

**ANNUAL  
REVIEW**

**WHEN YOU CARE, LIVES ARE CHANGED**



Vinnies

ories, Homewares &



Vinnies

YOU'LL FIND SOME

CHANGE LIVES  
INCLUDING YOURS  
**VOLUNTEER!**

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# MISSION, VISION & VALUES

## Our Mission

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

## Our Vision

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

## Strategic Plan

**Our Services** – Focussing on our strengths we deliver a range of effective services in partnership with others to meet the needs of the community.

**Our People** – Our people are our greatest asset. We create environments in which people are engaged, developed and recognised in ways that support their spirituality, beliefs and strengths.

**Our Sustainability** – We create a vibrant, innovative, unified and sustainable organisation.

**Our Voice** – We work tirelessly to create a more just and compassionate society – one that is engaged with what we do and supportive of our mission.

## Our Values



### Commitment

Loyalty in service to our mission, vision and values.



### Compassion

Welcoming and serving all with understanding and without judgement.



### Respect

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



### Integrity

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



### Empathy

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



### Advocacy

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



### Courage

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



# State President and CEO Overview

Vinnies WA has continued to grow with a powerful State-wide impact, thanks to our more than 3,500 incredibly dedicated members and volunteers who have helped over 40,000 Western Australians.

The persistent negative impact of increased living costs and the lack of affordable housing means our programs and services are more vital than ever. Our extraordinary members assist people experiencing hardship through our emergency relief service which provides advocacy, information and vital assistance through home visitations or by attendance at one of our support centres, for thousands of Western Australians.

In addition to emergency relief support, we have specialised support services and programs, including retail and distribution centre operations, a recovery-focused mental health service, services to prevent or alleviate homelessness, programs for young people, financial counselling and refugee and migrant services.

We are extremely grateful for the remarkable efforts and commitment of our people.

This last year was one of transformation with major change occurring throughout the organisation. On a range of fronts significant work was achieved towards our goal of improving the lives of the disadvantaged members of our community by developing and delivering a sustainable, best practice, integrated model that builds capacity in our people, grows our resources, increases our reach and enhances the good works of the The St Vincent de Paul Society.

We are extremely grateful for the remarkable efforts and commitment of our people and will continue to work to ensure all our members, volunteers and staff are engaged and empowered to always do better and push our shared ambitions to greater heights.



State President Gladys Demissie  
with CEO Susan Rooney

Our transformational journey will continue into the next year enabling us to build and enhance our ability to serve more Western Australians in need.

We would like to thank recently retired, Bob Burns, who worked tirelessly in his role as State President for the last four years and guided everyone through one of Vinnies WA most significant changes, the move from the Belmont premises to our new home at Canning Vale.

Finally we would like to acknowledge our most generous corporate partners, government agencies, donors, sponsors and shoppers. Thank you, as through your support and kindness, lives are changed.

# Archbishop's Message

The St Vincent de Paul Society members, volunteers and staff have continued to deliver love and compassion to people most in need.

I congratulate Vinnies WA on all their acts of kindness and the continued focus to change lives by living the gospel message and working to shape a more just and compassionate society.

I would like to commend the members, also known as Vincentians on their remarkable service to people most in need in our community. Their commitment to meet people face to face either in their home or in a Vinnies support centre is empowering for the individual. Spending significant time listening with people and respecting their beliefs, thoughts and wishes are all part of their incredible work which shows their faith in action.

The Vinnies volunteers are numerous in number and work across all areas of the St Vincent de Paul Society. Their commitment to the Society makes a tangible difference in the lives of people in need. The connections that volunteers make with the Vinnies customers, clients and staff are fundamental in the success of the mission and a gift to the broader community.

We thank Vinnies for being here for the Western Australian community when times are hard.

**Most Rev Timothy Costelloe SDB**  
Catholic Archbishop of Perth



# Vinnies is powered statewide by people for people



17

Community & Mental Health Housing locations



51

Vinnies shop locations



74

Vinnies conference locations



Vinnies WA offers vital support and guidance to people in need, helping to change lives of thousands of Western Australians.

## ST VINCENT DE PAUL MEMBERSHIP MODEL



**WHEN YOU CARE  
LIVES ARE CHANGED**

# CHANGING LIVES



# Membership Services

Vinnies is there for Western Australians when times are hard.

When people seek our assistance they are connected with a Vincentian, a member who belongs to the grassroots groups within The St Vincent de Paul Society known as Conferences. Vinnies WA has over 1,200 conference members who are passionate about helping people in need in their local area. They provide practical assistance to address the immediate needs of people in their community such as emergency relief and personalised support. They meet regularly to share their experiences, reflect on their service and monitor and discuss local needs.

Over this financial year Vinnies has continued to see the impact of increased living costs and a lack of affordable housing. The members assisted over 40,000 Western Australians experiencing hardship by providing support with basic necessities such as food, clothing, household items, utility bills and rental assistance and offering referrals and advocacy through home visitations or by attendance at one of our support centres.

State-wide Vinnies WA receives approximately 200 calls per day requesting emergency relief assistance with a large majority of members being connected to people in need via our State Call Centre located in Canning Vale. In the 2017/18 financial year the centre received 47,343 calls.

The help local people provide to their community is essential in relieving stress for households who are in many cases forced to choose between keeping a roof over their head, pay an important bill or put food on the table.

Vincentians walk alongside and empower people who are experiencing disadvantage.





## Aileen's Story

Aileen has been a member of Vinnies WA for over 12 years supporting hundreds of people in need in her local area. The relationship with other members, also known as Vincentians, is incredibly important, in her journey and faith development. Her group meets weekly to support each other and discuss the needs of the local community.

Aileen is also incredibly appreciative for all the parishioners and community support given to the Vinnies Street Appeal. This is an important event for members who raise funds for emergency relief, but it also gives an opportunity to meet the wider community and be able to provide an awareness and understanding of what Vinnies does.

As a member, Aileen makes home visits which are vital to the St Vincent de Paul Society, being able to provide practical and financial assistance and emotional support to families and individuals facing hardship.

Each and every contact with a client is an opportunity to see the circumstances in which they live and listen in confidence to their life stories. Aileen explains that through a home visit they can ease their burdens in some way or even give them a fresh start. One example, is when we give rent assistance to a family, which can mean they may not be evicted from their home.

She likes to reflect on her experiences and the people she helps. "I recall one situation when we visited a client in his very small flat. He had terrible problems with his legs and his situation was complex and serious. Yet he still felt blessed and appreciative to have the opportunity to live in Australia, and for the very little that he had. Lots of people struggle but there are many inspiring stories."



**40,812**  
people assisted



**1,200+**  
Members



**\$2,967,747**  
financial support provided

**Members also fund overseas programs to support people in need through a Twinning program and Student Assistance program. Typical projects include, for example, cow or goat banks, self-help projects such as providing sewing machines, fishing boats, weaving machines and supporting a childcare centre. The Twinning program resources projects and provides financial assistance to other members groups in developing countries to support families and the wider community. The Assist a Student Program is an education scholarship initiative aimed at providing primary and secondary students throughout Asia and the Pacific with an opportunity to achieve an education.**

**\$18,400** Assist a Student sponsorship for 262 students

**\$52,768** Total Twinning funding for 2017/18

# Volunteering Services

With over 3,500 members and volunteers across the state, Vinnies is powered by people.

Vinnies volunteers contribute across a wide variety of programs, services, activities and events and generously give their time, experiences and skills to make a difference to 40,000 Western Australians each year.

## New Volunteer Framework

Over the last year several milestones were achieved for Volunteer Services. Vinnies established a new role of Manager, Volunteer Services which further strengthened our strategic management and development of volunteering at Vinnies.

Through extensive consultation, research and operational analysis, a Vinnies Volunteer Management Framework was created.

The intention of this framework was to meet changing trends in the volunteering sector, provide structure to meet the 2017-21 Strategic Plan objectives and ensure compliance with national volunteer standards.

## Volunteers Matter

In recognition of our respect and appreciation for our volunteers, a survey was undertaken across multiple areas asking volunteers about their involvement and satisfaction with their volunteering experience with Vinnies.

Responses from volunteers that completed the survey were overwhelmingly positive and found that nearly all volunteers understood the importance of the work they performed, they felt well supported and sufficiently trained, they were appreciated and valued and highly satisfied with their Vinnies volunteering experience.

Vinnies has over 60 different programs, service areas and locations in which volunteers have contributed over 550,000 hours of work in the past year. Vinnies volunteers are at the heart of all that we do with nine volunteers over the age of 90 years still actively volunteering, which is just one example of the dedication and contribution our volunteers make.



**550,908**

hours volunteered across Vinnies services



**\$16,692,512**

value of hours contributed  
(Based on ABS hourly estimated volunteer rate of \$30.30 per hour)

## VOLUNTEER SURVEY



**96%**

of Vinnies volunteers understood the importance of the work they perform



**90%**

of Vinnies volunteers felt welcomed in their volunteer team and were given sufficient training

## Ibrahim's Story

Ibrahim commenced volunteering in the Canning Vale Distribution Centre at the beginning of this year. He worked tirelessly on the bale press and helped out with a range of general storeman duties, contributing approximately 600 hours of service during his time as a Vinnies volunteer. In so doing, he became a fundamental part of the Distribution Centre team, contributing to the effective and life-changing provision of resources to people in need.

During National Volunteer Week in May 2018, Ibrahim made his passion for volunteering at Vinnies official by going on the record in the form of a short video interview. Ibrahim spoke with enthusiasm and authenticity about his experience, saying that, to him "volunteering means making a difference and helping those who can't help themselves."

Ibrahim pointed out that while he does not get paid, such is the spirit of volunteering, he does in fact receive

**Volunteering means making a difference and helping those who can't help themselves.**

alternative compensation, "I am being paid with smiles, I'm being paid with laughter, I'm being paid with thank you's." With a chuckle he even pointed out that he gets the occasional hug as well. He wrapped up his interview with the perfect summary of what it means to help out at Vinnies; "that's what Vinnies means to me ... happiness."

Through his work, effort and commitment as a volunteer, Ibrahim has now been welcomed into the team full-time as a general hand and storeman in the Canning Vale Distribution Centre.



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# Financial Counselling

Vinnies financial counsellors provide free, independent financial support and advocacy for people struggling financially.

Our counsellors work with their clients to achieve positive financial outcomes, helping them to build their own capacity to avert financial crisis and reduce stress. They use tools such as money plans and a creditors list to work with clients to gain a clearer picture of their financial situation, then assist them to make their own choices about the best way to resolve their financial problems.

Located in Canning Vale, Rockingham, the CBD and Mandurah, our trained counsellors also provide outreach services at our Passages Youth Engagement Hubs; volunteer hubs at Midland and Kwinana; Ruah Homeless Centre and women's refuges.

In addition, programs last year, such as the community education workshops were provided to these, and many other services which build community awareness and participation in financial counselling.

## Providing a Return

The need for financial services continues to grow and often the consequences of a financial crisis can lead to emotional and physical distress, and relationship collapse. Financial Counselling is seen as a key to early intervention that can help to prevent a crisis escalating. In 2017/18 there were over 6,000 sessions provided by our Vinnies counsellors and with their assistance, over \$1.5 million dollars' worth of debt was waived.



## Counsellor Award

Two of our counsellors had the opportunity to attend the National Financial Counselling Conference earlier this year and at the WA State Financial Counselling conference, our Rockingham counsellor, Vera Martin, was recognised with an award for the support she gives to other counsellors in the sector.

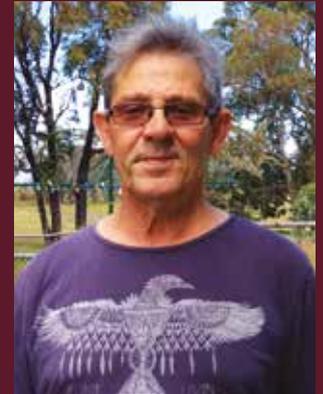


In 2017/2018  
there were  
**6,684**  
sessions



In 2017/2018  
**\$1,566,333**  
of debt was waived

## Robin's Story



Robin, a recent client of Vinnies, says that his financial problems began with accruing a debt from the Australian Tax Office. Being trapped in a cycle of not being able to catch up with payments on bills meant he couldn't face up to his situation. This is Robin's personal account in a letter, after he had accessed the services of a Vinnies financial counsellor and how his life changed.

*It is with personal and eternal gratitude that I send you this letter for all the support and help that I have received from your charitable organisation over the past four months.*

*I had a business from 2000 - 2004 within the electrical contracting industry which failed due to personal matters in my home life. When hardship set in, this left me owing a Taxation debt which I haven't been able to deal with until now. My life has been very stressful and not knowing where to turn I was advised to contact St Vincent de Paul so I made an appointment to see your Financial Counsellor.*

*I want to bring to your attention that the Financial Counsellor has helped me by her professional and truly helpful manner, she was very direct but also compassionate for my individual case. The Financial Counsellor would take control where I had no direction on how to cope with my problems and she would make all contact to third parties on my behalf. Some of the Financial Counsellor main qualities are that she doesn't just send you away with advice on what to do instead she picks up the phone and sorts matters out then and there! (Truly amazing) I was very nervous about dealing with the ATO on the phone but again the support I got from the Financial Counsellor will remain with me and I don't know where I would be today if not for her.*

*The Financial Counsellor has demonstrated that by her experience she chooses not to rush things to compromise a matter which again is another quality of hers. May you forward my gratitude to her as she saved me from my financial and mental troubles which have taken their toll for many years of my life that I was unable to face.*

# Refugee & Migrant Learning Centre

The Refugee & Migrant Learning Centre was established by the Vinnies Refugee & Migrant committee in March 2017.

The Refugee & Migrant Centre is a family friendly environment for refugees, migrants and new arrivals to the country who may need to gain confidence by learning a new language. The daily learning process focuses on the needs of the students and their families by offering English classes, computer lessons and classes for refugee children in a supportive environment.

The centre is fully funded by Vinnies WA and offers the opportunity to learn basic English through volunteer tutors, an introduction to Australian culture and values, referrals to other agencies and support for gaining financial assistance, food and furniture.

## New Technology

Earlier this year, with support from the Order of the Knights of the Southern Cross, the Refugee & Migrant Learning Centre received over \$11,000 of information communication technology. This was to assist students acquire basic conversational English skills and training in the use of information technology as part of their settlement into their new home in Western Australia.

## Volunteer Tutors

A one-to-one learning approach was also introduced this year where a volunteer tutor is assigned to a student so their unique learning needs can be addressed. The outcomes so far have been very successful with students speaking of progress made with their English language skills and most importantly improvements with self-confidence.

## Agency Access

Expanding the agency network of the Learning Centre has been a priority with the aim to set a foundation of cooperation with the work that Vinnies does and different agencies and organisations and the benefits they offer. Students at the centre now have access to programs and benefits from Legal Aid WA, Edith Cowan University, Mercy College, Migrant Talent Group, Roots TV Organisation and Rotary Elizabeth Quay.



## Thawrah's Story

Thawrah arrived in Australia just over two years ago after fleeing the conflict in Syria with her seven children. She learnt about the Refugee & Migrant Centre soon after her arrival from a friend who was attending classes. Thawrah was eager to embrace what the Centre had to offer by learning English as a way to help her and her family settle into their new home.

She initially attended classes at the Centre and after acquiring basic English skills was confident enough to enrol for a course at TAFE. Upon completing her Certificate 1 in English, Thawrah wanted to continue practicing her English, so decided to return to the Refugee & Migrant Centre three days a week where she felt comfortable with the pace of the learning so her English could continue to improve.

Her confidence has increased and her aim is to improve her English so she can return to TAFE.

Although Thawrah did not finish high school back in Syria, through her learning at the Centre her confidence has increased and her aim, is to improve her English so she can return to TAFE to earn a qualification to work in the child care sector.

Thawrah likes to share her success and progress with friends by inviting and encouraging them to attend classes to maintain and practice their English.



Refugee & Migrant Centre student Thawrah has completed her Certificate 1 in English.



The number of students attending the Centre has increased

**30%**



# Mental Health Services

Vinnies Mental Health Service uses a recovery focused model, led by the belief that everyone should have the opportunity to rebuild their lives.

Using a Housing First approach – our accommodation services include a 28 unit facility known as the Village, which provides an intensive 24 hour supportive service. For people whose needs are less intensive and who seek to be more independent, our six Community Shared Houses provide supported accommodation for a further 25 people with visiting Recovery Support Workers and Daily Living Skills staff. We work with the people in our accommodation services to help build individual life skills, set and reach their goals, make informed choices about their recovery journey and reconnect with family and the community, whilst building their capacity and confidence.

This year the Village celebrated the 10 year anniversary of operations, having provided 102,200 nights of accommodation since its opening. Current and past residents, family, friends, staff and volunteers joined us for morning tea to mark this auspicious occasion.

## Darkness into Light



Vinnies Mental Health services were also chosen as the partner charity for Pieta House's *Darkness Into Light* event this year which included a 5km walk starting at dawn around Sir James Mitchell Park. This is a worldwide event for fundraising and awareness for people experiencing suicidal thoughts, engaging in self-harm and to tackle the stigma associated with mental health issues.

## Unique Partnership

In an aim to break the cycle of mental illness and smoking, the Village began a unique partnership with Cancer Council WA to support staff to implement real on site initiatives to help people living in our accommodation to reduce or quit smoking. This included the development of a designated smoking area and a peer led support initiative for people wishing to reduce or give up smoking.

## Bunnings Help

This year two of our Community Shared Houses were supported through corporate relationships with Bunnings Warehouse Whitford's team together with Taubman's team trading two days at work to help with home improvement at our Duncraig and Warwick homes. Throughout the days, the teams weeded, cleaned, painted and installed household items. As well as their time, the Bunnings and Taubman's team also donated a large amount of household goods.



With the help of support staff Sam is now living more independently.



14,840

hours provided each year supporting people living with mental illness



28

units in the Village with 24/7 on-site Support



6

Community Shared Houses

### Sam's Journey

Sam who moved into the Village this year identified alongside his support staff, that only after five months with us that he was ready to live more independently.

Previous to coming to our service, Sam lived in a high support psychiatric hostel for eight years where he did not have the opportunity to attend appointments outside the hostel or manage his own medications. After just a few months he has achieved these goals with the support of staff at the Village and he is now living more independently in one of our community shared houses.

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# Housing Service

Vinnies Housing Service provides affordable transitional and crisis accommodation to people experiencing homelessness as a result of domestic violence, mental illness and many other issues.

The service helps people build strong connections with the community, maintain employment, undertake education and seek long term, stable accommodation.

The services manage 26 properties in the greater Perth and Mandurah areas including tenancy and property management for our Mental Health services and coordination of referrals from our external support partners. The Vinnies Housing Service provided 72 beds each night which equates to 26,280 bed nights over the course of the 2017/18 financial year with close to 50% in support of families experiencing family and domestic violence. All the homes come fully furnished including bedding packs, cooking utensils and crockery which allows tenants to move in straight away and feel settled.

## New Partnerships

We currently partner with eight different agencies and this financial year we were pleased to be able to develop a new partnership with Indigo Junction for tenancy support and case management specifically for young women. This year we also renewed our partnership with Horizon House Young Mother and Baby Program, facilitating a successful young mothers share house that are supported by Horizon House outreach program.

## Supported Housing

The Vinnies Housing Service is social impact focused and is the cornerstone to facilitating opportunities for people to ultimately make a difference to their lives. The demand for this service grew significantly this year. There is strong evidence that having stable housing enables participation in education, employment and improves health and well-being. Providing low cost affordable and supported housing will continue to be core to our work.



26

Community Houses  
in greater Perth and  
Mandurah area



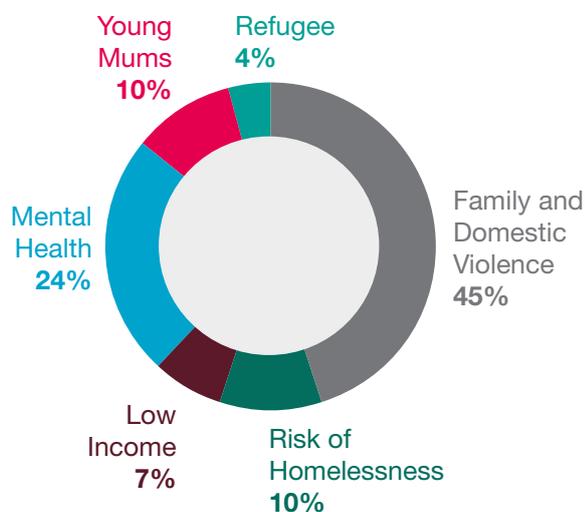
## Nella's Story

Nella, originally from Burundi, was a single mother with three daughters. The family were referred to Vinnies as being at risk of homelessness as they could no longer afford their private rental and current lease was due to expire. They moved into the Vinnies Housing Service and during her tenancy, with the help of her Recovery Team, Nella was able to reconnect with her long lost sister in Burundi after they were separated in childhood because of war.

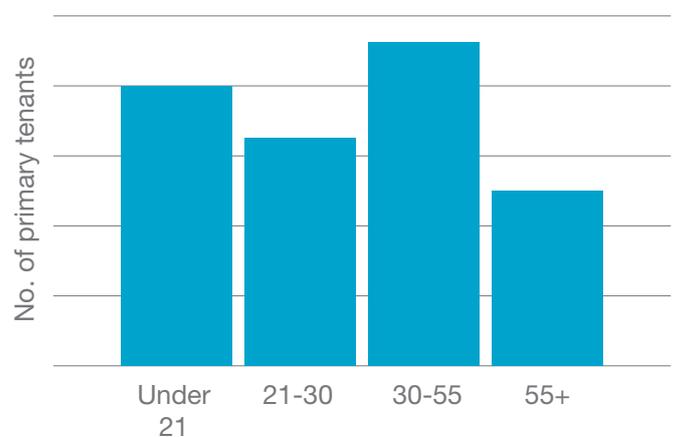
The trauma she suffered before her arrival in Australia resulted in her experiencing some severe mental health issues, however her access to stable housing and a good support team enabled her mental health to improve. This meant that other aspects of her life also improved as Nella remarried and was able to re-enter the education system.

Currently, Nella is studying for a Certificate IV in Aged Care four days a week and hopes after her graduation to gain employment. Nella and her family have now left Vinnies transitional housing and moved into long term public housing.

### Primary reason for needing accommodation



### Demographic age group of tenants



# Homelessness Services

Our low threshold and change approach removes as many barriers as possible to accessibility for the most vulnerable people in the community through our homelessness services, Passages Youth Engagement Hubs and Tom Fisher House.

## **Passages Youth Engagement Hubs**

Located in Northbridge and Peel, Passages Youth Engagement Hubs fill a truly unique role in the Western Australian youth services system. We provide support to a population of young people who may be sleeping rough or couch surfing, are vulnerable, typically in crisis and have no other service options or support to meet their basic needs.

Passages is a joint venture between Vinnies and the Rotary Club of Perth and began as a grassroots response to the growing rate of youth homelessness in Western Australia. Over time Passages has evolved to a unique, evidence based specialist service that continues to address the underlying causes of deep, persistent disadvantage and social exclusion for young people.



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## Passages Service Model

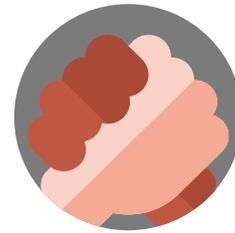
The latest research in low threshold service delivery, Trauma Informed Care and Therapeutic Crisis Interventions, along with input from staff and clients was gathered and documented in early 2018, which established the basis of the Passages Service Model. Bringing together almost 20 years of specialist services expertise provides an effective framework to address long term homelessness and disadvantage, and aligns with our vision, mission and values of providing a shared organisational focus and response.

## Active Referral Officer

Back in 2016, the role of Active Referral Officer was introduced after staff identified a gap in service provision. It was recognised that many young people do not act on formal or informal referrals made by Passages staff, therefore didn't access the help they needed. Since its inception, the role has grown in to a more supportive role of working with young people to achieve assistance with housing, attending court hearings and accessing legal support, addressing income support, mental health issues and helping with access to education and training. It was also found that many young people do not access Passages Hubs due to reasons such as lack of transport, safety concerns, residing in a refuge or mental health issues. By including the ability for clients to be visited outside the service, Active Referral Officers could then break down barriers for young people in crisis.

This year, the two year project final evaluation was completed which illustrated the positive and successful impact the program had on Passages service delivery and how it has grown to be an essential part of the service framework. Over the last two years there has been a significant rise in the number of young people who had actively made contact with a service recommended by Passages staff. From the program start, up until March this year, this has jumped to 94%.

Because of this positive impact, the Active Referral process outreach service has been adopted as part of standard working practice.



Active Referral Officers supported young people in an outreach capacity over

**700**  
times this year



**1,751**  
young people accessed  
Passages in 2017/18



**7,543**  
kilos of food donated to Passages  
in the last financial year



## Tom Fisher House

Tom Fisher House is part of the Vinnies Homelessness Service and is an intensive intervention service for the long term homeless with complex needs.

The service involves the provision of free overnight accommodation and a place of engagement where an individual's life impacting issues can be identified and supported in partnership with our staff and where possible, in collaboration with other agencies.

The purpose built facility is now two years old and runs at full capacity with continual demand for access to the service.

## Positive Strategies

In the past twelve months, staff have been working on the development of plans and positive strategies for supporting our most at risk clients ensuring they have the best possible stay when they access the service. These plans help ensure that the service offers a safe place for clients to have respite regardless of their presenting issues and give staff a better understanding and continued compassion when supporting them. Being able to deliver this practice has successfully reduced barriers faced by people with challenging or high needs providing them with a service and level of support which they may not be able to access elsewhere.

Tom Fisher House receives consistent positive acknowledgement, maintaining its reputation for providing a level of support and compassion that it delivers in the community.



# 542

people provided intensive intervention at Tom Fisher House in the last 12 months



# 60%

of clients seeking assistance identified inadequate dwellings as the main reason



# 51,100

accommodation nights provided per year for people experiencing homelessness; accessing mental health support and/or emergency accommodation



## Joyce's Story

A member of the community contacted Vinnies regarding concerns about the welfare of an elderly lady that was sleeping rough in their vicinity.

Joyce was a 59 year old woman presenting with Diabetes Type II, Cellulitis, Hypertension, Thyroid Disease, Incontinence and some signs of memory loss and confusion. Her appearance was dishevelled and she presented as low in spirits. Through a collaborative effort of services, Tom Fisher House was contacted, and Joyce was allocated a bed.

During her stay it was discovered that Joyce had been discharged from hospital with no fixed address and had an undiagnosed mental health issue of hoarding which had led to Joyce becoming homeless.

Tom Fisher House attended to her personal care and observed that her skin was actually peeling off her whole body and her toe nails grossly overgrown.

Concerns were raised about Joyce's well-being and with the cooperation from other services, Tom Fisher House advocated for the appropriate level of care, resulting in her being re-hospitalised due to the complexity of health issues.

During this short period of contact Joyce was given a safe place to sleep and shown respect and dignity as a human being. Tom Fisher House provides a place in which life impacting issues on morbidity can be identified, treated and supported which, and in Joyce's situation, can sometimes mean the difference between making it another night on the streets or not.

# Youth Services

An important aspect for Vinnies, is the work we do with primary and secondary schools, raising awareness of the organisation and creating a positive engagement with our youth membership.

## School Engagement

Relationships with schools continue to grow and develop through the work of our specialist staff and membership involvement. Our Youth Membership Coordinator support schools in the work they choose to do on behalf of Vinnies by informing students through presentations, events and how schools can contribute.

The last six months has been busy for this role with an increase in contact with schools, many of which had no previous involvement with Vinnies. Vinnies has presented in schools on more than 30 occasions, talking about how the organisation assists the community in Western Australia. We have also received donations such as clothes, food and blankets from at least 31 schools that have gone towards emergency relief and specialist services.

There has been a 50% increase in the participation rate for schools holding their own “School Sleepout” events during the winter months providing a valuable opportunity for students to learning about the issue of homelessness.



Earlier this year, through active school engagement, Servite College students undertook a service to help feed some of Perth’s most vulnerable people. Once a week, students volunteer at school making 20 litres of soup which is then delivered to Tom Fisher House.

## Camping out

Vinnies Youth Camps are tailored to the varied needs of young people, providing care and support services that can range from social, educational and recreational opportunities. Run during the school holidays, the camps are one area where a safe and positive environment can be provided for children from families experiencing hardship.

Six programs were successfully run over the 2017/18 year with two kids’ camps, two teen camps, two Vinnies Youth Pathway camps, and a total of 230 children attending these programs.

Vinnies Youth Pathway Camps, for Years 9-11 provide plenty of fun but also focus on trying to build life skills and self-improvement. The camps aim to support the emotional development and mental health of children, along with helping to develop their vision for the future and provide support in achieving their goals.

Vinnies see first hand the impact these camps have on young people. A past camper, who graduated when she was 16 from the Vinnies Youth Pathway Camps, was welcomed back as a leader on one of the programs for the first time.



**230**

Campers attended  
Youth Camps across  
2017/18 school holidays



**31+**

schools contributed either  
monetary or material donations



# Vinnies Shops and Distribution Centre

Vinnies shops throughout Western Australia play an important and active part of the local community, supporting people doing it tough, providing profits from the sales of goods that fund Vinnies support services and giving people a sense of connection and belonging, as a customer or volunteer .

Goods in Vinnies shops are sold at reasonable prices to raise money for programs such as emergency relief, mental health, homelessness and youth services, as well as buy essential items such as blankets, bedding and household items. Last year Vinnies Shops provided over \$260,000 worth of emergency relief items to over 40,000 people in need. Our dedicated volunteers are an essential part of Vinnies shops and enable us to keep retail costs down. Over the last twelve months over 1,700 Vinnies shop volunteers provided 522,046 hours.

Continued growth in our retail area has meant changes to some of our more established shops. It's been 20 years since the Vinnies Fremantle shop opened and this was celebrated last December with a new refurbishment. The shop was one of the first to receive new fitouts which enhances our customer shopping experience and provides a safe working environment for our volunteers. Vinnies Rockingham also received a new fitout earlier this year due to its relocation. A much larger premises was needed to assist local people in the area and provide a more substantial retail service to the community.



**WHEN YOU SHOP  
LIVES ARE CHANGED**



**\$11,509,717**  
in funds generated through  
Vinnies shops in 2017/18



Over 1,700+ Vinnies shop  
volunteers provided  
**522,046**  
volunteering hours



Shops provided  
**\$263,154**  
of emergency relief items  
to 46,194 people

## Distribution Centre

The Distribution Centre is located in Canning Vale and is the main warehouse and distribution point for material donations for Vinnies WA. Donations are received, sorted and then sent to people experiencing hardship or Vinnies shops to be sold.

Recent changes to the sorting process has seen a dramatic increase in stock yield from 221 tonnes to 364 tonnes while at the same time reducing our tipping expenses by 30%. The useable clothing yield increase has also meant we have been able to reduce the requirement for purchasing extra stock for shops which has meant a more sustainable practice while keeping up with stock demand for our shops.

A significant portion of staff in the Distribution Centre are volunteers with many coming from regular programs such as Work for the Dole as well as providing experience for many students undertaking a Certificate III in Warehousing. An increase in advertising and engagement with corporate volunteers this year has seen more from businesses and companies donating their time, leading to increases in efficiency with existing staff and service scope.

The Vinnies Bed Challenge, was a recent example of where more than 30 volunteers from eight media companies donated their time each week building beds in the Distribution Centre. This task usually fell to Vinnies drivers which impacted on their delivery time when beds were required. Each team from the different organisations challenged themselves to beat each other on the total number of beds that could be made, with a total of 308 beds being constructed over the four weeks. It was an overwhelming success with a high level of enthusiasm and satisfaction the volunteers gained from the experience, as well as the valuable benefit of freeing up our drivers to spend more time on the road making vital emergency relief deliveries.

**Useable clothing donations  
increased from 221 to 364 tonnes**

**Value of donated emergency relief  
rose from \$627,000 to \$682,000**

**Tipping fees reduced from  
\$101,000 to \$70,000**

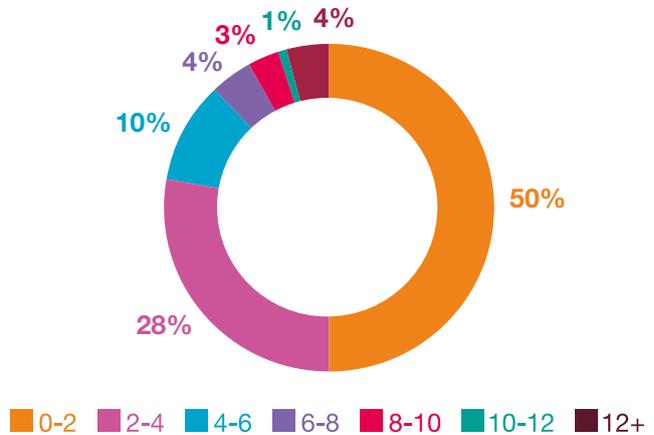


# Vinnies Staff

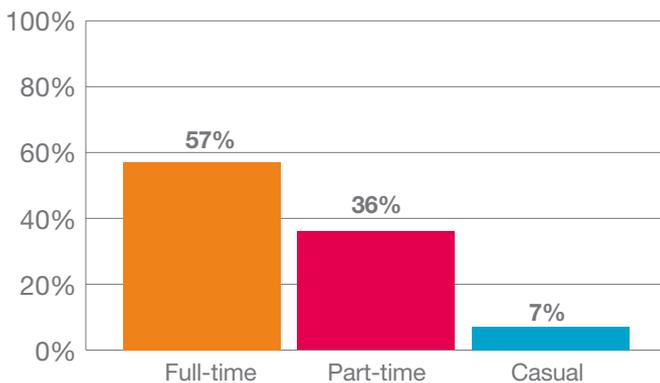
The organisation is powered by 3,500 members and volunteers, complemented with 184 staff. We seek to ensure that we grow a committed and capable workforce, using value-based decision making to attract, develop and retain employees who are suitably qualified and are strongly aligned to the mission to make a difference to the lives of Western Australians.

Major projects achieved this financial year have included the streamlining of the recruitment and on-boarding process, implementing our online learning system, developing an electronic filing system and undertaking a number of internal audits to improve efficiency and reporting.

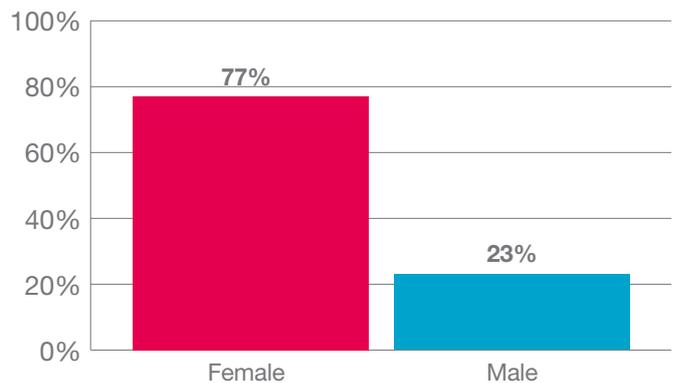
**Staff by length of service (years)**



**Staff by employment status**



**Staff by gender**



# OUR SUPPORTERS



# Fundraising & Events

A busy twelve months for the Fundraising & Events team, developing, coordinating and managing fundraising activities helped generate important income for Vinnies services that would not be possible without the generosity and support from the wider community.

## Bequests

A new role was established in December 2017 as part of the Fundraising & Events team. The creation of the Planned Giving Coordinator position will be responsible for growing the Vinnies Bequest Program, identifying the increasing number of people choosing to leave a bequest to Vinnies in Western Australia. A new name was commissioned for our special bequest group and is now known as Frederic's Fellowship. Vinnies is grateful to the 12 generous individuals who donated over \$1,000,000 in the last financial year.

## Regular Giving

To appropriately acknowledge our shared vision of helping people rebuild their lives and have an opportunity for a better future we renamed our regular giving program Vinnies Visionaries earlier this year. Regular donations make it possible to plan ahead and address and support community need.

## Fundraising Appeals

Community response to our annual appeals is always strong even during challenging economic times. The last 12 months was no exception with over \$2.5 million generated through our annual Spring, Christmas, Autumn and Winter Appeals that directed funds towards our specialist programs and services.

## Events

Held in September each year the Street Appeal is a significant event for our local volunteer groups as the fundraising initiative supports our emergency relief program. The 2017 Street Appeal was a great opportunity for Vinnies volunteers to engage with the public and through their efforts on the day managed to raise \$51,000.

The annual Passages Race Day was a great success, held each year raising money for the Passages Youth Engagement Hubs in Northbridge and Peel. The May event concluded this year with a total of \$70,000, raised from various fundraising activities on the day and generously supported from community, corporate sponsors and Race Day attendees. Passages Youth Engagement Hubs rely on money raised to be able to continue running its services such as kitchen, bathroom and laundry facilities, referrals, counselling and advocacy to young people in crisis.





In June, nearly 70 of Western Australia's leading CEO's camped out at the WACA Ground for the 2018 Vinnies CEO Sleepout. The common goal was to break the cycle of homelessness with some participating for the first time and others returning for another year sleeping out with minimal bedding and a cardboard shelter. For participating CEO's, it's a chance to learn more about people experiencing homelessness who have to face loneliness, fear, hunger and cold as well as barriers to medical care, employment and education.

Funds raised this year reached over \$560,000 for Vinnies to continue to be able to provide valuable services for around 9,000 Western Australians that experience homelessness on any given night.



**\$1,051,952**  
in bequests received



**\$51,000**  
raised during the 2017 Street Appeal



**\$2,556,855**  
raised through Fundraising Appeals



**\$560,000**  
raised by participants of the  
Vinnies CEO Sleepout

**WHEN YOU GIVE  
LIVES ARE CHANGED**

# Corporate Partners

## National Supporters:



**Australian Government**  
**Department of Social Services**



## State Supporters:



**Government of Western Australia**  
**Mental Health Commission**



**Government of Western Australia**  
**Department for Communities**



**Government of Western Australia**  
**Housing Authority**



# ABOUT VINNIES



**St Vincent de Paul Society**  
WAINC

# Governance

## State Council




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<b>Robert (Bob) Burns</b>	State President (term concluded on 30 June 2018)
<b>Gladys Demissie</b>	State President (term commenced on 1 July 2018)
<b>Gladys Demissie</b>	State Treasurer (term concluded on 30 June 2018)
<b>Tinashe Kamangira</b>	State Treasurer (term commenced on 1 July 2018)
<b>Terry Power</b>	State Vice President
<b>Chanda Chisela</b>	State Vice President
<b>Susan Rooney</b>	Chief Executive Officer
<b>Rev Fr Nino Vinciguerra</b>	State Chaplain
<b>Michael Dixon</b>	Representing South West Region
<b>Barbara Boggon</b>	President, Queens Park Region
<b>Barbara Brucciani</b>	President, Osborne Park Region
<b>Bernard (Ben) Ziegelaar</b>	President, Fremantle Region
<b>David Kennedy</b>	President, Perth Region
<b>Lou Daily</b>	President, Swan Region
<b>Peter Ryan</b>	President, Joondalup/Wanneroo Region
<b>Winston Rennick</b>	President, Peel Region
<b>Patrick Wallis</b>	State Youth Representative
<b>Rowan Pearce</b>	State Youth Representative (resigned October 2017)
<b>Dennielle Massang</b>	State Youth Representative (term commenced 7 October 2017)

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## State Council and Sub Committees

<b>Finance &amp; Audit</b>	Gladys Demissie
<b>Governance &amp; Risk</b>	Tim Kavenagh
<b>Membership &amp; Conferences</b>	Lou Daily
<b>Mental Health &amp; Homelessness Advisory</b>	Karen Vernon
<b>Operations</b>	Terry Power
<b>Overseas Partnership (WA)</b>	Bruce Phillips
<b>Passages</b>	David Reed
<b>Refugee &amp; Migrant</b>	Clement Astruc
<b>Spirituality</b>	John Orzanski
<b>State Centres</b>	Vernon Butterly
<b>State Youth &amp; Young Adult Advisory</b>	June 2017 – October 2017 Patrick Wallis/Rowan Pearce November 2017– June 2018 Patrick Wallis/Dennielle Massang.

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The governing body of the St Vincent de Paul Society in Western Australia is its State Council. A number of the members of State Council are elected by their peers in each of the Regional Councils in WA. State Council members are elected for a four year term with elections held when current terms expire or a vacancy occurs. The State President appoints Vice Presidents and Appointed Officers to compliment the skills and experience of the elected State Council members. Supporting our activities, we have a number of Advisory Committees to assist the State Council in carrying out their functions and to provide advice and recommendations for effective and informed decision-making.

**WHEN YOU CARE  
LIVES ARE CHANGED**

# Financial Summary

The St Vincent de Paul Society (WA) Inc financial result from all activities for the 2017/18 financial year was a \$0.7 million deficit.

The result from operating activities for 2017/18 was a \$2.0 million deficit which compares favourably to the 2016/17 deficit of \$3.2 million. This improved position was due to increased operating revenue of \$0.6 million and decreased expenditure of \$0.6 million.

Non-operating activities for the same period decreased to \$1.3 million from \$6.7 million. Significant factors include an increase in bequest revenue of over \$1 million and, due to the completion of capital works at our Canning Vale facility, a decrease in capital grants of \$4.5 million and a decrease in gain on sale of property of \$1.9 million.

The cash position for 2017/18 remained constant with the holding of cash and cash equivalents decreasing by only \$0.05 million from 2016/17.

## Overall Financial Position

- 2017/18 final position was a deficit of \$0.7 million, a decrease of \$4.2 million on the previous year surplus of \$3.5 million. This result is due to increased operating efficiencies and the finalisation of non-operating grant funding of our new facility at Canning Vale and associated gains on the sale of our Belmont facility.

## Revenue

- Total revenue was \$22.8 million a decrease of \$4.8 million or 17.4% on the previous year of \$27.6 million.
- Revenue from operating activities was \$21.5 million, an increase of \$0.6 million or 2.6% on the previous year of \$20.9 million.
- Non-operating revenue for 2017/18 was \$1.3 million, a decrease of \$5.4 million or 80% from 2016/17 of \$6.7 million.

## Expenditure

- Total expenditure was \$23.5 million, a decrease of \$0.6 million or 2.7% on the prior year expenditure of \$24.1 million.

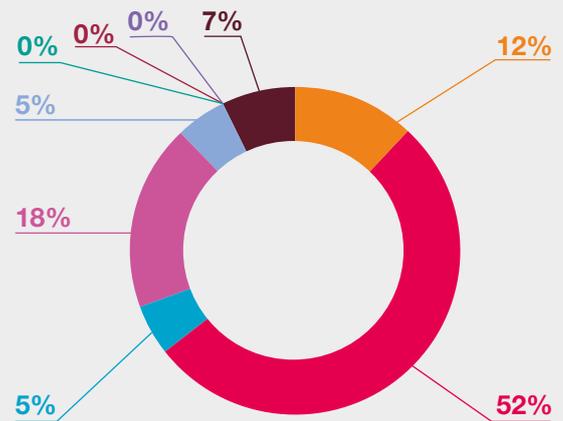
## Asset

- Total net assets are \$25.2 million, a decrease of \$0.7 million or 2.6% from the previous year of \$25.9 million.

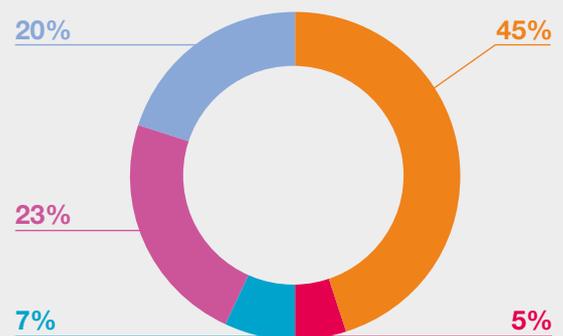
## Cash and Equivalents

- Due to a range of management strategies implemented during the year to steady the St Vincent de Paul Society cash position, cash and cash equivalents held at the end of 2017/18 were \$5.01 million, a decrease of only \$0.05 million or 0.9% on the previous year holding of \$5.06 million.

Income Received	2017/18
● Grants	2,785,425
● Sale of Goods	11,760,067
● Client Contributions	1,157,980
● Fundraising	4,120,779
● Bequests	1,189,097
● Non-recurring Grants	32,250
● Interest	37,136
● Abnormal Revenue	71,691
● Other Revenue	1,630,396
	<b>22,784,821</b>



Use of Funds	2017/18
● Centres of Charity	10,615,990
● Management & Administration	1,103,440
● Fundraising, Public Relations and Communications	1,544,833
● People in Need Services	5,511,325
● Homeless and Mental Health Services	4,684,066
	<b>23,459,654</b>



**Net Position (674,833)**

# History

## Frederic Ozanam – Founder

The St Vincent de Paul Society was founded in Paris in 1833 by Frederic Ozanam a 20 year old university student. France was experiencing tremendous political and social upheaval, and Frederic was deeply moved by the hardship and poverty he was witnessing.

Frederic along with other university colleagues wanted to respond in a practical way and began visiting people in their homes offering them friendship and support. This practice, known as Home Visitation, remains the core activity of the St Vincent de Paul Society members and volunteers today.

Frederic Ozanam died in 1853 aged forty. He was beatified by Pope John Paul II in 1997.



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

Frederic Ozanam

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

**1833**

The Society is re-established at Bishops House, St Georges Terrace.

**1911**

The Refugee & Migrant Committee was formally established.

**1979**

A call centre is established to centralise emergency relief assistance

**2007**

**1865**

John Gorman established the St Vincent de Paul Society in Perth

**1961**

First retail shop opened in Bulwer Street, Perth.

**1993**

The first kids camp is held as part of a Youth Support Program

## St Vincent de Paul – Patron

We are named after St Vincent de Paul who was born in Southern France and ordained a priest in the year 1600 at the age of 19.

As a young man he ministered to the wealthy until he was appointed to a poor parish where his vocation to work with people most powerless and marginalised was inspired. From then on he devoted his life to helping the underprivileged. There was no form of poverty – physical, emotional or spiritual, which he did not try to alleviate.

“The poor have much  
to teach you.”

– St Vincent de Paul



# The St Vincent de Paul Society in Western Australia

## John Gorman

A military man named John Gorman established the St Vincent de Paul Society in Perth in 1865, after witnessing its work in Ireland.

Gorman's drive and energy inspired by the work of the St Vincent de Paul Society in Ireland ensured that the organisation maintained its adherence to the principles of the international organisation and successfully ran until his death in 1872.



**2015**

We celebrate  
150 years in  
Western Australia.

**2017**

Society HQ  
relocates to Brewer Road,  
Canning Vale

# How you can help



## Make a Financial Donation

Credit card donations can be made by visiting our website [vinnies.org.au](http://vinnies.org.au) or calling 13 18 12. All donations of \$2 or more are tax deductible.

To make a periodical commitment or for more information on our regular giving program please phone (08) 6323 7500 or email [donations@svdpwa.org.au](mailto:donations@svdpwa.org.au)



## Volunteer your Time

If you are interested in sharing your skills and time to help people through any of the St Vincent de Paul Society's services, great volunteering opportunities exist.

For further information on volunteering please phone (08) 6323 7500 or email [volunteer@svdpwa.org.au](mailto:volunteer@svdpwa.org.au)



## Leave a Bequest

Consider remembering Vinnies in your will. Vinnies is able to provide long-lasting support to many because of the generosity of people who have remembered Vinnies in their will.

To receive an information booklet or speak to someone about leaving a bequest please phone (08) 6323 7500 or email [bequest@svdpwa.org.au](mailto:bequest@svdpwa.org.au).



## Put the "Fun" in Fundraising

Choose to support Western Australians in need by putting the "fun" in fundraising. You can request donations in lieu of gifts on your special day, host a fundraising event in your workplace, school or community. For more information please phone (08) 6323 7500 or email [fundraising@svdpwa.org.au](mailto:fundraising@svdpwa.org.au)



## Donate Material Goods

Donations of pre-loved clothing, household goods and furniture can be made at our State Distribution Centre in Canning Vale or by calling (08) 6323 7520 to arrange a free pick up of larger items. For the location of your nearest Vinnies shops visit [vinnies.org.au](http://vinnies.org.au).



## Corporate Partnerships

The St Vincent de Paul Society recognises the importance of developing and nurturing strong links with the corporate and philanthropic sectors to allow us to continue to help make positive changes in the lives of the people we help. Vinnies seeks to engage all partners in long-term, strategic and mutually beneficial relationships. To find out more please phone (08) 6323 7500 or email [partnerships@svdpwa.org.au](mailto:partnerships@svdpwa.org.au).



## Follow us on Social Media

VinniesWA





**WHEN YOU GIVE  
LIVES ARE CHANGED**

**St Vincent de Paul Society of (WA) Inc**

9 Brewer Road Canning Vale WA 6155  
PO Box 1450 Canning Vale DC WA 6970

**P:** (08) 6323 7500

**E:** [info@svdpwa.org.au](mailto:info@svdpwa.org.au)

**[vinnies.org.au](http://vinnies.org.au)**

**WHEN YOU CARE  
LIVES ARE CHANGED**



**St Vincent de Paul Society**  
(WA) INC  
*good works*