



ANNUAL REVIEW

2020



STAIRING

PICK UP

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Our Purpose

First established in Perth in 1865 by John Gorman, The St Vincent de Paul Society in Western Australia has maintained its long and rich history of supporting Western Australians when times are hard. The Society has continued to grow with a state-wide impact thanks to over 4,000 dedicated members and volunteers who help over 65,000 Western Australians each year.

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, 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 each individual 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.

Our Works

The revenue we raise



Vinnies Shops

Profits from every purchase at Vinnies shops around the state goes towards funding Vinnies services and programs.



Donations

Donations through our appeals provide critical income due to the generosity of the Western Australian community.



Fundraising & Events

Major events and fundraising initiatives continue to be strongly supported by the community helping raise valuable funds.



Grants

Funds from grants help Vinnies deliver specific outcomes on projects as part of our programs and services for the community.

goes to the person-centred care we deliver through our services and programs

Financial Counselling

Independent financial advice and advocacy for people in financial difficulty.



Housing Service

Vinnies Housing Service provides people with a stable foundation to rebuild their lives and participate in their community.



Mental Health

A recovery focussed supported accommodation for adults with a persistent and enduring mental health diagnosis who may be homeless or at the risk of homelessness.



Emergency Assistance

Vinnies members respond to requests from people in need in their local communities providing assistance such as food, clothing, help with utility bills, referrals, advocacy, and emotional support.



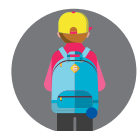
Homelessness Service

Passages Youth Engagement Hubs and Vinnies Tom Fisher House offers specialised homelessness services supporting people to build a pathway out of homelessness.



Youth Service

Young people have the opportunity to learn and make a difference in their community through Youth membership and Mini Vinnies programs in schools and youth camps.



which changes the lives of the people we help



65,000 +

Western Australians were helped in 2019/20 across Vinnies services

State President and CEO Overview

We commenced this year building on our achievements of previous years, with a firm focus on improving the lives of disadvantaged people in our community and enhancing the good works of the Society.



When the COVID-19 pandemic hit, our wonderful members, volunteers and staff responded with flexibility, resilience, courage and care; working in solidarity to quickly adapt to the rapidly changing environment whilst still ensuring we were there for the people who needed us.

Critical steps were taken to help protect our people and the vulnerable people we serve. This included implementing stringent hygiene and social distancing practices and reconfiguring service delivery models to help ensure the safety of our clients, members, volunteers and staff whilst still meeting the need.

Where required, an incident command system was implemented - integrating personnel, procedures, and communications within a new temporary structure enabling a rapid, effective and efficient response and recovery.



Vinnies WA CEO Susan Rooney with WA State President Gladys Demissie

We worked in partnership with local government and community organisations, to implement a new model of food relief for people who had been immediately and directly affected by the pandemic. At the time, there were many challenges with food and supply shortages however, we were able to distribute thousands of hampers to people experiencing hardship, many of whom had never accessed our support before.

One of the difficult decisions we faced early on, was the closure of our retail shops which became necessary to ensure the health and safety of our volunteers, staff and customers. Significant revenue was lost during the closure which necessitated a targeted and rapid reduction in our expenditure whilst still maintaining our critical services. We sought and were very grateful to receive alternative income from the government at all levels, and from our wonderful donors and supporters – this income was critical to our financial and operational sustainability.

Once it became clear that we could safely do so, we rapidly and systematically reopened our shops after only a short hiatus, enabling us to welcome back staff, volunteers and customers.

Over the course of 150 years, we have faced and mastered many challenging moments. We are blessed with members, volunteers and staff who never lose sight of our core values and mission; their commitment, professionalism and drive are absolutely at the heart of our achievements this and every other year. Our incredible supporters, sponsors, donors, corporate partners and customers and the government agencies and organisations we partner with, are equally critical to our work and impact.

We are so very grateful to all of you and extremely proud of the way the Society rose to this year's unique challenges. We are a strong and resilient organisation and we will always be there for our fellow Western Australians when times are hard.

A glance at the year

We reflect on what was a challenging year for Vinnies WA and the community. We continue to meet demand for our support because when times are hard we are here.



65,000 +

Western Australians helped in
2019/20 across Vinnies services
(includes COVID-19 April-July 2020 projects)

Emergency Assistance



33,626

Answered calls requesting help
over the past financial year



\$2.3m+

Direct financial relief provided



33%

Of calls were from people
requesting support for the first time



90%

Of calls were requests for food
over the past financial year

Financial Counselling

\$2.9 m

Debt waived from 9,244 face to face financial counselling sessions



11,404

National Debt Helpline financial counselling sessions



Homelessness Services



5,172

Visits from young people to Passages Youth Engagement Hubs



554

Clients given intensive support and accommodation nights at Vinnies Tom Fisher House

Retail and Distribution Centre



\$12m

Funds generated through Vinnies shops in last financial year



628t

Donations sorted and processed at Canning Vale Distribution Centre

Members & Volunteers



4,013

Members and Volunteers

Fundraising



\$3.2 m+

Raised through regular giving, donations, events and bequests

Volunteer Hours



1.1m+

Volunteer hours provided

Housing Service

25,000

Bed nights provided through Vinnies Housing Plus Program



Vinnies Shops

53

Vinnies retail shops across Western Australia



How we adapted and responded

Experiencing a constantly changing environment through COVID-19 meant that Vinnies WA's ability to adapt was crucial so we could continue to support the Western Australian Community.

In late March when the impact of the pandemic started to set in, Vinnies WA announced that all of its retail shops would close. This was compounded with the cancellation of fundraising events causing a significant dent to Vinnies WA's ability to support the community, as well as affecting nearly 3000 committed retail volunteers and staff.

In addition to the retail volunteers, Vinnies WA has over 1,000 Vinnies members who perform the core work of home visitations as part of the Emergency Assistance program, with many falling into the high risk age category of 70+ during this time. In an effort to continue supporting the community and ensure safety in the early stages of government restrictions, members were able to adapt their practices quickly. New modes of service delivery included shifting contact with clients to phone calls and emails, use of electronic vouchers and payments and socially distanced delivery of food relief, were very effective methods of providing immediate support.

The Vinnies Call Centre in Canning Vale is primarily staffed by volunteers and assists with the workflow of calls from people seeking assistance. The service remained opened right throughout COVID-19 shutdowns. Volunteers working tirelessly to assist people who reached out to Vinnies for the first time after losing their jobs or facing reduced hours, reassuring many others that Vinnies would continue to be there for those who were feeling afraid and isolated.

Vinnies WA Specialist services were also able to continue operating throughout the lockdown period while adhering to stringent screening, social distancing and hygiene precaution for the protection of both staff and clients.

In our Homelessness services, Vinnies Tom Fisher House and Passages Youth Engagement Hubs in Mandurah and Perth, measures were introduced to reduce capacity in the facilities at any one time as well as stringent hygiene practices to ensure the safety of staff and clients. The impact of social distancing also meant that specialised inreach services that clients usually receive were reduced or stopped altogether. At Passages Hubs, follow up services were shifted to phone or email so young people could maintain their connections with Passages staff and external support services, although many of these changes increased young people's vulnerability and anxiety, adding further complexity to their situation.

A reduction of visitors was initially introduced as a result of government and health restrictions at Vinnies Mental Health Service with clients encouraged to maintain their connections with family and essential

services. This was also the case in Vinnies Community Houses, which offer support with more independent living for people with a mental health diagnosis. Once hygiene protocols were in place, residents were supported in managing restrictions such as decreased visitors to houses and not being able to venture out unless for essential reasons.

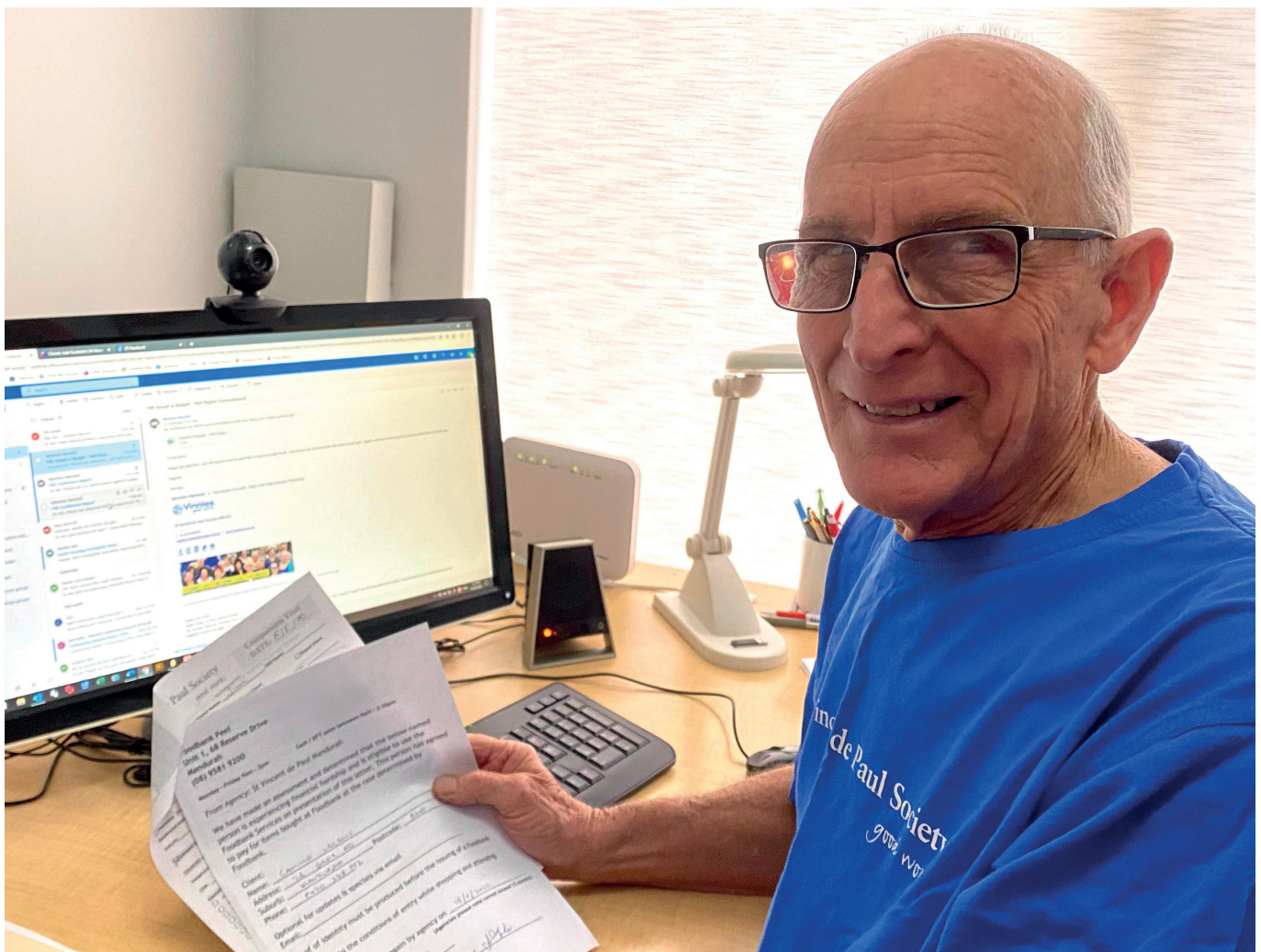
Additional measures were also introduced for rehoused tenants in need of emergency accommodation through our Vinnies Housing Plus Program. Staff were able to support clients with regular checks for their health and wellbeing, and provide food hampers when there were difficulties purchasing food due to supermarket shortages.

The delivery for Vinnies Financial Counselling service changed when face to face appointments ceased and support was offered through phone consultations, email or video chat. Nearly 2500 sessions were still

delivered as people sought information regarding changes to government benefits, mortgages and rent, and to Centrelink payments. Vinnies National Debt Helpline continued to operate, managing over 2000 calls when many people were facing job losses, had been stood down, made redundant or experienced reduced work hours and salary cuts.

The reality of people's situation was seen from March through to July when Vinnies WA had given out more than \$1million in the form of food relief and financial assistance for bills. During this time, food was the main reason people sought help, with nearly 30% of clients never having reached out to our organisation before.

COVID-19 was a challenging time for the community, and Vinnies ability to adapt and respond ensured that vital support for disadvantaged Western Australians continued to be delivered and Vinnies WA's goal of being there when times are hard never waived.



Mandurah Conference President Jim Mather delivering support from his home office during the COVID-19 crisis

COVID-19 Food Relief

Vinnies WA Emergency Relief Hamper Program began in April with the aim to create and distribute food hampers to people experiencing hardship. This new initiative during the COVID-19 crisis enabled Vinnies WA to meet community demand for basic food needs.

It was identified very early on that food insecurity would be a major issue for people amid business shut downs, food shortages and economic upheaval. The Emergency Relief Hamper Program was developed in response to this.

The program began with consideration given to what the hampers were stocked with. Based on guidelines from the WA Health Department and WA Food Policy Index, hampers were filled with non-perishable items for a week's worth of food and did not require any refrigeration. The hampers also contained easy recipes to help families get the most out of the items provided.

When supermarket shortages peaked in the first month, sourcing and securing supplies such as rice and pasta for hampers became extremely difficult. In an attempt to make up for these shortfalls, the Vinnies Drive and Drop project was launched, which consisted of a callout to the general public for the donation of specific food items to four drop-off locations. Food collections were also received by Newman College and other community groups such as the Knights of the Southern Cross and Shree Kutchi Leva Patel Community. This, along with the generosity of the public, led to a total of 8500 food items being collected for hampers, providing much needed food to vulnerable families in the Perth Metro area.

Funding from WA Department of Social Services and Lotterywest together with the generous contribution of the public, and our agility in adapting our resources and operations, guaranteed the Vinnies Drop and Drive project success.

What followed was a collaboration between Vinnies WA and three local councils. The City of Stirling, City of Bayswater and City of Wanneroo identified high volumes of food insecurity experienced by their citizens. Staff from City of Stirling who were unable to undertake their usual roles were temporarily redeployed by the Council to help sort donated food items, pack hampers and manage a central hamper collection point. This site was by far the greatest point of hamper distribution to the community.

The bulk of the hamper preparation later moved to Vinnies' Canning Vale Distribution Centre where half a dozen volunteers including students from Curtin University, packed around 300 hampers each week. The stock was supplemented with donations of up to 50 hampers each week from Piscoferi Fine Food and Wine, as well as food items from schools, which continued to be distributed through two of the councils.

A drive-through collection model then shifted to the City of Stirling's Meals on Wheels site in July 2020, where people could collect hampers without leaving their car.

A partnership with OzHarvest meant that Vinnies hampers were matched with a box of fresh fruit and vegetables, so recipients received a significant amount of food that could last for more than a week. Vinnies also partnered with several other charity agencies which collected hampers from this site that could then be forwarded to their clients, ensuring direct access to a target group of people accessing food relief.

From April to June 2020, almost 3,000 hampers were distributed to people in need which equated to feeding more than 15,000 people. By the time the program wrapped up in October, over 8,000 hampers had been produced.

The Emergency Relief Hamper Program was developed and mobilised in a very short period of time and assisted thousands of vulnerable Western Australians during a difficult period, and was only possible due to the co-ordinated efforts of Vinnies staff, volunteers and our valued partners.



8,500

Total number of food items collected as part of Vinnies Drive and Drop Hubs



15,000

People supported with food in just three months (April - June 2020)



8,055

Hampers produced throughout the entire Hamper project





A New Vincentian

Stephanie is a relatively new Vincentian, having only become a member two and half years ago. It was an invitation at a church event to seek out her local Conference, that led her to embark on a journey as a Vinnies member, directly helping people in her local community.

The emergency assistance given through home visitations is an entry point into people's lives and the person-centred care that Vincentians give to people experiencing hardship. Stephanie has been a Vincentian only for a couple of years, but says the work she does through meeting people in their homes is rewarding, being able to give people the time and patience to listen to their immediate needs and provide for them.

"Sometimes you get overwhelmed and want to save the world ... but it is always important to remember that we are giving people a hand up with tools that will, and do, help them."

The importance of this connection with people in the community was greatly impacted when COVID-19 started. Although the assistance to people continued throughout that time, Stephanie notes that some of the challenges of not being able to give face to face assistance still linger.

"It has changed how we interact with people in need. A lot of people won't openly say certain things because they feel embarrassed but when you are sitting in front of someone you can pick up cues and hints that there might be other services they need."

One particular occasion that still resonates with Stephanie was when she visited young couple with two children. The father wasn't working and the mother was pregnant with baby number three, with the family needing clothing, food vouchers and furniture for the new baby. Stephanie saw the family had very little, and when she and another Vinnies member returned on a second visit some months later, the mother had given birth but the baby was still in hospital.

"The mother had to rely on public transport to visit her baby. They were obviously struggling not only financially but also emotionally. It absolutely broke my heart seeing a woman who has just given birth wasn't able to be with her newborn and I could see she really felt embarrassed asking for help."

Stephanie feels she is still learning as a Vincentian but feels truly blessed by the difference she makes to people's lives, and the support she receives from her conference. Through the fortnightly meetings she gains valuable experience and insight from more experienced members and continues to learn as a Vincentian.

"Everyone has such big hearts ... you can discuss ideas and how our clients are going and what people are going through. A difficult part is not knowing what impact your work truly has on people but only knowing that they were grateful for your assistance at that moment."

Member Services

When Frederic Ozanam founded St Vincent de Paul Society in 1833 in Paris, it was the practice of home visitation that would be the main work he would do.

Today, it is still the core activity that Vincentians deliver, responding directly to the needs of people, ensuring they are supported on their journey out of hardship.

Home visitations are an opportunity for Vinnies volunteer members, known as Vincentians, to provide a person centred approach, meeting people in their homes to get a genuine understanding of their situation.

There are currently 1084 Vinnies members in Western Australia working across our 76 community groups known as Conferences. They respond to requests for food assistance, bill payments, rent assistance, furniture requests and provide advocacy, friendship and emotional support. Their dedication to creating a more just and compassionate society is evident from the 260,000 hours they devoted in the past year.

From July 2019 to March 2020, in addition to the Conference emergency relief spend on grocery and utility payment support of over \$1,534,291, more than \$540,000 was provided in assistance by Vinnies members in the way of clothing and furniture.

In April, home visitations ceased due to COVID-19 restrictions. Conferences were however still able to continue supporting their communities by shifting their delivery to phone and email, or reducing contact with people by dropping grocery vouchers in letter boxes or food hamper parcels at the door.

Clients seeking assistance with groceries through the Canning Vale Call Centre were contacted via phone by Vinnies members, and issued an electronic voucher



sent to the client's email address. Through this process, over a three month period from April, \$35,387 or 743 vouchers were issued to clients on behalf of members. This was further supported by Conference members facilitating deliveries of furniture and clothing through Vinnies Canning Vale Distribution Centre and retail stores when they reopened in June to a total of nearly \$50,000.

Twinning

Western Australian Conferences collaborate and support their twinned overseas Conferences by providing funds for local projects. The aim of the program is to assist overseas Conferences with their Vincentian work and help communities with projects such as the purchase of computers for students; training looms for weaving; and machines to make fishing nets; creation of cow and goat banks, as well as co-funding a large national project in India seeking to build an annex to a hospital used by those who are extremely poor. Here in Australia, the St Vincent de Paul Society is twinned in partnerships with 14 countries, sharing spiritual, cultural and financial resources.

COVID-19 has had a devastating effect on countries where our Conferences have twins, and the financial and spiritual support in the form of prayers and

communications has been a focus in our program this year. Thankfully extraordinary grants were provided to twins to help with purchase of sanitisers and masks at a time when they were most needed.

Assist a Student Program

Our Assist a Student Program helps educate children from desperately poor families and communities in the Asia Pacific region through sponsorship, allowing most of them to qualify for further education or work. Many of these students who have been helped in the past, have been able to break the cycle of poverty for themselves and become vital in assisting less fortunate children with their education. All funds provided under the scheme goes directly to the cost of training.

\$44,340

Total Twinning
funding for 2019/20

\$5,740

Assist a Student
sponsorship for
82 students





A Volunteer Partnership

Mick didn't realise that when his wife Joann started volunteering at the Vinnies Belmont shop, he too was going to be recruited!

Joann first started with Vinnies more than three years ago after originally being a customer and then deciding to apply for a volunteer position. Now she does five shifts a week at Vinnies Belmont as well as a half day helping out her husband Mick in his volunteer role and it is fair to say they couldn't think of doing anything else.

"There were friendly people at the shop itself, the staff got chatting with people and it just went from there. In the shop you know, it's incredible. The atmosphere is great!"

Mick's pathway to being a Vinnies volunteer was a little different. Joann spoke to Mick one day about how there were few electrical items at the Belmont shop but there was a healthy demand for them. All electrical items in Vinnies shops are tested and tagged and because Mick is qualified to do this, Joann suggested he give volunteering at the Vinnies Distribution Centre a go.

"That was slightly over 12 months ago. I only do one day a week but it's limited in the hours because it gets to the point of my arthritis that I can't continue. Jo comes down for half a day a week and we work well together. She saves me time ... in 5 hours we now do 80-100 pieces."

Although Joann and Mick work well together, the strength of this volunteering partnership comes from the couple knowing that their skills and dedication help make a difference to people's lives.

"You help people out. You get people donating stuff, you sell stuff and then you know that the people who really need help get it. I just think it's a pretty good thing to do. You know, it's a good organisation." Mick shares.

Joann says that one of the special parts of being a Vinnies retail volunteer is meeting new people and the friendships she makes, not only with her fellow volunteers and staff but also with many of the customers.

"I have got to know a few of the regular ones and what they like and what they don't like and what they need. I see something come in and I think "oh that's what she's searching for". I've got to know a lot of faces and don't always know the names but I'll tell you I've made more friends in the last three years than I had in 30 years."

Joann and Mick are two of our nearly 3,000 volunteers who work in our retail shops, call centres and Distribution Centre. They all share passion, dedication and commitment to the work they do and how that supports vulnerable Western Australians in our community.

Volunteer Services

Vinnies WA's volunteer workforce strongly believes in the work we do, sharing their passion, dedication and time helping Western Australians in our community. Volunteer recruitment, particularly in retail, has been the focus over the past 12 months.

There has been unprecedented growth from the success of actively recruiting new volunteers through campaigns, career expos and social media resulting in nearly 3,000 retail volunteers who collectively contributed to over 1,115,000 hours in the past financial year.

Interest in corporate volunteering activities remained strong with a suspension of this activity for the last three months of the financial year due to COVID-19. We were able to host and welcome 422 corporate volunteers from various companies throughout 2019-20 who volunteered in our Distribution Centre in Canning Vale, providing much-needed assistance with sorting our donations; building beds; making up home-ware packs and pantry hampers. Without the support of our corporate partners we would not be able to sort through the huge volume of donated clothing that is processed at our Canning Vale Distribution Centre.

Our volunteer Knitters' group continued to share their compassion and dedication by producing an array of items which are sold in a selection of Vinnies shops. Meeting once a week at Ozanam House in Canning Vale, the group creates beautifully hand-crafted items such as socks, knee blankets, infant and children's jumpers and beanies for which there has been a growing demand from some of our regular retail customers.

Volunteer Impact

The onset of COVID-19 caused a changing environment of waning customer numbers and volunteer activity. By the end of the first two weeks in March, we made the difficult decision to close our retail shops and asked our volunteers to remain at home. Our focus then shifted to supporting volunteers while they were temporarily stood down and undertook measures to stay connected, sharing regular updates and information on the situation as well as our plans to re-open again, via emails and letters.

COVID-19 revealed our enormous dependency on volunteers in the over 60 years of age bracket with two thirds of our retail volunteers being 55 years and older. The ongoing restrictions impacted the return of many of our volunteers, particularly in our retail shops. A new recruitment campaign was launched in June aimed at attracting a younger cohort of volunteers to facilitate shops re-opening sooner. This highly successful campaign resulted in 406 new applicants, reducing the average age of volunteers from 67.9 years of age to 51.8 years of age.

On-boarding timeframes were also reduced from 5.6 days to 3.4 days which helped mobilise new volunteers to sites where they were most urgently needed to open shops in the community more quickly.

In addition to welcoming new volunteers to our retail shops, we also added Crisis Support volunteers to our volunteer family who helped pack and deliver food hampers at our hamper hubs.

The pandemic caused us to reflect on the urgency with which we have had to learn new ways of doing things; and how we've had to adapt to different, challenging circumstances. We continue to be amazed at the grace and fortitude of our remarkable volunteers which has helped us navigate the change and uncertainty we have experienced.

Call Centre

Our main call centre in Canning Vale, as well as 17 emergency assistance centres located in regional areas, are the first point of contact for people seeking assistance. The centres are staffed by volunteers and support Vinnies members by making appointments for clients for home visitations and gathering information that helps assess and resource Vinnies Emergency Assistance.

Over 33,500 people reached out to Vinnies for help through our Emergency Assistance call centres over the past financial year which included the provision of financial support to pay utility bills, as well as rent or accommodation assistance. However food relief still remains the highest request with 90% of these calls from clients not having enough food to support themselves and their families.





Family Financial Hardship

Miriam was single and working fulltime when she purchased a unit several years ago on the outskirts of Perth. Soon after she met someone and they had a baby so she stopped working to care for the child. The couple were living in Miriam's property but due to Miriam experiencing domestic violence, the relationship fell apart and she was left to care for her child without any financial support.

Although Miriam tried to remain in her unit, she struggled with mortgage repayments as she was no longer working full-time and had a young baby to care for. She made the decision to relocate closer to her family and find a cheaper rental while renting out her unit in the hope this would ease the pressure of repaying the mortgage. This worked well for a while until her tenants stopped paying the rent and damaged her unit.

Miriam was eventually able to find new tenants, but that tenant soon fell into hardship due to medical reasons and couldn't afford to live in the unit anymore. This was at a time when the market had fallen and the unit was now no longer worth what Miriam had originally purchased it for.

The situation was causing Miriam incredible stress as her debts were mounting up quickly from her only being able to work part-time due to managing her young child. It was at this point she was able to connect with a Vinnies financial counsellor.

When Miriam began talking with a Vinnies financial counsellor, she had accrued significant arrears from her mortgage due to the non-payment of rent from her previous tenants. She was able to work with the financial counsellor on her current options and then took the decision to sell the unit. She placed it on the market and worked hard on the property to improve its condition. But months went by and there was no interest in it due to the slow market. Miriam continued to struggle financially during this time, as the low income she was receiving was barely covering her living costs.

Vinnies' financial counsellor was able to negotiate with the bank on Miriam's behalf. She agreed to surrender the property to the bank, and although completely distressed by the situation, she felt it was the best decision she could make.

The property did eventually sell but there was a significant shortfall. With help from the Vinnies financial counsellor advocating on Miriam's behalf, the bank agreed to waive the remaining \$83,000 debt on the property.

Miriam refers to Vinnies financial counsellors as "Earth Angels", feeling she could not have gone through that process without the support and guidance given. She is now debt free and incredibly grateful that she now has the chance for a new start.

Financial Counselling

Vinnies financial counsellors work to help people understand their financial situation, giving people strategies and options for when they cannot meet their ongoing expenses.

Vinnies financial counsellors provide face-to-face sessions with clients in Canning Vale, Perth CBD, Rockingham, Mandurah and Bunbury/Busselton. Through these sessions, clients are able to gain an understanding of their financial situation, get strategies and options to deal with financial difficulties, receive assistance with budgeting, learn about their rights and how the law can protect them in difficult financial times. They also receive support in negotiating with creditors, understanding the debt recovery process and relevant court procedures, bankruptcy information and referrals to appropriate services.

A strong focus is on the delivery of community education workshops and face to face counselling as part of our outreach services to more than 10 agencies and other Vinnies Services. These include Passages Youth Engagement Hubs, Ruah Services, St Patricks Community Services, Cyrenian House and Palmerston Residential Rehabilitation.

From July last year until March 2020, more than 7,000 sessions were held and financial counsellors were successful in achieving over \$1,300,000 of client's debt being waived. In the final three months of the financial year when the impact of COVID-19 was evident, the community faced an unprecedented reality of more people experiencing income and job losses. The amount of debt waived in just this short timeframe rose significantly to \$1,662,310.



National Debt Helpline

Vinnies WA operates the Commonwealth funded National Debt Helpline (NDH) in Western Australia and is the first point of contact for clients in crisis situations, such as those facing the imminent risk of disconnection or who are already disconnected from essential services, eviction, repossession, mortgage stress or seeking assistance with basic living needs.

Earlier in the year, the Water Corporation extended its contract with the NDH for one year. This allowed for two additional staff members allocated in one full-time and one part-time position, to help Water Corporation clients who were experiencing financial hardship and not able to pay their bills.

More options for clients to access services outside regular hours were introduced and counsellors conducted Live Chats and sessions through Skype, FaceTime and Zoom. The NDH also received additional funding for new financial counsellors during COVID-19 from the Department of Social Services which has now grown to nine full-time staff and two part-time staff.

Pandemic Impact

As a result of COVID-19, more people have had to deal with job losses, being stood down or redundancy. Others may have retained or gained employment but faced reduced work hours and salary cuts.

COVID-19 related calls from clients centred on information regarding Government packages such as JobSeeker, JobKeeper and access to Superannuation, issues of job losses or reduced income, mortgage and rent stress, the need for food assistance, updates on utility price freezes, small business shutdowns, visa enquiries and entitlements to Centrelink assistance.

The delivery of our face-to-face financial counselling services was directly impacted and had to cease due to government restrictions. However, Vinnies financial counsellors and NDH staff were able to adapt quickly by working remotely (from home) as they continued to offer clients services via phone, email, video chat or teleconferencing. The main challenge for staff at the time was keeping up-to-date with the high volume of rapidly changing information being released from the Government and banking sectors.





Ellie's Journey

For many years Ellie lived in hostel like environments which meant many of her external supports such as her doctor, shopping and even her bank accounts were managed for her. When she moved into Vinnies Vincentian Village, a 24 hour supported mental health service, she was quite disengaged. Ellie had no desire to leave her room or access The Village community and was very anxious even at the thought of doing so.

Vinnies Mental Health Service uses a recovery model which is working alongside consumers where they are at, without undertaking activities for them. This was quite challenging for Ellie, as she was used to things being done for her, and was very fearful of participating in a community, even with support. She was terrified of going to the shops so would only go with support staff, and even though she now had access to her bank account, she would want staff to purchase essential items for her rather than doing so herself.

Over time, staff at Vinnies Vincentian Village (known as The Village), built rapport with Ellie, gaining her trust and building her capacity to take on daily tasks and finding her independence. Through support, patience, troubleshooting and commitment, from both Ellie and staff, she was able to reach a stage of entering a shop with support, and eventually alone.

As Ellie began to feel more confident in herself, staff observed a shift in her mindset as she started to become more hopeful about her future and talking about living independently one day. Ellie's Recovery Support Worker supported her to apply for a home through Department of Housing, and after two and half years of living in The Village, she was offered a house. Ellie viewed the house and really liked it, however her psychiatrist at the time felt her mental health was not stable enough to live alone so the offer of independent living was declined. Ellie was initially disappointed but with the support of staff, she viewed it as an opportunity to continue working on her goals so she could become ready to live independently.

With support from staff at The Village, Ellie began working towards her goal by attending agency meetings to check on her progress, adjusting her medication, undertaking regular activities outside The Village and developing her skills in cooking. About 12 months later, she was offered another house through the Department of Communities and this time was ready to take the step.

Ellie moved into her new home with a 6-week transition plan in place from Vinnies Mental Health Service. This included being visited regularly in her new home to ensure all her supports were set up so she could manage her tenancy. With each visit, staff noticed Ellie's house becoming cosier, and Ellie appearing more settled in her new home.

Going out and about to the shops and appointments still causes Ellie significant anxiety; however, she has strategies in place to manage these feelings so they don't control her. She continues to live independently in her new home and stays in contact with the staff at Vinnies Mental Health Service to let them know she is doing well.

Mental Health Service

Vinnies Mental Health Service provides people with help and specialised support to make informed choices about their recovery journey. It is a recovery focused supported service, providing accommodation for adults with a persistent and enduring mental health diagnosis who may otherwise be homeless or at risk of homelessness.

The Vincentian Village offers a 24-hour supported service that maximises clients' independence at the 28-unit facility. Our six Community Shared Houses focus on self-sufficiency that can be tailored to meet the needs of each consumer.

Many people residing at The Village achieve their recovery goals and for two residents, being able to travel was a particularly important aspiration. One travelled to Adelaide with family members and another went to Darwin to visit his father. Both of these trips involved detailed planning, advocacy and support and proved very successful especially as it helped develop independence with increased confidence.

The Village has been undertaking a project called Food-For-Thought initiative. The idea emanated from health concerns for some residents with approximately one third of consumers diagnosed with type-2 diabetes or who were prediabetic. The initiative developed into an exploration of the role of food in improving physical and mental health and led to changes to The Village menu. An emphasis was placed on homemade food, removing pre-packaged, deep fried and processed meats, and educating the staff and residents about the importance of nutrition. The results were very positive with four consumers losing weight, five actively



exercising more and two residents changed their blood sugar levels to a healthy range. Staff are also working with the Cancer Council to roll out this model to other community services.

In October last year, The Village hosted a Mental Health Awareness event during Mental Health Week, which was based on the theme of Creativity, Community and Connections. The event was attended by 60 guests made up of residents, their families, Vinnies Mental Health staff, and external service providers who joined in on the celebration. One resident shared his personal journey from emotional upheaval and anxiety to feeling proud and able to participate in playing a guitar solo on stage.

The Consumer Committee, was established in 2014 as a way to encourage residents to assist with the planning and delivery of activities, policies and procedures and to take an active role in improving their lives. The committee received the Tenant Led Initiative Award at the Australasian Housing Institute's Annual Awards, with the Chair of the committee (who is also a Village tenant), and the Manager of The Village, delivering a presentation about the work the committee does .

Service Accreditation

Vinnies Mental Health Service has been preparing for accreditation under the National Standards for Mental Health Services to ensure that people with a mental illness receive the best possible quality services available. Vinnies Mental Health Services staff embarked on a process of co-design with residents to develop the documentation and resources needed. The project was designed to have five stages (design, ideation, implementation, monitoring, evaluation/closing) and teams were comprised of both staff and consumers. The Consumer Committee worked as equal partners with staff on the project plan's development and evaluation.

The accreditation assessment is still in progress after experiencing delays due to COVID-19 and will hopefully be complete in 2021. Being accredited to the National Mental Health Service Standard assures our residents and their families that Vinnies has undergone a rigorous review process to provide quality person-centred care that is focused on the recovery needs of people, supporting them to live fulfilled and meaningful lives.



Housing Service

Vinnies Housing service aims to provide a real opportunity to help break the cycle of homelessness, reduce poverty related issues, and can be a circuit breaker for victims of domestic violence. Through giving people a safe place to call home, we provide them the opportunity to rewrite their story.

Our Housing Plus Program is a referral-only service which offers a safe and supportive environment that enables tenants to engage with their external support workers and work on their life goals. In the 2019-20 financial year we identified that 49% of our clients entered into the Vinnies Housing service with domestic violence as their primary concern.

Increase in awareness of our service and reputation within the sector led to an increased referrals, an expansion of our working arrangements with four new outreach support agencies and helped us grow our existing successful partnerships with three others. Two of these providers have a primary focus on youth, and this led to Vinnies Housing Plus Program having an increased presence with the number of our tenants under 21 increasing from 19% to 26%.

Vinnies Housing Plus Program completed its first annual tenant survey earlier this year to gauge tenants' experiences with Vinnies. 100% of respondents were satisfied with the program overall, with the quality of the properties, maintenance and repairs. 75% remarked how safe they felt in their homes and how much their health and wellbeing had improved overall since being in the program.

Further efficiencies in processing and filling vacancies resulted in 25,000 bed nights throughout the service, an increase of 5% from the previous year. We also increased our engagement with tenants and support workers, and were able to respond quicker to tenancy issues.

Tenants Wellbeing

With government restrictions in place during the height of COVID-19, call based check-ins were scheduled on a weekly basis; and more regular well-being phone contact and hamper drop offs for tenants to alleviate food stress were arranged. Tenants adapted well to the changes even though many were isolated from friends and family, appreciating that they were able to have a familiar person to talk to if they needed support.

The process of moving clients into accommodation was also adapted so it could adhere to social distancing, which meant the valuable service could continue for tenants during this time.





Successful Transition

Jeremiah, a 48 year old gentleman has been homeless for a number of years and had a complex set of issues from experiencing trauma, substance dependency, and a mental health diagnosis. Through ongoing support he received from Vinnies Tom Fisher House, Jeremiah was able to begin a positive transition out of homelessness.

Having been on the streets for quite some time, Jeremiah was entrenched in the homeless community and although he was responding well with his treatment for his mental health diagnosis, his substance dependency created barriers to accessing accommodation.

Jeremiah had visited Vinnies Tom Fisher House several times so was well known to staff. He used the service as respite from rough sleeping and sought support. Due to the Low Threshold and Change approach at Vinnies Tom Fisher House we were able to offer him a safe place and critical support regardless of the issues he was experiencing.

During his stays, Jeremiah had developed a routine by arriving at 5.30pm every night, watching television during his dinner and then going straight to bed. At night, staff would often sit with him and although he was always polite when spoken to, wouldn't outwardly engage with staff and was hesitant to participate in discussing his needs.

Over time, staff built a rapport and trust with Jeremiah and were available to support him when he was ready to take the next steps.

Throughout a 4-month period, Jeremiah's visits increased which allowed for more opportunities to engage with staff. During one of these stays, an Alcohol and Other Drug (AOD) service provider was on site, providing an inreach service to Vinnies Tom Fisher House.

Jeremiah grew in confidence and eventually was comfortable enough to seek out alcohol and drug support so that he could take the first steps towards detox and rehabilitation. By being allowed to extend his stay he could successfully transition into the detox facility where he remained for a few months.

This positive outcome for Jeremiah is not likely to have been possible without the ongoing support from Vinnies Tom Fisher House staff who were committed to providing him with every opportunity to make positive and lasting changes.

Homelessness Service

Our experience, commitment and service models are the strength behind our focus on helping build a pathway for people experiencing homelessness or at the risk of homelessness. We offer highly specialised services through Passages Youth Engagement Hubs and Vinnies Tom Fisher House.

Across all of our Specialist services, but often most acute in Homelessness, the impact of trauma on our clients can be life altering. Trauma is known to impact brain function and can have a marked impact on a person's behaviour and ability to make decisions. How we work with someone who has experienced trauma can change their future. Over the course of the last year our staff undertook training in the Person Brain Model™. This program teaches the essentials of how trauma impacts a person and has given our staff practical strategies that enable them to work alongside people in crisis. Importantly this training has been provided to staff across the organisation ensuring our organisation is truly trauma informed.

Staff from Passages Youth Engagement Hubs and Vinnies Tom Fisher House participated in a series of workshops organised by the Department of Communities for the 'No Wrong Door' Approach. As part of the State's commitment to ending homelessness through the All Paths Lead to a Home Strategy, this initiative highlighted the need for people experiencing homelessness to receive help regardless of the service or agency they connect with first. Due to its unique service delivery framework and the Low Threshold and Change model that underpins its work, Passages is well placed to operate under these principles. Passages often is the only service that can meet the needs of young people who are often turned away from more main stream services.

Passages Youth Engagement Hubs

Passages Youth Engagement Hubs in Perth and Mandurah continue to provide a non-judgemental space for marginalised and at-risk young people aged 12-25 years of age.

In October 2019, Passages Perth started a new music program called Soul'd Out. The program is designed to create an avenue for young people to express themselves safely using music. Music can increase self-esteem and be the catalyst for trauma treatment, create healthy relationships, grow skills and even provide opportunities for employment. The program is incredibly well supported with many young people getting the opportunity to perform in a music competition and at community events.

Passages Perth was approached by a national organising body to run a workshop as part of their Great Race event. The aim of the event is to provide young people who are transitioning out of home care with information about a range of support services that may be useful to them in their transition to

independence. A series of sessions were run as part of the workshop at the Perth Hub and involved a small group of young people who learnt about the services and support Passages could provide.

Building strong relationships with inreach services is essential for both Hubs and this has been a particular focus for Passages Peel over the last year. The Hub has established an ongoing relationship with RSPCA and Pets in Crisis so Passages can support young people who have pets and who were unable to access specialist support services such as accommodation and rehabilitation. Being able to provide a free, temporary safe place for their pets helps young people focus on their journey without the worry of who will care for their pet.

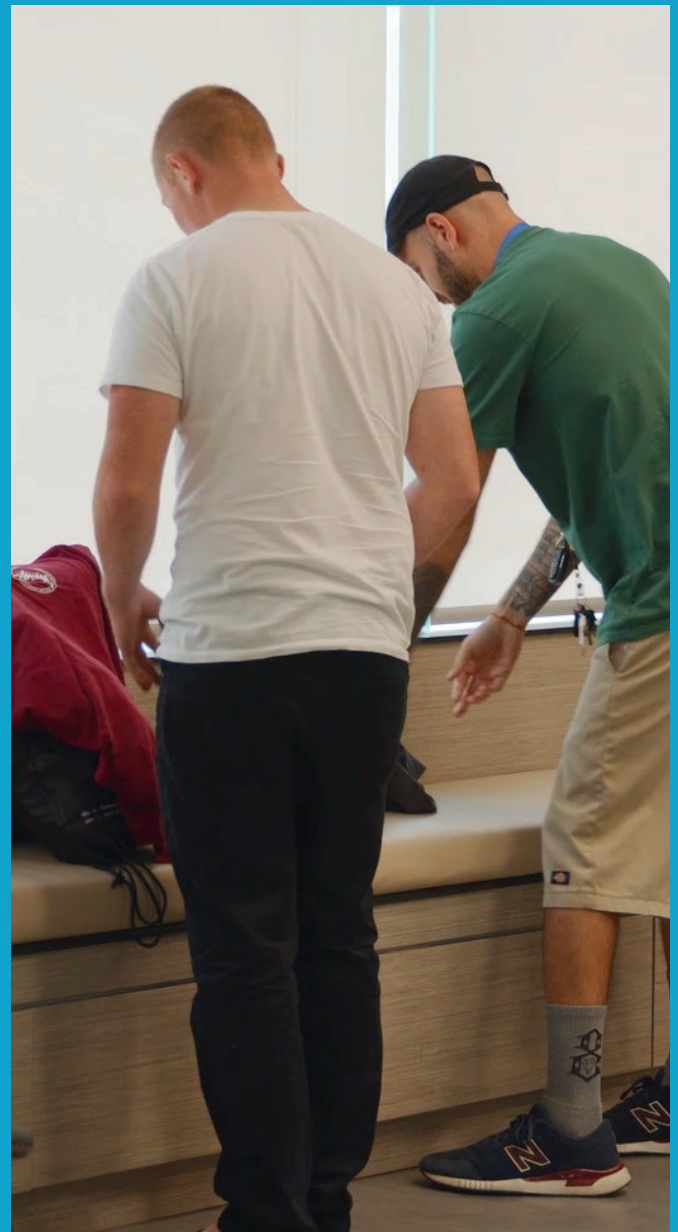
Passages Peel has worked closely with an Aboriginal Youth Worker from another Peel based community organisation after an increase in young indigenous females presenting to the service. The Youth Worker was able to share her knowledge so more specialised support such as providing specific Indigenous programs could help young people reconnect within their own community and regain a sense of connection with their culture. This extended support has made a considerable difference to many young people visiting the Hub.

Vinnies Tom Fisher House

Vinnies Tom Fisher House provides a safe environment and intensive support through individualised engagement to clients experiencing long term homelessness. This intensive intervention service provides up to seven nights free accommodation for individuals who have a disconnection from the community. The Low Threshold and Change approach enables impacting issues to be identified, and by removing as many barriers as possible, staff can support the most vulnerable people in our community on a pathway out of homelessness.

Vinnies Tom Fisher House is a referral only service and its unique service delivery continues to be in high demand in the homelessness sector due to the impact that the Low Threshold and Change model has. Along with this practice model, the compassionate and skilled staff, and length of time that we have been operating, has benefited over 554 clients in the past year. Monthly feedback provided by the clients showed an increase of 47.2% in new clients accessing our service for the first time which is an indication of the reputation and importance of the service amongst, and for clients.

Outcomes for clients are further supported through collaboration with other organisations and agencies. Staff from the Mobile Clinical Outreach Team (MCOT) attend Vinnies Tom Fisher House twice a week to support clients with mental health challenges and are also readily contactable if required outside these times. Clients are provided with crucial support during their stay and beyond. Nearly 55% of clients who presented to our service came with a pre-existing mental health diagnosis and of that number, only 24% were receiving services. This highlights the importance of Vinnies Tom Fisher House being able to foster the connection with clients and give them opportunities to access these much needed services.



Youth Services

Vinnies WA Youth Services aims to continually strengthen our relationship with young people, offering them the opportunity to learn through our engagement with schools, and further enhance our youth camp programs.

Visiting schools is a major activity of Vinnies Youth services, it helps raise awareness of the organisation's good works, and provides school and students opportunities to contribute to their community.

School visits were severely disrupted this year with school closures due to COVID-19. However prior to this time, we were able to increase the rate of engagement with young people through our Young Vinnies Program in high schools. There was a significant increase in Vinnies School Sleepouts and although predominantly held at high schools, two primary schools participated earlier this year, indicating a growing curiosity about homelessness amongst younger students.

Evidently the importance of advocacy in relation to homelessness and poverty has resonated with young students and their passion for making a difference in their community has been clear with increased participation.

Young Vinnies groups have continued to be huge supporters of local Conferences with many making direct donations of clothing, blankets as well as monetary contributions. A number of schools also supported the COVID Relief Appeal with donations of non-perishable food, warm clothes and toiletries as well as monetary donations.

More schools were interested in getting involved in areas of Mini Vinnies last year, especially growing support for local Conferences and homelessness services.

Youth Camps

Vinnies Youth camps underwent some significant changes recently. The program runs twice a year during school holidays and offers children from disadvantaged backgrounds the chance to engage in recreational activities in a safe and supportive environment. The January camp was an amalgamation of the three youth camps and while very successful, it highlighted the need for further development of volunteer roles and an improvement of the overall camp experience for children.

Feedback from parents and participants was largely positive, emphasising the importance of attitudes and behaviour as a result of the camp experience, further illustrating the positive impact of the camps on young people. 'Having support and making friendships' were two aspects of camps that the participants loved the most and rated highly when surveyed.

Work has also focused on developing alternative programs that will address some of the pressing issues facing young people, such as the impact of dealing with the pandemic on education and employment.



Vinnies Retail & Distribution Centre

Vinnies WA shops are always welcomed by local communities while creating opportunities for people to shop, donate and volunteer. By establishing a strong presence in each community we serve, we are able to connect with locals while continuing to offer a quality shopping experience.

There were significant changes in retail throughout 2019 and early 2020. Vinnies expanded its retail network with two new shops in Halls Head and Mirrabooka; relocated the Wanneroo shop and refurbished shops in Cannington, Wembley and Scarborough. While much of our branding and processes remain the same, we also inject a local flavour into each new shop which enables us to connect with local shoppers and gain their loyalty in return.

In June 2019 we set a target of a 20% increase in volunteer numbers across all of our retail shops in response to the sales growth we were experiencing, and to facilitate the addition of new shop locations. The plan included implementation of Better Impact, an Integrated Volunteer Management Database that reduced the protracted process of recruitment, engagement and onboarding. Over the 12-month period, by decentralising the management of data through Better Impact and a change to volunteer recruitment processes we achieved a 34% increase of volunteers from June 2019 to February 2020.

Shop Closures

Like most other businesses, Vinnies shops closed for six weeks at the height of Government COVID-19 restrictions. \$2.4million in income was lost as a result of the closure.

As lockdown restrictions eased, Vinnies WA systematically reopened its 53 shops commencing the beginning of May. We experienced a boom in trade with average shop sales up by 40% compared to pre-pandemic levels. Our regular customers returned with great enthusiasm and new first-time shoppers appreciated the value we offer especially at a time when so many households were experiencing financial pressures.

Distribution Centre

The Vinnies Distribution Centre is the central hub for Emergency Assistance supplies of furniture and household packs. The Distribution Centre also ensures our retail shops are stocked full of high-quality items.

With a renewed focus on developing stronger relationships with some of our community supporters, the Distribution Centre has benefitted from some valuable partnerships; increased corporate volunteering events, and the use of offsite storage.

Increase in demand for furniture in both our Emergency Assistance Program and retail has meant we have had to seek alternative avenues to secure second-hand

furniture. Over the course of the year we were able to receive a donation of high quality products from four hotels undergoing refurbishment, allowing us the ability to provide more of these products to our Emergency Assistance clients.

The Distribution Centre expanded its involvement in the JobSeeker program becoming a “Host Organisation” offering ten placements to job seekers. The program has a mutual benefit to Vinnies and job seekers whereby we receive additional hours of work and participants receive skills training and improved confidence to find employment. A measure of the program’s success is evident in the case of a job seeker who volunteered in the Distribution Centre and who was successful in gaining a full-time paid role with Vinnies as a truck driver.

The growth of our retail operation with the opening of new shops, the refurbishment of some of our older stores and the relocation of others, means we are constantly looking at, and implementing, new ways to increase the output within the Distribution Centre to manage this expansion efficiently.

In September and November, we ran a Kerbside Collection Program in an effort to bring in larger quantities of stock. This brought in an additional 25 tonnes of clothing and coupled with an increase in community donations via our Vinnies bins, our stock intake increased by 12%. This resulted in 628 tonnes of clothing being sorted and cleared by the Distribution Centre over the past 12 months. Recent improvements to our sorting process and the categories into which clothing is sorted has allowed a greater percentage of our stock to be sold year-round.

During COVID-19, the Distribution Centre adapted to the changes to the Emergency Assistance Program. A section of the warehouse was cleared to make way for a large-scale packing as part of the Emergency Relief Hamper Program so that members, volunteers and staff could pack bulk food stocks onto pallets, which were then delivered to central locations for assembly into hampers. Later in the program, hamper packing shifted back to the Distribution Centre with help from Curtin University students, other groups of volunteers and staff.



Fundraising & Events

The extraordinary effort and generosity of our donors enables Vinnies WA's ongoing commitment to supporting people when times are hard.

During this financial year, our Vinnies Visionaries Program raised just over \$101,000 to support our specialist programs and services. With the program only having been launched in early 2019, we now have over 200 "Vinnies Visionaries" donating on a monthly, quarterly, bi-annual or annual basis.

Leaving a bequest is one way people in our community can leave a lasting and positive change and we are incredibly grateful for over \$345,000 of generous bequests received over the past year.

We launched a National Emergency Appeal in late March in response to the COVID-19 crisis. The response from the Western Australian public was outstanding considering the challenging time being experienced right throughout the country, and this helped us continue to provide support for people through our specialist programs and services.

In late 2019 we invited some of our valued donors to a series of tours of our specialist community services sites such as Passages Youth Engagement Hubs and Vinnies Tom Fisher House. We received such positive and wonderful feedback from donors who received a deeper understanding from learning about the services and seeing first hand how their support is making a difference within the Western Australian community.

We extend our heartfelt thanks to all our supporters for helping us raise over \$3,202,000 through donations, support for our regular giving program, events and bequests. Collectively you have made a difference through your commitment to changing the lives of Western Australians experiencing hardship.



Street Appeal

In September 2019 Vinnies members participated in the annual Vinnies Street Appeal at different locations across Perth and the South West. This fundraising initiative is an important event for our local volunteer groups as the funds raised go towards providing emergency assistance to more than 60,000 people each year. We also welcomed five schools who took part raising over \$36,500.

CEO Sleepout

On 18 June, 1600 CEO's and business leaders around the country, including more than 80 here in Perth who braved a chilly and uncomfortable night, supported the campaign to end homelessness.

A very different event was held this year, with business and community leaders coming together for a nationally streamed broadcast hosted by Dr Andrew Rochford from Sydney. With the onset of a global health crisis, this year's event was more vital than ever to reflect the reality of homelessness experienced by 116,000 people across the country.

Participants nominated their own sleeping locations which was a mix of backyards, garages and balconies. Despite the unprecedented and challenging time during COVID-19, participants in this year's Vinnies WA CEO Sleepout remarkably managed to raise over \$490,000 towards our unique specialist community services such as Passages Youth Engagement Hubs and Vinnies Tom Fisher House.

Vinnies Drive-In, Sleep-In

Last October we held our second Vinnies Drive-In, Sleep-In at the only Drive-in in Perth which was attended by over 100 people. Families, friends, community and business organisations experienced the hardship of having to sleep in their cars for one night to bring attention to this form of homelessness.

Participants could buy food from food trucks and enjoy a number of movies on the big screen after learning about the struggles many Western Australians face without stable housing. The Vinnies Drive-In, Sleep-In event raised \$30,500.





St Vincent de Paul Society
(WA) INC



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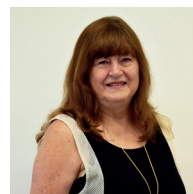
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- Finance & Risk
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Winston Rennick

Terry Power

Tinashe Kamangira

Vernon Butterly

David Reed

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 terms expire or a vacancy occurs. The State President appoints Vice Presidents and Appointed Officers to complement the skills and experience of the elected State Council members. Supporting the State Council activities are a number of advisory committees that assist the State Council in carrying out their responsibilities and functions.



St Vincent de Paul Society
(NIA) INC
good works
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California

St Vincent de Paul Society
(NIA) INC
DAVE
President

Financial Summary

The St Vincent de Paul Society (WA) Inc financial result from all activities for the 2019 - 2020 financial year was a deficit of \$352k (2019: surplus \$78k).

The Society reported an operating deficit of \$1.1m (2019: deficit \$542k). Included in the operating result are revenues received under the Federal Government COVID-19 Business Support Scheme and the ATO Cash Flow Boost scheme, as well as generous support from our retail landlords and utilities providers. The increased operating deficit was a result of the direct impact on operations of the COVID-19 Pandemic and the effect of adopting AASB 16 Leases.

For the year commencing 1 July 2019 the Society adopted AASB 16 Leases using the modified retrospective method which affected the accounting treatment of rental leases. For reporting purposes lease expenditures increased \$0.6m over the previous reporting period.

Non-operating revenues increased to \$0.7m (2019: \$0.6m), representing a gain on sale of property.

The Society's cash position improved year on year by \$0.8m.

Revenue

- Total revenue was \$25.4m, an increase of \$0.7m (+3.0%) on the previous year.
- Revenue from operating activities was \$24.7m, an increase of \$0.6m (+2.5%) year on year, including revenues received under the Federal Government's JobKeeper Subsidy Scheme and the ATO's Cashflow Boost scheme.
- Non-operating revenues were \$0.7m, an increase of \$0.1m on the prior year, representing a gain on sale of Society property during the year.

Expenditure

- Total expenditure was \$25.8m, an increase of \$1.2m (+4.7%) on the prior year result (2019: \$24.6m). The largest single impact on expenditure was the effect of the adoption of AASB 16 Leases (+\$0.6m).

Asset

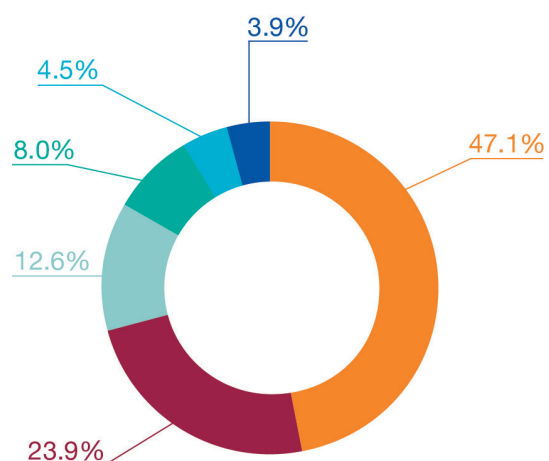
- Total net assets at balance date were \$23.9m, a decrease year on year of \$0.4m, or -1.5% (2019: \$24.3m).

Cash and Equivalents

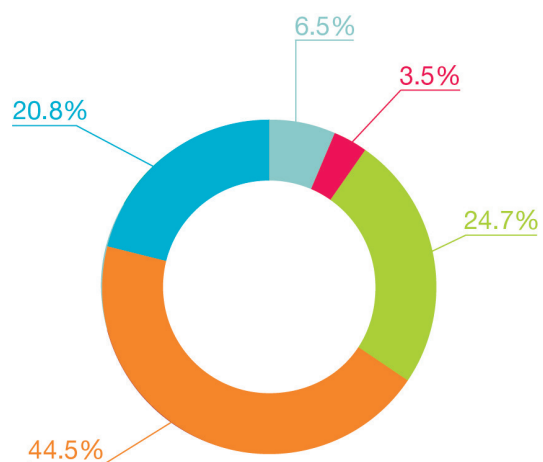
- Cash and cash equivalents held at year end were \$7.46m, an increase of \$0.8m, or an increase of 12.1% on the previous year end holdings of \$6.66m.

Income Received**2019/20**

● Retail and Distribution Sales	11,985,614
● Government and Other Grant Funding	6,068,963
● Fundraising	3,202,062
● Government Support COVID-19	2,044,000
● Specialist Community Services Contributions	1,136,068
● Other revenue	1,006,266
	<u>25,442,973</u>

**Use of Funds****2019/20**

● Fundraising, Marketing and Communications	1,672,034
● Mission Enabling	901,030
● People in Need Services	6,358,561
● Retail and Distribution Centre	11,481,227
● Specialist Community Services	5,382,455
	<u>25,795,307</u>



How you can help



Make a Financial Donation

Credit card donations can be made by visiting our website vinnieswa.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 Vinnies Visionaries please phone (08) 6323 7500 or email donations@svdpwa.org.au.



Volunteer your Time

If you are interested in sharing your skills and time to help people through any of the Vinnies services, great volunteering opportunities exist. For further information on volunteering please phone (08) 6323 7500 or email 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 bequests@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 or host a fundraising event in your workplace, school or community. For more information please phone (08) 6323 7500 or email fundraising@svdpwa.org.au.



Donate Material Goods

Donations of pre-loved clothing, household goods and furniture can be made at any Vinnies shop, 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 vinnieswa.org.au.



Corporate Partnerships

Vinnies recognises the importance of developing and nurturing strong links with the corporate and philanthropic sectors to allow us to continue to make positive changes to 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.



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VinniesWA





CLOTHING ONLY
Leaving any item outside this bin is illegal dumping.
OFFENDERS PROSECUTED
Maximum Penalty \$125,000
(Environmental Protection Act 1986)

THANK YOU FOR YOUR DONATION

Vinnies

CLOTHING ONLY

Leaving any item outside this bin is illegal dumping.

OFFENDERS PROSECUTED

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St Vincent de Paul Society

(WA) INC

good works

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