



ST VINCENT DE PAUL SOCIETY QUEENSLAND
ABN 14 211 506 904

The St Vincent de Paul Society Queensland acknowledges the Aboriginal and Torres Strait Islander peoples of Australia. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business and services. We pay our respects to ancestors and Elders, past, present, and emerging. The 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.

ARTWORK: *Reconciliation, and communities together on Country* by John Smith Gumbula

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Produced by:

Sophie Kellett, Head of Communications and Media; Callum Johnson, Communications and Media Coordinator, Hayley Preston, Digital Communications Officer and Jordan Butler, Communications and Marketing Coordinator, St Vincent de Paul Society Queensland, October 2023. Copies of this report can be downloaded and read online at qld.vinnies.org.au/annualreport2023 or hard copies can be requested by emailing communications@svdpqld.org.au.

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 Staff.

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THE HANDS BEHIND THE HELP

This edition of our Society's Annual Report shines the spotlight on our Members. It's through their helping hands that we can provide for people in need. No matter where you are in Queensland, or what you're going through, our Members are there to provide a hand-up during tough times.

This Report aims to provide a better understanding of the inspiration and motivations of our Members as "The Hands Behind the Help", as we share with you the positive impacts of our Society in Queensland over the 2022-23 financial year.



ARCHBISHOP'S MESSAGE



“Australia would be a quite different place were it not for the work of the St Vincent de Paul Society.”

The Most Reverend
Mark Coleridge,
Archbishop of Brisbane

According to the Bible, you can't worship the real God unless you also care for the least among us.

This is because it was God who, against all the odds, led slaves into freedom. To be like God, as Scripture calls us to be, we too have to commit ourselves to setting slaves free, which means serving the poorest of the poor.

The St Vincent de Paul Society has been doing this for a long time, following in the footsteps of not only St Vincent de Paul, but also of Blessed Frederic Ozanam. The need for that witness never passes, because there are always human beings in need of the kind of help the Society unfailingly offers.

In our own time and place, with cost-of-living pressures and the housing crisis, the call upon the Society has grown stronger as this Annual Report makes clear. But the Report also shows that the Society has risen to meet the challenges with generosity, courage and creativity; and that is a great contribution, not only to the Church, but to the wider community.

Much of what the Society does is unseen, but the fact is that Australia would be a quite different place were it not for the work of the St Vincent de Paul Society. Many thanks to all who have contributed to the work of the Society this year.

The Most Reverend Mark Coleridge
Archbishop of Brisbane

ABOUT THIS REPORT

The St Vincent de Paul Society Queensland (the Society, Vinnies QLD) provides this report as a summary of our operational and consolidated financial performance during the financial year July 2022 to June 2023, including those of our wholly owned subsidiary organisations Ozcare, and Vinnies Housing.

This report highlights the impact the St Vincent de Paul Society has made in Queensland throughout the year as our Members, Volunteers, and Staff work together to serve those in need graciously.

To our generous donors, supporters, and corporate and government funders, we offer our heartfelt thanks — without your financial support, we would not be able to fulfil our good works across the state.

Lastly, the Annual Report serves as a dedication to our Members, Staff, and Volunteers who work tirelessly in support of our Society's mission — thank you for being there for Queenslanders in need. The achievements and good works detailed in this report would not be possible without your ongoing commitment.

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WHO WE ARE

The St Vincent de Paul Society has been operating in Queensland since 1894 as an international, voluntary, lay Catholic organisation dedicated to supporting and assisting people in need. We exist as a Member-first organisation, devoted to the prevention of poverty and homelessness, and work to holistically support those experiencing disadvantage to regain sustainable independence by providing them with a hand up, not just a handout.

Our Vincentians (Members belonging to community-based Conferences), Volunteers, and Staff work together to assist those in need with a variety of support services. Our support varies from in-home visits, housing and homelessness support, domestic violence assistance and welcoming people to our support centres, through to generous Government and Society-funded specialist services and programs.

However, the support our Members give to our Companions (those we serve) extends far beyond what could ever be captured on paper. The value of a hot meal, a heartfelt listening ear, warm embrace, community connection or sense of belonging is immeasurable. In the spirit of the St Vincent de Paul Society, our wholly owned subsidiary Ozcare supports Queenslanders to live their best lives by providing compassionate, professional and personalised aged care, community, and health services. Vinnies Housing is our second wholly owned subsidiary, whose mission is to relieve poverty, distress, and disadvantage through access to housing. This is achieved through a renewed and strengthened focus on the provision of subsidised housing options, affordable housing and support services to people experiencing housing stress, who are homeless or at risk of homelessness.

OUR MISSION

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

OUR VISION

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.

HIGHLIGHTS

2022-2023

A lot of good can happen in 12 months. Our Society's Members, Staff and Volunteers worked to support people in need all throughout Queensland, with nearly 250,000 Queenslanders receiving a helping hand from our Society in the last financial year.

* Queenslanders in need may include support to an individual or family on more than one occasion.

** This figure includes assistance given from March 2022 – June 2023.



Provided

\$387m

in total services and support to people in need



Our Members were there for

248,845

Queenslanders in need*



4,296

Queenslanders supported through our **Specialist Homelessness Services** – nearly half of which went on to secure sustainable housing



\$2.5m

provided in funding for 800+ families impacted by the 2022 floods*



Provided

\$14.3m

in direct emergency support



Provided

103,853

nights of accommodation throughout the housing crisis



Supported more than

21,000

Queenslanders who identify as Aboriginal and/or Torres Strait Islander



Members volunteered more than

73,000

hours in support of their communities



\$2.12m+

raised by participants of the 2023 CEO Sleepout

\$16.02m

raised through donations, appeals, events and bequests



Members conducted

48,183

home visits to comfort Queenslanders in need

WHY WE HELP

For 129 years, The St Vincent de Paul Society Queensland has been supporting Queenslanders in need. Always there, and always will be.

Our purpose and mission are the same today as they were in the founding days of our Society in 19th century France — to serve the disadvantaged and vulnerable in our communities with compassion, respect and love. While times have changed significantly since the early days of our Society, the need for a helping hand has not.

Our Members state-wide put their faith into action by working with Queenslanders in need, to provide a hand-up, not just a hand out. We do this by working with our Companions (those we serve) to sustain and progress their independence and improve their wellbeing during difficult times. Supported by our generous donors, Government-funded activities and programs, we aid those we support to establish safe and happy homes and support the recovery to a prosperous and independent life. With the support of our Members, Staff and Volunteers, our help reaches right across the state.

Through times of uncertainty, disaster and misfortune, the St Vincent de Paul Society will always be just a call away.

OUR MEMBERS

Without our Members, our Society's work would not be possible. In their good works, our Members aspire to follow the example set by Jesus, St Vincent de Paul and Frederic Ozanam, by serving those in need with dignity. While our Members have unique reasons for serving with the Society, all share the core value of compassion for their community.

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Members Frank Ford and Larry Mann, Brisbane Diocese



HOW WE HELP

Sometimes it begins with just a single phone call...

Queenslanders in need connect with their local Conference through our helplines or via in-person visits, where our Members dedicate their time to listen and do all they can to provide a hand up. Sometimes that help is as simple as a grocery voucher during a tough week; sometimes, the help is something that will forever change lives for the better. Whether it's helping a family keep food on the table until their next pay cheque, or helping someone escaping an abusive relationship to find a safe place to live, our dedicated Members are there to help.

WORKING TOGETHER TO STRENGTHEN COMMUNITIES

Our Members are not alone — our wider Society, including our Community Program teams, also stand ready to provide professional and tailored support across a range of complex issues such as housing, drug and alcohol recovery, domestic and family violence, migrant and refugee services, youth issues, education and employment, and more. By working together, we ensure we can provide the appropriate level of support to Queenslanders from all walks of life, all with their own unique needs. Our qualified Staff ensure the smooth operation of our Society throughout

the state via strategy, finance management, fundraising, public relations, marketing, administration, IT support, communications, recruitment, and more.

Our Volunteers are also integral to our mission, providing their time to help run our Vinnies Shops throughout Queensland or assist in our many Programs, education, and youth services.

The additional support received from our generous donors, community, and Government partnerships and grants help us keep our helping hand outstretched across every region of the state. No matter who we are, all of us play a critical part in our Society's mission to ensure Queenslanders have a trusted place to turn to help.

Dianne and Warren Northey,
Members of Holy Spirit Conference in Cranbrook, Townsville Diocese



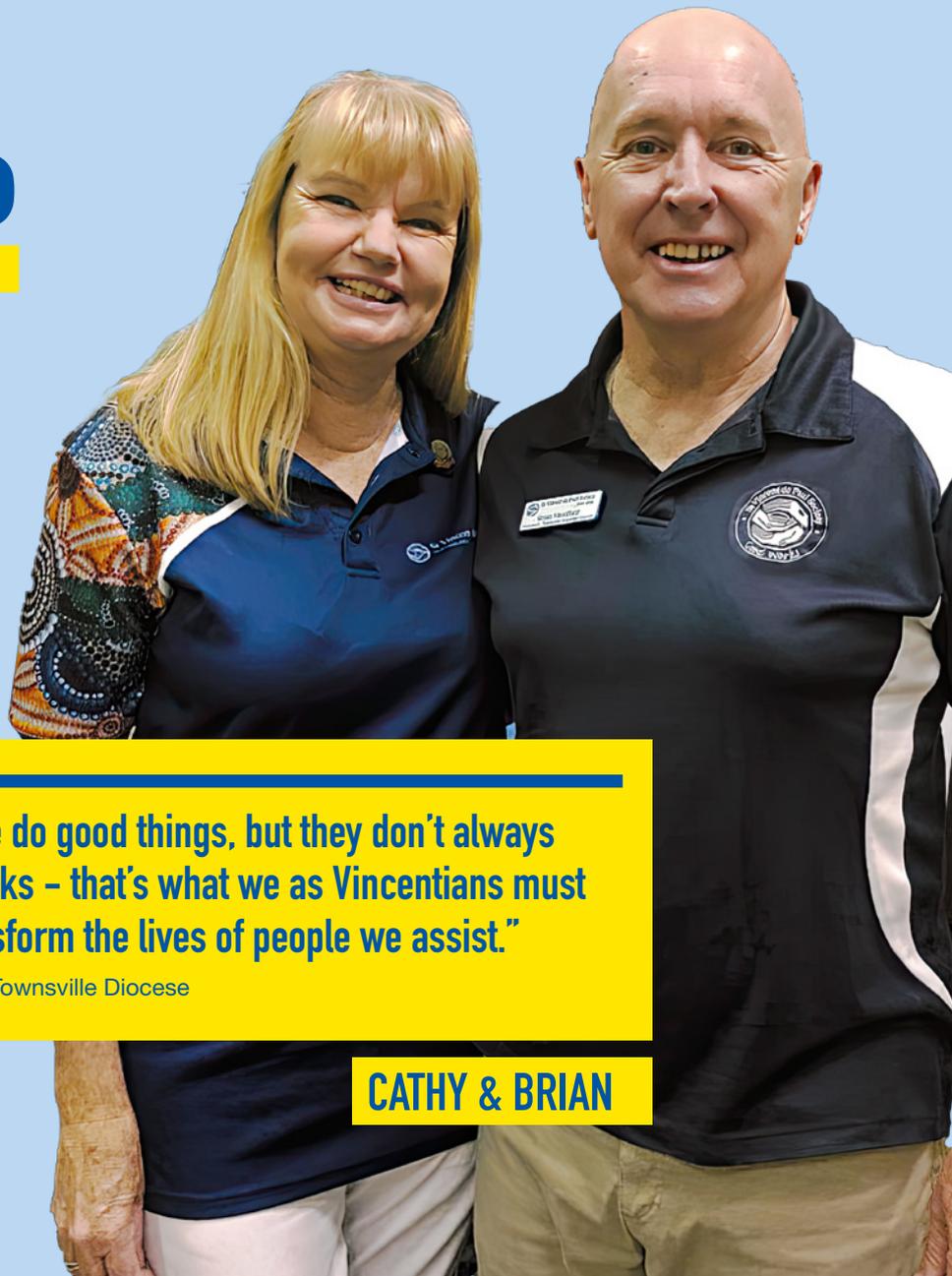
No matter who we are, all of us play a critical part in our Society's mission to ensure Queenslanders have a trusted place to turn to help.

The face, the hands and the heart of the St Vincent de Paul Society have been – and will always be – our Members. As poverty and homelessness do not discriminate by location, our Members extend their help to Queenslanders in need across the state.

From isolated regional towns to the busy streets of the Brisbane CBD, our Members are there to lend a hand up.

Driven by their faith and the spirit of compassion, our Members carry on our Society's centuries-old Mission to provide hope and kindness to those most in need in our communities.

THE HANDS BEHIND THE HELP



“Good people do good things, but they don’t always do Godly works – that’s what we as Vincentians must bring to transform the lives of people we assist.”

Cathy Headford, Townsville Diocese

CATHY & BRIAN

CATHY HEADFORD

TOWNSVILLE DIOCESE

Conference: Good Shepherd, Thuringowa

I joined the Society in 2003, a few years after my husband Brian joined, as I thought I could help make a difference to those less fortunate in our community.

In those 20 years, I've travelled a journey of spiritual development, grown a closer relationship with God and hopefully have become a better person for it.

I remember one of my first home visits — a 31-year old man who had been addicted to drugs since he was 14 years of age. **For the next nine years, I would be part of his journey, staying in weekly contact.**

I journeyed with him through the ups and the downs, three attempts at rehab, and found myself continuously asking Jesus for the strength, courage and wisdom to help him.

Despite living my whole life as a Catholic, I had never felt such a personal relationship with God as I did when I was calling on His strength to help others.

I've since had too many encounters to name, but my experience has taught me there are many good people in the world.

ROXANNE AILA

BRISBANE DIOCESE

Conference: St Stephen's Cathedral, Brisbane

I am from PNG, growing up in Port Moresby before moving to Brisbane for high school, university and work.

I've been a Member of the St Stephen's Cathedral Conference in Brisbane for six years as of 2023.

I believe in the mission and hands-on nature of volunteering. I want to put my faith in action, and St Vincent de Paul was an opportunity to do just that.

Being a Member means everything — we've all been in tough times and being part of the Society means giving people hope and practical support to move forward.

To be a Member of the Society, you need to have a genuine care for people, you need to be able to listen to other people without judgement and be committed to the broader mission. Importantly, you need to volunteer with a full and happy heart!

A portrait of Roxanne Aila, a woman with dark curly hair tied up in a bun, wearing a blue lace top. She is smiling and looking towards the camera.

ROXANNE

"I want to put my faith in action, and St Vincent de Paul was an opportunity to do just that."

Roxanne Aila, Brisbane Diocese

JUSTIN MOYNIHAN

SOUTH COAST DIOCESE

Conference: Ozanam Villa, Burleigh Heads

My inspiration to join the Society was from a book. **The message was simple — “We should do more for other people”.**

With some time on my hands in 1970, I decided to join the Coolangatta Conference. I started off assisting deserted wives to know their legal rights, using my legal background to assist.

I was appointed to the building committee of Ozanam Villa Labrador, and helped form the establishment committee in the lead-up to the facility opening in 1976. I was also involved in the building committee for Ozanam Villa Burleigh which opened the first stage (52 beds) in 1990. The Labrador and Burleigh Heads facilities had Conferences formed and attached to each.

In 1992, we built the Chapel at Ozanam Villa Burleigh. Our Society’s concern isn’t just meeting material needs, but also spiritual care and the establishment of the Chapel was very important for this.

There is a lot of satisfaction in helping others – anything from advocating for people, solving problems, filling voids, reading poetry to a 98-year-old or even just listening.

The Society is a community of wonderful people who put their faith into action, and gives you back far more than you give.



JUSTIN

“Being part of our Society is being part of a wonderful community.”
Justin Moynihan, South Coast Diocese

THERESA NICHOLAS

TOOWOOMBA DIOCESE

Conference: Sacred Heart, Wilsonton

Being able to assist those in need, with everyone sharing the same heart and vision to improve the lives of our Companions, is the best part of being with the St Vincent de Paul community.

Living in a lower social-economic location, I see the needs of our community first-hand.

As soon as I finished nursing, I decided I wanted to help people from our community in need.

A friend from the Parish learned I wanted to help others and asked if I would be interested in joining the St Vincent de Paul Society — I said yes!

There’s no financial benefits from it, but what I get from being a Member is a personal gain.

There is a lot of satisfaction in being able to assist others to improve their quality of life. But sometimes there is also frustration when you can only do so much to help, knowing their circumstances aren’t likely to change.

Being Volunteers, we are expected to work to our level of ability and are called to do our works with feeling, compassion and empathy.



THERESA

“There is a lot of satisfaction in being able to assist others to improve their quality of life.”
Theresa Nicholas, Toowoomba Diocese

LOU & GABRIELLE CREMA

FAR NORTH QUEENSLAND DIOCESE Conference: St Clare's Conference, Tully

LOU: My wife Gabrielle and I joined the Society in 1977. I had reached a bit of a crossroads in my life, this one about my faith journey and knew I had to make a decision.

My next-door neighbour was acting up one night, he had been drinking while taking his meds and I received a call at 10pm asking if I could help out.

I ended up staying with him for the night, making sure he was okay. It felt good to do good for someone else.

That led me to start asking about St Vincent de Paul — I wanted to see if I could do more good for other people. And I've been with the Society ever since!

The demands on our services are very high right now and we can't turn people away when we're often the last hope they have left.

But, and I say this unashamedly, the love of God is the strongest force in the universe and there's nothing that can stop it.

Gabrielle: I was involved with the Society since Lou joined but became an official Member in 2014.

Being a Conference Member requires dedication to Society values, faith in God when we pray for guidance and the strength to face the challenges ahead of us.

When we first became involved with the Society, we had a young family which kept us busy. Even when times were stressful, we found praying and putting our faith in God's love and mercy would lead us to meet people who would support us in our life's journey. Burdens became lighter when shared with understanding and caring friends.

This experience is similar to being a Vincentian — we need the support of others, as much as they need ours. We are in God's hands, doing His work, and we rely on His power and mercy to guide us in our work with the Society.

LOU & GABRIELLE



PAUL O'DONOGHUE

NORTHERN DIOCESE

Conference: St Mary's of the Cross MacKillop, Maryborough

Many years ago, one of the Members of our Conference Terry Lynch, recognised there were people coming to Mass alone.

Terry and fellow Member John Beck worked on a special Conference, dedicated to visitations to help lift spirits of people who may be feeling lonely.

While the Companions are full of gratitude, when you see the same people multiple times you can see one extreme to the other. Some weeks people are really happy, and sometimes they are a bit down.

Some Companions from nursing homes have said to us, "If you turn up and I'm asleep, make sure you wake me up." That's how eager they are to see us!

One of the staff members at a nursing home said to me "When you come

here, you may only speak to a resident for five minutes. But they'll be talking about the visit for the rest of the day."

Sometimes I even wonder if we're doing this for our own benefit — it feels like I get more out of the visit than the Companion sometimes.



PAUL

PAUL AND PAULA CERVETTO

WESTERN DIOCESE

Conference: St Mary's, Ipswich

PAUL: For a lot of my life, my priority was my family; but now they're grown I have the time and ability to show Christ's love in our community. Of course, I still make time for a few rounds of golf each Thursday!

I'd say 99 percent of the Companions we support are really appreciative. A lot of them are just trying their best, but it can be hard to get on top of things, especially lately.

Of course, sometimes the best response is when we don't hear from someone again. Hopefully that means we've helped them out when they needed it, and they're back on their feet again.

PAULA: It's really the small things. Just a little bit of help can mean a lot to people.

My faith is a huge motivation, I won't hide behind that. We're not alone on this earth — if you can help others, you should do so.

I like to think that if I ever needed help, there would be someone in my community that could help me the same way I try to help others.

It can be tough but it's very rewarding. And the Members I've met have inspired me and we've shared much laughter over the years.

I'm keen to keep doing what I can — for as long as I'm able to.



PAUL & PAULA

"I believe we should be the hands and feet of the church — we should be helping each other."

Paul Cervetto, Western Diocese

RICHARD CALLIGAN

ROCKHAMPTON DIOCESE

Conference: St Peter's Prisoner's Aid, Mackay

Having a community like St Vincent de Paul gives me the courage and confidence to get out and do things I wouldn't normally do. It allows me to practically express my faith and the camaraderie and support between Members really helps me see the biggest picture.

I'm involved in a group that offers support to people placed in the watchhouse. This involves listening to their stories with compassion and empathy, not judgement. Our modern civilisation tends to be too focused on blaming — but our job isn't to blame, it's to be a listening ear.

We often contact the Companion's loved ones to let them know where they are, and they are so thankful that someone has taken the time to reach out. You don't realise how valuable your help is until moments like this.

Sometimes you realise your help still means something even years later. When I took up the role of Regional President, we had a bloke stop by just to say that our Society helped him 10 to 15 years ago and now that he had found his feet, he wanted to come back and donate — sharing back the compassion we had once shown him so long ago.



RICHARD



STATE PRESIDENT'S REPORT



**“There’s a reason
we call the people
we support
‘Companions’ —
we are called to
walk side-by-side
with them on their
journey.”**

Patricia McMahon,
State President

“Let the favour of the Lord be upon us, and give success to the work of our hands” — Psalm 90:17.

Across Queensland, the Members of St Vincent de Paul will tell you what they provide to those in need in their community is a ‘hand-up, not just a hand-out’.

While we provide people in need with food, vouchers and financial support, our Society’s work goes far beyond being just a voucher dispensary or a food bank.

Rather, our support is at its best when we listen to the Companions we support and encourage them to take control of their destiny — working with them to help them become self-sustainable in the long-term.

There’s a reason we call the people we support ‘Companions’ — we are called to walk side-by-side with them on their journey.

The hands that help our Companions the most aren’t always the ones that hold a voucher or food — sometimes it’s the empty hands ready to embrace them and take the time to listen to them, or the hands ready to clasp together in prayer for them.

The work we do is best summed up in our Society’s logo, which shows three hands: the hand of the suffering Companion who receives the cup, the loving hand of our Members who offer the cup and above it all, the hand of Christ whose blessing enriches every encounter.

THE HANDS BEHIND THE HELP

For this edition of the Annual Report, we look to better know ‘The Hands Behind the Help’ and share what motivates and encourages our Members to dedicate themselves to serve their communities.

We also explore other ways our Society provides a hand-up, with our advocacy work, disaster support, reconciliation, and Programs supporting vulnerable Queenslanders to find a renewed sense of hope.

As State President, I would like to offer my sincere gratitude to all our Members, Staff and Volunteers who dedicated their time over the last 12 months to make Queensland a better place for people in need.

**Patricia McMahon
State President**

CEO'S REPORT

“I remain truly appreciative to be part of such a purpose-driven organisation. It is a privilege to work alongside our incredible Members, Volunteers and Staff.”

Kevin Mercer,
CEO



The last 12 months was certainly a time of growth for the St Vincent de Paul Society.

As the ongoing housing crisis continued to impact every region of our state, we also saw a cost-of-living crisis add further pressure to vulnerable Queenslanders and their families.

With costs rising from the supermarket checkout to the fuel bowser, to the cost of just keeping the lights on, many Queenslanders have been pushed to breaking point.

As a result, we have seen the number of people reaching out to the Society for assistance grow by over 20 percent in the last financial year. This increase in need required an increase in our response.

Crucially, over the last 12 months our Membership base has grown, additional funds have been raised through our strong and generous donor base and our Government partnerships have provided additional funding for specialist support services and housing.

We have increased the number of Centres of Charity (Vinnies Shops) as well as the number of customers served, and grown the contribution of our retail sector towards supporting the Good Works of our Society.

Most importantly, our growth in response is underwritten by the tireless work of our Members and the ongoing generous support the Society receives through donations and volunteering.

HELPING HANDS

As challenging as the last 12 months have been, I remain incredibly thankful to all of the Society's Members, Staff and Volunteers for their exemplary work in supporting Queenslanders in need.

It's when times are tough that the Society's good works have the biggest impact; when our call to mission is at its greatest to "serve Christ in the poor with love, respect, justice, hope and joy and working to shape a more just and compassionate Society."

As more Queenslanders faced homelessness, housing stress and poverty, we continued to remind them that they do not have to walk this journey alone — the St Vincent de Paul Society is always there to lend a helping hand.

THE ROAD AHEAD

While there is a long road ahead, we remain hopeful about the recent attention by all levels of Government towards the housing crisis. This response is a good start towards the necessary long-term scale response required to provide access to affordable housing for all Queenslanders, and to lift them above the poverty line.

Not only are the State and Federal Governments increasing their housing response, we also partnered with the State Government to announce the construction of 147 homes for people in need.

This is the first major step in our vision to build 500 homes in the next five years, while we continue to advocate for policy and system changes that create a fairer Australia for all and grow our Society and Membership response in the years ahead.

As we look to continue to grow our Society and our Membership over the years ahead, I remain truly appreciative to be part of such a purpose-driven organisation. It is a privilege to work alongside our incredible Members, Volunteers and Staff.

Thank you all for your ongoing compassion and commitment in supporting those in need during challenging times.

Kevin Mercer
Chief Executive Officer

SPIRITUAL ADVISOR'S MESSAGE



“Hands have received and sorted donated goods, hands have made a cuppa and hands have reached to knock on a door of someone living on struggle street.”

Br Damien Price,
Spiritual Advisor

Br Damien Price began the role of Spiritual Advisor for the Society in Queensland in early 2023 after previous Spiritual Advisor Sr Mel Dwyer was called to Rome. He is a Christian Brother who grew up in Proserpine in North Queensland and has family connections to the Society. We welcome Br Damien to the Society and his work to spiritually encourage and renew our Members on their journey.

**I love the words of St Teresa of Avila:
“Christ has no other hands than yours!”.**

All through 2023, Christ’s hands have reached out and touched through the works of the Society here in Queensland. Hands have gently touched shoulders and reminded people they are not alone.

Hands have received and sorted donated goods, hands have made a cuppa and hands have reached to knock on a door of someone living on struggle street.

These hands are your hands. These hands are Christ’s hands.

And when they reach, they reach without fanfare. There’s no background Hollywood music score. There’s no Kath and Kim moment exclaiming “Look at me, look at me!”.

As these hands reach out, they intertwine with hands that are calloused. Hands that tremble. Hands that have lost hope. Hands that are broken and tired.

They have intertwined with hands that, out of pride, do not want a handout — but for another hand to hold theirs like a brother or sister as they walk life’s journey — together.

Just like our Society’s logo, the hands of our Members, the hands of our Companions and the hands of Christ are intertwined.

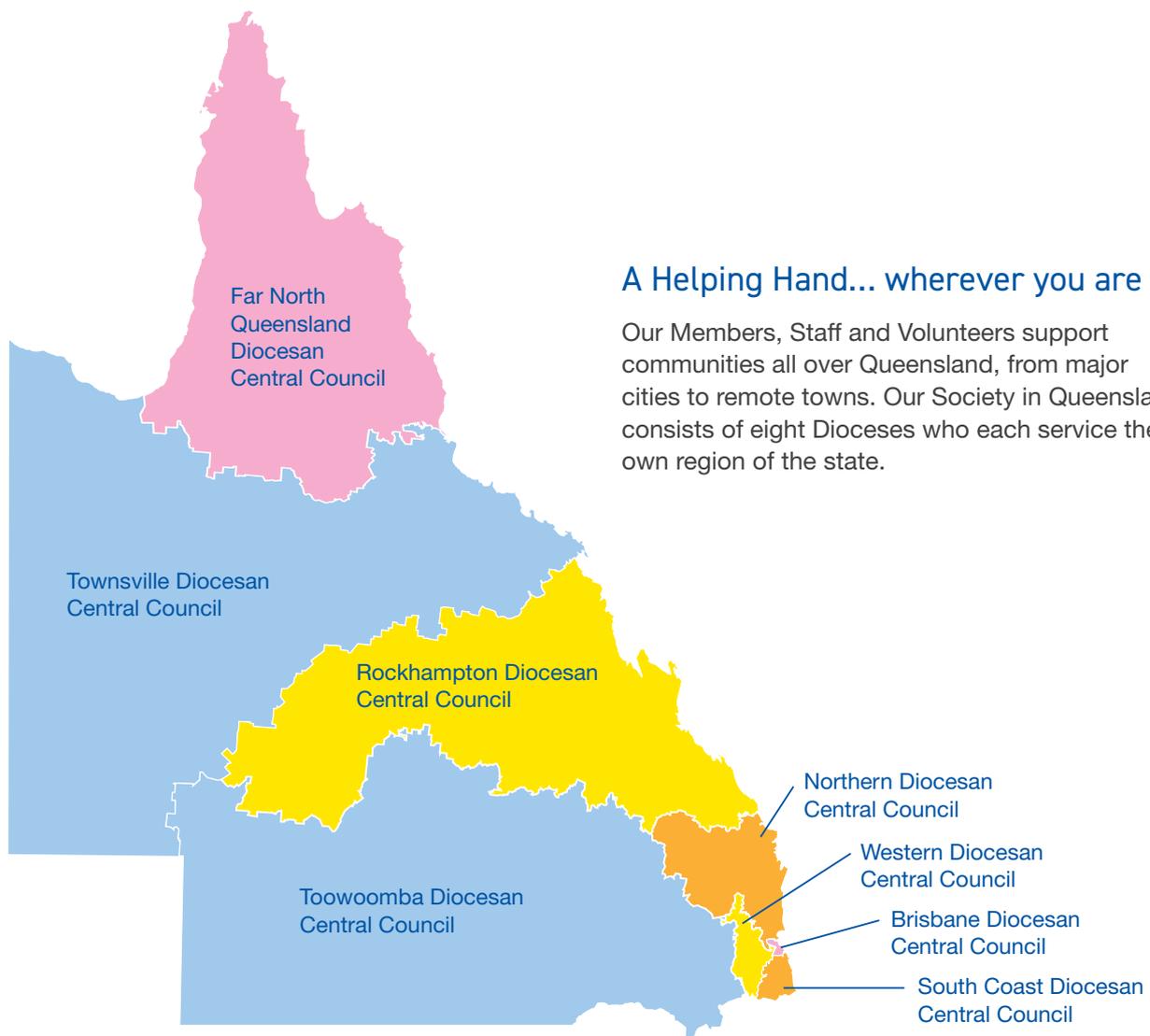
As our hands do good for our community, they become Christ’s hands — the hands of love for a world so desperate for it.

Thank you for all that you do and who you are.

God bless.

**Br Damien Price
Spiritual Advisor**

LOCAL SUPPORT ACROSS QLD



A Helping Hand... wherever you are

Our Members, Staff and Volunteers support communities all over Queensland, from major cities to remote towns. Our Society in Queensland consists of eight Dioceses who each service their own region of the state.

DIOCESAN CENTRAL COUNCIL	MEMBERS	CONFERENCES	VOLUNTEERS	VINNIES SHOPS	HOMELESS HOSTELS*	VINNIES HOUSING PROPERTIES	AGED CARE FACILITIES
Far North Queensland	115	10	192	13	1	19	2
Townsville	234	19	536	20	2	17	2
Rockhampton	225	27	404	25	3	85	2
Northern	514	25	499	20	0	74	3
Brisbane	491	37	576	14	1	44	1
Western	427	30	520	16	0	52	1
South Coast	377	27	662	23	0	74	5
Toowoomba	213	27	486	16	2	119	1
TOTAL	2,596	202	3,875	147	9	484	17

* Our Society operates several domestic violence shelters across Queensland. For privacy, their locations have been withheld from this table.

DIOCESAN REPORT



FAR NORTH QUEENSLAND DIOCESAN CENTRAL COUNCIL

\$496,711
in support

18,297
persons assisted*



TOWNSVILLE DIOCESAN CENTRAL COUNCIL

\$701,081
in support

25,025
persons assisted*

While we welcomed a 10 percent increase in Members and 35 percent increase in Volunteers in the last financial year, the growing demand for support still remains a major challenge in our Diocese.

The number of people we assisted in the last financial year increased by 21 percent, with financial assistance increasing by 17 percent.

Lack of affordable housing is making it difficult for our Companions, and frustrating for Members wanting to help provide a safe place to live.

Over the last year, we appointed a Diocesan Youth Representative who has been working with our Youth Engagement and Development Officer to build relationships with schools and Indigenous groups. We're looking forward to future growth in this area.

Our new Membership and Development Officer has been working with Conferences to engage more Members, provide training and re-establish an inactive Conference.

Our Retail strategy is also coming to life, with refurbishments for our Shops in Stratford and Grafton St, with an additional two Shops to be refurbished in the next financial year.

We also saw the return of our 'Rare and Retro' sale, which surpassed the year before by more than 60 percent! We also introduced a new warehouse sale, selling mostly books and clothing, which was a resounding success.



President: Veronica Innes
Executive Officer: David Monaghan



President: Collette Brickhill
(Allister Crocker to December 2022)
Executive Officer: Sharon Nicholson

The extraordinary increase in expenses for rent, electricity, fuel and general cost of living has been a challenge for our Members as they seek ways to best assist those asking for help.

Another challenge has been maintaining a presence in the more isolated areas of our Diocese, given the rapid growth in expanding new suburbs on the outskirts of the city.

During a challenging year, we welcomed an impressive growth in our Membership numbers. This is largely thanks to the efforts of our Conference Members seeking to grow and celebrate what they do. Our Membership and Development Officer has also been a strength in this space and our Conferences have great trust in her leadership.

Major milestones in Townsville have included the successful operation of our new Donation Hub, the refurbishment of the Hermit Park and Airlie Beach Shops, and our new superstore, the biggest Vinnies Shop in Australia.

All of our Shops are proudly staffed by Volunteers who take great care of the customers and Companions who walk through the door.

* Persons assisted may include support to an individual on more than one occasion.



**ROCKHAMPTON DIOCESAN
CENTRAL COUNCIL**

\$761,200
in support

21,226
persons assisted*




**NORTHERN DIOCESAN
CENTRAL COUNCIL**

\$1,957,671
in support

44,337
persons assisted*



A major challenge for our Diocese in the last financial year was succession planning for Conference Members wanting to retire.

With an increase in support requests from the local community, we looked at ways to answer these calls by attracting new Members.

This included bulletins in Parishes and Catholic Schools to raise the profile of the Society and attract new Members, as well as looking to recruit Members to update CARE for Conferences that do not use the system.

We spent drought funding in Longreach, Barcardine and Central Highlands to support impacted locals.

We welcomed the opening of a new Shop in Gladstone and the refurbishment of the Canberra St Shop in Mackay. Our retail work was also boosted by a workshop for all retail staff and Conference Members, with a focus on our Mission.

We enjoyed a Diocesan Festival Gathering in Bundaberg in September, as well as several Reflection Sessions across many of our Conferences.

The last financial year also saw the launch of the Ozanam Leadership Program in the region, as well as the engagement and implementation of our own Reconciliation Action Plan.



President: Peter Dougherty
Executive Officer: Tanya Doherty

It's been a big year for Members in the Northern Diocese, as we looked to recruit Members in regional areas of the Sunshine Coast to support the increased number of Companions seeking help in the current living/rental crisis.

We saw more than a 10 percent increase in the number of Companions supported compared to the year before. Thankfully, our Membership did experience growth over the last 12 months, with a 2.5 percent increase.

We also saw an increase in requests for no interest loans and financial assistance for education expenses through our Children's Education Fund.

We helped provide new devices and training to assist our Members in using tech in their community support.

Over the last 12 months, we welcomed the opening of the Deception Bay Centre, including a Vinnies Shop and the St Joseph's Conference Family Support Centre in September 2022.

We also welcomed new Conferences, St Jean Paul Baptiste De la Salle and Blessed Carlos Acutis, a virtual Conference.

We held several Cultural Learning Sessions and Reconciliation Action Plan meetings, developing our Northern Reconciliation Engagement Plans as well as a general Northern Strategic Plan.

These Plans will help guide our Diocese for the rest of 2023 and beyond.



President: Beryl Rowan
Executive Officer: Lisa Baker

DIOCESAN REPORT



**BRISBANE DIOCESAN
CENTRAL COUNCIL**

\$2,083,357
in support

38,010
persons assisted*



**WESTERN DIOCESAN
CENTRAL COUNCIL**

\$1,822,507
in support

37,869
persons assisted*



The numbers of Companions facing homelessness continued to rise across 2022-23, with rent stress rising to concerning levels in many Conference areas.

Our Diocese continues to support those impacted by the ongoing housing crisis and rising costs of living, including collaborating with other local charities to support the growing number of Companions in need of a place to call home.

Our Members advocated on behalf of our Companions to ensure their tenancy and employment rights were upheld.

We saw a number of milestones in the last financial year, including the centenary celebrations of our St James, Coorparoo and Mary Immaculate, Annerley Conferences.

Our Youth Team continues to go from strength to strength, with a growing number of participants in our youth events and school engagements.

We also saw the refurbishment of the Virginia Vinnies Shop as the trial store for our Society's new state branding. The Shop saw a successful re-opening in August 2022, complete with national media coverage.

As we move to the next financial year, we are in the early stages of amalgamating a number of local call centres in south-east Queensland, including Acacia Ridge and Southport.

This last financial year, we faced increased demand with cost-of-living issues, people dealing with the housing and homelessness crisis, and many residents still recovering from the devastating early 2022 flood event.

The increase in demand showed the need for more Members and Shop Volunteers to help with our response.

We had a number of exciting wins during the year, including the establishment of a Diocesan Spirituality Team, the expansion of our Springfield Shop to include a Family Support Centre, and re-opening our Oxley Shop after it was inundated by flood waters.

Our Shops/Centres of Charity achieved annual sales of \$5.4m for the first time ever, and we were able to replace the aging fleet of delivery trucks in our Diocese.

To support this growth in Western Retail, we also implemented a revised staffing strategy for our Shops and warehouses in line with the 2022-2027 Strategic Plan.



President: John O'Gorman
Executive Officer: Ray O'Donnell



President: John Hollamby
Executive Officer: Liz Ward

* Persons assisted may include support to an individual on more than one occasion.



**SOUTH COAST DIOCESAN
CENTRAL COUNCIL**

\$1,373,921 | **34,972**
in support | persons assisted*

In the last financial year, our Diocese saw a significant increase in the need for help as costs of housing and living continued to rise.

Our Members dealt with increased domestic violence and homelessness in the region, with a lack of available housing and increased rental cost.

It was difficult for many of our Members to not become emotional seeing the impacts of the housing crisis on local families and their mental health, when it's a struggle to assist with even basic accommodation requirements.

While the year had its hardships, we celebrated a 3 percent increase in Membership throughout the Diocese, and increased participation in the Children's Education Fund and the inaugural Community Sleepout for the Logan and Springwood regions.

Our Gold Coast CEO Sleepout raised an impressive \$592,000 for homelessness support and we were also able to purchase a site in Nerang to build social and community housing.

An 18 percent boost in retail sales and upgrades at our Burleigh and Victoria Point Shops helped us raise funds for community support, and we also celebrated three Festival Masses and one Retreat in the last financial year.



President: John Blake
Executive Officer: Kris Martin



**TOOWOOMBA DIOCESAN
CENTRAL COUNCIL**

\$1,295,399 | **29,109**
in support | persons assisted*

The pressures of cost-of-living increases and the housing crisis has been a major challenge. It has been frustrating to not have the housing options to assist our Companions in dire circumstances.

The number of Companions seeking assistance grew by 30 percent compared to the year before, however our Diocese has been able to continue supporting Companions in need.

Over the last year, we built strong working relationships with the State operations and Committees, allowing us to work on the sustainability of the Toowoomba Diocese in the future. This has been achieved by the establishment of working groups designed to implement the Diocesan and State Strategic plans, down to a Conference level.

In March 2023, we saw the refurbishment of Madonna House which was a major highlight, seeing a 16 percent increase in sales post-refurbishment.

The Vincentian Retreat in early 2023 was very successful, with 35 Members taking part to focus on their spirituality. A highlight was joining the local parish to celebrate Mass together.

Conference visits to regional areas by our Diocesan President and Project group chairs have been a highlight of the year, as has the success of submission for community housing in the region to help meet the local demand for housing.



President: Shane Blakeley
Executive Officer: Kathie Brosnan

DISASTER RELIEF

The 2022-2023 financial year brought some challenges as we supported communities across Queensland with natural disaster recovery.

The 2022 South-East Queensland flood disaster caused lasting distress across the state, and individuals and families in the Western Downs region suffered similarly due to the 2023 bushfires.

In times of crisis, our communities know they can turn to us for assistance to get back on their feet. The flood and bushfire disasters were two key areas our dedicated Members supported the community with throughout FY22-23 and ongoing, assessing individual recovery needs and coordinating assistance responses accordingly.

Disaster assistance has ranged from covering the cost of bushfire consultant fees, soil test certifier fees, building materials, replacing furniture and white goods, cleaning services and generators.

Thanks to a partnership with P&C Qld and the Queensland Government, we also distributed more than \$2m in drought support funding to impacted residents across regional Queensland over the last 18 months.

Matt Nunan, President of the Disaster Assistance Committee said “The Disaster Assistance Committee would like to thank the many Volunteers, Donors, and Staff who have helped to distribute funds to the many people who disasters have impacted.

“Our thanks also extend to the Queensland Department of Communities and the Australian Government for their funding and assistance in referring companions for assistance.”

“The Disaster Assistance Committee would like to thank the many Volunteers, Donors, and Staff who have helped to distribute funds to the many people who disasters have impacted.”

Matt Nunan,
President of the Disaster Assistance Committee





Our disaster support has included:



>\$2.5 million to over
800 FAMILIES

affected by the
SEQ floods*



>\$1.5 MILLION

to people in the
Ipswich region affected
by the SEQ floods



ALMOST \$20K

in assistance to 12 families
affected by bushfires in the
Miles community

* This figure includes assistance given from March 2022 – June 2023.

STATE GOVERNMENT PARTNERSHIP TO DELIVER 147 HOMES FOR QUEENSLANDERS

The 2023 CEO Sleepout was full of special moments, but there was one significant announcement that will provide hope for hundreds of Queenslanders searching for a place to call home.

Our Society has partnered with the State Government to build 147 social and affordable homes across Toowoomba, Bundaberg and the Gold Coast, with construction expected to start in 2024.

This partnership was officially announced in-person by Queensland's Minister for Housing, the Hon. Meaghan Scanlon MP at our CEO Sleepout event at the Brisbane Riverstage.

It's the first major announcement in our Society's *500 Homes in 5 Years* project, which aims to double our Society's housing services over the next five years for Queenslanders in need.

CEO Kevin Mercer said this announcement would provide safe, secure and supportive homes for Queenslanders struggling to find affordable housing in these areas.

“Thanks to this partnership, we can provide more than just a place to live — residents will have access to wrap-around support for furniture, food and other essentials.”

Kevin Mercer, CEO



Minister for Housing, the Hon. Meaghan Scanlon MP with Kevin Mercer, CEO.

“Thanks to this partnership, we can provide more than just a place to live — residents will have access to wrap-around support for furniture, food and other essentials,” he said.

“We have been working with the State Government for some time to deliver real solutions to this housing crisis, and we are greatly appreciative of their support.”

The State Government will contribute nearly \$59m to the project through the QuickStarts Qld program, with 60 dwellings to be built in Bundaberg, 60 in Nerang on the Gold Coast and 27 in Toowoomba.

Ms Scanlon said partnerships with homelessness support organisations like St Vincent de Paul Queensland were key to provide housing for people in need.

“What is clear is that all levels of government, industry and the community housing sector need to continue to work hand-in-hand to address national housing pressures as quickly as we can,” she said.

We are continuing to explore opportunities to build new affordable and social homes throughout Queensland.

500 HOMES UPDATE

MAJOR STEPS FORWARD ON A LONG ROAD AHEAD

As our Members and housing and homelessness support teams continued to work with an increasing number of Queenslanders experiencing or at risk of homelessness, the need for more social and affordable housing has never been more vital.

Our Society welcomed a strengthened response from the State and Federal Government, to address this issue with the urgency it deserves.

In October 2022, Premier Anastacia Palaszczuk called a landmark Queensland Housing Summit, bringing together organisations and industries to meet with leaders from all levels of Government.

Our Society played a significant role, providing a 20-page recommendation document in the lead-up to the Summit, which CEO Kevin Mercer attended in-person.

We continued to work with our partners at the Queensland Council of Social Service (QCOSS), welcoming their release of *The Pawson Report* in early 2023 — the biggest deep dive into our state housing crisis to-date.

We also welcomed \$5.2m in State Government funding to increase our housing and support services in Mackay, and a further \$1.2m for general housing support for families.



NATIONAL RESPONSE BUILDS MOMENTUM

The increase in housing response was also felt at a national level.

The Federal Government announced a new target of 1.2m homes and \$3b in incentives to build social housing across Australia, with a further \$2b in social housing support announced in June 2023.

We also welcomed a vital renewal of \$67.5m in funding for homelessness support staff, saving the equivalent of 650 support workers Australia-wide, including 80+ in Queensland.

In September 2023, we welcomed a \$10b housing boost from the passing of the Housing Australia Future Fund, set to build 30,000 new social and affordable dwellings throughout the country.



Federal Government
new target of

1.2M HOMES



Incentives to build
social housing

\$3 BILLION

RECONCILIATION UPDATE

PILGRIMAGE

WALK

De Paul Reconciliation Pilgrimage proves a time of growth and reflection



After five days of walking more than 80km, the de Paul Reconciliation Pilgrimage team reached the end of their journey — their legs were tired, but their hearts were full.

The Pilgrimage saw Vinnies Youth Mentors and Volunteers walking alongside Society staff to learn more about reconciliation, the traditions and history of First Nations cultures, and reflect on their role in reconciliation and unity.

State Youth Manager Ben Knight said that pilgrims joined from as far as Far North Queensland, with 15 total participating.

“It was a really powerful experience — all the participants said they came out the other side with a new sense of purpose and belonging, as we explore reconciliation through the lens of the Society’s mission and faith,” he said.

The team’s journey started on Stradbroke Island, beginning with a visit to the Myora Mission, where they spoke with local Elders and learned more about their relationship with the lands and their cultural and hunting practices.

Brisbane Youth Volunteer Sam Lester, who took part in the pilgrimage, said the group learned a lot from the local Elders and First Nations population but also had a great opportunity to connect with Members along the way.

“In turn, the Members really appreciated seeing the Vinnies Youth team determined to carry on our Mission!

“It was special being able to hear directly from Elders, sharing in a bush tucker meal and chatting over a yarning circle, it’s not something you get to do too often.

“It was special being able to hear directly from Elders, sharing in a bush tucker meal and chatting over a yarning circle, it’s not something you get to do too often.”

Sam Lester,
Brisbane Youth Volunteer

“The conclusion of the pilgrimage was a bittersweet experience — all journeys must come to an end, but I grew so much, and I know those memories and experiences will always be there.”

Ben said this journey would not be the last, and he hoped to encourage similar reflection opportunities, especially for other Dioceses around Queensland.

RECONCILIATION ACTION PLAN UPDATE

Throughout the last financial year, our Society continued to build on our reconciliation efforts to improve our understanding, outreach and support of Indigenous and Torres Strait Islander peoples throughout Queensland.

BUILDING OUR LOCAL RESPONSE

Over the year, Indigenous Lead Leon Epong met with Members from each Diocese to encourage the development of regional Reconciliation Engagement Plans and drive Aboriginal and Torres Strait Islander engagement in their own backyards.

“These localised plans will not just help our Society’s reconciliation work to continue, but to expand into places that we have never been before,” Leon said.

“This includes plans to expand our support to the Aboriginal Shire of Yarrabah and the establishment of a Conference in Cunnamulla.”

As part of our work to recognise our First Nations peoples, our Society also developed guidelines for the Welcome to Country and Acknowledgement of Country.

We also hosted the National Indigenous Reconciliation Workshop in Brisbane in October 2022, bringing together Vincentian leaders from our Society throughout Australia.

STATEMENT FROM THE HEART

In early 2023, our Society stood alongside our Society’s National Council, the Catholic Church in Australia and the Archbishop of Brisbane in endorsing the *Uluru Statement from the Heart* and recognition of our First Nations peoples in the Australian Constitution.

Our mission and vision call us to advocate to improve outcomes for our vulnerable residents, including Aboriginal and Torres Strait Islanders, who experience a disproportionately higher risk of homelessness and poverty.

MOVING FORWARD

Our Society sadly farewellled Leon Epong who left his role in September 2023. We thank him for his significant involvement in driving our Society’s reconciliation work, including the development of our Reflect and Innovate Reconciliation Action Plans (RAPs).

We look forward to building on our regional Reconciliation Engagement Plans, the RAP Innovate and working with our Youth teams to continue to move our Society forward in our reconciliation journey.

ARTWORK: *Reconciliation, and communities together on Country* by John Smith Gumbula



THE HANDS BEHIND . . .

HOUSING AND HOMELESSNESS SUPPORT

Rising rental costs and lack of available, affordable accommodation remain some of the biggest issues facing vulnerable Queenslanders over the last few years.

As the state housing crisis continued throughout the last financial year, our Members, Vinnies Housing and Programs teams worked through extremely challenging conditions to help Queenslanders at risk of or experiencing homelessness.

OUR CHALLENGE



Nearly

42,000

people on state social housing waiting list



Average wait time of

28 months

to find a home



300,000

Queenslanders with unmet housing needs



State-wide vacancy rate at just

1%

OUR RESPONSE

With secure housing remaining a scarce resource across the state, and our crisis accommodation centres operating at capacity, we continued to look at hotels, hostels and caravan parks to provide emergency accommodation for people in need.

Despite our challenges, our nine homeless hostels and nearly 500 Vinnies Housing properties have provided a secure and comfortable living environment for thousands of people in need across Queensland. In collaboration with the State Government, we recently announced new housing developments to provide 147 new social and affordable homes in Bundaberg, Toowoomba, and the Gold Coast, which will help to address the ongoing housing crisis in these areas.



103,853

nights of accommodation provided to vulnerable Queenslanders



4296

supported by our Specialist Homelessness Services



45%

of those supported by our Specialist Homelessness Services went on to secure sustainable housing in a challenging market

HOUSE OF HOPE

HOUSE OF HOPE OPENS THE DOOR TO A BETTER FUTURE

From the outside, it looks like an ordinary residence in South Brisbane.

But on the inside, lives are being changed each day.

Our Society's 'House of Hope' opened in late 2022, as a place to inspire hope and confidence in women looking to break habits of substance abuse and live a fulfilling and more positive life.

AOD (Alcohol and other Drugs) Services Manager Leah Chung said the House of Hope was more than just a catchy name.

"We use a different model than the usual AOD support services. We focus on recovery, not just addiction," she said.

"Most people that come to us come from a background of abuse or domestic violence and have little self-worth.

"We go deeper than just treating the addiction, we look at the issues that got them there in the first place.

"We get them to share their hopes, where they want to be — and work with them to help make that happen.

"We use a lot of peer support, where people who have been through the journey of recovery can share their journey with others."

Leah said employment was one of the biggest factors to successful recovery.

The House of Hope, which includes seven residential clients, is part of Greater Brisbane AOD services, with an additional three female clients at Lucinda House, five male clients at the Haven, and a community care team who work with house and community clients of all genders.

The House of Hope property was generously made available by the Daughters of Our Lady of the Sacred Heart.

"Our clients tell us they feel heard, they feel loved, they feel respected — like people care about them," Leah said.

"Some of them haven't felt that way their entire life."

DEAR MUM

A House of Hope graduate provided this excerpt of a letter received from her daughter.

Dear Mum,

Congratulations on graduating! I have my mum back! The mum who read to me, sang with me, the mum who bought me fudge when I went through my first breakup, the mum who would leave notes in my lunch box—the mum who would tell me how beautiful and smart I was every day.

You lost yourself for a while, and it wasn't your fault. Addiction is a mean disease. But you did it! You admitted you had a problem, you found help and you found a way out! You found your way back to me.

The sacrifices you've made for our family will never be forgotten. I want you to know how proud I am of you. Every time you turn down a drink, I get more proud.

You will always be one of the strongest people I know. I am beyond proud to call you my mum and I can only hope to be half the person you are one day.

Love, D



AOD Services team. From left: Tyson (Community Care), Leah (AOD Services Manager), Ashley (Client Outcomes Facilitator), Kylie (Client Outcomes Facilitator)

THE HANDS BEHIND...

FINANCIAL WELLBEING AND SUPPORT

The cost-of-living crisis hit Queensland hard over the last 12 months. As inflation rates soared, vulnerable Queenslanders found themselves paying higher costs for everything, from fuel to groceries and utility bills.

With rent costs already rapidly increasing across the state, our Society heard from countless families who could no longer afford the bare essentials.

OUR CHALLENGE



Grocery costs increased by
8-10%
over 12 months



Fuel costs reach record highs at over
\$2/L



6%
inflation across financial year

OUR RESPONSE



\$9.2m
in direct financial support provided by Members



\$5.2m
provided in food, groceries and vouchers



768
No Interest Loan Schemes (NILS) and NILS4Vehicles issued



Helped
649
Queenslanders reduce their State Penalties Enforcement Registry (SPER) debt by \$883,634



23%
increase in no interest loan applications

THE HANDS BEHIND...

RESIDENTIAL AGED CARE, COMMUNITY AND HEALTH SERVICES

Ozcare, a subsidiary organisation of our Society, continues to extend the hands of help and hope to the aged care, home care, nursing, allied health, dementia advisory and disability support services sector across Queensland.

Inspired by the Vincentian Spirit, Ozcare has supported the Society's Mission for 27 years, serving with love, respect, justice, hope and joy, to a specialist group of Companions from 45 locations across Queensland.

OUR CHALLENGE



Australians 65 and over make up

16%

of our population



Around

80%

of Australians aged 65 or over rely on the Age Pension



The number of Australians 65 and over accessing home and allied health care services more than

tripled

from 2017

OUR RESPONSE



2,956

residents supported in Ozcare residential aged care facilities and retirement villages



14,272

clients supported by Ozcare through the Commonwealth Home Support Program



3,689

Home Care Packages serviced through Ozcare.

THE HANDS BEHIND . . .

FAMILY SUPPORT

With housing and cost-of-living pressures putting further strain on vulnerable families, our Child and Family Services continued to support Queensland families repair breakdown and strengthen family bonds.

During these difficult times where securing housing is more challenging than ever, our family support centres and domestic and family violence shelters have played a vital role in providing safe and secure accommodation for women and children who are seeking refuge from dangerous conditions.

OUR CHALLENGE



An estimated

21%

of Australians over 18 have experienced home violence or abuse from a partner



More than

100,000

women and children sought homelessness support as a result of family violence in 2022



Financial

stress

is one of the leading causes of relationship breakdown

OUR RESPONSE



Provided refuge and support to

352

women and children escaping domestic violence



479+669

families and children assisted by our Child and Family services



94%

of families were satisfied with our services



89%

of children reported improved safety as a result of our services

DE MARILLAC PROGRAM GOLD COAST

DE MARILLAC PATHWAYS EXTENDS HAND UP TO DOMESTIC VIOLENCE SURVIVORS

In the 16th century, Saint Louise de Marillac extended a hand up to women in need in her community, forming the Daughters of Charity who provided job training, education and encouragement to the vulnerable.

Her work lives on today in the De Marillac Pathways Program, a no-cost Gold Coast-based St Vincent de Paul Queensland initiative that supports domestic and family violence survivors to break barriers to employment and study.

Program Coordinator Herbert Diaz said the program helped women rebuild their self-worth and confidence — but their real strength comes from within.

De Marillac Program Team.
From left, Prabhjot Kaur, Ana Santos, Mellanie Kitchen, Herbert Diaz



“Our Companions face a lot of barriers to employment, struggling to afford work clothes or fuel, or finding job or study options that have flexibility for their kids,” he said.

“But the biggest issue we deal with is self-worth. When Companions come to us, they often have little belief in themselves. We help them find that inner strength.”

The program supports anything from resume preparation, interview skills, job searching, training, mentoring, upskilling and assistance in seeking further study.

“At least two participants a month end up finding employment, with another one or two returning to or furthering their education,” he said.

SHARON'S STORY

Sharon* was referred to the program after a 15-year abusive relationship with her now-ex husband.

Struggling financially, the program helped her purchase interview clothes and worked with her to create a new resume and search for administration roles.

Through an established relationship with a local employer, the program team learned of a part-time administration vacancy, secured Sharon an interview and helped her to train for it.

Not only was Sharon successful, she was offered to extend the role into a full-time position because of her commendable performance.

The Pathways Program is continuing to support her as she looks to upskill through study.

Sharon said “I feel so alive and free — I feel in control of my life. I don't have to rely on someone else to sustain me — I feel like I have a future.”

*Name changed for privacy

“When Companions come to us, they often have little belief in themselves. We help them find that inner strength.”

Herbert Diaz, Program Coordinator

THE HANDS BEHIND...

COMMUNITY PARTICIPATION

The helping hands of our Society are extended to all, including our newest arrivals to Queensland. Throughout 2022-23, we continued to support migrants and refugees to settle into their new homes, including tutoring and mentorship, and providing free legal advice on migration and visas.

Our Vinnies Youth team remains a positive force in our communities, working with schools and young Queenslanders to encourage social justice, compassion and leadership.

OUR CHALLENGE



Each year around
1800
refugees settle
in Queensland



Queensland youth
aged 12 – 25 make
up 20% of our state but
37%
of our homeless
population



10%
of 15- to 24-year-olds
are disengaged with
employment and
education, higher than
the national average

OUR RESPONSE



70
migrants and refugees
supported by our
Settlement Services



397
Queenslanders
supported by VoRTCS
(Volunteer Refugee
Tutoring and
Community Support)



24,052
school students
engaged with
Society appeals
and education



251
young Companions
supported by Vinnies
Youth Programs

THE HANDS BEHIND...

EDUCATION & EMPLOYMENT

As Queensland families struggled with cost-of-living increases, our Society was able to support nearly 3,400 Queensland students to get back to school with uniforms, books and other education essentials, thanks to our Children's Education Fund and its donors.

Our education programs, including the Skilling Queenslanders for Work, Clemente Scholarship, Toowoomba Scholarship, and De Marillac Pathways, helped vulnerable Queenslanders build their skills and confidence and go on to find employment or take on further study.

OUR CHALLENGE



\$74,508

average cost of a 12-year Government school education in Queensland



1 in 6

Australian children are living in poverty



Students from families of disadvantage experience a reading

skills gap

several years lower than their peers

OUR RESPONSE



3,397

students supported with nearly \$1m in the Children's Education Fund



89% of Skilling Queenslanders for Work (SQW) participants went on to receive full or partial qualifications, furthered their education or found employment



16 Toowoomba Scholarships awarded,

25%

of recipients being refugee or asylum seekers



38

Clemente participants completed a full semester in higher education

RETAIL UPDATE

RECYCLED METALS

Vinnies Metal Recycling Initiative helping the environment and people in need.

For 10+ years, our centres and warehouses across the state have been establishing another way to provide a second life to items that would otherwise be destined for landfill.

The growing metal recycling initiative allows our Vinnies stores to take items unfit for donation, such as, whitegoods, computers, and vacuums, and collect the pieces of metal that can be recycled!

Collected scrap metal is taken to a merchant for weighing, recycling, and payment. A process that helps the environment but also establishes another stream of fundraising for us to assist those in need.

Since December 2022, the collective dedication of each of our Diocese resulted in the recycling of over 41 tonnes of scrap metal, and state-wide we are projected to recycle over 70 tonnes this year.

It is a wonderful result with Stuart Roche, State Transport and Logistics Manager, sharing that the initiative started as a wheelie bin at one location and has expanded to skip bins across our eight Diocese.

“Not only does adopting and growing the metal recycling initiative allow us to generate more vital funds and continue to challenge our approach to building a circular economy, but it also offers our Volunteers more diversity in available tasks and encourages friendly competition between Diocese.”

With our Northern Diocese as our top metal recycler to-date, we look forward to seeing if they will keep their top spot in FY23-24.



“Not only does adopting and growing the metal recycling initiative allow us to generate more vital funds . . . but it also offers our Volunteers more diversity in available tasks and encourages friendly competition between Diocese.”

Stuart Roche,
State Transport & Logistics Manager

RETAIL UPDATE & FINDERFEST

FEEL GOOD FINDS

Vinnies Feel Good Finds is about embracing what people love about thrifting, finding unique pre-loved items, the thrill of the hunt and helping the environment as well as those most in need! These characteristics were built into vibrant and welcoming visuals that manifested in eye-catching store displays, engaging educational murals, photo opportunities, in-store activities, improved donation processes, and clearer signage and store layouts; all making for a more enjoyable and customer-friendly in-store experience.

The new evolved Vinnies brand design is currently implemented across six stores in Queensland, with the goal of refurbishing 10% of our stores in FY23-24. The feedback from the progressive rollout has been overwhelmingly positive with FY22-23 sales figures reaching over \$44m and campaigns such as FinderFest, attracting upwards of 30,000 shoppers.

FinderFest was a key component in the introduction of our Vinnies retail evolution to Queensland shoppers. The exciting celebrity treasure hunt offered an industry-first thrifting experience that enlisted notable Australian names to donate their items to be hidden in Vinnies stores across Queensland. The campaign generated \$912,000 in sales and garnered national media coverage on the Today show. All while capturing the interest of new shoppers around the state and reminding Queenslanders that second-hand does not mean second best.

Thank you to all of the Volunteers, Staff, and Members who have helped or continue to help bring the new retail experience to life. We look forward to continuing this exciting evolution and rolling it out to more Vinnies stores over the next year.



CEO SLEEPOUT 2023

Sleepouts raise \$2.12M for homeless support

Queensland community members and business leaders came together to raise a record-breaking \$2.12m in much needed funds for our homelessness support services.

From as far south as the Gold Coast, west to Toowoomba, up to the Sunshine Coast and further north to the beachside esplanade of Cairns, over 700 sleepers braved the winter cold and took part in Sleepouts across the state.

The growth in our Sleepout event saw several new locations pop up this year, expanding into the communities of the Springwood/Logan, Rockhampton and Townsville.

The Brisbane Riverstage event featured the Absolutely Everybody Brisbane Choir, a panel discussion and stories from people with lived experience of homelessness.



The night saw a guest appearance from the Minister for Housing, the Hon. Meaghan Scanlon MP with an exclusive announcement of the partnership between Vinnies Queensland and the State Government to build 147 social and affordable new homes, a part of our *500 Homes in 5 Years* vision.

“What a special way to announce the start of this housing project — to have the Housing Minister personally announce it at our biggest event of the year,” CEO, Kevin Mercer said.

“Each year, we are truly thankful for the Queenslanders who spend the night, not just for the funds they raise for homelessness support, but to go out of their way to really learn more about our homelessness crisis and what they can do to help.

“Thanks to our participants in 2023, who raised \$2.12M to help ensure Vinnies can continue to provide housing for Queenslanders in need, as well as supplying emergency accommodation, food and other essentials for the most vulnerable in our communities.”



OUR SUPPORTERS AND PARTNERS

On behalf of the Society and all we have helped throughout the year, we extend our deep and sincere gratitude to the following individuals, businesses and organisations for supporting us to deliver good works throughout our communities.

1300 MEDICS
Alice Micenko
Alicia Blazey
Amanda Collins
Amazon
Andre Van Der Merwe
Andrew Hardy
Andrew Flack
Andrew Robinson
Ann Gaiotti
Anne M Grant
Annette Zerner
Anthony Nunan
Anthony Oostenbroek
AP Eagers Foundation
APS Foundation
Aquinas College
Asahi Lifestyle Beverages
Ashley & Jane Conroy
Aurizon Community
Australian Catholic University
Australian Government
Department of Health
Australian Government
Department of Home Affairs
Australian Government
Department of Industry,
Innovation and Science,
Energy and Resources
Australian Government
Department of Social Services
Australian Unity
Trustees Foundation –
Gabradoodle Fund
Bailey Lennon
Banalasta Granite PTY LTD
Banana Shire Council
Barbara Mary Ryan and
Eva May Ryan Trust Fund
Barry Hill
Barry Land
BDO
Ben Hennock
Ben Tobin
Beryl Rowan
Brian D Byrne
Brian P Warbrooke
Brisbane City Council
Bruce Mackay
Bryan Menhinnitt
Bundaberg Regional Council
Bunnings
Burgoyne Family
Cara McPhee
Cassowary Coast
Regional Council
Catherine M Foley
Central Highlands
Regional Council
Channel 9
Charles & Catherine Miller
Chris Haddon
Chris McLaren
Chris Munday
Chris Schneider
Coles Kippa-Ring

Colleen M Drum
Conor Ward
Dan Carroll
Daniel James
Daniel Moussa
Daryl & Carole Pryke
David Rach
David Shepherd
David Smulders
Deborah Brown
Denise McHugh
Dennis Grealy
Deon Haar
Derek Morell
Derek Weatherley
Dianne Hohn
DNR Capital
Donna Callaghan
Dowling Family Foundation
Edward Harvey
Emerald Co-op Mitre 10
Equity Trustees
Charitable Foundation
Estate of the late
Annette Roma Pershouse
Estate of the late Barbara
Dawn McKewen-Delahunty
Estate of the late
Bruce Edmund Spiers
Estate of the late
Cecil John Hogan
Estate of the late
Christopher Sellwood
Estate of the late
Donald Wright
Estate of the late
Frank & Patricia Heenan
Estate of the late
Frederick & Delia Gilbert
Estate of The late
Georgia Stone
Estate of the late Ian Roy Olive
Estate of the late
Irene M Vinson
Estate of the late
John Callistus Tobin
Estate of the late
Joyce Edith Hambleton
Estate of the late
Kerry Linda Kavney
Estate of The late
Kevin Saunders
Estate of the late
Margaret Stella Bateman
Estate of the late
Mark Francis Downing
Estate of the late
Mary Therese Polkinghorne
Estate of the late
Michael Harrigan
Estate of the late
Muriel Edna Moy
Estate of the late
Neville Brian Johnson
Estate of the late
Peter McGennis
Estate of the late Rex & Eileen
O'Regan Memorial Trust

Estate of the late
Ronald Gene Sinclair
Estate of the late
Russell Stewart Matthews
Estate of the late Vera Rose
Estate of the late
Yvonne Mary Mayes
Farnbank Pty Limited
Fiona Tobin
Fitzpatrick Family Charitable
Trust
Flannery Foundation
Foundation for Rural
Regional Renewal
Frawley Medical
G & O Mulcahy Barnett Family
Foundation
Garry Nolan
Gary & Mel Lillcrap
Geoff Rodgers
Geoffrey Trim
George Livanos
Gilbert De Luca
Gladstone Ports Corporation
Gold Coast City Council
Goldburg Family Foundation
Good Shepherd Australia and
New Zealand
Good2Give
Gordon Culpitt
Grant Dougan
Grill'd
Guardian Angels, Southport
Gwendoline R Lyons
Hallee Smith
Hands for Humanity
Foundation
HATCH
Herbert Smith Freehills
Heritage Bank Forest Lake
Hew Williams
Hilary Davern
Holyoake
Ian & Christine Highet
IGA
In Vitro Technologies Pty Ltd/
JJ Richards & Sons Pty Ltd
Irene Patricia Hunt Memorial
Trust
James MacDonald
Jane Gibson
Jano Kotzas
Jean Goodhind Baker
Memorial Trust
Jeanette Allom-Hill
Joe Ganim
Joe Lombard
John & Kay Gallagher
John A Greig
John H Casey
John Kelly
John Missen
John Reece
Jonathan M Carroll
Joseph & Veronika Butta
Joseph Ferrao

Judith Ketter
Julie-Anne Moran
June Creedy
Ken Petty
Kenfrost Homes
Kerrie Seeger
Kevin Covey
Kevin Cronin
Kevin Heenan
Kevin Warner
Kieran Cairns
Kirsty Rourke
Lana Hill
Lockyer Valley
Regional Council
Lord Mayor's Charitable Trust
Lorraine L Lovatt
Louise Browne
Louise Carrigan
Luke Meisenhelter
Madeline Brennan
Malcolm Cole
Mara Bennett
Margaret A Cooper
Mark & Kathleen West
Mark Ruston
Mark Tobin
Marshall Morison
Mary McMahon
Mary O'Keeffe Charitable Trust
Mary Parry
Matt Kratiuk
Merlo
Mervyn Gee
Michael Keogh
Michael Kerwin
Michelle Flack
Moreton Bay Regional Council
Mt Isa City Council
Multicultural Australia
National Australia Bank
Neil Dwyer
Nick Herron
Nick Kruger
Nick Mascitelli Imports Pty Ltd
Noosa Shire Council
Norton Rose Fulbright
O'Brien's Glass
Office of the Lord Mayor,
Brisbane City Council
Ooh! Media
Order of Our Lady of Mount
Carmel
Our Lady of the Sacred Heart
P&Cs Qld
Patricia Kennedy-Lee
Patricia Westlake
Paul Canavan
Paul F Cullen
Paul Ganim
Paul King
Paul Mountney
Paul Taylor
Pavetta Foundation
Peter Darmody
Peter David McGennis
Memorial Trust
Peter Drew
Peter Ganim
Peter Leutenegger
Peter O'Rourke
Peter Tobin
Pronto Software Limited
Public Trustee of Qld
Queensland Government
Department of Child Safety,
Seniors and Disability Services
Queensland Government
Department of Communities,
Housing and Digital Economy
Queensland Government
Department of Corrective
Services

Queensland Government
Department of State
Development, Infrastructure,
Local Government and
Planning
Queensland Revenue Office
Queensland Rural and Industry
Development Authority
Rebecca Jack
Richard Barber
Richard Malouf Family
Foundation
Rob McCahill
Robyn Wilkie
Ron & Erma Dedekind
Rose Ellwood
Rosemary Miller
Rosemary Vilgan
Ross Boakes
Ross Pinkerton
RRT - Rapid Relief Team
SDA Queensland Branch
Seamus McMahon
Secondo Day Respite
Association Inc
Simon Hennessy
Sisters of Charity
Foundation Ltd
Sisters of Mercy Brisbane
Sky News
Smartcomm
Southern Cross Care
St Baker Family Foundation
St Joseph's College
St Stephen's School Algester
St Vincent's Private
Hospital Northside
Steven Lutz
Suncare
Sundale Community
Foundation
Sunshine Coast
Business Council
Susan Dransfield
Telstra Group Limited
Terri Dennent
Terry & Susanne Smith
The Australian
The Bird Family Foundation
The CEO Institute
The Howard & Lorrie Lucas
Foundation
The John Thomas Wilson
Endowment – Perpetual
Foundation
The Scott Family Foundation
Thea Jonkers
Therese Thompson
Therese Wheldon
Thomas Young
Tim Forrester
Tim Noonan
Tom Elliott
Tontine
Tony Arndt
Townsville Catholic Education
Tricia Quintos
Tung Vu
University of Queensland
Vans Master Wholesale
Villanova College
Vincent and Eve Burke
VISY
Warren C Maurer
Warren Castray
Wesley Macdonald
Western Downs Regional
Council
Wilson Wilde
Windu Hestiati

VINNIES HOUSING REPORT



Greg Coughlan
Chair



Sharon Shearsmith
CEO

In the face of the housing crisis and rising living costs that have persisted throughout recent years, our focus remains steadfastly on delivering our housing strategy to respond to increasing service demands.

We've made significant progress in our growth strategy to establish 500 homes over the next five years, with funding pathways achieved for 86 percent of our growth target.

As the Society's subsidiary community housing provider, we've collaborated closely with the Society's leadership to expand our collective development capabilities and identify numerous housing projects. A notable achievement has been securing conditional funding approvals for a substantial project pipeline, with funding agreements executed for our first three projects. These projects will deliver 147 new homes in Bundaberg, Toowoomba and Gold Coast.

Our purposeful engagement with the Society, Government, fellow service providers, religious orders, and the community has been geared towards advocating for and amplifying support for individuals grappling with housing insecurity across the state. We extend our gratitude to our key funders, partners, and supporters, whose contributions enable us to offer the scale and scope of services necessary to make safe and affordable housing accessible to all.

Throughout the year, we have diligently maintained our compliance with our key stakeholders and funding partners. We've also implemented a range of initiatives aimed at strengthening our governance, risk management, and compliance capabilities. These efforts are integral to safeguarding our capacity to continue delivering and expanding our housing services, thereby enhancing future outcomes for the individuals we serve.

We've also increased our focus on tenant engagement and have facilitated a number of successful housing transitions, increased workforce participation, health and wellbeing outcomes. Our team proudly participated in various Reconciliation Action Plan initiatives, including joining with tenants and local communities to celebrate key events such as NAIDOC Week, improving our community connections and fostering inclusivity.

To our dedicated Vinnies Housing Board, our committed Staff, and the Society's State Council and Executive Leadership Team, we extend our heartfelt gratitude for your unwavering support. Your willingness to embrace change and tackle challenges head-on, along with your exceptional dedication to the people we assist, have been instrumental in the success of Vinnies Housing.

With immense pride, we join hands with the Society to present our year in review, with a keen eye on the future and a determination to continue making a positive impact in the lives of those we serve.

OZCARE REPORT

CREATING CONNECTIONS



John Forrest
Chairman



Anthony Godfrey
Chief Executive Officer

Inspired by the Vincentian Spirit, every day Ozcare Staff and Volunteers are working across Queensland communities, in clients' homes, in our villages, in our respite centres, aged care facilities and hospital. We take pride in supporting Australians, giving them hope, making a difference and helping them to be an active part of, and integral to, their local community.

THE YEAR IN REVIEW

We are very proud to have completed Stage One of Rendu Towers at Newstead. We are equally proud and privileged to welcome Sarina Aged Care's operations to Ozcare. These significant achievements speak directly to our Strategic Vision and the strength of our organisation.

Ozcare continues to expand and evolve to the changing needs of the environment in which we operate and the communities we serve. Amendments to the *Aged Care, Industrial Relations and Privacy Acts* have presented some challenges and we are cognisant of the impact these changes have on our services, Staff and the people entrusted to our care. We continue to work hard to mitigate any adverse effects of these changes.

We will continue to deliver on key goals across the organisation while responsibly managing any impacts on the communities within which we operate. Pleasingly, the impacts of COVID-19 have diminished and the pressures across our operations have lessened. We do, however, remain vigilant and compliant with all Government health advice.

As part of our Strategic Vision for 2022-2026, Ozcare committed to developing and implementing a Reconciliation Action Plan (RAP) to achieve a structured approach that advances reconciliation and implement initiatives to ensure we work more closely with our Aboriginal and Torres Strait Islander communities.

Ozcare continues to strive towards being Queensland's leading provider of aged care, community and health services, caring for our community in both a financially and environmentally sustainable manner.

OUR INSPIRING PEOPLE

We would like to take this opportunity to thank our Directors and all of our wonderful Staff in the many diverse roles in which they work. We are humbled by their resilience, dedication and unwavering commitment in support of our clients to ensure they live full, connected and meaningful lives.

We pay tribute to the vision, dedication and commitment shown by outgoing Chairman, John Thomas, who retired from the Board of Ozcare at the end of 2022. We were honoured to welcome Dr Minjae Lah and Patrick Sherry to the board in January 2023.

Our people are at the heart of all our endeavours. They are driven by a deep commitment to our core values of integrity, respect, empathy, compassion and equally, connection. The strength of these connections and values is what makes Ozcare feel like home.

VINNIES HOUSING 2018-2023 STRATEGIC PLAN

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

STRATEGIC THEME 1: OUR SPIRITUALITY

Support all of our Members and Staff involved in Vinnies Housing to become fully engaged in and committed to our Mission of serving Christ and the poor through a true understanding of their needs.

STRATEGIC THEME 2: OUR STORY

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

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

STRATEGIC THEME 4: OUR GOVERNANCE

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

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

OZCARE 2022-2026 STRATEGIC VISION

A full copy of Ozcare's Strategic Vision 2022-2026 can be found at ozcare.org.au

The key areas of focus for this Vision include:

STRATEGIC THEME 1: AGED CARE LIVING

To grow and further enhance our aged care facilities to meet the needs and expectations of our ageing population.

STRATEGIC THEME 2: COMMUNITY CARE

Further develop and grow our services to support a greater number of older Australians and people living with a disability to live independently at home for longer.

STRATEGIC THEME 3: RETIREMENT LIVING

To strengthen our model of integrated aged care through co-locating retirement villages with aged care facilities and supporting village residents with community care services.

STRATEGIC THEME 4: HOSPITAL

To integrate and grow the hospital's services to attract health specialists and meet the needs and expectations of the local community.

STRATEGIC THEME 5: PEOPLE

To maintain high levels of employee engagement and support the attraction and retention of staff.

STRATEGIC THEME 6: BRAND

To position Ozcare top of mind with older Australians and their family members as a trusted provider.



STRATEGIC PLAN 2022-27

Building on Hope



St Vincent de Paul Society
QUEENSLAND
good works



GROWTH AND DEVELOPMENT OF MEMBERSHIP

Developing and growing Vincentian spirituality, forming and sustaining faith, and vocational work is critical to our Members' engagement and satisfaction, and the fulfilment of our Mission.



BUILDING ON OUR HOUSING AND HOMELESSNESS RESPONSE

Through the collaboration of Vinnies Housing, Members, Volunteers, Staff, and partners, the Society will design and build new homes that are safe, secure, and affordable, to ensure a true person-centred model is delivered.



EXPAND AND IMPROVE OUR COST-OF-LIVING EMERGENCY AND DISASTER RELIEF RESPONSE

We will nurture and invest in the critical relationships between Members and Companions, as well as maintain strong funder relations, investment in research, and improved practice in service delivery.



ADVOCACY AND INCLUSION FOR HIGHLY DISADVANTAGED

We will drive systemic and policy change to achieve positive social impact for highly disadvantaged individuals across the state, and advocate for system changes required to improve the lives of those experiencing disadvantage.



UNITING OUR PEOPLE IN RESPONSE

Our Members, Volunteers, Staff, and partners will continue to deliver assistance and support to those in need, in a manner that respects our history and ethos, promotes diversity and inclusion, and offers rewarding experiences.

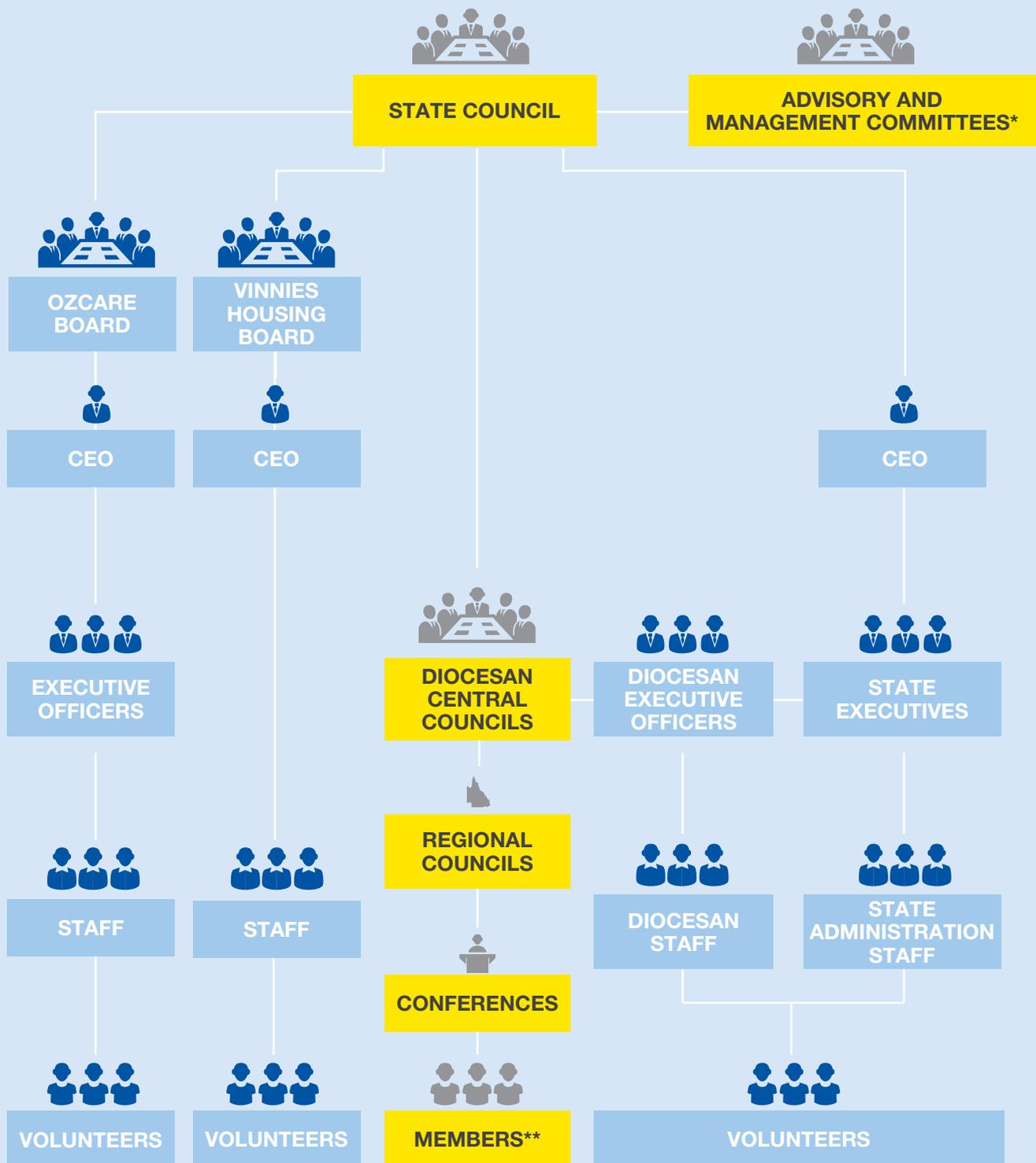


INVESTING IN OUR GOVERNANCE AND RESOURCES

Investing in our governance, resources, and communication capability is critical to supporting all our initiatives. We recognise the need for Environmental, Social, and Governance (ESG) responsibility, measuring our social impact, meeting regulatory and legislative compliance, and prioritising our risk management plans.



ORGANISATION 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 PEOPLE

In the past year, we have dedicated ourselves to improving services and prioritising our people. This has led to significant achievements, including the successful release of our quarterly training calendar, and focus on employee wellbeing. We also successfully implemented the new Employee Agreement 2023 in March.

We deeply appreciate our employees' unwavering support and take pride in the progress we have made to support their contributions, providing a solid foundation for achieving our strategic objectives.

Furthermore, a significant milestone was reached in June as we upgraded our Human Resource Information System, bringing streamlined operations, encompassing comprehensive and refined performance management practices.

The successful release of our quarterly training calendar highlighted our commitment to fostering learning and development among our personnel. Our resolute commitment to safety was notably elevated as we devoted resources to comprehensive educational programs and refining policies and procedures. In tandem, we are actively cultivating a culture of safety, nurturing a collective sense of dedication among our team members.

The past year has been marked by remarkable accomplishments that highlight our dedication to the well-being of our employees, the enhancement of our operational efficiency, and the embodiment of our core values. These achievements underscore our commitment to ongoing progress and supporting our people to obtain their goals and achieve the delivery of our 'good works'.

2,596 OUR MEMBERS

Our 2,596 Vincentians are the backbone of our Society, operating statewide through Conferences, support centres, programs and committees across the state.

3,875 OUR VOLUNTEERS

Our 3,875 Volunteers give their time and expertise to support our good works through our Retail Shops, programs, youth support and offices.

656 OUR STAFF

Our 656 Staff Members (405 full-time, 219 part-time and 32 casual) provide expert support services to our Members, Volunteers, clients and customers. Committed to our values and mission, our employees are diverse and driven professionals who strive to support our good works and those we assist within our communities.

	SVDP/ VINNIES HOUSING	OZCARE
Employees	656	3,873
Volunteers	3,875	136
Members	2,596	N/A

SVDP QLD VALUES AWARDS

Excellence in Values

Mark Heinrich,
Property Development Manager

Excellence in Safety and Wellbeing

Sangeetha Unbalagan,
Manager Health & Wellbeing

Excellence in Customer Service

Lisa Hofler,
Bundaberg Hostel Administration

Excellence in Leadership

Greater Brisbane AOD team

Excellence in Planning & Delivery

De Marillac Pathways
(Herbert Diaz and Melanie Kitchen)



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 (Qld)*. 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.

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 while performing the duties associated with their roles.

During the financial year, State Council held five meetings, with additional meetings scheduled for strategy discussion, training and provision of information leading up to key decisions. Meeting attendance is noted below:

STATE COUNCIL MEMBER	NUMBER OF MEETINGS HELD DURING THE MEMBER'S TERM	NUMBER OF MEETINGS ATTENDED
Patricia McMahon	5	5
John Forrest	2	2
Dennis Innes	5	5
John Thomas	3	3
Brian Headford	5	5
Amanda Rickman	4	4
Dan Carroll	5	5
Susan Dann	5	4
Stephanie Veitch	5	4
John Blake	5	4
Beryl Rowan	5	4
Peter Dougherty	5	5
Shane Blakeley	5	4
Allister Crocker	3	3
Collette Brickhill	1	1
Veronica Innes	5	5
John O'Gorman	5	4
John Hollamby	5	5
Sr Mel Dwyer	3	2
Br Damien Price	2	1

RISK MANAGEMENT

State Council oversees the establishment, implementation and review of the Society's Risk Management Framework, which includes Risk Management Policy; Risk Management Strategy; and 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 COUNCIL AND EXECUTIVE TEAMS

STATE COUNCIL



Back row (from left): Dennis Innes, Shane Blakeley, Damien Price, Veronica Innes, John Forrest, Dan Carroll, John Hollamby, John O’Gorman
Front row (from left): Peter Doherty, John Blake, Patricia McMahon, Beryl Rowan, Brian Headford, Susan Dann
Absent: Collette Brickhill, Stephanie Veitch

EXECUTIVE LEADERSHIP TEAM



From left: Joe Duskovic, Sharon Shearsmith, Kirstin Hinchliffe, Kevin Mercer, Sam Hill, Jackie Youngblutt, Drew Eide
Absent: Anthony Nowak, Rachel Fraser

VINNIES HOUSING AND OZCARE GOVERNANCE

The Society has two subsidiaries, Ozcare and St Vincent de Paul Society Queensland Housing (Vinnies Housing).

The two subsidiaries are registered charities with the Australian Charities and Not-for-Profits Commission (ACNC), requiring the entities to meet certain governance standards 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

The following governance principles apply to the subsidiary governance framework:

- Ozcare and Vinnies Housing operate as subsidiaries of the Society;
- Ozcare and Vinnies Housing strategy is to be consistent with, and directed by, the Society strategy and mission; and
- 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)*).

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

- relate to the Society strategy and mission;
- relate to the Society values and status as a lay Catholic organisation; and
- impact on the financial or other operational activities of the Society. 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. OF MEETINGS DURING THE TERM	NO. OF MEETINGS ATTENDED
Gregory Coghlan (Chair)	5	5
Madeline Baker	5	5
Gary Searle	5	3
Nicholas O'Connor	5	3
Philip Cranny	4	3
Dennis Innes	4	4
Pauline Thomson	2	2

VINNIES HOUSING BOARD AND OZCARE BOARD

VINNIES HOUSING BOARD



From left: Nick O'Connor (Director), Pauline Thomson (Housing Director), Sharon Shearsmith (Housing CEO), Philip Cranny, Greg Coghlan (Chair)
Absent: Annette Baker, Dennis Innes, Paul Lutton, Gary Searle

OZCARE BOARD



Back row (from left): Dr Minjae Lah, Peter Driver, John Forrest (Chair), Declan Rooney, Patrick Sherry
Front row (from left): David Masters, Glynis Schultz, Christine McMillan, Robert Baker

TREASURER'S REPORT



In my seventh Treasurer's report, I take great pleasure in advising that the Society (including its controlled entities Ozcare and Vinnies Housing) achieved a surplus of \$32.2m for the year ended 30 June 2023, a significant improvement on the \$12.8m surplus of last year. This exceptional result has been achieved notwithstanding higher interest rates, an increasing state-wide housing crisis, and global economic and geo-political uncertainties.

Following on from the second-half recovery of last year, Society operations boomed this year. Once COVID-19 restrictions were relaxed, shoppers returned to our Shops as did our Volunteers. Construction continued on our flagship aged care/retirement village at Newstead, and we recently finalised negotiations with the State Government to build three new and much-needed housing projects in each of Nerang, Toowoomba and Bundaberg — we hope to commence construction on these projects in the next financial year. Financial markets improved both nationally and globally which increased our investment returns, however interest rate increases domestically have put many Australians in financial/mortgage distress.

Accordingly, the Society responded by spending an additional 23.8% on homelessness services and assisting those in crisis — which is our core mission.

The Society re-committed ourselves to the strategic plan of doubling our housing stock within five years. This is a time where there is a significant and increasing community need for our services and so the Society will continue to offer the same dedicated, compassionate service to those seeking assistance in Queensland, as we have for the last 125+ years.

Consolidated revenue grew from \$434.7m to \$501.8m, an increase of \$67.1m or 15.4%. This is due to many factors but largely, an increase of \$6.1m from our retail Shops, a significant public \$4m donation to assist with the construction of new drug and alcohol premises in Mackay, a full year's contribution from the Oxley, Nundah, Toowoomba and Southport aged care sites (\$28m), and from the Canossa Private Hospital. We recorded a \$2.5m gain on the Society's investment portfolio reversing the loss (\$2.8m) of last year, and received \$6m additional interest on accommodation bonds held due to higher interest rates. We are very appreciative of the many supporters of our fundraising events, appeals and bequests, for without this assistance the Society would not be able to offer the services it does.

Key resource allocation continues to be our Aged Care and Community Care & Health, which are Ozcare's core mission. These services represent approximately 69.2% of the group's total revenue.

Net assets at 30 June 2023 total \$521.1m. The Society continued to expand its delivery of core aged care facilities including the completion of stage 1 retirement living development at Newstead (\$150m). There are significant capital initiatives for 2022-23, including constructing drug and alcohol premises in Mackay, completing the flagship aged care project at Newstead (including relocating aged care residents from Palm Lodge to Newstead), finalising and commencing construction on the three State Government-approved housing projects in each of Nerang, Bundaberg and Toowoomba, which will add 147 units to our housing stock. Additionally, State Council has identified and will continue to pursue further housing initiatives in Brisbane, Dalby, Toowoomba Yeppoon to add a further 302 units.

Attention is again drawn to the consolidated position which discloses a net deficiency of working capital totalling \$422.6m. This deficiency arises due to the classification of resident liabilities \$342.6m as a current liability in accordance with Australian Accounting Standards, whereas the assets to which these same liabilities relate (property, investment properties and other investments) are disclosed as non-current assets. This deficiency position is similar to other aged care providers and is detailed in note 1 of the 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), Society Members and external advisors for your hard work during the year, and for contributing to our outstanding financial result. Special thanks are extended to our CFO's Ms Rachel Fraser and Mr Dinuke Christie-David, who make my life as Treasurer so much easier. We are indeed fortunate to have such a sound financial base from which to grow the Society's expanding presence here in Queensland.

Dan Carroll, Treasurer



We remember the Vincentians we have lost during the year and recognise their impact on their Diocese, fellow Vincentians and their loved ones. Thank you for offering your helping hand in service to your community.

NAME	CONFERENCE
DIOCESE: TOWNSVILLE	
Jean Tanzer	St Mary of the Cross, Mundingburra
Lynda Mullamphy	St Mary's, West End
DIOCESE: ROCKHAMPTON	
Alan Poole	Holy Family, Rockhampton
Dorothy Holman	St Louise De Marillac, Rockhampton
Elizabeth Matthews-Cahill	Holy Family, Rockhampton
Jean Brandstetter	St Brigid's, Longreach
Lorraine Smith	St Louise De Marillac, Rockhampton
Neil Fraser	St Brigid's, Longreach
Paul Worthington	Holy Family, Rockhampton; Sacred Heart, Yeppoon
Philomene Fry	St John of God, Rockhampton
Roy Vanden Bergh	St Joseph's, Biloela
Terence Hayes	Our Lady of Perpetual Help, Mackay
Thomas Barry	Our Lady Star of the Sea, Gladstone
DIOCESE: NORTHERN	
Audrey Messenger	St Joseph's, Childers
Ben Clutterbuck	St Joseph's, Childers
Christopher Chandler	St Gerard Majella, Maroochydore
Edward (Eddie) Barret	Little Flower, Bribie Island
Francis Jayaraj	Our Lady of Perpetual Succour, Tewantin
Jack Wills	St Gerard Majella, Maroochydore
Madonna Hickey	Little Flower, Bribie Island
Malcolm Rowan	Our Lady of Perpetual Succour, Tewantin
Mary Foley	Our Lady Help of Christians, Redcliffe
Patricia Golik	St Gerard Majella, Maroochydore
Ruth Reeves	Good Shepherd, Kawana
Thomas Malone	Our Lady of the Way, Landsborough

NAME	CONFERENCE
DIOCESE: WESTERN	
Arthur Pitty	St William's, Grovely
Michael Hogan	St William's, Grovely
DIOCESE: FAR NORTH QUEENSLAND	
Mark Johnston	Holy Cross, Trinity Park
Patrick Kelly	St Brigid, Cairns
DIOCESE: BRISBANE	
Berenice Brewer	Holy Spirit, New Farm
Gilbert Luk	St Paschal's, Wavell Heights
Kathleen Opitz	Sacred Heart, Sandgate
Maureen O'Sullivan	St Fabian's, Yeerongpilly
Robyn Dalton	St Oliver Plunkett, Cannon Hill
Shirley Ryan	St Lawrence's, Brighton
Tony Kelly	St John Vianney, Manly
DIOCESE: SOUTH COAST	
Barry Forbutt	Guardian Angels, Southport
John Drew	Our Lady of Lourdes, Sunnybank
Ray Burton	St Vincent's, Surfers Paradise
DIOCESE: TOOWOOMBA	
Sr Beryl Gleeson	St Anthony's, Harristown
John Dent	Holy Name, Newtown
Peter Lalor	St Patrick's Toowoomba
Patricia Hundt	Mary of the Southern Cross, Highfields
Raymond Young	Mary of the Southern Cross, Highfields

“We cannot better assure our eternal happiness than by living and dying in service of the poor”

St Vincent de Paul

GLOSSARY

COMPANIONS

The people we provide assistance to. This term reflects our mission to walk alongside those in need to support them on their life journey.

CONFERENCE

Local groups comprised of Members, focused on supporting their community.

DIOCESE

A Catholic term for the regions that our Society services. St Vincent de Paul Queensland has eight Diocese: Brisbane, Western (West Brisbane/Ipswich), South Coast (Gold Coast), Toowoomba, Northern (Sunshine Coast and surrounds), Rockhampton, Townsville and Far North Queensland. Each region has its own Diocesan President.

LAY CATHOLIC

Members of the Catholic Church who are not clergy, Bishops, Priests or Deacons. St Vincent de Paul is a lay Catholic society.

MEMBER OR VINCENTIAN

Referring to a voting Member of a Conference, who provide direct support to Companions depending on their needs. Also referred to as Vincentians, they are the core providers of our Society's good works in the community.

PROGRAMS

Services provided by the Society that offer specialist support, including training and education, crisis accommodation, support work, counselling, drug and alcohol rehabilitation, and more.

VOLUNTEERS

People who contribute their time and efforts to the Society who are not Conference Members. This includes Volunteers in our Shops and Programs.

CONTACT US

Copies of the report can be downloaded at qld.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 Yuggera & Turrbal Country
PO Box 3351 South Brisbane QLD 4101

P (07) 3010 1000
1800 VINNIES (1800 846 643)

E state.admin@svdpqld.org.au

W www.qld.vinnies.org.au

OZCARE

Corporate Office

66 River Terrace, Kangaroo Point,
QLD 4169 Yuggera & Turrbal Country,
PO Box 912 Fortitude Valley Q 4006

P 1800 Ozcare (1800 692 273)

E info@ozcare.org.au

W www.ozcare.org.au

VINNIES HOUSING

State Administration

10 Merivale Street South Brisbane,
QLD 4101 Yuggera & Turrbal Country
PO Box 3351 South Brisbane QLD 4101

P (07) 3010 1000

E state.housing@svdpqld.org.au

W www.qld.vinnies.org.au

HOW YOU CAN HELP



To offer a financial donation or leave a gift in your will email: qld.donations@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 part of our online community at www.vinnies.org.au

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@vinniesqld



St Vincent de Paul Society
QUEENSLAND

good works