKMAN	10	9
MATTHEW VANDERBYL	7	5
DAN CARROLL	10	10
LACHLAN DENT	10	7
LARRY MANN	4	4
GARRY WEBB	10	9
JOHN HARRISON	10	10
PHILIP CRANNY	10	9
MARGARET LAWTON	10	10
ALLISTER CROCKER	10	9
ROB DOYLE	10	10
PETER MADDEN	10	10
PATRICIA MCMAHON	6	6
SR MEL DWYER	10	9

State Council members also attended two strategy workshops during the period.

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 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.



STATE

State Council (Top L - Bottom R) John Harrison, Allister Crocker, Margaret Lawton, Peter Madden, Robert Leach (term ended November 2019), Larry Mann (term ended February 2020), John Thomas, Sr Mel Dwyer, Dennis Innes, Lachlan Dent, Garry Webb, Annette Baker, Robert Doyle, Matthew Nunan, Philip Cranny, Dan Carroll, Amanda Rickman. **Not pictured:** Matthew Vanderbyl, term commenced December 2019; Patricia McMahon, term commenced February 2020.

Council

VINNIES STATE EXECUTIVE TEAM

- Kevin Mercer, Chief Executive Officer
- Sharon Shearsmith, CEO Vinnies Housing
- Joe Duskovic, General Manager Governance and Risk
- Deborah Nisbet, General Manager Finance and Business Services
- Jackie Youngblutt, General Manager Programs
- Anthony Nowak, General Manger Fundraising, Marketing and Communications
- Kirstin Hinchliffe, General Manager People and Safety
- Samantha Hill, Director of Mission

Asher, a refugee, joined Vinnies Community Voices choir to connect with his peers, but came away with so much more. The program helped Asher get his life on track by paying the deposit on his TAFE fees, funding a new laptop for study, and driving lessons. We can't wait to see where this hand up with life-changing support takes Asher in the future.*

Asher

*name changed to protect privacy.

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.

OVERARCHING GOVERNANCE PRINCIPLES

1. The following governance principles apply to the subsidiary governance framework:
 - (a) Ozcare and Vinnies Housing operate as subsidiaries of the Society;
 - (b) Ozcare and Vinnies Housing strategy is to be consistent with, and directed by, the Society strategy and mission; and
 - (c) Ozcare and Vinnies Housing Boards to be solely responsible for:
 - (i) regulatory responsibility under the Aged Care Act 1997 (Cth); and Housing Act (Qld) respectively;
 - (ii) other regulatory responsibilities arising from their operational activities;
 - (iii) 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:

- (a) relate to the Society strategy and mission;
- (b) relate to the Society values and status as a lay Catholic organisation; and
- (c) impact on the financial or other operational activities of the Society. The Boards of Ozcare and Vinnies Housing consist of at least five and not more than nine directors where:
 - (i) a majority of the directors must be Vincentians; and
 - (ii) all directors are appointed by the Society.

QUALITY STATEMENT

Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015). Vinnies Housing is a registered Tier 2 community housing provider under the National Regulatory System for Community Housing.

VINNIES HOUSING DIRECTOR	NO. MEETINGS HELD DURING TERM	NO. OF MEETINGS ATTENDED
GREG COGLAN	6	5
DENNIS INNES	2	2
ANNETTE BAKER	6	6
JOHN FORREST	6	6
MICHAEL FORDE	6	5
TERRY BOYD	6	4
GARY SEARLE	4	4
SONYA RYAN	1	1
NICHOLAS O'CONNOR	1	1



Ozcare Board (Front Row L-R): Matthew Vanderbyl APM and Katherine Sadler (retired 29 November 2019). (Back Row L-R): Peter Driver, June Chandler, John Thomas (Chairman), Professor Susan Dann and Fred Gillett (retired 29 November 2019). **New Directors not pictured:** Mike Gilmour, Declan Rooney and Glynis Schultz, all appointed 1 January 2020.

OZCARE AND VINNIES HOUSING

Boards of Directors



Vinnies Housing Board (L-R): Chantel Tse (Company Secretary), Michael Forde, Terry Boyd, Dennis Innes (term ended in Nov 2019), Annette Baker, John Forrest, Greg Coghlan and Sharon Shearsmith (CEO). **Not pictured:** Gary Searle, Sonya Ryan and Nicholas O'Connor.

TREASURER'S



Report



In my fourth Treasurer's report I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) achieved a surplus of \$16.6m for the year ended 30 June 2020. This result compares most favourably to the \$17.7m surplus recorded last year and has been remarkably achieved in the midst of a global pandemic. It was achieved because the Society worked differently, thought differently and made changes quickly.

At the peak of the COVID-19 breakout in Queensland in March, our worst case cashflow forecasts for the Society did not paint a pretty picture, and were indeed quite distressing. We were forced to close our retail shops, put all non-essential capital and operational expenditures on hold, send staff home to work remotely, and sought an urgent line of credit (just in case). Unfortunately we also lost some staff through redundancies. State Council initially met each fortnight (remotely) so that we could control the financial/operational damage to the Society. We wrote to our retail landlords seeking rent relief, and lodged our submission for JobKeeper with the Federal Government. Our companion visits changed, so did the way Ozcare provided care to their residents in a COVID safe environment. Fortunately, we have since re-opened our retail stores and we have resumed our operations, albeit functioning very differently to what we were just a year ago.

Our consolidated revenue has grown from \$335.3m to \$348.0m, an increase of \$12.7m or 3.8%. This is almost wholly attributed to the increase in aged care funding due to the opening of new facilities at both Hervey Bay and Toowoomba last year, both now fully operational. We must also appreciate the positive impact Federal Government COVID related payments (\$4.7m) and landlord rent reductions (\$0.515m) have had on our results this year. We are equally appreciative of the supporters of our disaster appeals and for the number of bequests received.

Key resource allocation continues to be predominately Aged Care and Community Care & Health services, which are Ozcare's core mission. These services represent approximately 75.5% of the group's total revenue (71.5% last year), the increase caused by the impact of COVID on SVDP activities, but not so at Ozcare.

Net assets at 30 June 2020 total \$453.9m. The Society continues to spend on capital improvements – this year \$56.3m was spent on Property Plant and Equipment including the

expansion of retirement living and aged care facilities in both Hervey Bay and Mackay. State Council, Ozcare Board and Vinnies Housing Board have significant capital spending initiatives for 2020-21, continuing to invest in mission activities to further assist those we care for.

Attention is drawn to the consolidated position which reflects a net deficiency of working capital, totalling \$185.3m (up from \$153.5m last year). This deficiency arises due to the classification of resident liabilities \$140.3m (2019: \$121.7m) as a current liability (note 19) 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 \$131.5m 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.

Finally, I take this opportunity to personally thank all our staff, volunteers, committee members (particularly the Finance and Investment, and Audit and Risk Committees) and external advisors for your hard work during the year, and for contributing to our outstanding financial result. We are indeed fortunate to have such a sound financial base from which to grow the Society's presence here in Queensland.

Dan Carroll
State Treasurer

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

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

10 Merivale Street South Brisbane QLD 4101
PO Box 3351 South Brisbane QLD 4101

P (07) 3010 1000

E state.admin@svdpqld.org.au

1800 VINNIES (1800 846 643)

qld.vinnies.com.au

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

qld.vinnies.org.au

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:
qld.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

-  /vinniesqld
-  @VinniesQLD
-  @vinniesqld

ozcare.org.au
 /ozcareaustralia

 **St Vincent de Paul Society**
 QUEENSLAND *good works*