



Evolution

ANNUAL REPORT

2021—2022

WHERE YOU'LL FIND US



ST VINCENT DE PAUL SOCIETY CANBERRA/GOULBURN

ABN: 16 732 852 554



Since 1833, the St Vincent de Paul Society has been at the forefront of service to those in need. Throughout another challenging year, the work of our members and volunteers has been even more important.

ACKNOWLEDGEMENT OF COUNTRY

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

PRIVACY STATEMENT

The St Vincent de Paul Society Canberra/Goulburn respects the privacy and dignity of the people it assists, our members, volunteers and employees. For more information about how the Society manages privacy information please refer to our Privacy Policy on our website www.vinnies.org.au/page/Policies/State-Policies/ACT_Privacy_Policy/

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PRESIDENT'S MESSAGE

John Feint,

President, St Vincent de Paul Society
Canberra/Goulburn

This year was to me a year of consolidation and adaptation as we continued to adjust to a new operating environment, where COVID-19 impacts our staff, members and volunteers. Whilst we have seen a decrease in member and volunteer numbers, our operations continued to remain profitable, allowing the Society to reach out to support more companions across our region.

Cost of living increases and a shortage of affordable housing continue to challenge our companions right across our region, reflected in an **increase in demand** for conference-delivered support. There are encouraging signs of increasing ACT Government action to address housing shortages, although this will not be something that can be fixed quickly.

The Territory Council has been working hard to keep the focus on our key strategic directions, aimed at ensuring the Society remains resilient and adaptable in the face of whatever challenges are put our way.

When 2019 began, we could hardly have anticipated the impact of the **2019/20 bushfires** followed closely by the COVID-19 pandemic. We continue to support individuals and local communities as they rebuild after these fires. The recovery has been delayed by COVID-19 and the Society will be there for the long haul. I recognise the work of all those in our Society who are on the frontline with our bushfire recovery efforts. It is not easy work when the scars of fires are still fresh for those who lived through the disaster. When I toured fire-affected areas in March 2022, I saw evidence of much optimism and enthusiasm to move on and build afresh. Communities have become closer and found new ways of working together.

October 2021 saw CEO Barnie Van Wyk leave us after almost 5 years of energetic and impassioned leadership. Michelle Colefax stepped up to act in the role for the remainder of the year. Barnie supported



the Territory Council in navigating through the challenges of bushfires and COVID-19, achieved operating surpluses year on year, oversaw our Quality Innovation Performance (QIP) accreditation, grew our support programs, and achieved record Vinnies CEO Sleepout fundraising. I valued support from both Barnie and Michelle during the year. Their obvious commitment to the mission and values of the Society gave us all the confidence to push ahead into new areas to support our companions.

I am proud of the work we have done in **Indigenous reconciliation**, releasing our Reconciliation Action Plan (RAP) in April 2022. This is our first important step along our reconciliation journey. The Plan will drive ongoing work to strengthen our awareness and understanding of Indigenous cultural perspectives and to better support Indigenous companions.

During 2021–22, the Territory Council continued to work with the National Council of the Society on an agreed constitution for a Company Limited by Guarantee. Delays in achieving agreement have been frustrating but at the time of writing this report, I can advise that we have the green light to proceed. Following member consultation, the Territory Council anticipates a vote at a Special General Meeting following our Annual General Meeting in November 2022.

Once again, it has been quite a year and on behalf of our companions, I would like to **thank all our members, volunteers, staff and donors** for their generous service to the work of the Society. I especially thank my Territory Council colleagues for their contributions to the leadership of the Society. It has been a pleasure to serve the Society as President and look forward to the challenges and opportunities another year will bring.

CEO'S REPORT: ANNUAL REVIEW 2021–22

Lucy Hohnen,

CEO, St Vincent de Paul Society
Canberra/Goulburn

We have seen significant change in our Society's operations over the period covered in this report. Whether it was dealing with the impacts of the pandemic or meeting the increased needs of our companions coping with the impact of cost-of-living pressures, homelessness, housing affordability or other issues, this report reflects another most challenging of years.

I am full of admiration and **gratitude** for the incredible dedication of our members, volunteers and employees who have stayed with us throughout this, and remain motivated and dedicated to deliver our mission.

I am optimistic about our capacity to meet future challenges and our ability to extend the reach of our good works across the Archdiocese. This is due to the investment we've put into ensuring our governance, processes, systems and people are aligned to support our good works in our communities.

We have experienced unprecedented demand for our services across the board, and I want to take the opportunity to pay tribute to my predecessor Michelle Colefax, who as Acting CEO, ably led the Society through this time. Her compassionate and thoughtful leadership was instrumental in supporting our Society during this period, whilst also working on enhancing our organisational capabilities across a wide range of areas to ensure we came through the past 12 months in a strong position.

We are a complex and diverse organisation and for those who aren't part of our Vinnies family, it can be hard to grasp the many facets of who we are



and what we do. From the many geographical locations where we deliver our good works, to the range of services and programs we provide, to the business of running the Society, there are a lot of moving parts.

This year, as did most organisations, the Society experienced significant **recruitment and retention challenges** in response to the pandemic, but we now have a team of very capable and skilled professionals to support our next chapter.

The dedication of our conference members and our many volunteers remains absolutely key to the delivery of our mission. Whether it is their fantastic fundraising achievements or the compassionate 'hand up' they give to our companions, they are the heart of the Vinnies family.

Of particular focus this year is the work of our centres and conference work across the Archdiocese. We have commenced the long-term ambition to expand our services in our region, starting with the establishment of a **Western Hub** based in Young. Much work has been done over the past year to enhance the support that our central support services can provide these areas.

We have seen firsthand the significant impact of our community development officers supporting

communities still rebuilding after the bushfires. Their work will have a lasting legacy for us to build on in the future.

This year we started our journey to deepen our understanding of our First Nations peoples through our RAP, which was launched in 2022. Cultural awareness training for all our team commenced to support this.

The Society also moved further to ensure **sustainable operations** with investments in a hybrid fleet and solar panels in multiple locations that will also result in operational cost savings.

We continued to use our voice for those needing us to advocate for them. The Society also strengthened our collaboration with key stakeholders in the not-for-profit and community sector, and we'll continue to make a positive and constructive contribution on issues that we understand deeply, and which align with our mission.

Conferences were supported by our colleagues from National Office in the context of the Federal election. We also engaged locally with the ACT Government on several key issues. Through the Caritas Christi Conference, we continued to support refugees and people seeking asylum, in collaboration with Companion House and Canberra Refugee Support. We participated in the annual Palm Sunday Rally in support of refugees.

Despite a challenging financial environment in the community, we were still able to exceed our fundraising targets thanks to the incredible work of our conferences during our Christmas and Winter Appeals, and our flagship fundraising event, the Vinnies CEO Sleepout. This shows that our community trusts us and knows their donations go to where they are needed and will have the most impact.

We did see a reduction of our volunteer numbers as a result of the pandemic, however, the dedication of many of those who stayed with us was recognised by the wider community. We were delighted that several of our teams received ACT Volunteer of the Year awards at the end of 2021.

We saw success in our centres to support our operations, again thanks to so many dedicated team members and volunteers. In so many instances these centres are a support hub, not just a store, and represent the **face of Vinnies** in our community. Thanks to the hardworking teams in our centres and lots of innovative marketing and merchandising, they were able to continue to generate much-needed financial support for our good works, even during challenging COVID-19 restrictions. The centres are also a place for companions to find support and connection, and for our conferences to provide services in their communities.

Our **youth programs** have expanded and revitalised, including the introduction of youth liaison officers who introduced a range of innovative new programs for young people from primary school to tertiary students. These programs, while diverse in nature, share a common goal of empowering young people to develop a strong sense of self and to make a positive contribution to society.

Our expanded specialist homeless services continued their challenging but vital work reaching out to those most in need in our communities, and it was great to see the Street to Home Team, in particular, share their work with participants in the Vinnies CEO Sleepout.

To make all of this possible, I want to acknowledge the enormous efforts of the Corporate Services Team who play such an important role supporting our conferences, frontline services, projects and operations. The team is continually improving the way we work and the systems we use to ensure we are well prepared to meet future challenges, and that our precious resources are focused where they need to be.

The work we do is only possible because of the commitment and dedication of our members, volunteers and staff, and the generosity of our partners and supporters. To all of you, thank you.



SPIRITUAL REFLECTION

Patrick McGrath,

Director of Community Engagement and Youth Programs

A good friend of mine often says, 'No matter what you do, if you begin with Jesus and end with Jesus, you are not going to go too far off course in between'. She is right. If we orientate our work and our living around a personal relationship with the Risen Jesus, I think we end up staying pretty true to our course. As Vincentians we try to do this regularly. We always pray before and after our regular meetings. The Society's Rule encourages us to say a quiet prayer to the Holy Spirit before we visit a companion. In fact, for me personally, I find the days that do go off track are usually the days I have forgotten to include in it my greatest source of strength – Jesus.

St Vincent de Paul himself once said:
'We should spend as much time in thanking God for His benefits as we do in asking Him for them.'

And so it is we close another year with hearts filled with gratitude for the hundreds of members, volunteers, employees and benefactors who

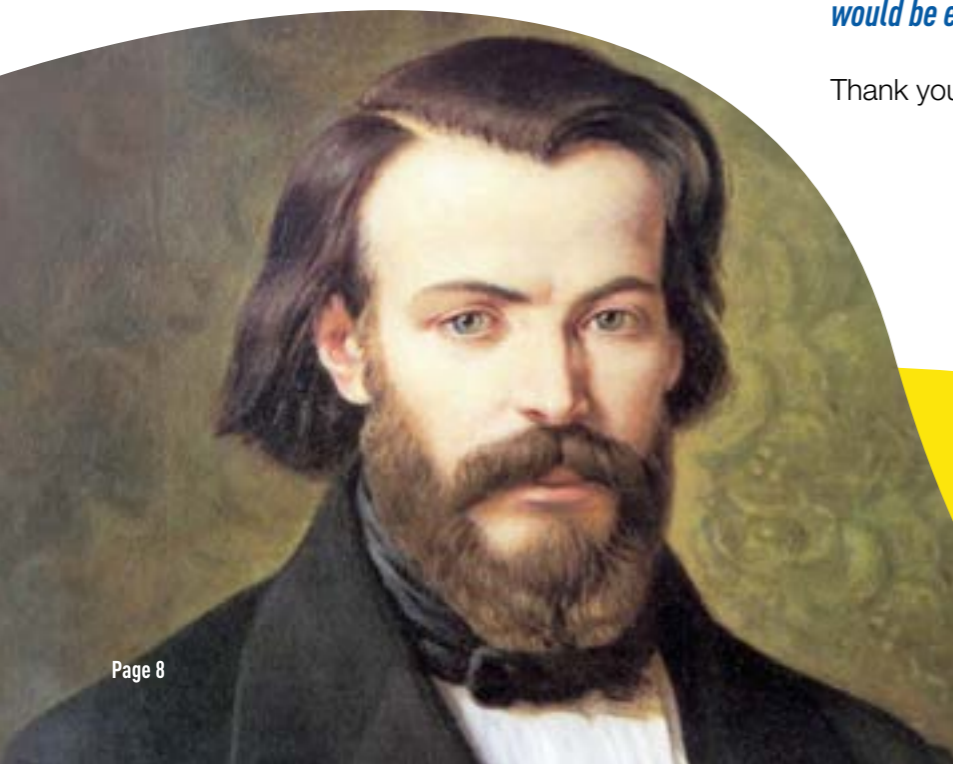


have brought us to this point in our great mission. Never has there been greater need for our work of Compassion and Companionship. Working with and for the Society of St Vincent de Paul and under extraordinary circumstances, we have responded with generosity and dedicated service in numerous ways. There will be time in the future to plan, however, today we stop and are grateful to God for the multitude of blessings that have been given to us this past year.

Let us move forward, inspired by our Founder Blessed Frederic Ozanam, to always give thanks to God for every experience. Like Frederic, let us work tirelessly to help others in God's name, particularly those trapped in the margins of our living.

'If the only prayer you said was thank you, that would be enough.' – Meister Eckhart

Thank you.



WHY WE HELP

More than 116,000 Australians are homeless on any given night

For every person living on the streets, 13 more experience other forms of homelessness

42% of clients of specialist homelessness services have experienced family or domestic violence

20% of people experiencing homelessness identify as Aboriginal and/or Torres Strait Islander

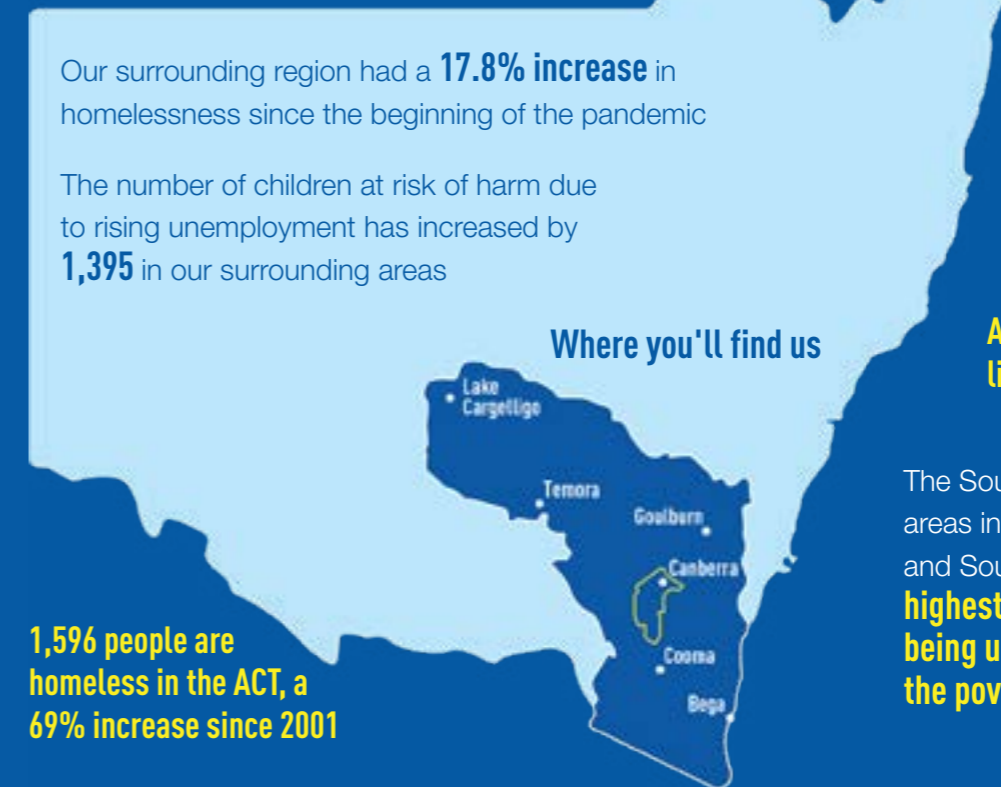


Almost **60%** of people experiencing homelessness are under the age of 35



More than 1 in 8 Australian children live below the poverty line (739,000 children)

JobSeeker provides recipients with **\$314 a week**, but the median weekly rent in Canberra is **\$500 for a unit and \$630 for a house**



There is a shortage of **3,100 social housing** properties in the ACT

Almost 26,000 Canberrans live below the poverty line

The South Coast, as well as in inland areas in the Riverina, Central West and South-Eastern NSW have the **highest concentrations of people being unemployed and living below the poverty line**

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WHO WE ARE

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

VISION

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

MISSION

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

OUR PEOPLE

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

543 Members

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

1,236 Volunteers

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

215 Employees

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



HOW WE HELP

The St Vincent de Paul Society Canberra/ Goulburn gives people in need a 'hand up' to make life-changing decisions. Support differs from situation to situation, but our conferences remain central to the Society's good works and governance.

The Special Works of the Society focus on services that require professional staff and full-time support, with most reliant on the generous donation of time from volunteers.



HOMELESSNESS SERVICES

Samaritan House
Street to Home
Blue Door



CLOTHING AND OTHER MATERIAL GOODS

Vinnies Retail Centres
Thread Together Clothing Hub



YOUTH PROGRAMS

St Joe's Youth Program
St Nick's Young Carers Program
School Engagement (Primary and Secondary)
Migrant and Refugee Program



COMMUNITY ENGAGEMENT

Community Inclusion Program at Oaks Estate
Night Patrol
Compeer



EMERGENCY RELIEF HELPLINE (13 18 12)

Home Visitation and Support



EDUCATIONAL SERVICES

Clemente
Home Energy Efficiency Program



FAMILY SUPPORT

Family Services Program
Young Parents Program

GOVERNANCE

Antony Allen,
Chief Operating Officer

St Vincent de Paul Society Canberra/ Goulburn is incorporated as an association under the ACT Associations Incorporation Act 1991 and holds a subsidiary company limited by shares under the Corporations Act 2001. However, with the increasing risk and complexity of running the Society, the Territory Council has gained National Council approval to change the corporate structure to be a Company Limited by Guarantee. This is expected to occur during the 2022–23 financial year.

A Company Limited by Guarantee has the key advantage that it will operate under federal legislation, being the Corporations Act 2001, as opposed to ACT-based legislation. This legal structure is more appropriate for an organisation of the size and complexity of the Society and will allow us to operate in more than one jurisdiction, namely NSW and the ACT. It will also provide improved governance through a new Board, focusing on the business risk and operations of the Society as well as enhance our ability to access funding from the NSW State Government for works within our jurisdiction.

The core of the Society is, and will remain, the **conferences**. These conference members, or Vincentians, provide grassroots support and a 'hand up' to our companions, or people in need. As of 30 June 2022, there were 543 members in 49 conferences. Comparatively, in 2021, there were 610 members across 51 conferences.

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



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

Structurally, each conference elects a president, and these presidents together form a **regional council**. Each regional council elects a president from their conference presidents. There are six regional councils in the Canberra/Goulburn region.

Territory Council is the governing body for the Society and comprises the President, appointed Vice Presidents and Treasurer, as well as the 6 regional Presidents. The President is elected through a secret ballot by members of Territory Council.

The Territory Council is assisted in its work by advisors on Twinning, Social Justice and Advocacy, and a Spiritual Advisor in addition to the Chief Executive Officer.

A number of subcommittees formed by members and external experts meet regularly to provide guidance to the Territory Council on matters such as audit, risk, finance and social justice.

The CEO manages the business operations of the Society, and reports to the Territory Council.

The CEO is responsible for providing input to, and implementing, the Territory Council's strategic plan and monitoring risks associated with that plan. The Public Officer is responsible for the Society's Governance Framework.

The property and income of the Society must only be used to undertake activities that support the Objects of the Society, as outlined in paragraph 3 of the St Vincent de Paul Society (Canberra Goulburn) Constitution.

Property and income of the Society is primarily derived in 3 ways. The first being profits generated from the Society's retail centres (that also act as beacons of community inclusion in their respective geographic location), monies received from funding bodies (local, state or federal) for specific program purposes, and funds raised through marketing and fundraising activities such as, but not limited to, the CEO Sleepout.

In the Canberra/Goulburn Archdiocese, there are **27 Vinnies retail centres** and **18 Special Works programs**. These Special Works programs focus on services that require professional staff and full-time support that cannot be managed through (but complement) the conference model.





BUSINESS OPERATIONS

George Kadmos,
Director ICT and Business Operations

LED ENERGY SAVING SCHEME

The St Vincent de Paul Society Canberra/ Goulburn successfully completed the rollout of NSW and ACT Government Energy Savings Schemes, where organisations receive a rebate to upgrade lighting to energy-efficient LED. The scheme is designed to reduce electricity usage. The cost of purchasing the LED bulbs and having them installed by a professional is subsidised by the respective governments. The benefits of the scheme include:

- reduction in electricity consumption and bills
- reduction in maintenance as LEDs last longer than other types of bulbs
- reduction in environmental impact.

QUALITY IMPROVEMENT COUNCIL ACCREDITATION

After receiving Quality Improvement Council (QIC) Health and Community Services accreditation in April 2021, the Society successfully completed its 6-month maintenance review in October 2021. The results of the review confirm the Society is on track to meet its quality improvement objectives before accreditation is renewed in 2023.



HUMAN RESOURCE INFORMATION SYSTEM

To further enhance the Society's ability to support and manage its human resources, the organisation is seeking to implement a Human Resource Information System (HRIS). It is envisaged the selected HRIS will provide full employee lifecycle management from recruitment, onboarding and retention, through to exit. In the last 2 months, the Society has proceeded to market for a suitable platform and is expected to implement a solution in the next reporting period.

ICT STRATEGIC REVIEW

Towards the end of 2021, the Society commenced a review into the Territory's existing ICT arrangements. The review includes an assessment of current delivery methods, governance arrangements, security efficiency, agility and cost effectiveness of ICT delivery and support. The purpose of the review is to deliver an ICT Strategic Plan to lay the foundations of all future ICT planning for the next several years.

A YEAR IN REVIEW



Jul 21

NAIDOC Week Celebrations at our Community Inclusion Program (CIP)

Goulburn Conference collects goods and raises funds for the 2021 Winter Appeal

AUG 21

'Everybody needs a home' National Homelessness Week 2021

Clemente Homelessness Week Event 2021 with a showing of 'A Reckoning in Boston'

Due to COVID-19 lockdowns, some staff began working from home, with our services greatly affected

80 ANU staff and students sleepout raising \$15,516 in support of Vinnies Canberra/Goulburn



SEP 21

2021 Winter Appeal raises over \$473,700

COVID-19 restrictions lead to centres being closed for 10 weeks

Home Energy Efficiency team continues to help with Night Patrol and the Blue Door meals packing

International Day of Charity

Migrant and Refugee Sunday

Frederic Ozanam's Feast Day

St Vincent de Paul's Feast Day

OCT 21



Youth Programs continue online during lockdown

We farewell Bernie van Wyk as CEO of St Vincent de Paul Society Canberra/Goulburn

Mental Health Month 2021 Webinar



New Mitchell Centre Opens

First Mini Vinnies group formed at St Joseph's in Bombala

DEC 21

New rent relief fund welcomed in the ACT to help low-income renters during COVID-19

Youth Movie Nights 'The Power of Hope' held in Wyndham and Towamba

NOV 21

Community Inclusion Program (CIP) continues to provide up to 80 meals weekly to companions

We welcome Michelle Colefax as Acting CEO of St Vincent de Paul Society Canberra/Goulburn



Winners and nominees at the Canberra Region 2021 Volunteering Awards

JAN 22

Christmas Barefoot Bowls for men in Wyndham, Rocky Hall and surrounding areas



Batemans Bay Heritage Museum purchase 2 computers thanks to the Vinnies Bushfire Community Grants program

The Quaama Tennis Club gets an upgrade thanks to the Vinnies Bushfire Community Grants program

Successful Foodbank Fresh Food Pop Up with other community organisations in ACT and surrounds



Harmony Day Celebration



Clemente Wellbeing Workshops begin at the Australian Catholic University (ACU)

Media training held for staff

Solar Panels installed at Rheinberger Centre

FEB 22

2021 Christmas Appeal raises over \$402,000

Rosalie Rendu Feast Day

MAR 22

A new bushfire and heatwave haven opens at Moruya Preschool Kindergarten

Mansour Buges and Sean Curtis named winners of the Volunteering ACT 2021 Volunteer Manager of the Year Award with Kathy Morris (Vinnies Phillip Centre Manager) as a finalist



12 years of Street to Home funding



15 students from Canberra Grammar volunteer their time at our Mitchell Warehouse

'Know Your Country' Project introduced during National Reconciliation Week

National Reconciliation Week celebration at Rheinberger Centre

JUN 22

Mini Vinnies badges presented to students at St Bernard's Primary School in Batemans Bay

Refugee Week 2022

St Louise de Marillac Feast Day

DARE: A Youth & Young Adults initiative launched



National Volunteer Week

MAY 22

Palm Sunday Rally for Migrants and Refugees



The Society's Reconciliation Action Plan launched

'Your Voice' survey results help us understand how our Members, Volunteers and Employees feel

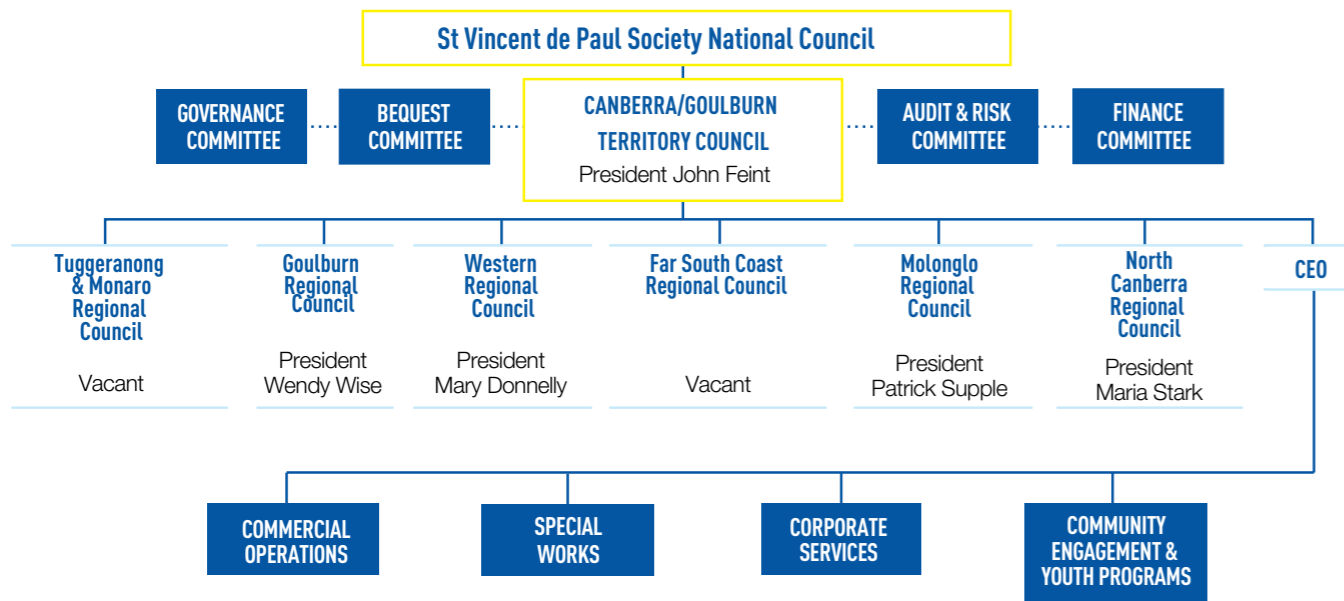
Compeer Creative Fingers Project supports physical and mental wellbeing

Bushfire Recovery Tour undertaken to see the impact of the Bushfire Recovery Grants

The Home Energy Efficiency team won their tender for the next 2 years with the chance of a contract extension of another year

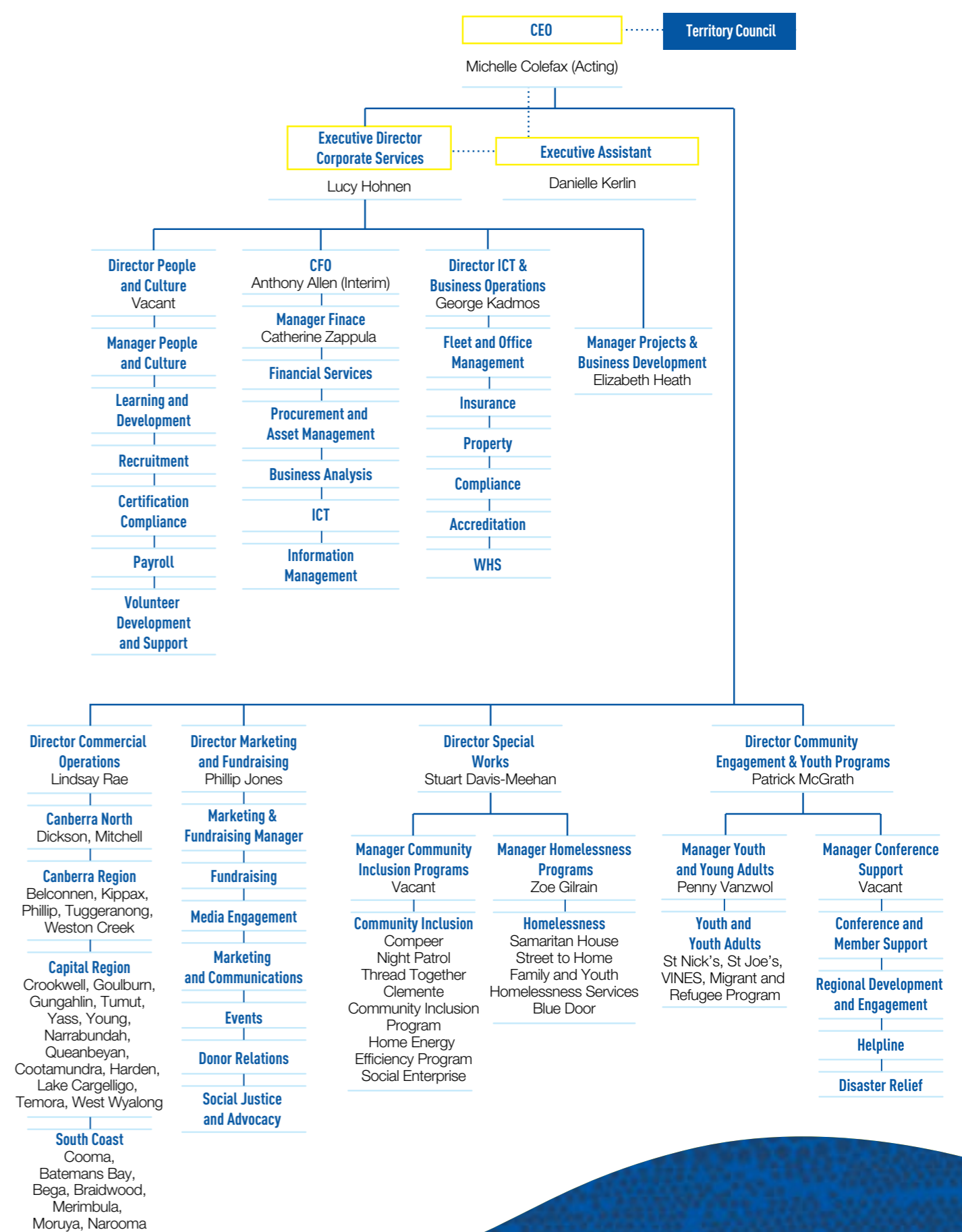
GOVERNANCE STRUCTURE

as of 30 June 2022

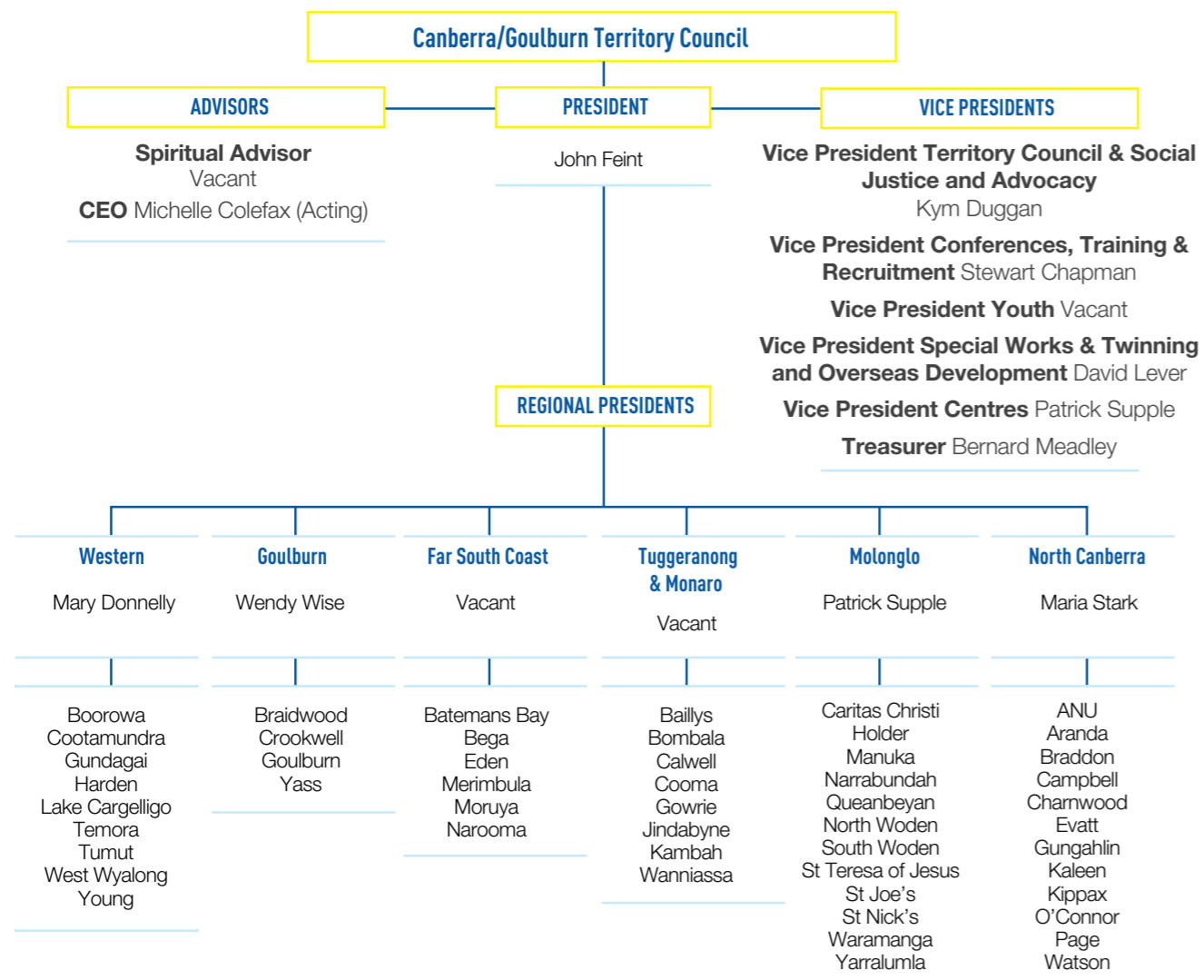


EMPLOYEE STRUCTURE

as of 30 June 2022



CONFERENCE ORGANISATIONAL CHART



CONFERENCES ACROSS CANBERRA/ GOULBURN

Stewart Chapman,

Vice President Conferences, Training & Recruitment

The work of the Society continued steadily, if not differently, in 2021–22. The impacts of COVID-19 highlighted the need for flexible approaches to meetings and our outreach in supporting companions. It is heartening to know that with the help of the support office we have been able to be more adaptable and adjust our operation in more creative ways.

I would like to share with you some interesting observations that have been brought to my attention throughout the past 12 months:

- When COVID-19 payments were offered by the Australian Government, the call centre registered a significant drop in requests for assistance.
- Emerging areas of need identified in 2021–22 were health and medical expenses (an increase of 74%), fuel and transport costs (an increase of 51%) and whitegoods (an increase of 52%). Another area of unmet need is for **start-up packages** for people who secure housing after a period of homelessness but do not have the basics to set up a home.
- Although the overall number of companions reached has been maintained at similar levels as previous years, there has been

a marked increase in companions with **complex needs**, including mental health and loneliness.

- Conferences have noted a dramatic escalation in issues associated with **homelessness**. Regional NSW has experienced an observable escalation in this issue.
- As we move into the new financial year, conference membership across the Archdiocese has increased.
- Recruitment of new members is still vital, along with the need to broaden the arrangements for the management and activities of conferences.

A big thank you to all conference members and volunteers for their service in another trying year. Furthermore, much thanks to the parishes, schools and community groups that have provided tremendous support to our work. A special mention of thanks to the Canberra Relief Network, which gave great assistance during the peak of COVID-19 to help those in need.

Thank you to the Conference Support Office team, who are so dedicated and willing to support our conferences in every way possible. Earlier in 2022, we farewelled Jemma Rossetto, Maureen Galvin and John Vance, who together contributed almost 25 years of dedication to the Society.

We welcomed Patrick McGrath as the new Director of Community Engagement, Siobhan Sweeney, Manager for Conference Support, Kati Reeves, Coordinator for Emergency Relief and Central Region Support, and Omar Bajouri, Administration Support. The Regional Hub initiative has been well guided by our 2 support officers, Corinne Brown (South Coast) and Sharon McCoy (Western Region).

As we emerge from the extraordinary pressures of the past few years we are well placed to launch into a hope-filled future.

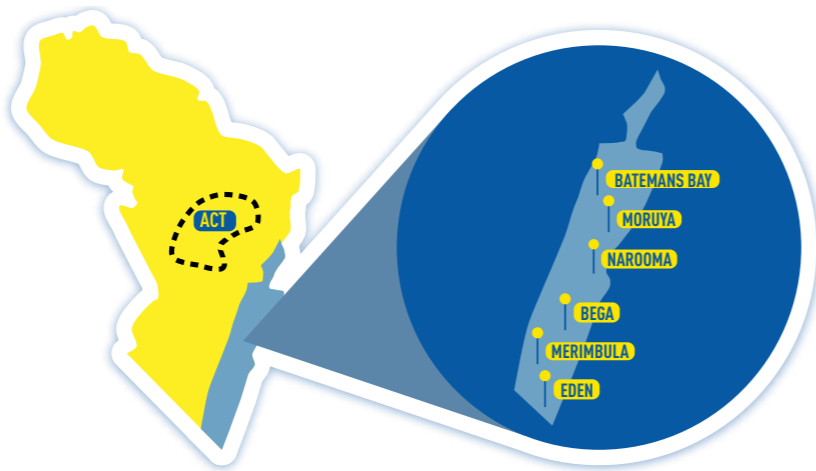


FAR SOUTH COAST REGION

Danni Koenigkamp,
Conference President

The Far South Coast Region is steadily restoring itself through numerous initiatives, following the impacts of recent natural disasters. The Society is seen as taking a significant lead across the region. The most notable strategies have been the numerous bushfire recovery projects sponsored by the Society, and the appointment of a support officer for the region. These initiatives have assisted greatly in bringing new heart into communities and the conferences. The support officer has assisted enormously in the administration and compliance requirements on each conference.

The demand for assistance from companions continues to grow. Our attention is now being drawn to the significant issue of homelessness. Many South Coast conferences are engaged in partnerships with other like-minded organisations and agencies looking for solutions to meet this most complex problem.



The numbers...



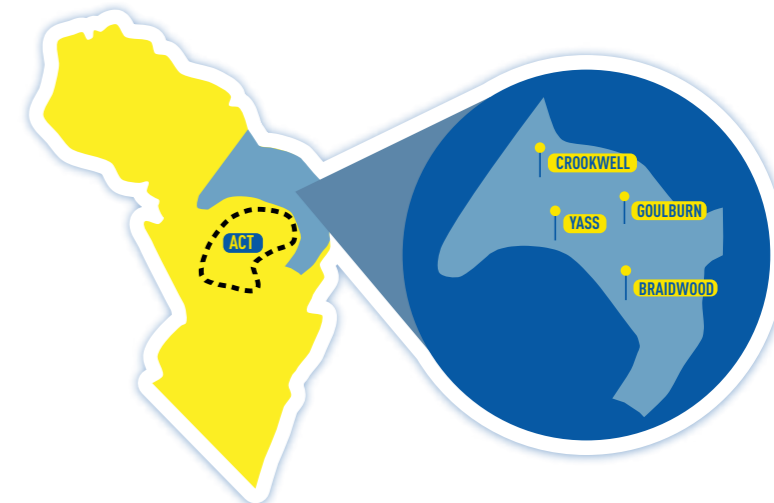
*INCLUDES BUSHFIRE RELIEF

GOULBURN REGION

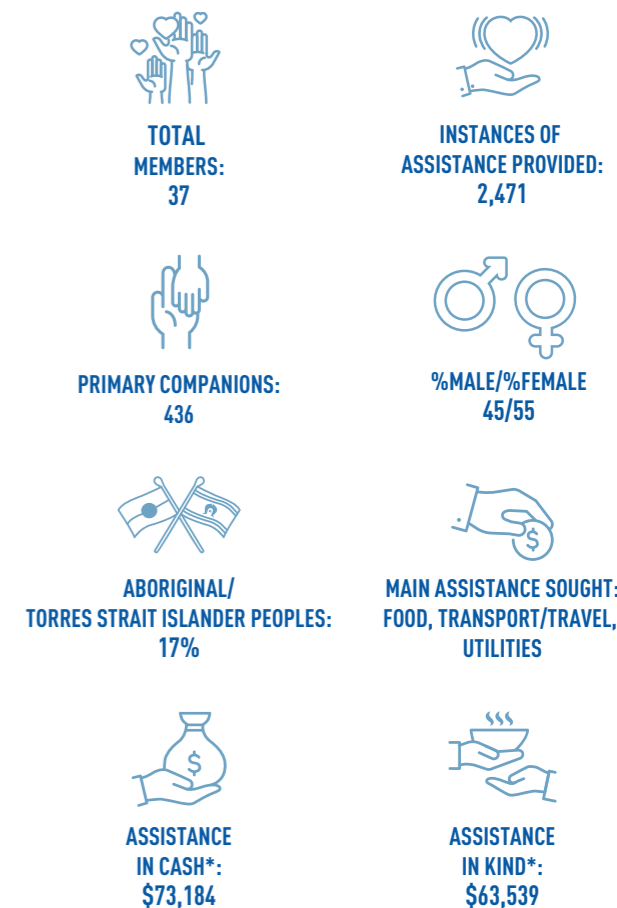
Wendy Wise,
Regional President

The COVID-19 pandemic has continued to increase hardship in the Goulburn Region. Demands have increased across the region for food, electricity, clothing, blankets, petrol and medical prescriptions. Unfortunately, the Crookwell Conference has ceased operation, which has reduced the region to 3 conferences.

The region makes every effort to form strong bonds with the parishes and local businesses. Opportunities for interagency cooperation and cross-service partnerships have presented themselves. The schools in the region continued to be a positive support responding to the numerous appeals conducted by Vinnies, as have local councils, businesses and clubs through their generous grants and donations.



The numbers...



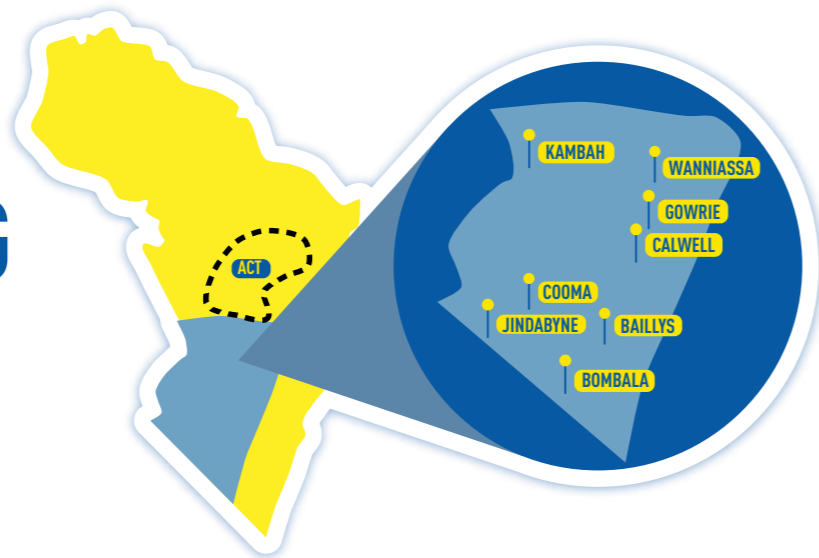
*INCLUDES BUSHFIRE RELIEF

TUGGERANONG AND MONARO REGION

Bob Wilson,
Conference President

Despite the growing complexity of need within our region, the conferences maintain a great spirit of caring and volunteering to make a positive impact on the lives of people requiring a 'hand up' when they strike difficulty in life. The extraordinary generosity of parishes continues to remind us all that the community believe in the work we are doing and want to be as supportive as possible. Similarly, the support conferences receive from the school communities each year is extraordinary. We are grateful for the many partnerships that assist us in our mission to serve those in the margins of our lives.

The challenges of living with the effects of COVID-19 are known to all. It has impacted on every part of our personal and spiritual lives. The resilience shown by our members and volunteers is a wonderful example of a determination that will not allow anything to get in the road of the Society stepping out into the messy world and making things right for the vulnerable. This must have its foundations in the way Frederic Ozanam and the young society bravely tackled the challenges of their time amid the community health issues that surrounded them.



The numbers...



TOTAL MEMBERS:
86



INSTANCES OF ASSISTANCE PROVIDED:
3,275



PRIMARY COMPANIONS:
621



%MALE/%FEMALE
30/70



ABORIGINAL/TORRES STRAIT ISLANDER PEOPLES:
18%



MAIN ASSISTANCE SOUGHT:
FOOD, CLOTHING,
TRANSPORT/TRAVEL



ASSISTANCE IN CASH*:
\$155,193



ASSISTANCE IN KIND*:
\$58,543

*INCLUDES BUSHFIRE RELIEF

MOLONGLO REGION

Patrick Supple,
Regional President

This year has seen an increase in both the number of companions and the depth of support needed. There has been a continued influx of companions from the inner north and south of the ACT into housing in the new Molonglo suburbs of Coombs, Wright and Denman. Many arrive with no furniture or white goods, and need assistance to establish themselves quickly.

More than 2,300 individuals were assisted by the support provided during the year. Twenty-one per cent of the primary clients attended to by Holder Conference identified as Aboriginal.

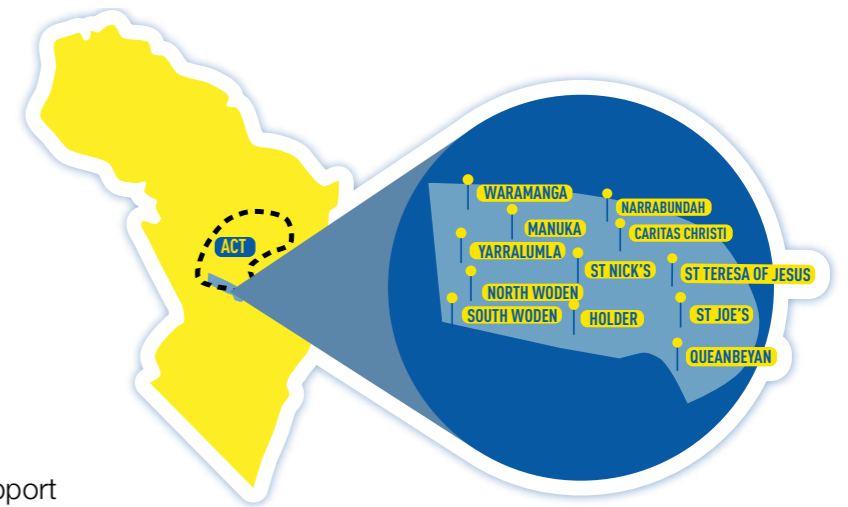
Refugee support continues to be a priority with demand growing considerably. Caritas Christi Conference supports those seeking asylum and works closely with Companion House and Canberra Refugee Support. This conference recently received a Volunteering ACT 'Highly Endorsed Award'.

Local Catholic schools continue to be very supportive across the region and Mini Vinnies is prominent in some parish schools.

The St Theresa of Jesus Conference was formed initially to provide spiritual support to the disadvantaged. Its ministry expanded to include detainees in the Alexander Maconochie Centre ACT. The conference provides spiritual direction and ministering to people with mental health and comorbidity issues relating to addictions.

Cooperation with local shopping centres had provided broader access to the community during the times we conduct the Annual Winter and Christmas Appeals.

Conferences in the region remain strong, positive and enthusiastic towards the mission of the Society.



The numbers...



TOTAL MEMBERS:
120



INSTANCES OF ASSISTANCE PROVIDED:
5,892



PRIMARY COMPANIONS:
1,062



%MALE/%FEMALE
36/64



ABORIGINAL/TORRES STRAIT ISLANDER PEOPLES:
21%



MAIN ASSISTANCE SOUGHT:
FOOD, CLOTHING,
TRANSPORT/TRAVEL



ASSISTANCE IN CASH*:
\$306,746



ASSISTANCE IN KIND*:
\$135,659

*INCLUDES BUSHFIRE RELIEF

NORTH CANBERRA REGION

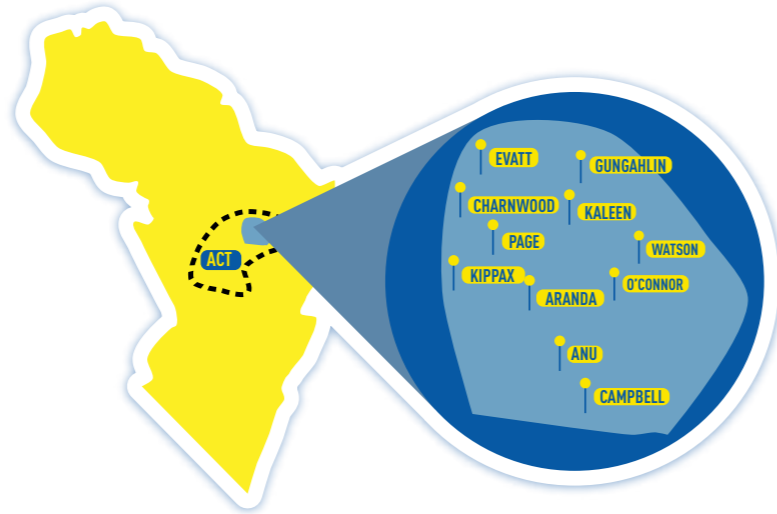
Maria Stark,
Regional President

The pressures on each of our conferences during the past 2 years of living with COVID-19 has impacted greatly on the work of the Society. The region is experiencing a shortage of members to carry out our vital work. The focus of many conferences in recent months has been on recruitment at the local level.

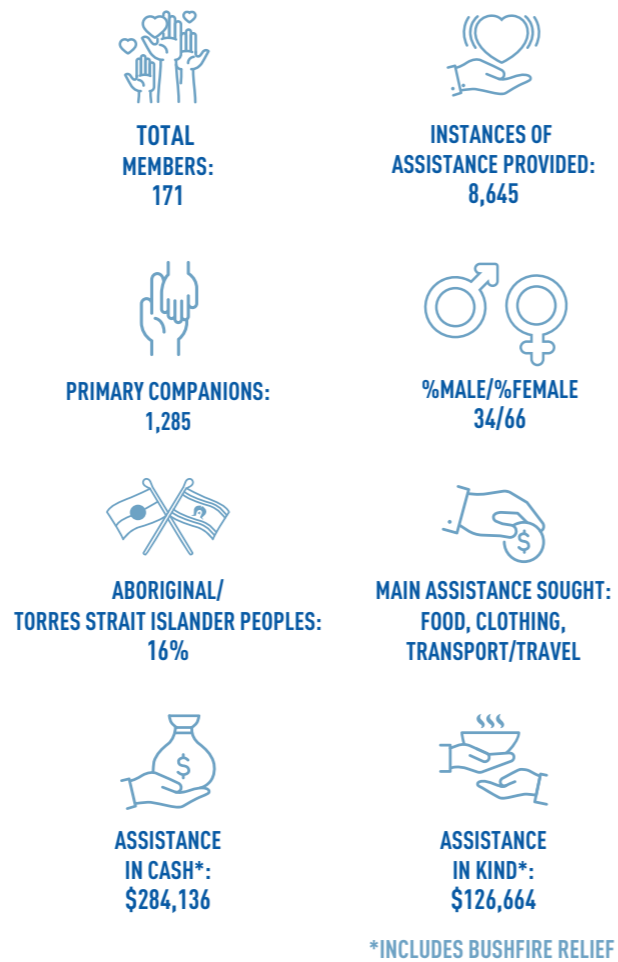
The good news is that people are wanting to support our work and when approached are responding with generosity. Our conferences have found that we need to be organised with the key roles and be able to define accurately the time that is required to complete the duties of that role. Approaching recruitment in this way assisted one of our conferences to double in size! People want to help and also need to know the full extent of the commitment they make.

We need to remain positive and hopeful. As we approach springtime, and we move into a safer world for our health, we need to prepare to receive new members who desire to contribute back through the true Australian spirit of volunteering for their own health and wellbeing, as well as the wellbeing of those we serve each day.

We need to remember that God will provide.



The numbers...



WESTERN REGION

Mary Donnelly,
Regional President

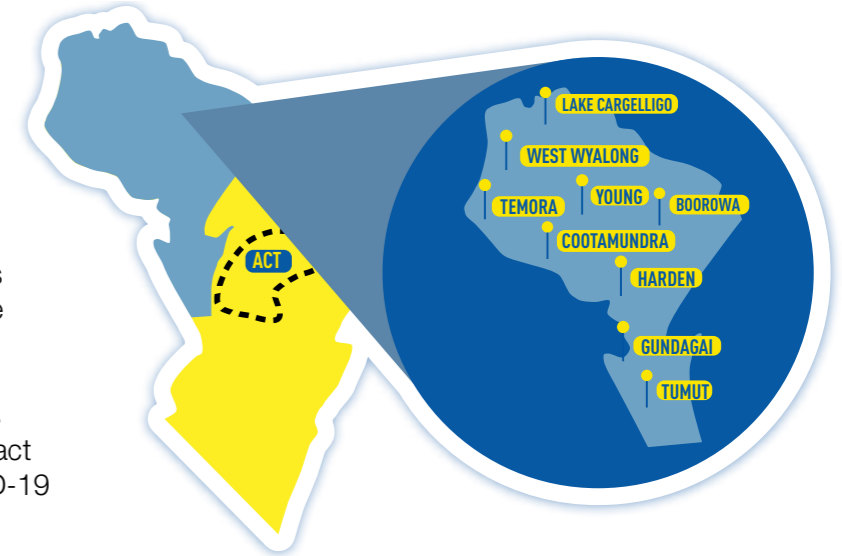
The demand for assistance from companions continues to grow across the region while the conference membership is declining in some areas. Conferences have adapted contact procedures to suit the availability of members and have relied on the use of telephone contact with companions especially during the COVID-19 pandemic.

The introduction of the support officer to the Western Region has been a huge blessing for our conferences. The in-person support given to the members by Sharon McCoy has been most welcome and extremely valuable in building up the confidence and skill level of conference leaders. The region has been grateful for the engagement with the support office, which is responding to our specific needs. Thank you also to Paddy McGrath for his support. Having someone who understands things outside Canberra is a blessing.

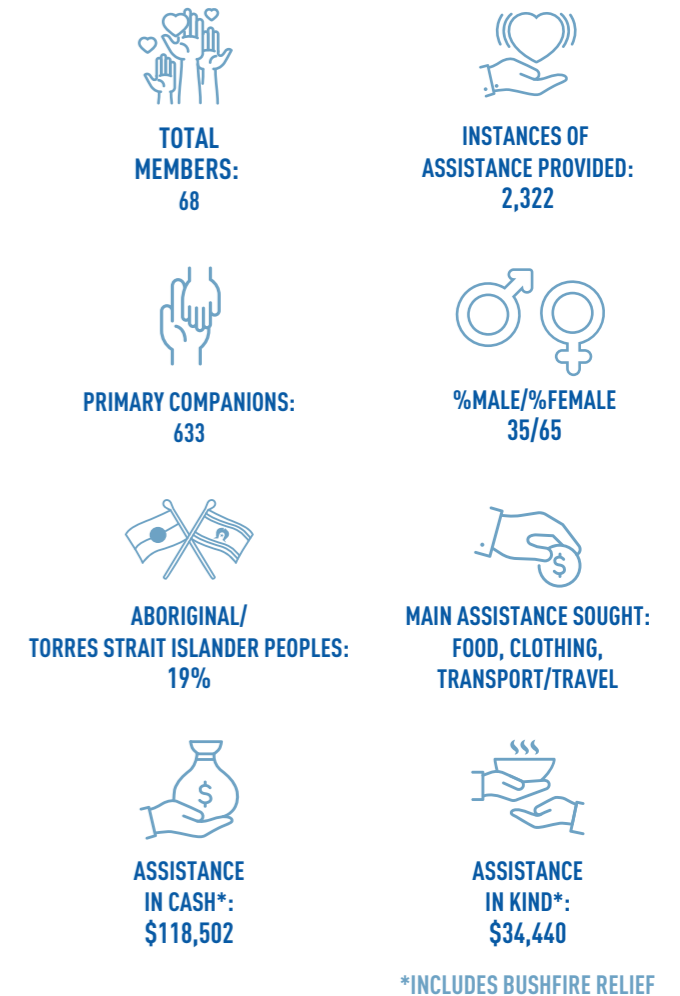
The Western Hub is a priority for the Society Council, which is keen to engage with how best to implement youth programs and other Special Works across the region in the immediate future.

Homelessness across the region is a growing issue that will need a strong and well thought out strategic approach in partnership with other agencies and governments.

I have written to our local member Steph Cooke MP, Member for Cootamundra, regarding the NSW Government initiative Energy Accounts Payments Assistance Scheme. Current arrangements have made it harder for pensioners, especially those who do not have access to a computer. For each companion the time-consuming process should be simplified and less demanding on both the conferences and the companions.



The numbers...



BUSHFIRE RECOVERY PROGRAM

Ray Akhurst,
Bushfire Recovery Coordinator

The Bushfire Recovery Program was established to support communities impacted by the Black Summer bushfires of 2019/20. Now in its third phase, the program has involved working with local communities on the Far South Coast and Snowy Valleys to conduct activities and training as well as build infrastructure to make those communities more cohesive, resilient and prepared for future disasters.

The initial phase of the program was the provision of emergency relief. To supplement the response by local conferences, the program allocated cash grants from the Vinnies' Bushfire Appeal fund and from the Australian Government. Although most of those funds were dispersed in 2020, some qualifying applications were received in 2021–22. Over \$7 million has been distributed.

The second phase of the program was a community grants scheme, which called on existing community groups to identify projects that would assist their community in recovering from the impact of the bushfires. In the first 2

rounds, launched in 2020–21, 47 projects were funded at a cost of nearly \$690,000. A further 17 projects were funded in round 3 (2021–22) at a cost of more than \$300,000. Although the COVID-19 pandemic and supply issues have delayed some projects, 51 have been completed and the remainder will be completed by the end of 2022. The projects are diverse and include infrastructure, art/craft and social activities, youth projects and mental health programs.

The third phase of our bushfire recovery efforts included a community development program. In this phase, 5 community development officers worked with communities in the Eurobodalla, Bega Valley and Snowy Valleys shires to promote cohesiveness and resilience, and to build capacity to cope with future disasters. Activities in this phase included community social events, mentoring, project planning and grant applications, infrastructure, training, men's groups, youth activities, and gardening.

In addition to working with Vinnies NSW, we are coordinating our efforts with other agencies (such as Anglicare, Salvation Army and Red Cross) to avoid duplication and to develop synergies where possible. In some instances, we have used our funds as seed money to attract support from larger funding agencies and have been successful in leveraging some sizable grants.

BUSHFIRE RECOVERY CASE STUDY

EUROBODALLA SANITATION FACILITIES PROJECT

This project was established to provide bathroom and toilet facilities for those who had lost their homes in the Black Summer bushfires and were living in makeshift accommodation, and still struggling to rebuild.

The project delivered 23 households with bathrooms, toilets, hot water systems, sheds to house the bathroom/toilets, septic tanks or other sewage options, site preparation and other items required to provide a functional sanitation unit. The bathrooms/toilets were delivered as flatpacks and were installed by local tradespeople or by the landowners.

The most recent installation completed received this response from a very happy recipient:

'... thank you very much for everything yourself and Vinnies have provided. I am very grateful and appreciate far more than I could ever articulate all that has been done to assist me. I'm looking forward to trying out the shower tonight. Thanks again. Brett.'



ADVOCACY AND SOCIAL JUSTICE

Kym Duggan,
Chair of Social Justice Committee and Advisor
to Territory Council

One of the core values of the Society has always been advocating for change on behalf of our companions on issues that impact on them. As Vincentians we commit to 'working to transform the causes of poverty and challenging the causes of human injustice'.

In recognition of the importance of this work, Territory Council approved a budget allocation for a dedicated social justice policy officer, and Claire Topfer joined us in August 2021. Claire has an extensive background in social justice policy and worked most recently with Reconciliation Australia.

This year I wanted to highlight our work in 2 key areas. The first is the finalisation and implementation of our RAP. It has taken us longer to get to this point than we had hoped but the result is a great start on our reconciliation journey.

Due to COVID-19 and other constraints, the final launch of our RAP happened in April 2022 with a very well attended and moving ceremony. A key part of developing our plan has been the wonderful assistance that we have had from our Indigenous cultural adviser. Patrice Soward is a proud Wiradjuri woman who was raised on Ngunnawal Country, and we have been fortunate to have her assist us, especially in advising on the best ways to implement our RAP. Another highlight of this plan is the cover artwork, which was painted for us by Budda Collins who is a proud Ngunnawal/Ngambri man.

The painting entitled *Caring of Others* depicts the First Nations peoples who we serve in the Canberra/Goulburn region. The large circles in the centre represent the Ngunnawal and

Ngambri people. The smaller circles represent the Wiradjuri, Yuin, Ngarigo, Gundungurra and Walgalu peoples. To better integrate the plan into our thinking, the artwork is now being adopted in various ways, such as through lanyards, signature blocks and depictions on some of our vehicles. As this is our first RAP, it is what is called a 'Reflect RAP' and we are committed to building on this work with future RAPs.

Another area where the Society has been very active in advocacy and service delivery has been in relation to asylum seekers and refugees. Through the work of the Caritas Christie Conference, the Society in partnership with Canberra Refugee Support and Companion House, has provided ongoing support to assist asylum seekers and refugees settle into our community.

In relation to advocacy, the Society has long played an active role in representing to governments at all levels the need to provide improved services for asylum seekers and refugees. A critical issue has been the appalling delays on the finalisation of permanent visa applications that, for many, have gone on for more than a decade.

Tim McKenna, President of the Caritas Christie Conference, has been a leading advocate for the rights of asylum seekers and refugees both nationally and locally for many years. Tim is also the chair of the national committee called the Vincentian Refugee Network, which brings together Vincentians from all jurisdictions to develop national approaches to the plight of asylum seekers and refugees.

While I am very sad to report that Claire has left the Society to work with the Australian Government, I am very pleased to announce that Mr Kwodwo Oteng from Ghana, who has very extensive experience in social justice advocacy, will join us in October 2022.



SPECIAL WORKS UPDATE

Stuart Davis-Meehan,
Director Special Works

St Vincent de Paul Society Canberra/ Goulburn continues to provide significant services to the most vulnerable people in our community under the banner of Special Works.

This year saw the establishment of the **Special Works Directorate** and the **Community Engagement and Youth Programs** as distinct units as part of a restructure within the organisation. Within Special Works, this new structure required the appointment of a new Director (myself) and managers for our Homelessness Services (Zoe Gilrain) and Social Inclusion Programs (Daniel Ross). I would like to recognise and thank those who came before me and, in particular, Erin MacArthur and Mandy Larsson for their significant contributions to the management of our services to the community.

Throughout the year we continued to provide a range of specific homelessness programs, which were all funded by the ACT Government.

OUR HOMELESSNESS PROGRAMS INCLUDED:

- **Street to Home** supports people who are 'sleeping rough' and/or experiencing long-term chronic homelessness through case management and assertive outreach. The program provided case management to 75 rough sleepers and outreach to 184 more.
- **Families and Youth** provides outreach support services to families and young people in the ACT currently at risk of, or experiencing, homelessness to enable them to access and maintain safe, secure, independent and affordable housing. The program supported 112 families throughout the year.

- **Samaritan House** is a 13-bed facility in Canberra that provides crisis accommodation and support for men experiencing homelessness, working to break the cycle of chronic and acute homelessness. The service supported 79 men throughout the year.
- **Blue Door** is a drop-in centre located in the middle of Ainslie Village in Canberra. It provides support to those living in the village and beyond in the form of meals, emergency relief material aid, information, referral, and support. The service had about 1,500 drop-ins per month and provided some 34,000 meals throughout the year.

OUR SOCIAL INCLUSION PROGRAMS INCLUDED:

- **Night Patrol** operates across Canberra every night of the year from its 2 vans and with the support of 300 volunteers. It provides food, material items such as jackets, sleeping bags and hygiene items, and most importantly, an opportunity to engage socially with companions who are experiencing homelessness and/or social isolation. It served 7,992 companions throughout the year and provided 5,212 material items. Sean Curtis and Mansour Buges, the Night Patrol Managers at the time, received the 2021 Volunteering ACT Volunteer Manager of the Year Award, and Greg Young, a Night Patrol Volunteer, received the 2021 Volunteering ACT Volunteer of the Year Award.
- **Home Energy Efficiency Program** is funded by the ACT Government's Environment, Planning and Sustainable Development Directorate. It supports people in lower-income households in the ACT with practical ways to reduce their energy bills by educating people about energy usage and modifying homes to become more energy efficient. The program assisted 630 households with energy efficiency support, including providing 277 homes with thermally efficient curtains, 600 heated throw rugs and 250 quilts. During the year, we were also successful in obtaining ACT Government funding for the complementary Energy Assistance Community Partnerships Program.
- **Clemente** offers free-of-charge adult education in partnership with the Australian Catholic University. We help students to prepare for further education and support people to re-engage with their community. The program is open to anyone who has experienced setbacks in their education. Clemente supports all genders, migrants and refugees, Aboriginal and Torres Strait Islander students, and people with disabilities. The program assisted 60 participants throughout the year.
- **Compeer** provides a program that links adults living with mental health challenges with friendship from a volunteer. Volunteers meet one-on-one with their friends on a regular basis for planned social activities. The program aims to improve social connection and mental wellbeing. Compeer is based on the simple premise that 'friendship is a powerful medicine'. The program supported 36 participants throughout the year with a volunteer contribution of 1,528 hours. This program is funded by ACT Health.
- **Community Inclusion Program** is funded by an Information, Linkages and Capacity Building Grant from the Australian Government. It exists to build innovative ways to increase the independence, social and community participation of people with a psychosocial disability who are ineligible for the National Disability Insurance Scheme. It is located in Oaks Estate, Canberra. It provides advocacy, support, information, referral case management and the development of activities in response to identified needs. The program supported 276 companions throughout the year.
- **Thread Together** collects brand-new unsold clothing from all around the country, saving it from landfill. We then partner with them to distribute it to people doing it tough. We do this through our centres in Phillip and in Eden run by volunteers. Some 347 companions were assisted by the program throughout the year.

The Society also leases over 90 properties across the ACT for transitional accommodation, and subcontracts to Amelie Housing to provide the necessary tenancy management for these properties.

COVID-19 continued to impact the provision of all our services, and it is a great credit to the commitment of all our staff and volunteers that we have been able to continue to provide quality services throughout these difficult pandemic times.

In addition to the commitment of a large staff team, all our Special Works rely on either government funding, volunteers and/or the financial and material support of local sponsors and supporters. We would like to thank them all for their ongoing support.



COMMERCIAL OPERATIONS

Lindsay Rae,
Director Commercial Operations

Centre operations continued to thrive between COVID-19 shutdowns. However, volunteer numbers were low and donation levels were remarkably high, which made operations very tough on the employees and volunteers who were available. Many centres in rural areas were unable to return to their pre-COVID trading hours.

During the 10 weeks that the centres were **forced to close** to the public due to government restrictions, an opportunity arose for a limited number of staff to attend our premises and provide free material assistance into their communities. This was done not only through Vinnies conferences and our Special Works, but also through government agencies and other charities unable to obtain emergency items for people in need.

While the 10 weeks of closures and increased monthly expenses negatively impacted the overall performance of the centres, monthly income records continued to be smashed on a regular basis in the other months.

With the impending expansion of the **Mitchell Warehouse**, a new premises was rented for the Mitchell Retail Centre on Hoskins Street. This centre opened in December 2021. This is a considerably larger space than was previously used for retail in Buckland Street. This space will be shared between retail and the warehouse operations initially. Once the first part of the construction is complete at the warehouse, the warehouse operations will return to Buckland Street. This will make way for the largest Vinnies shopfloor in the Canberra/Goulburn region.

In April 2022, the purchase of a large retail premises on the main street in **Tumut** was completed. This was made possible through the second part of a very generous bequest from a member of the Tumut local community. This building will be fitted out to house a state-of-the-art retail centre by the end of 2022.

In May 2022, the last in our series of **major refurbishments** was carried out. This brought our Narooma Centre up to date with our Canberra/Goulburn concept. The shopfloor was expanded into some of the space previously taken up by the sorting room. The whole centre was updated with new aesthetics, counters, change rooms and fittings to bring about a centre that customers, companions, members and staff are all proud to be associated with.

Major projects for the next financial year include the fit out and move to the new Tumut Centre, the internal demolition and fit out of the existing Mitchell warehouse building, and preparation for construction of its extension.



PROJECT MANAGEMENT

Elizabeth Heath,

Manager, Projects and Business Development

MITCHELL WAREHOUSE PROJECT

During 2021–22, we completed the first work package of the Mitchell warehouse project and commenced the second (final) package. Deliverables this year included:

- **Development application.** Our architects, DJAS, worked with key Vinnies employees and our team of engineering consultants to develop the final plans for the new warehouse, and these were submitted to ACT Planning for review, with a response due before Christmas 2022.
- **Construction drawings.** Detailed construction drawings were developed by the design team under DJAS guidance, which will be used to price the fit out and construction.
- **New retail outlet.** We identified and negotiated the lease of a new retail outlet at 32 Hoskins Street in Mitchell, a space which will also provide temporary sorting space during the refurbishment and construction of the warehouse. The new retail and sorting spaces were fitted out, alongside staff areas and a new wash-bay. The new store opened prior to Christmas 2021, with sales far exceeding expectations in the early months.
- **Equipment specification and early purchases.** Warehouse staff worked with the project team to develop specifications for necessary equipment; a major component of the project. We evaluated prototypes of custom items and purchased our first tranche of the new sorting equipment for use at Hoskins Street. We selected and ordered replacements for the old and worn-out blue stillages at the warehouse, with the new units due to be received in July 2022.

SOLAR POWER PROJECT

Despite repeated disruptions due to COVID-19 and one of the wettest summers on record, we completed solar installations at 15 of our initial 16 solar sites in 2021–22, culminating in a massive monthly production figure of 1,250 kwh during the month of March 2022. We are now positioned to exceed our forecast savings of \$60,000 per annum, due to the interim rise in energy prices, and to achieve our targeted reduction of 300 tonnes of carbon emissions per annum, making Vinnies a greener place to work and shop.

Participating sites are spread across our region and include:

Batemans Bay, NSW	Lake Cargelligo, NSW
Bega, NSW	Narrabundah, ACT
Belconnen, ACT	Merimbula, NSW
Cooma, NSW	Moruya, NSW
Cootamundra, NSW	Temora, NSW
Crookwell, NSW	West Wyalong, NSW
Greenway, ACT	Yarralumla, ACT
Harden, NSW	Yass, NSW

GOOD WORKS GARDEN

During 2022, we commenced a new joint initiative with Argyle Housing and Dirty Janes, Canberra, setting up an accessible **community garden** in Fyshwick. The project will be based on principles of inclusion, sustainability, and lifelong learning.

Inclusion

- We will create an accessible garden which can be enjoyed by people of all abilities and ages.
- We will welcome anyone who wants to work in or enjoy the garden.
- We will create specific inclusion opportunities for residents of housing run and supported by Argyle Housing and Vinnies.
- We will create specific participation opportunities for members of Vinnies' youth and young carers programs.
- We will provide opportunities for different social groups to work in the garden on a regular or occasional basis.
- We will link the garden with other activities in the Dirty Janes Fyshwick community, such as apiary and animal husbandry, to support broader interests and opportunities.

Sustainability

- We will recycle existing materials in the construction of the garden beds and fencing.
- We will use water efficient gardening techniques, such as wicking beds.
- We will create compost from green waste generated within the garden and elsewhere in the Dirty Janes community.
- We will use recycled and/or biodegradable materials for cultivating seedlings.
- We will provide fresh produce to the Vinnies Blue Door program.
- The Good Works Garden, together with other horticulture initiatives on the site, will be an early and important contributor to the 're-greening' of Fyshwick. Fyshwick currently ranks as 'barren' in the Normalised Difference Vegetation Index (NDVI), resulting in surface temperatures of up to 5°C above the mean ACT temperature during summer months.

Lifelong learning

- We will ensure volunteers can learn new skills from each other and from specialists and/or professionals.
- We will encourage casual visitors to the garden, creating the opportunity to discover the benefits of gardening.
- We will run special education sessions in conjunction with the Dirty Janes community, for example a wicking bed workshop at the Garden Weekend on 25–26 September.
- We will foster healthy eating habits through the availability of affordable fresh produce.

Work in 2021–22 was focused on creating the physical space for the garden, and we have worked with our incredibly generous donors, Dirty Janes and Nikias Diamond, to create the physical infrastructure for the garden, including:

- accessible ramp and parking
- fencing from recycled materials
- wheelchair-friendly surfaces
- garden sheds
- material bays.

We successfully applied for a **Community Garden Grant** from the ACT Government, which will cover the cost of the tools and materials needed to start the garden.

Now the physical garden is taking shape and will be ready for volunteers, members and companions in 2022–23.

YOUTH AND YOUNG ADULTS PROGRAMS

Penny Vanzwol,
Manager, Youth and Young Adults

Emerging from the challenges of the past year, the Youth and Young Adults Team embraced the 2021–22 year as a time for growth, innovation and connection. The team, which expanded from 3 to 5 youth liaison officers, planned, facilitated, and evaluated an extensive range of innovative new programs for young people from primary school to tertiary education. These programs, while diverse in nature, share a common goal of empowering young people to develop a strong sense of self and to make a positive impact in society.

Supported by the addition of a second youth liaison officer, our **School Engagement Program** has connected with 48 schools within the Canberra/Goulburn Archdiocese, engaging over 4,000 young people. We continue to explore innovative ways to facilitate social justice workshops and to promote Society-based fundraising for the annual Christmas and Winter Appeals within the scope of changing COVID-19 restrictions. We extend our deep gratitude to schools across the region for their generosity and their commitment to our work.

Early in 2022, the team created 2 new evidence-based, strengths-focused programs for young people aged 10–16 years. The **DARE Program** is a prevention-focused mental health program developed to equip students with the behaviours, skills and strategies to be DARING, AUTHENTIC, RESILIENT and EMPOWERED. **What We Feed Ourselves** takes an in-depth strengths-based approach to topics such as body image, nutrition, social media, alcohol and other drugs, and managing energy levels.

Easing of COVID-19 restrictions allowed a return to overnight camps and consistent monthly

respite activities for both the St Nicholas' and St Joe's Youth Programs. Families, young people and volunteers alike have embraced this opportunity, and engagement levels are increasing steadily. Committed to ensuring that all families feel connected and supported, we continued to improve our intake and engagement processes to promote regular, authentic communication with all stakeholders.

Volunteers provide the foundation for the successful running of our youth programs. This year our **volunteer retreat** focused on exploring our values and our sense of purpose, as well as on implementing strategies for continuous improvement. We have held 3 **volunteer training sessions** and continue offer point of need training to ensure our volunteers are confident and well-informed.

Our **Tertiary Engagement Program** has expanded to include a focus on advocacy through 'Pizza Chats'. This initiative, led by informed members of the community, engages young adults in informal discussions about social justice issues of importance to them; empowering them to take action in personally meaningful ways. Our presence at tertiary open days, including the addition of **Pop-Up Op Shops**, has raised the profile of our youth programs and facilitated consistent high-level volunteer engagement and recruitment.

In early 2022, a part-time youth liaison officer was employed to rebuild and expand the **Migrant and Refugee Program**. This initiative presented an opportunity to strengthen the foundations of the program before re-engaging with volunteers and schools. A clear commitment to strengths-based, trauma informed, relationship-focused practices ensures authentic alignment with Vincentian values as well as with the mission and vision of the Society. Future expansion of the program will engage young people with lived experience in a process of co-design, giving them an authentic voice in program development and direction.

The Youth and Young Adults Team continued to walk alongside young people, providing a strong network of support while striving to improve outcomes through empowerment, compassion and collaboration.



VOLUNTEER REFLECTION

Mirei Churton,
Volunteer Coordinator

Our volunteers work across all facets of the Society, generously giving their time, skills, knowledge and experience to support employees to fulfil the Society's mission. The Society offers a wide range of opportunities to ensure that each volunteer finds a purpose in line to their **passion and personality.**

Volunteering with Vinnies helps people:

- feel valued
- use their talent/skills and learn new skills
- gain work experience
- meet new people
- be part of a team
- have social connections
- to work flexible hours
- have fun.

We have about 900 retail centre volunteers, 420 Special Works volunteers, 11 Migrant and Refugee Schools Program volunteers, and 10 office-based (helpline/administration/finance/project) volunteers. Please note about 90 youth volunteers are also Members. Unfortunately due to COVID-19, the number of retail centre volunteers decreased.

Photo credit:
VolunteeringACT



VOLUNTEER PROFILES

Mary-Anne Kitchen,
Night Patrol Van Volunteer

'I attended the information afternoon for all interested in being part of the initiative for the Night Van many years ago. I think this has to be at least 20 years ago and I immediately decided to become part of this service. I had been involved in St Vincent de Paul in other initiatives over some years but thought I would like to try the van.'

I used to go out on the first Tuesday of the month with a fabulous group of like-minded volunteers and looked forward to catching up with them and sharing our stories over the past month. And then reconnecting with some familiar faces who used to come to the van for a sandwich and a chat.

I have found the service to be a very beneficial one and have connected with a wide range of people within the ACT community.

The service provides not only food and clothing but a safe place for the patrons to congregate. I have been privy to many heartbreaking stories; stories of isolation, loneliness, destitution, abandonment, homelessness, etc, and also

Amy Shipway,
Youth Program Volunteer

'I have been volunteering with Vinnies youth programs since 2016.'

The best thing about volunteering with Vinnies is the wide variety of activities and experiences we can share with the young people and seeing how much they enjoy them. It's such a great feeling knowing we can build relationships with them, because some of them have been with us for years. As a youth worker, I'm passionate about seeing young people thrive, so seeing young people challenge themselves is always a great feeling.

By far the most memorable experience is when I was chosen to attend Vinnies annual immersion



happy stories such as the birth of a child or grandchild, a new job and newly found accommodation.

It is my belief that if you take the time to listen attentively and be non-judgemental, you will earn the trust and respect from the patrons in a safe place when they often feel abandoned and alone.

However, having committed to the van for 20 or so years I decided to have a break. I am proud of my involvement with the St Vincent de Paul Society and proud of its achievements.

I think being a volunteer brings meaning and purpose to one's life and it increases your wellbeing and allows one to have a positive impact in one's community.'



program to a remote Aboriginal community in the Northern Territory for 10 days, with 8 other volunteers from around the country (some of which I still keep in contact with today). It was a once in a lifetime experience and to be able to go and represent Vinnies ACT was a moment of pride.'

FUNDRAISING, MARKETING AND COMMUNICATIONS

Phillip Jones,

Director, Fundraising, Marketing and Communications

In the past financial year, the Fundraising, Marketing and Communications Team has undergone significant evolution. For part of the period for this report, it was staffed by just a dedicated few, and at times lacked a dedicated manager or a director, not to mention COVID-19 lockdowns and other challenges, but they managed to undertake key fundraising and other activities thanks to their hard work.

In the months since November 2021, the team has been rebuilt and is doing several things simultaneously in an ambitious program of engagement with the community, including a proactive approach to telling the many stories of the Society's good works across all our region, and creating new sustainable sources of funds for our operations.

We have also revamped every aspect of our operations, including the way we engage and attract donors, creating new pathways for people to connect with us, raising the Society's profile in the media, including in the regions, and ensuring the basics like our databases, policies and other processes are best practice.

The team's focus is external, but we support every aspect of the Society's activities. Whether it is the design work we do to promote centres or particular programs and activities, and enhancing our **brand**, to supporting the CEO and our advocacy activities, or the daily social media posts that tell the story of the wide range of things the Society does, the tempo of our work on a daily basis is a fast one, yet undertaken with enthusiasm as we do our part to support frontline services.

It is very important that the community understands both the breadth of our services and locations where we operate. To assist in this we have proactively **grown our audience** across our social media channels significantly in the past 12 months. We have over 2,000 people following us on Twitter, nearly 600 on LinkedIn and over 6,500 people connect with us on Facebook. These daily posts also enable us to acknowledge our many partners and supporters, and showcase activities of our youth programs, community inclusion programs or the work of our centres and conferences.

We are also featured frequently in the **media**. For instance, the ABC highlighted the new Good Works Garden initiative.

In addition, we are developing, as part of a national initiative, a new **website** that will be debuted in the second half of 2022. This will greatly enhance the way companions, donors and the community can engage with us and find the help they need.

We have introduced a new role in the team with a focus on seeking and securing funds through grants and sponsorships, and supporting other teams in their applications, to enable the Society to source new funds for discrete projects and initiatives.

Overall, the business plan is to have our range of **financial support** easily accessible – from the individual donor to the sponsor, through to workplace giving and gifts in wills, and our major appeals such as the

Christmas and Winter Appeals and the Vinnies CEO Sleepout. This will ensure we are attracting funds in a sustainable way that will support conferences and our various programs.

In a challenging fundraising environment, where many charities are active in attracting funds from the same community, our engagement with the community has focused on the impact of our good works, ensuring accountability with our supporters, and enhancing their understanding of the breadth of our good works, not just in Canberra, but across our Archdiocese footprint.

Due to COVID-19, it was decided not to run the Knock-On Effect fundraising campaign in 2022, with the focus placed on the 3 other main campaigns including the **Winter Appeal**.

The team supported the introduction and development of the Society's first RAP to deepen our appreciation and understanding of Australia's First Nations people and culture.

We have been proactive in the regional media to ensure **local stories** are being told, such as the work of community development officers, and arranging media training for key team members so we have a mix of voices speaking to the community.

In terms of **fundraising**, we have been fortunate to exceed all our financial targets whilst keeping operational expenses to a minimum. The positive result at the **Vinnies 2022 CEO Sleepout**, beating our target of \$800,000, means the Society can sustain the growth of our operations in response to the demand in the community and expand our impact geographically.

The team has reconnected with and attracted a range of sponsors and key donors, including media partners such as Region Media Group and *Canberra Weekly* as part of an ongoing strategy that sees several key aspects of our Society, including locations outside Canberra, highlighted each month.

We ensured that the Night Patrol's sponsors were engaged for another year, attracting funds to see it continue to do its important work along with other supporters and key donors.

We have met our targets across the board, and introduced a dynamic and proactive approach to engaging our supporters and our community. We have ensured the positive impact of the Society's many good works is understood and appreciated, which in turn helps to attract the vital financial support we need in the future.



VINNIES CEO SLEEPOUT 2022

This year, thanks to the generous support of the Canberra community, the Vinnies CEO Sleepout in the ACT and surrounds beat our target of \$800,000, raising over \$803,900.

On the night of 23 June, leaders in our community came together to endure the bitter cold and raise funds for Vinnies homelessness and social impact services at the National Portrait Gallery.

ABOUT THE EVENT

Once again, it was a hybrid event with over 100 CEOs sleeping out at the physical event. Plus 39 participants tuned in via livestream from their cars, backyards, and couches. Snedden Hall & Gallop Lawyers had its own Deakin Hub, where participants joined via livestream. This year also saw the highest percentage of women participating following a proactive recruitment campaign.

On arrival, participants first had to find a place to sleep outside the venue on some very cold and hard concrete. Each participant was given 3 pieces of cardboard to craft a shelter. Participants had the option to purchase a pillow featuring a unique artwork from a companion in Sydney. The funds from the sale of the pillow added to their fundraising tally.

The online broadcast enabled virtual participants to hear from some of our participants and they were also given a 'Portraits of Poverty' persona.

PORTRAITS OF POVERTY

Using the location as a prompt, each participant was given a real case study of a companion's journey and one of our services that had helped them. This 'Portraits of Poverty' activity aimed at providing a glimpse into the lives of our companions and educate them about our Vinnies services.

This de-identified 'portrait' included a short scenario of their background and current situation. The handout guided the CEOs to speak with at least 2 Vinnies program representatives and receive information on the type of support they offered the companion.

We also had a pop-up shop, a volunteer and conference table. This was the first time all our services were featured at a CEO Sleepout, which was very well received.

The formal proceedings commenced at 8pm with the MC for the night being Adrienne Francis from ABC Radio Canberra.

We had a live cross to the Deakin Hub and to John Paul College where students were having a sleepout. Everyone was moved when they heard a companion from Street to Home share her story via a pre-recorded video. We then had the Street to Home team talk about the program.

SLEEPOUT FUNDRAISING

To raise additional funds, Toyota Canberra loaned us a vehicle for the night. Participants had the chance to bid to sleep in the car on the night. This also highlighted that for some people experiencing homelessness, sleeping in a car is the only option available. Michael McGoogan, Co-CEO of Region Group Pty Ltd was the highest bidder at \$8,000.

This year's **top 3 fundraisers** were:

1. Neville Tomkins – Scouts Australia \$47,846
2. Mirko Milic – Canberra Toyota \$42,133
3. Nick Georgalis – Geocon Group \$28,840.

Our **top fundraising team** was Team Synergy, raising \$43,244.

DEEP SLEEPER CLUB

Thank you to our participants who committed to raise more than \$20,000 by the date of the event.

- Scouts Australia – Neville Tomkins
- Canberra Toyota – Mirko Milic
- Tall Foundation – Roger Tall
- Geocon Group – Nick Georgalis
- Christine Shaw Properties – Christine Shaw
- Vinnies Canberra/Goulburn – Michelle Colefax



MESSAGE FROM THE ARCHBISHOP

Dear Friends,

The dark clouds of COVID-19 seem to be dissipating somewhat in our locality. Nonetheless, much social fracturing and dislocation continues to be evident on a daily basis.

The St Vincent de Paul Society, as always, is there to provide help for those that find life very challenging and discover all of a sudden they are without life's basic necessities.

Pope Francis continues to remind us that we are to walk together with Christ always accompanied by those on the peripheries of life. As we walk together with Christ, like the Emmaus scene in the Bible, we offer those who are very vulnerable the loving caress and closeness of our Mother Church.

This annual report will articulate in a practical way, how the closeness and nearness of the Motherly love of the Church has been demonstrated to those who need it most.

With every encouragement and support in these times.

Archbishop Christopher Prowse
Catholic Archbishop of Canberra and Goulburn

Wednesday 24 August 2022



IN OUR PRAYERS

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

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

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

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



PROFIT AND LOSS

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
Revenue		
Government grants	5,799,989	6,806,509
Sale of goods	13,032,604	14,316,854
Client contributions	52,677	79,007
Fundraising	2,508,580	2,813,197
Other revenue	113,782	604,294
Total revenue	21,507,632	24,619,861
Other income	139,753	1,312,296
Operating expenses		
Centres of charity	(9,612,212)	(8,269,031)
Administration	(4,509,266)	(4,096,867)
Fundraising	(774,716)	(710,092)
	(14,896,194)	(13,075,990)
Total funds available for community services	6,751,191	12,856,167
Community services expenses		
People in need services	(4,539,302)	(4,489,312)
Homeless and mental health services	(3,273,522)	(2,779,491)
Migrants, refugees and overseas	(52,768)	(38,986)
Natural disaster relief	(1,082,650)	(1,685,149)
	(8,948,242)	(8,992,938)
Levies paid to the National Council – related party	(190,019)	(172,795)
Surplus for the year	(2,387,070)	3,690,434
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss:		
Gain on revaluation of land and building	-	-
Total comprehensive income for the year	(2,387,070)	3,690,434

FINANCIAL POSITION

CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2022

	2022	2021
	\$	\$
Assets		
Current assets		
Cash and short-term deposits	14,491,562	16,572,589
Trade and other receivables	204,449	231,102
Inventory	220,297	159,480
Investment in shares	1,803	2,136
Other assets	282,757	394,189
Total current assets	15,200,868	17,359,496
Non-current assets		
Property, plant and equipment	20,182,443	18,749,473
Total non-current assets	20,182,443	18,749,473
Total assets	35,383,311	36,108,969
Liabilities		
Current liabilities		
Trade and other payables	1,816,118	1,183,799
Provisions and employee benefit liabilities	1,015,936	1,077,024
Lease liability	1,093,244	939,830
Equipment loan	67,757	-
Total current liabilities	3,993,055	3,200,653
Non-current liabilities		
Provisions and employee benefit liabilities	38,397	3,684
Lease liability	5,141,652	4,573,679
Equipment loan	266,324	-
Total non-current liabilities	5,446,373	4,577,363
Total liabilities	9,439,428	7,778,016
Net assets	25,943,883	28,330,953
Funds		
Accumulated funds	20,159,037	22,546,107
Reserves	5,784,846	5,784,846
Total funds	25,943,883	28,330,953

OFFICERS' DECLARATION

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

1. Present a true and fair view of the financial position of the St Vincent de Paul Society Canberra/Goulburn as at 30 June 2022 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. At the end date of this statement, there are reasonable grounds to believe that the St Vincent de Paul Society Canberra/Goulburn will be able to pay its debts as and when they fall due.

This statement is signed in accordance with a resolution of the Territory Council and is signed for and on behalf of the Territory Council: Dated this the 24th day of September 2022.

John Feint
President

Bernard Meadley
Treasurer

Get involved

MEMBERSHIP & VOLUNTEERING

Become a member of a conference or volunteer your time to help people in need in your community.

DONATE

The Society's major lifeline has been the generous financial assistance our loyal donors have given over the years. This support assists the many activities undertaken by the Society.

Donations can be directed to a specific Special Work or general works. You can make a secure donation online at www.vinnies.org.au/donate or by calling 13 18 12.

Donations of quality secondhand clothing and household goods can also be made at any Vinnies centre.

GIFTS IN WILLS

You can support those in need by leaving a gift to the Society in your Will. Through remembering the Society in your Will, you will ensure your legacy lives on through the assistance your generosity provides.

WORKPLACE GIVING

Individuals or groups of employees can take part in this program by donating a small amount each fortnight. This pre-tax donation is deducted from employees' salaries by their payroll department, and then forwarded to the Society.

CORPORATE COLLABORATION

If you are a business looking to partner with a charity, you can contact our office to discuss ways in which your company can support one of Australia's largest and most respected charitable organisations.

CONTAINER DEPOSIT SCHEME (RETURN IT)

Reduce plastic waste and make real change in your community. Drop off empty bottles and cans at your local ReturnIt deposit point and donate the refund to Vinnies. Caring for Canberra one container at a time.



THANK YOU

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

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

The St Vincent de Paul Society Canberra/ Goulburn is grateful for the ongoing financial and in-kind support from the following corporate partners.

MAJOR SPONSORS:



GOVERNMENT SPONSORS:



NATIONAL SPONSORS:



CEO SLEEPOUT LOCAL SPONSORS:



OUR VALUED SUPPORTERS:

- 2CC/2CA
- A.G. Coombs Group Pty Ltd
- Access Canberra
- AGD Graduate Fundraising Committee
- Andrew Byrnes Law Group
- APET
- Australian Federal Police
- Barrie Smith Motorsport
- Beyond Bank
- Black Mountain Construction Assurance
- Blackfriars Holy Rosary Parish (Watson)
- Blackshaw Gungahlin
- Canberra Innovation Network
- Canberra Joint Region Organisation
- Canberra Sports Physiotherapy
- Capital Chiropractic Centre
- Care Plus Services Pty Ltd
- Carroll College (Broulee)
- Coca-Cola Europacific Partners Australia
- Daramalan College (Canberra)
- Deakin School for Early Learning
- Department of Agriculture, Fisheries and Forestry
- Department of Defence
- Department of Social Services
- Department of the House of Representatives
- Department of Veterans Affairs
- Dirty Janes Canberra
- Ergonomic Office
- Fyshwick Business Chamber
- Fyshwick Home & Heating
- Garran Scouts
- Good Shepherd Primary School (Amaroo)
- Goulburn Mulwaree Council
- Griffin Legal
- Gungahlin Lion's Club
- HAART Mental Health Services Canberra (Canberra Hospital)
- Hands Across Canberra
- HelpingACT
- Hennessy Catholic College (Young)
- Holy Famiy Primary School (Gowrie)
- Hyatt Hotel Canberra
- iCognition Pty Ltd in Braddon
- Icon Water
- Independent Parliamentary Expenses Authority
- J Sainsbury & Co (ACT) Pty Ltd
- Kadaem Investments Pty Ltd
- Keri Juice Blenders
- Kingpin
- L&T Consulting Pty Ltd
- Magic Mania
- Marist College (Canberra)
- Mary Help of Christian Parish (South Woden)
- McAuley Catholic Central School (Tumut)
- McInnes Wilson Lawyers

- Merici College (Canberra)
- Mills Oakley Lawyers
- Minter Ellison
- Mount Franklin
- Narrangullen Pty Ltd
- National Library of Australia
- Nationwide Locums
- Neville Tomkins OAM JP
- Nikias Diamond
- NSW Government Community Building Partnership 2021
- Our Lady of the Annunciation Parish (Weston Creek)
- Protivity
- Psyche Integrata
- R&M Clifford Investments Pty Ltd
- Ray White Yass
- Residential Reports
- RRT (Rapid Relief Team)
- Sacred Heart Central School (Cootamundra)
- Sacred Heart Primary School (Pearce)
- Services Australia
- Snedden Hall and Gallop Lawyers
- Ss Peter & Paul's Parish Primary School (Goulburn)
- St Anthony's Parish Primary School (Wanniassa)
- St Bede's Primary School (Red Hill)
- St Benedict's Primary School (Narrabundah)
- St Bernard's Catholic Parish (Batemans Bay)
- St Christopher's Cathedral (Canberra and Goulburn)
- St Clare's College (Canberra)
- St Edmund's College (Canberra)
- St Francis of Assisi Primary School (Calwell)
- St Francis Xavier College (Canberra)
- St Gregory's Primary School (Queanbeyan)
- St John Paul II College (Canberra)
- St John the Apostle Parish (Kippax)
- St John Vianney's Primary School (Waramanga)
- St Joseph's Primary School (Bombala)
- St Joseph's Primary School (Canberra)
- St Jude's Primary School (Holder)
- St Mary MacKillop College (Canberra)
- St Matthew's Primary School (Page)
- St Michael's Primary School (Kaleen)
- St Monica's Evatt P&C Association
- St Patrick's Parish School (Cooma)
- St Thomas More's Primary School (Campbell)
- St Thomas the Apostle Primary School (Kambah)
- Sts Peter and Paul Primary School (Garran)
- Tall Foundation
- Territory Horticulture
- The Rotary Club of Yass
- Tontine
- Transit Graphics
- VISY
- Watson Blinds
- Yass Valley Anglican Parish

BE A PART OF OUR ONLINE COMMUNITY AT:

www.facebook.com/VinniesACT

www.twitter.com/VinniesACT

<https://www.linkedin.com/company/vinniesact/>

www.vinnies.org.au

To discuss opportunities to support the St Vincent de Paul Society Canberra/
Goulburn, please call us on (02) 6282 2722 or email info.cg@vinnies.org.au

To communicate in another language please call the Translating and Interpreting
Service on 131 450.

If you are deaf, hard of hearing and/or have a speech impairment, contact us
through the National Relay Service. Visit relayservice.gov.au
or call 1300 555 727 (speak and listen number).