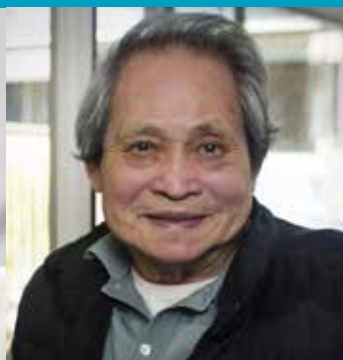




People, Place... Purpose

VincentCare Victoria

Annual Report 2013





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A close-up portrait of a man with short brown hair and a light beard, looking slightly to the side with a gentle expression. He is wearing a light-colored t-shirt. The portrait is partially obscured by a large blue diamond shape on the right side of the page.

Our service model
is about placing
the disadvantaged
at the centre of
everything we do.

At its December 2012 meeting, the VincentCare Victoria Board approved the establishment of the Vision, Mission and Values Project to add clarity to its long-term direction, purpose, strategy and values. The project involved VincentCare reviewing its statements of vision and mission. The process involved a survey of key internal and external stakeholders to test current perceptions and views, followed by a series of workshops to review the current statements and realign them, as appropriate.

The outcome saw the adoption by the Board of its new Organisational Mandate, Statement of Purpose, Aspiration and Values which were launched at the staff conference by Peter Johnstone OAM prior to the completion of his four-year term as Chairman of the VincentCare Board in July 2013.

Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians.

"Yours must be a work of love, of kindness; you must give your time, your talents, yourselves. The disadvantaged person is a unique person of God's fashioning with an inalienable right to respect. You must not be content with tiding him or her over the crisis; you must study their condition and the injustices which brought about their condition, with the aim of a long-term improvement." Blessed Frederic Ozanam (1813-1853)



Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage.



Our Purpose

To create opportunities and lasting change for the most marginalised.



Our Values

Courage
Leadership
Accountability
Compassion
Excellence
Dignity

Chairman's Message

VincentCare Victoria 2013 Annual Report



This year marks the 10th anniversary since the establishment of VincentCare in Victoria by the Society of St Vincent de Paul. It gives me great pleasure to present to you VincentCare Victoria's 2013 Annual Report, my first since being elected Chairman in July 2013.

'Getting Good at Getting Better', VincentCare's staff conference held at the Karralyka Centre in Ringwood, has been a major highlight of our anniversary celebrations. The conference provided an excellent opportunity for committed and talented staff and volunteers to be motivated by keynote speakers, to share their large body of expertise with each other and to acknowledge the high degree of excellence achieved by some outstanding individuals and teams across the organisation.

We were delighted that the Honourable Mary Wooldridge MP, Minister for Community Services, was able to officially launch *Strategic Directions 2012-2015* at the conference. In doing so, she commended VincentCare for its innovative approaches in meeting

the needs of the disadvantaged living in our community as described through our new Operating Model.

Also at the conference, we launched VincentCare's new Organisational Mandate, Statement of Purpose, Aspiration and Values, the culmination of a major project initiated by the Board to review its vision and mission statements.

The process was open to all of our stakeholders and involved surveys to test perceptions and views, followed by a series of workshops to review the statements and realign them, as appropriate. What we have achieved is a set of guiding principles that will help focus VincentCare, our leadership and staff in decision making, our interaction

“Of the 22 outcomes detailed in management’s ‘Strategic Implementation Project Plan’, all are now underway and at various stages of completion.”

with clients, the development of projects, implementation of processes and actions and messaging to the wider community.

The Board continues to be strongly committed to ensuring progress against its vision in *Strategic Directions 2012-2015*. Of the 22 outcomes detailed in management’s Strategic Implementation Project Plan, all are now underway and at various stages of completion.

The redevelopment of the North Melbourne Hub is a major focus for the organisation. At the Board’s annual retreat in April, various master planning options were discussed in respect of the Flemington Road and Chapman Street site. A master plan for the site, which utilises the Flemington Road frontage for a combined service and accommodation hub, is now the focus of a detailed business plan for the coming financial year.

At the same time significant growth in service delivery at Glenroy, including the addition of the HomeConnect Program and the relocation of VincentCare’s Youth Services programs from North Melbourne, formed the basis of the Board’s decision to lease additional premises at 175 Glenroy Road, Glenroy. This new facility becomes the gateway for clients seeking housing assistance through VincentCare.

The Board has also adopted a new information technology strategy to support delivery of the strategic plan.

The strategy has a strong client focus, emphasises better integration, coordination of services, collaboration and partnership, and will serve the staff well in terms of supporting quality business as usual services.

A new quality framework has also been adopted by the Board, which brings together the functions and structures that underpin VincentCare’s systemic approach to continuous quality improvement. This is a major focus for the Board in terms of ensuring the necessary systems are in place for effective performance monitoring of areas such as clinical operations, risk, workforce, safety and finance.

During the year, Peter Johnstone completed his term as Chairman and Board member. Peter made a significant contribution to VincentCare, utilising his considerable skills in governance, his passionate commitment to the principles of social justice and his strategic leadership approach to fulfill our mandate to assist people who are disadvantaged. Under Peter’s leadership, VincentCare has fulfilled an important part of the mission of the Society of St Vincent de Paul in Victoria and more broadly that of the Catholic Church in Australia.

The Board also farewelled Teresa Wilson and we give particular thanks for her contribution to the work of the Social Policy Committee. Jeanette Wirt completed her term as a member of the Board’s Property and Infrastructure Committee and we welcomed Martin Davidson as a member of the Risk, Audit and Finance Committee. Adriana

Zuccala, Chair of the Social Policy and Research Committee, became Deputy Chair of the Board in July 2013. My thanks to my fellow Directors for your ongoing support and commitment to the work of VincentCare.

This is both an exciting and challenging time for VincentCare as we implement our strategic directions. VincentCare is pleased to work on behalf of and with the Society and its conferences, and with our diverse partners, in the provision of services and in advocating for adequate resources and appropriate programs to deliver opportunities for caring and effective support of the disadvantaged in our community.

On behalf of the Board, I would like to thank all of those associated with VincentCare Victoria. I would particularly like to thank our staff under the very effective leadership of our Chief Executive Officer, John Blewonski, for their strong commitment to VincentCare’s mission in responding to the needs of disadvantaged people.

Special thanks also goes to our many volunteers, donors and supporters for their willingness to share in our mission.

I commend to you this Annual Report and hope that you will read with interest the highlights of this past year.

Rod McDonald
Chairman

Chief Executive Officer's Message

VincentCare Victoria 2013 Annual Report

Major policy reform being implemented by both Commonwealth and State governments will provide significant challenges for agencies such as VincentCare in both the short and long term.

The National Disability Insurance Scheme, Aged Care Reform through Living Longer Living Better, the Victorian Service Sector Reform and the recommissioning of Victorian drug and alcohol and mental health services are already affecting the way we are thinking and going about our work – challenging us to identify how best to support the vulnerable and disadvantaged living in our community.

While it is inevitable that there will always be some degree of change in an industry focused on human service delivery, it is important that we do not lose sight of what agencies such as VincentCare bring to the reform process and that we do not become overwhelmed and disconnected from our mission.

VincentCare and agencies like it bring social policy to life by preparing communities to access services, particularly those most marginalised. VincentCare informs social policy through consultation and advocacy. We enhance government contracted services with the addition of our own funding and resources. We are indeed agents of change ourselves as we seek to close the gap between rich and poor.

Change involves challenges and risks, and inevitably some level of trust, confidence and mission clarity. Change is shared; it involves staff, supporters, donors and funding bodies and, importantly, the effectiveness of our connectedness and engagement with the communities in which we work.

VincentCare's Strategic Directions is an important response to meeting the changing needs of the disadvantaged. It provides for the best use of our resources in the interests of social justice and incorporates informed advocacy to promote effective outcomes for our clients.

Our key aims and objectives are to work towards creating a service model that will enrich people's lives and increase their capacity to exercise choice in relation to health and wellbeing. We aim to provide stable and appropriate accommodation and create an environment for the development of positive relationships, greater independence and opportunities for social participation and community connection.

The organisation continues to make good progress in this regard. The following were among our achievements during the past year.

- VincentCare was awarded major funding through the Commonwealth Department of Health Non-Government Organisation (NGO) Treatment Grants Program to support the Recovering Life after Dependency (previously Post Quin) program.

The past year has been a challenging one at all levels for VincentCare, but I believe it has also been enriching, stimulating and rewarding.

- VincentCare commenced implementation of a new Home Care Package (HCP) program. The HCP program has grown from 25 to 83 packages and will now cover both the Department of Health Western and Northern Metropolitan planning regions. The new HCPs will need to operate under Consumer Directed Care (CDC) principles, and present an exciting opportunity for the organisation to establish and refine a CDC model prior to other important program recommissioning processes.

- Through VincentCare Community Housing there has been continued growth in the range of accommodation options provided, including Sunbury Gardens. This is a new initiative that provides accommodation for 22 people aged over 50 years. Ten newly built Department of Human Services (DHS) units in Melton are another initiative and provide accommodation for young adults where the residents are able to connect with employment and education programs.

- HomeConnect was established as an Innovation Action Project following a successful tender for funding through the Victorian Government's Homelessness Action Plan 2011-2015. HomeConnect focuses on connecting individuals and families with integrated support before they reach crisis point. A key component of this initiative is a new multi-service hub in Glenroy that offers integrated services and links with the local community.

- Our Social Policy and Research Unit continues to enable the evidence base to support the development of our services, to improve practice, and to advocate as an authoritative voice on those homelessness issues that are at the core of VincentCare's strategic direction.

- The Human Resources Department completed VincentCare's workforce plan, designed to address a range of people management issues.

- Our Infrastructure Department has delivered more than \$2 million in minor capital projects in the past year including bathroom and building refurbishment, upgrades of administration areas and transformation of client recreation and garden spaces across each of the hubs.

- In the past year, VincentCare Victoria successfully completed the triennial reaccreditation of its seven Seniors' Living facilities against all standards, including management systems, staffing and organisational development

There have also been many achievements across the Seniors' Living facilities that continue to contribute to quality care for residents.

- VincentCare's Community Services were also the subject of a triennial accreditation review and successfully met all of the 53 standards under review: 18 Quality Improvement Council (QIC) standards; 19 DHS standards and 16 Psychiatric

Disability Rehabilitation and Support Services (PDRSS) standards (53 in total).

- During the past year, VincentCare has established several Professional Practice Working Groups as part of its commitment to implement its client-centred approach to service delivery via comprehensive case management as described within *Strategic Directions 2012-2015*.

The past year has been a challenging one at all levels for VincentCare, but I believe it has also been enriching, stimulating and rewarding. The heart and soul of VincentCare is its people – clients, volunteers, Board members, staff and donors. There are many challenges and changes still to be faced, but the essence of our work remains the same – providing hope and opportunities for personal transformation.

My thanks to our Board members for their vision and continuing support. A strong bond and unity of purpose has continued to grow between Board and staff and we have a committed team doing its utmost to ensure the achievement of our important mission.

John Blewonski
Chief Executive Officer



Our client-centred approach

Roger is a 64-year-old man who came to Ozanam Community Centre (OCC) after many years of sleeping rough and long-term alcohol dependency. He used the meals program and shower facilities, and over time also engaged with support workers to address outstanding legal matters and his housing. Roger was referred to Adult Outreach Support Services where he was assisted with an Office of Housing application. A one-bedroom flat nearby in North Melbourne was offered to Roger and he commenced his first independent tenancy in 15 years.

Roger continued to attend OCC for meals and social opportunities and was also identified as being eligible for community aged care. The intention was to provide Roger with long-term, flexible support to maintain his tenancy. With Roger's consent, he was assessed and approved

for a Home Care Package (HCP). Under Roger's direction, the HCP coordinated his healthcare, provided him with practical assistance to meet his tenancy needs and provided social and recreational opportunities to mitigate the cumulative harm of excessive drinking.

Roger's tenancy is commonly threatened due to anti-social behaviour when he is alcohol affected. His HCP Case Worker is able to support Roger to modify his behavior and advocates for Roger with the Office of Housing when breaches of his tenancy occur. Roger remains in his flat and it represents the most stable accommodation he has enjoyed since his marriage breakdown. Roger frequently lets staff know that his flat is very important to him.

Not having (or wanting) a phone, Roger is often difficult to contact during business hours, so assertive outreach and repeat visits to his accommodation are required to continue to engage and support him.

Services and hubs

Defining how we connect with our clients

Our services

VincentCare Victoria's *Strategic Directions 2012-2015* was developed in response to extensive research, review and consultation dating back to 2009.

At the core, was a desire to return to the organisation's roots in responding to the challenge set by founder Blessed Frederic Ozanam more than 150 years ago, when the Society of St Vincent de Paul first began.

"You must study their conditions and their injustices which brought about such poverty, with the aim of long term improvement."

For more than 150 years the St Vincent de Paul Society (Victoria) has responded to this challenge with various expressions of love for our neighbour: it has provided food for the hungry, care for the sick and frail, and refuge for the homeless and the aged.

During the development of Strategic Directions, the Board and Management considered: the organisation's future in aged care; the currency of programs for those experiencing homelessness and those affected by substance misuse or mental illness; opportunities for new partnerships and programs; ways to best advocate in the pursuit of a fairer society; and how VincentCare could best strengthen services targeting the aged and homeless and those struggling with inadequate housing and unemployment.

It was pivotal that the key characteristics of disadvantaged were defined beyond economic terms. What resulted was a recognition that while clients are certainly disadvantaged in an economic sense, they also suffer social disadvantage – particularly characterised by isolation, exclusion and lack of connection.

Addressing these characteristics has informed the basis upon which Strategic Directions was developed.

Client-centred

VincentCare will achieve this client-centred approach through the creation of accommodation and service hubs that will support the response to clients.

'Hubs' are the new face of VincentCare, with each hub comprising a different mix of accommodation and services driven by the needs of the catchment population.

A feature of hubs will be a defined, single client access point, supported by consistent screening, intake and planning. Importantly, each client will receive individual case management that will create opportunities to achieve the best possible outcome in accordance with their aspirations.

Our hubs

Four hubs have been developed by VincentCare.

Inner Melbourne Community Hub:

An accommodation and service hub providing a range of accommodation options.

Glenroy Community Hub: A hub with housing dispersed throughout the community and services provided with partner agencies utilising an outreach model of support.

Seniors' Living Community Hub:

A virtual hub with ageing-specific accommodation and services that bring together existing services in the short to medium term as they are transitioned into services for the key client cohort.

Social Enterprises Hub: Incorporating Ozanam Enterprises in Mornington with a focus on creating both assisted and open employment and education and training opportunities for clients.

Housing and Homelessness

Supporting the most disadvantaged

VincentCare Homelessness Services operate an extensive range of housing and support initiatives for people who experience homelessness and who present with complex issues that often require long-term strategies and involvement.

Homelessness services include: case management, early intervention, homelessness support, advocacy, community housing, employment assistance, health and wellbeing, family violence support, information and referral, financial assistance, as well as social support by providing a place of community.

VincentCare is committed to the social justice principles of access, equity, human rights and community participation.

Each individual has the right to have his or her basic needs met. These needs include access to safe and affordable housing, food, clothing, employment, educational opportunities, health care and a sense of community.

VincentCare's Accommodation Services are committed to a framework of service delivery aimed at achieving the following principles:



Ozanam House was established as a night shelter for men in

1953



537

episodes of crisis supported accommodation were provided to men over 18 with complex needs at Ozanam House this financial year.



222

VincentCare's Youth Support Services assisted 222 young people at risk of homelessness or experiencing homelessness during the year.

VincentCare is committed to the social justice principles of access, equity, human rights and community participation.

- Flexible service response based on individual need with the client at the centre of service delivery;
- empowerment and self-determination;
- collaboration and partnerships;
- participation and community, and;
- human rights based approach.



109

rough sleepers received emergency relief packages this year from Ozanam Community Centre.



180

properties are currently managed by VincentCare's transitional housing services.



46,062

meals were provided in total during the year through the Ozanam Community Centre Meals Program, including 7,927 breakfasts, 34,728 lunches, and 3,407 evening meals.



59

men have been assisted this year through the Quin House abstinence based rehabilitation program for men in recovery from alcohol and other drug dependencies.

HOUSE

Initial Assessment and Planning saw

13,311

contacts come through the doors at Glenroy, well over the projected 9,500 clients.

Housing and Homelessness

VincentCare has two accommodation and support services hubs within metropolitan Melbourne.

Inner Melbourne Community Hub

The Inner Melbourne Community Hub's accommodation and support services are located in North Melbourne and Fitzroy. Services include

- residential services;
- housing support;
- case management services;
- therapeutic programs;
- primary health services;
- dental health services;
- drug and alcohol programs;
- mental health support;
- a volunteer program;
- recreational activities;
- a community development program;
- catering services;
- a drop-in centre;
- a daily meals service, and;
- visiting services including Centrelink, Homeless Person's Legal services, Gamblers Help and counselling services.

Some of the programs offered through the Inner Melbourne Community Hub for Homelessness and Housing services are:

Ozanam House

Ozanam House provides short-term crisis accommodation for men who are experiencing homelessness. The residents of Ozanam House have complex needs and require support for the many issues that have had an impact on their experiences of homelessness.

These issues can include mental and physical health issues, substance use, legal issues, and experiences of trauma, family breakdown, social isolation and marginalisation.

Ozanam Community Centre

Ozanam Community Centre (OCC) is based in North Melbourne and provides support to men and women who are at risk of homelessness, homeless and/or marginalised. OCC offers general drop-in support along with prearranged programs and follow-up appointments.

OCC also offers breakfast and lunch meal programs, showers/laundry facilities, housing information and referral, an alcohol and other drugs clinician, a client-volunteer program, women's programs, community aged care packages, client consultation coordination, generalist support, information and referral as well as recreation and educational activities.

In conjunction with allied health services, OCC also provides onsite doctors, general dentistry and denture clinic, Royal District Nursing Service – Homeless Persons Program, psychologist, dietitian, and podiatry and optometry services.

Quin House

Quin House is an abstinence-based residential service supporting men with substance abuse issues. It has a long history of providing accommodation and drug/alcohol support to men who are homeless or at risk of homelessness in the northern and western regions of Melbourne.

The service provides accommodation for a small number of men who participate in a three-month program comprising intensive case management support, individual counselling and group work.

Glenroy Community Hub

The Glenroy Community Hub covers the local government areas of Hume and Moreland, providing accommodation and support services to the community including dispersed housing, a transitional housing service, housing support, youth services, case management services, primary health services, a volunteer program and family violence services in Bayside Melbourne and Shepparton.

Initial Assessment and Planning Program (IA&P)

VincentCare Housing Services is one of five access points that exist in the north-west metropolitan region. IA&P is a generalist service that provides a housing response to anyone over 16 years who is homeless or in housing stress.

The service undertakes initial assessments, planning and linking in with housing and support options appropriate to the client's needs. IA&P can assist people who require crisis and emergency accommodation, long-term housing and support options.

Community Connections

Health Time Days were established for people who have fallen through service gaps to link them with services to address their unmet health needs. It provides an opportunity to engage with people informally in an accessible location to provide information, education, referral and support.

Innovation through adversity

Creating solutions for long-term issues

Marian Community was established by the local Shepparton Conference of St Vincent de Paul in 1980 in response to a need for somewhere safe for women and children who had to leave their homes due to family violence.

Marian Community provides crisis support, accommodation, an after-hours crisis response service and various other programs to ensure women and children are kept safe from harm.

During the year, Marian Community's Bsafe alarm system was provided to 23 women who had left family violence situations.

Bsafe uses the same concepts and technology that enables elderly people to remain safe in their homes.

The difference is that the system is set up for the response centre to alert police, not the ambulance service. Bsafe uses a mobile unit with GPS tracking; it is small, discreet and easy to use.

The Bsafe program is currently being funded by the North Eastern Central Council (NECC) of the Society of St Vincent de Paul.



Sunbury Gardens

In February 2012 VincentCare submitted an Expression of Interest to the Victorian Department of Human Services to develop and manage Sunbury Gardens, using an enhanced accommodation model as a place for single adults aged over 50 years experiencing homelessness or living in marginal accommodation.

VincentCare was awarded the tender and the facility officially welcomed its first residents on 19 March 2013 and currently houses 17 residents.

Sunbury Gardens is a 22-room community housing facility that builds on a service model that integrates community programs with housing and works to create a sustainable community.

The programs are built around developing a sustainable, inclusive and active residential environment, positive integrated services with the community, along with employment and education capacity building.

Programs already underway at Sunbury Gardens include cooking and gardening, linkages with employment, and health and wellbeing.

These programs are coordinated by the Community Capacity Building Worker, whose role is to support the tenants at Sunbury Gardens in building self-sufficiency within the community.

A key component of the Community Capacity Building program is to integrate and build linkages across VincentCare, the Sunbury community and its associated community services on behalf of residents.

HomeConnect

The HomeConnect program is one of 11 Innovation Action Projects funded by the Victorian Government under the Victorian Homelessness Action Plan.

The program began in July 2012 and is delivered in partnership with Anglicare Victoria, the Australian Community Support Organisation, Mayflower Community and Care and the Real Estate Institute of Victoria.

To date, HomeConnect has provided holistic support to 311 adults and 272 accompanying children.

The program uses an early intervention and prevention approach, and is based on a trans-disciplinary support model. This model has been influenced by VincentCare's new Case Management Framework and consistently demonstrates flexible person-focused support.

HomeConnect has provided support to individuals and families across seven key outcome areas: housing; health/wellbeing; education/employment; social connectivity; living skills; income maximisation; and an integrated support plan.



In 2012/2013, Marian Community provided support through the Crisis Accommodation program to 191 women with accompanying children.

191

Ageing with dignity

Meeting the needs of clients now and into the future



The outcome of the 2012/13 Aged Care Approval Round was announced in July 2013 with VincentCare successful in both Northern and Western region applications, resulting in more than \$1 million of additional recurrent funding.

In the Western region, where the existing program is located, VincentCare has received an additional 34 packages. In the Northern region, VincentCare will establish a new Home Care program coordinated from our Glenroy Community Hub and will manage 24 packages.

The new packages are the first to be offered via the Consumer Directed Care (CDC) funding model, which is part of the Australian Government's Living Longer Living Better Aged Care Reforms.

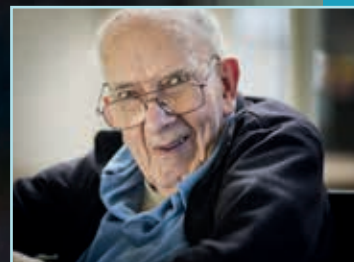
In order to meet the demands of our ageing population, substantial adjustments to service provision will need to be made by all aged care providers into the future.

As residential care can often precipitate a move away from social supports and lead to an increase in social isolation, it is not seen as a preferred option for many people in the community. VincentCare's programs need to be realigned to ensure that in all the organisation's operations we provide care and support that meets quality standards and are focused on assisting individuals to live as independently as possible within their community of choice.

In striving to ensure that VincentCare's services are effectively targeted to the most disadvantaged members of the community, the organisation's service delivery will be reconstructed in order to provide more innovative and integrated models of care.

The key distinction of our new Operating Model is the emphasis on how services fit together for the client rather than getting clients to fit our services.

There are a wide range of accommodation options through the Seniors' Living Hub, including rooming house accommodation, community housing accommodation, independent living units, residential aged care, Extended Aged Care Packages in the Home (EACH) and Community Aged Care Packages (CACPs).



The Seniors' Living Hub comprises seven residential aged-care facilities across inner and metropolitan Melbourne and rural Victoria, providing a total of 350 beds and services for our clients.



“I have lived at Bailly House for nearly five years. I like the atmosphere here – it is quiet, accepting, and the staff are great. It is important that places like this exist – to provide a home for a guy like me where I can feel safe and there are no preferences. My favourite memory of my time here has been the birthday present I received this year – a ride on a Harley Davidson motorbike.”

Daryl, resident, Bailly House



During the year staff at Bailly House introduced a new program for residents, titled ‘Dreams’. Each resident has been invited to pin their dreams to a board, that staff then organise through the help of donations.

Dreams have been varied, ranging from limousine rides, seafood days, and the joy of finally joining a library. Some of these dreams are things that others may take for granted. However small they may seem, they mean a great deal to our residents.

One of the most recent dreams that came true was for Daryl, who used to be an avid motorbike rider in his younger days. Daryl’s dream was to go for a ride on a Harley Davidson motorbike.

Staff at Bailly House arranged for a Harley Davidson motorbike and sidecar for Daryl, who was whisked away on a trip around the city, over the West Gate Bridge and back to Bailly House.

Dreams has had a substantial impact on residents and their quality of life, showing there is no age limit to enjoying life and all that it has to offer.

"I enjoy living here because of the atmosphere, the thorough staff and the engaging manager who is always available for a chat. Because there are so many people out there who are lonely, scratching around trying to cook their meals, it is wonderful that places like this exist. Watching how happy other residents are at special celebrations and the friendships I have made are the highlights of my time here."

Margaret, resident, Bailly House



Vincenpaul Hostel and the St Vincent de Paul Nursing Home and Day Therapy Centre have rolled out an initiative called 'Stop & Watch'. This resulted in the early detection of deteriorating health conditions of residents in each facility.

'Stop and Watch' has been piloted by Inner Eastern Melbourne Medicare Local, and started on 2 April 2013 at both of the facilities. When a resident is identified by direct care staff (nurses, managers) or non-direct care staff (cleaners, domestics) as potentially having a deteriorating health status, the 'Stop and Watch' model is implemented and the resident is closely monitored under strict criteria.

This has reduced the number of non-essential admissions to hospital, has resulted in better outcomes for clients and has promoted a more

collaborative model of care by involving all members of staff. This initiative continues to have a significant positive impact on operations at each of the trial sites.

There are plans to introduce the project to the remaining five Seniors' Living sites. The project involves educating staff in the importance of early medical intervention to reduce negative outcomes for residents.

Addressing long-term unemployment

Ozanam Enterprises

Ozanam Enterprises focuses on creating both assisted and open employment opportunities and education and training opportunities for our clients.

Staff at Ozanam Enterprises work within an environment of positive reinforcement that encourages personal development in a place that supports employees to achieve their full potential. During the year, Ozanam Enterprises continued its program of taking employees to customers to see first-hand where the work originates and meeting some of the customers that they had been dealing with for many years.



Turning disability into ability

Felicity, a vision-impaired supported employee, has undergone training with the support of Vision Australia in the use of a form of speech technology on her laptop and a separate device known as BrailleNote.

Felicity now works as a receptionist at Ozanam Enterprises. This technology, and the training Felicity has received, will enable her to transition into open employment.

Job Access

70%

Ozanam Enterprises started a program of employing long-term disadvantaged people from the Peninsula area, with some having not worked for more than 10 years. The program was so successful, 70% of participants have since moved into permanent/part-time employment, with Ozanam Enterprises employing two people on a permanent basis.

Transition into open employment

4.3%

Working with VincentCare has proved highly beneficial for a number of employees, with 4.3% of Ozanam Enterprises' employees transitioning into open employment, which is a great achievement considering the national average is 1.1%.

Ozanam Enterprises provides services such as:

- Picking, packing and packaging;
- Bulk management, warehousing, assembly and disassembly;
- Reprocessing, refurbishment, recycling and parts recovery; and
- Mail outs, shrink wrap, labelling, conference/gift bags and point of sale.

Additional training including:

- Cooking;
- Working with timber;
- Promoting healthy, safe relationships;
- Computer usage, home safety – supported by the CFA; and
- Current topics of interest, such as the use of myki and personal safety.

Recycling e-waste

480,065

Ozanam Enterprises has continued to provide high value work to supported employees by engaging in recycling electronic goods. Ozanam Enterprises receives TVs, computers and other electronic goods from the local waste transfer stations and breaks them down into commodities such as plastic and various metals. Currently this business is diverting more than 480,065kg of e-waste.

Headset partnership

2.68m

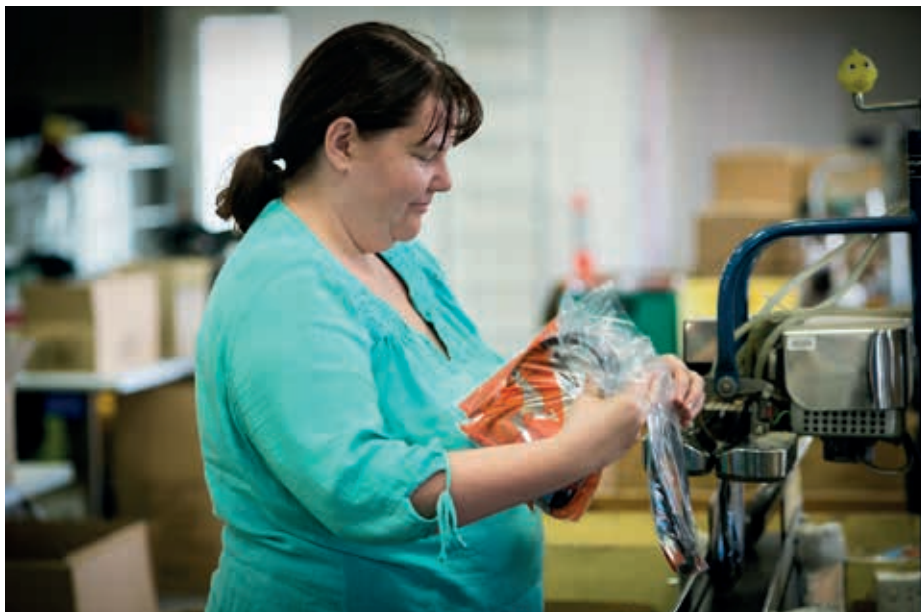
Ozanam Enterprises has continued its relationship with a major airline refurbishing 2,685,800 headsets in the 2012/2013 period.

Second Bite

Ozanam Enterprises participated in the Second Bite program, where once a week fruit and vegetables are collected from a local church and distributed to our supported employees who are experiencing financial difficulties.

Participating in this program has ensured all employees are eating adequate amounts of fruit and vegetables on a regular basis, and has also allowed training in additional cooking skills.





“Ozanam Enterprises is important because it offers employment to people in the community who may need a little extra support to gain skills and become competent.”

(Robert, Oz Enterprises employee for 15 years)



Carol started working at Ozanam Enterprises four years ago through the recommendation of her three brothers who were employed there. Ozanam Enterprises has helped Carol by providing her with the means to support herself and importantly a happy working environment where she can socialise as she works.

Carol believes that Ozanam Enterprises is important because it offers everyone work, especially those who may find it more difficult to find employment than others.

It provides her with the opportunity to support herself and her two sons.





Ozanam Enterprises is an Australian Disability Enterprise, incorporated under the Social Enterprises Hub of VincentCare Victoria.





Enabling clients to reach their full potential...

Jamie recalls getting employment at Ozanam Enterprises through an organisation called 'Rotary House' located in Rosebud.

Jamie has now worked at Ozanam Enterprises for the past 30 years. During that time he has worked in many different roles and currently works in the E-Recycling Section which he thoroughly enjoys.

Ozanam Enterprises has helped Jamie by creating a happy and safe work environment, as well as offering career objectives through different jobs for varying skill levels.

Jamie says he finds dismantling e-waste interesting because he gets to see inside electronic goods.

Jamie believes the services offered by Ozanam Enterprises and VincentCare are important after he experienced first hand how difficult it was to find employment after moving to the Peninsula from the city.

Jamie likes working at Ozanam Enterprises because it provides him with challenging work as well as a happy environment.

“Oz Enterprises has now provided Jamie with interesting and steady employment for over 30 years.”

.....

Sally started working at Ozanam Enterprises around 30 years ago with the help of her father and a former employee.

Sally works on the floor in production, but has worked in various roles throughout her time at Ozanam Enterprises.

Ozanam Enterprises has helped Sally financially, but more importantly, keeps her busy throughout the working week – helping her learn new skills and making sure she is never bored.

She has made many long-lasting friendships while working at Ozanam Enterprises and she considers many of them to be her closest friends. It is always a friendly and happy environment.

Sally has also come out of her shell while working here. She has become a more outgoing, optimistic person, due to her time at work with her friends and colleagues.

She believes that both the support and training offered by Ozanam Enterprises gives people a place to be and makes them feel valued.

Sally says she also enjoys helping other people in the workplace.

www.vincentcare.org.au



Our people - staff

supporting the most disadvantaged in the community

In 2013 VincentCare Victoria celebrated its 10th year of operation. As part of celebrations, a staff conference was held for the entire organisation in February.

More than 300 staff attended the conference, titled 'Getting Good at Getting Better', which aimed to provide an opportunity for staff to consider and discuss the strategic paths for achieving our mission.

Several external speakers participated in plenary sessions focusing on practice and innovation, including Dr Guy Johnson (RMIT University), Denis Fitzgerald (Catholic Social Services), and John Begg (Leading Aged Service Australia). They discussed the varied aspects of structured services, ranging from homelessness, aged care and social enterprise.

Twenty-two sessions were held by staff to discuss their experiences of improving outcomes and quality of services for clients.

The conference also celebrated several staff achievements, with the presentation of service awards, VincentCare Awards and the Ozanam Scholar Award.

The VincentCare Awards were developed to reward staff members who go above and beyond in their roles and show strong initiative and leadership skills.

The Ozanam Scholar Award was developed to reward one staff member each year with a \$10,000 contribution towards a period of travel and study. Our HomeConnect Manager, Chloe Persing, identified an opportunity to engage in a program of learning that fitted with one of the core pillars of Strategic Directions and the design principle of VincentCare's Organising Model - hubs. This award will enable Chloe to travel to Canada and the United Kingdom to examine the different hub models that exist internationally and to assess how these could be adapted to a VincentCare and Victorian context.






Years of service awards



20yrs

Kelly Dolan, Aline Mawer,
Lee-Anne Biviano

25yrs

Marilyn Gallop, Andrew Foley,
Kirsi Ivanoff, Melissa Morrison,
Maureen Parker, Pamela Boekel

35yrs

Paul Gatt



Our people - volunteers

Vital support where it is needed most

VincentCare has many volunteers who are committed, enthusiastic and highly valued by our staff, residents and clients.

VincentCare has many volunteers who assist in the daily operations of the organisation. At the Inner Melbourne Community Hub alone, there are 150 regular community volunteers who provide 1,300 hours a month assisting with a weekly, fortnightly or monthly commitment of two or more hours. These include:

- A kitchen hand, who prepares more than 8,000 meals a month.
- Two hairdressers who visit Ozanam House and Ozanam Community Centre each month.
- A Material Aid Coordinator, who assists the organisation by packing

650 toiletry packs, 100 material aid packs for exiting clients and food parcels and swags for rough sleepers.

There has also been 33 secondary schools from across Melbourne and Victoria involved in the Social Justice program, with 1,000 students volunteering in VincentCare programs over the past 12 months.

Students have assisted with fundraising for toiletry packs, exit packs, personal items, Christmas gifts, swags, and food and clothing drives, and with material aid in making up toiletry packs, bed rolls, and managing the clothing store.



VincentCare has

150

regular community
volunteers

Our volunteers respect the rights, dignity and culture of our staff, residents and clients and our strategic direction.

VincentCare also has 18 corporate groups that volunteer regularly as part of their corporate responsibility programs, including: ANZ Bank, NAB, Ford Australia, Mortgage Choice, Bongiorno Group, Back in Motion Health Care, IBM, Infosys, SecondBite, Allen's, ProBuild, St John of God Health Care Service, Public Transport Ombudsman, Westpac, Suncorp, G'rilled, North Melbourne Football Club.

1,300[🕒]hrs

8,000^{🍷🍹}meals



650

The Material Aid Coordinator volunteers their time to pack 650 toiletry packs and 100 material aid packs for clients.



Board

Back L–R Haydn Harrison, Maurice Joyce, Rod McDonald (Chairman), John Blewonski (CEO)

Middle L–R Peter Johnstone (Outgoing Chairman), Linden Smibert, Michelle Barrand (Executive Assistant)

Front L–R Mark Stenhouse, Adriana Zuccala (Deputy Chairman), Catherine Collins

Board

Chairman

Rod McDonald Bachelor of Commerce, CPA, Churchill Fellow

Rod has held a range of senior positions with Australia Post, including State General Manager for Victoria/Tasmania and National Group Manager Human Resources.

Rod is Chairman of the VincentCare Board and is a member of the Risk, Audit and Finance Committee and Governance Committee. As Chairman, Rod is also available to attend (ex-officio) all SVDP Group committees and all joint Society/Board committees.

Deputy Chairman

Adriana Zuccala Bachelor of Laws (Hons), Bachelor of Arts, Master of Laws (Commercial Law), Diploma of Financial Services (Financial Markets), GAICD, FINSIA (Senior Associate), LIV.

Adriana joined the Board in October 2010. She is a lawyer who has had extensive experience in property and property development projects and property funds management. Adriana is the Deputy Chair of the VincentCare Board and also Chairs the Social Policy and Research Committee.

Haydn Harrison Bachelor of Business (Accounting), MBA, FCPA, FFINSIA,

Haydn has more than 40 years of experience in the banking and finance sector and joined the Board on 25 August 2009. He has had extensive experience with the Commonwealth Bank as an executive and regional manager of corporate, business banking and retail and asset management businesses.

Haydn is VincentCare's Treasurer and Chair of the Risk, Audit and Finance Committee and a member of the Governance Committee. As Treasurer, Haydn is available to attend the Society's Finance Committee and Audit and Risk Committee (ARC) to advise on VincentCare matters. Haydn is a member of the St Francis Conference of the Society.

Catherine Collins Bachelor of Arts, Bachelor of Education, Diploma of Teaching

Catherine joined the VincentCare Board in April 2007 following her retirement as Principal of Siena College, Camberwell, a position she held for 12 years. Catherine chairs the Governance Committee and is a member of the Property and Infrastructure Committee. Catherine is a member of the St Francis Conference of the Society.

VincentCare Board and Senior Management Team

Maurice Joyce Bachelor of Economics (Hon), Master of Economics

Maurice has a background in economics and finance in the manufacturing and mining industries. He worked at the World Bank in Washington DC and held management positions with Rio Tinto in Australia and internationally. Maurice is a member of the Risk, Audit and Finance Committee and of the Social Policy & Research Committee. Maurice is a member of the Blackburn Conference of the Society.

Mark Stenhouse Associate Diploma (Valuations)

Mark is a Director of Stenhouse and Co Pty Ltd, a commercial property acquisition business, and SPI Funds Management Pty Ltd, a property fund manager dealing with wholesale and sophisticated investors. Mark is a registered valuer, licensed estate agent and Responsible Manager for an Australian Financial Services Licence (AFSL). Mark is Chair of the Property and Infrastructure Committee.

Linden Smibert Bachelor of Medicine, Bachelor of Surgery, Fellow of the Royal Australian College of General Practitioners and Fellow of the Australian Institute of Company Directors.

Dr Smibert is employed as a Medical Coordinator and Practitioner at the Glenferrie Hill Medical Centre. Dr Smibert is also a Director and Chair of the Melbourne East General Practice Network, a Director and Chair of General Practice Victoria, and was a member of the Finance Committee, St Vincent de Paul Society Victoria. Linden is a member of the Risk, Audit and Finance Committee

Senior management team

John Blewonski – Chief Executive Officer

Michelle Barrand – Executive Assistant

Dr Jane Daniels – Executive Manager Service Quality and Integration

Doug Harding – Senior Practitioner Health and Ageing

Glenn Hodgkin – Executive Manager Client Services

Jay Jayashankar – Manager Internal Audit

Lisa Sammut – Senior Practitioner Accommodation and Support

Debra Ward – Executive Manager Corporate Services

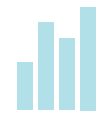
Russ Wood – Executive Manager Organisation Development and Strategy

Paul Zanatta – Executive Manager Social Policy and Research



Senior Management Team

Back L–R Paul Zanatta, Glenn Hodgkin
Middle L–R Doug Harding, Debra Ward,
Russ Wood
Front L–R Dr Jane Daniels, Michelle
Barrand, Lisa Sammut, John Blewonski
(Absent: Jay Jayashankar)



VincentCare Victoria's *Strategic Directions 2012-2015* listed a range of key outcomes for the organisation to achieve over the coming three years. The majority of these have been achieved or are close to completion.

Reaching our goals

	Development of VincentCare Operating Model	
	Implementation of revised VincentCare organisational structure	
	Establishment of VincentCare Senior Management Team and Senior Practitioner roles	
	Establishment of Hub Teams	
	VincentCare Workforce Strategy	
	VincentCare Communications and Stakeholder Strategy	
	VincentCare OH&S Strategy	
	VincentCare Intake, Assessment and Admissions Framework	
	Review VincentCare's Vision, Values and Culture in context of Strategic Directions 2012 – 2015	
	VincentCare IT Strategy 2013 – 2016	
	Lease and fit –out of 175 Glenroy Road to expand the Glenroy Community Hub	
	Inner Melbourne Precinct Town Planning Assessment	
	Inner Melbourne Master Planning Process	
	Ministerial launch of <i>Strategic Directions 2012-2015</i>	
	Launch of Organisational Mandate	
	Ozanam (Travelling) Scholar Award	
	Launch of annual Staff Awards Program	
	VincentCare Research and Evaluation Framework	
	VincentCare Housing Development Framework – Community Housing	

Our work in action

Clients, staff and volunteers



HomeConnect
Aiden and Shaylan

"We have been part of the HomeConnect program for the past 12 months. We have received assistance in gaining an affordable rental property and received help with rent in advance and in applying for bond assistance. We have participated in the childcare and mums' groups and referral to employment services. It's so important that places like this exist to help people to make sure they do not become homeless. We have been supported in so many ways in a safe and friendly place when we needed it most."



Ozanam Community Centre
Roger

"I have been a volunteer for the past 18 years and currently help to serve meals at the Ozanam Community Centre. I am extremely thankful that I get the opportunity to help in some small way and enjoy seeing the pleasure the people who come here get from something as simple as a meal. I have also been fortunate to have made many good friends over the years. Each day I am here I realise how important the work of VincentCare is and how humbled I am to be able to help."



Ozanam Community Centre
Simone

"I've been coming to the Ozanam Community Centre for 14 years now. I love this place and I have been helped out in so many ways. I've participated in a number of programs, including the Drop-In Service, women's group and the RDNS nurse program. There is no where else for women to go in this area so we are so thankful for you guys."

Ted is the Volunteer Coordinator at Sunbury Gardens. His role includes some basic maintenance, notifying the tenancy and property management team of more complex maintenance issues, assisting with the early stages of dispute resolution and regularly checking on the security of the building. He also lets in tradesmen and acts as a liaison person for emergency services and the afterhours on call managers in the case of an emergency. A really important part of his role is providing social support to residents and acting as a go-to person by referring people to VincentCare staff when needed.

Our work in action



Crisis Support Case Manager

Rebecca Bhagwandas

‘My role as a case manager is to deliver intensive case management support to families, children and individuals in obtaining safe, secure and affordable housing; provide assistance with public housing applications; and support to help them with mental health problems, drug and alcohol issues and social isolation and destructive behaviour patterns by linking them into appropriate mainstream specialist services.’

“Working in the homelessness sector is a hugely rewarding career and I knew the job was worthwhile when I was able to form professional partnerships with people and help them to assess and interpret the problems they face and see the progress achieved over time. The work is hugely varied as each individual’s needs differ.

One client that stood out to me was a woman I worked with for a period of six months who was in her late 60s. She had been diagnosed with lung cancer and was living with her son and sleeping on his couch for 10 years. She had taken on all the responsibilities of caring for her grandchildren while her son spent a lot of time away from the home after he had commenced a new relationship. She used the money out of her pension for food and clothing for her grandchildren.

During the course of her treatment, her son had put the family home on the market to sell with a 30-day settlement, leaving her with little prospect of finding appropriate, safe and affordable accommodation.

Her health deteriorated significantly due to the stress of imminent homelessness and the necessity for ongoing cancer treatment. During this time I had put her onto a high priority transitional housing waitlist at VincentCare Housing Services and she was offered a property in February 2013. She was also put onto the early housing waitlist with the Office of Housing and was offered permanent housing in August, where she will live for the foreseeable future.”



Accommodation Options for Families Case Manager

Grace Hyde

‘I knew that the work I do was worthwhile from my very first day.’

“The Accommodation Options for Families Program aims to reduce the number of families residing in rooming houses and to prevent families from ending up there. I work with families living in a rooming house or at risk of going into one.

I knew that the work I do was worthwhile from my very first day – knowing that you can make a difference to the lives of families, even if you can’t work miracles. We have such incredible support available at the Glenroy Hub.

An example of my work is the story of a mother and her two children who had been living in a rooming house for nine months. The mother had a long history of living in public housing.

We developed a case plan together and identified various goals the family wanted to achieve. While living in the

rooming house, the mother wanted to start pursuing some realistic goals, so she enrolled in a childcare course and her children attended our Homework Club.

The family is now living in transitional housing and making their dreams real. This client was very eager and motivated from day one to change her life and make a difference. It was nice to see that she was doing something for herself and putting herself first. She wanted to inspire her children and wanted them to look up to her and know that anything was possible. It was also lovely to see how involved she was in her children’s lives as well as their school community.

This particular client was an absolute pleasure to work with. It’s very inspiring when you get outcomes like this with such a motivated family despite their difficult circumstances.”



Life Skills and Social Connections Worker

Jimmy West

‘Being a part of a hub where there are other agencies working within the structure is beneficial not just for our program and work but for all in the Glenroy Hub. We are a diverse group of people and we have some extremely talented and caring people within the organisation.’

“I am the Life Skills and Social Connections Worker with the HomeConnect program. My job is primarily in the youth team working with young people aged 16 to 25 who may be at risk of homelessness and intervening before they are in an emergency situation.

We work closely with them to find private affordable rental and then assist with things such as cooking skills, cleaning, maintaining a rental property, budgeting, shopping, Centrelink issues as well as social involvement in the local community.

The reason the work we do is important is that those who are less fortunate and find themselves in need of support are accepted here. We work with people to empower them to take control of their lives and work alongside them to make their journey a little easier.

We provide a listening ear and sometimes a coffee or hot chocolate so that they are comfortable with us and what they want in their lives.

I knew the work I do was worthwhile when I was able to assist a young couple and their children to secure a home that they were able to afford and be placed in a home they had thought was unattainable. To see the joy and the appreciation from the young people was priceless. It is cases like this that makes coming to work at VincentCare both easy and extremely rewarding.”

Private Rental Brokerage Coordinator / Intensive Youth Support Worker

Jack Te Teira

"I have been working at VincentCare for nine years. The Private Rental Brokerage program aims to help young people aged 18-25 years who are looking for a private rental. Grants of up to \$2000 can be applied to assist with rent and other associated costs. As a coordinator, my job is to assist the support worker in identifying the capability of the young person in sustaining a private rental. I also ensure they receive ongoing management support from the participating hub.

VincentCare Intensive Youth Support provides long-term, assertive outreach support and case management to young adults.

My job is to provide support by addressing impediments that can become barriers to sustained long-term housing. Support needs can include mental health, physical health, disability, education and employment, parenting, legal, social/personal, financial and family violence.

VincentCare's work is very important to our youth clientele. We are recognised as one of the leaders in youth work, which can be attributed to the commitment of our current and previous youth workers.

We provide support at that crucial point in young people's lives as they make the transition into adulthood. As they develop their identity, establish intimate relationships and career pathways, we assist them to identify a vision for the future and goals to help them achieve it.

We provide an integrated response by accessing and working in partnership with other services such as Centrelink, mental health services, drug and alcohol services, legal services, Aboriginal services and CALD services."





Rachael Farrell (pictured above right) and Elsie Phillips (pictured page 5)

The residents are like family to Rachael, and you can see the joy in her eyes when she says how much she loves each and every resident.

Rachael Farrell and Elsie Phillips sit side by side on the couch with their shoulders touching. There's a bond between them that is instantly visible as they laugh at each other's jokes. It is obvious how much tenderness and love exists in their relationship.

This wouldn't be surprising for two close friends, except for the fact that Elsie is a 94-year-old resident at Vincenpaul Hostel in Mont Albert North and Rachael is her Personal Care Assistant (PCA). Elsie is blind and struggles to hear, except for Rachael's voice, which she responds to automatically with sharp wit and humour.

Rachael asks her a couple of times what she enjoys the most about Vincenpaul, and she replies that "it's all the same", and unfortunately when asked if Rachael is one of her favourite people at the home, Elsie snorts and says "You? Not a chance", to which they both howl with laughter.

It's this sort of behaviour that emphasises the relationship that Rachael has with Elsie. There's a lot of ribbing, feigned hurt, but also tenderness as they talk about the facility and what they do each day. "Elsie's best friend is Irene, and they walk the halls and chat together," Rachael says. "You wouldn't know that Elsie is blind, she pushes her frame around so confidently."

As a PCA, Rachael says she is everything to the residents and does many tasks each day, ranging from getting them up in the morning, showering and feeding them, to being a counsellor and talking to them about their lives and their families.

"It's good to have a talk," says Elsie. "I like having a laugh." The residents are like family to Rachael, and you can see the joy in her eyes when she says how much she loves each and every resident. They're like her family and she cares for them as if they were her own mother or father.

"I treat them as if they were my family, and you would want your family to be healthy, happy, and clean and fed. If I notice they need a haircut, I'll book them in for an appointment with the hairdresser, and if their nails are looking a little rough, I'll arrange for a manicure. "

She believes the work she does is much like the approach to care that VincentCare Victoria takes with all its clients. "Our services are for all walks of life. Nobody is segregated; they're all looked after because they're all important. No matter what their background is or what they've done before they're here. We're just here to help them.

Elsie sits on the couch, smiling and listening to questions Rachael asks her. After making a number of jokes at her expense, she stops and thinks about her time at Vincenpaul. She speaks slowly and relaxed. "I just go along with life, not much worries me. I just like it all, and I treat it as a home. "

Rachael sees off Elsie and Irene on one of their laps of the facility. As she watches them slowly move down the hallway, already deep in conversation, she smiles and says again in reflection: "I just love all the residents, and this place."



A stable home provides the best environment for people to experience a sense of freedom, personal control, privacy, dignity, the ability to grow relationships and belong to a community.





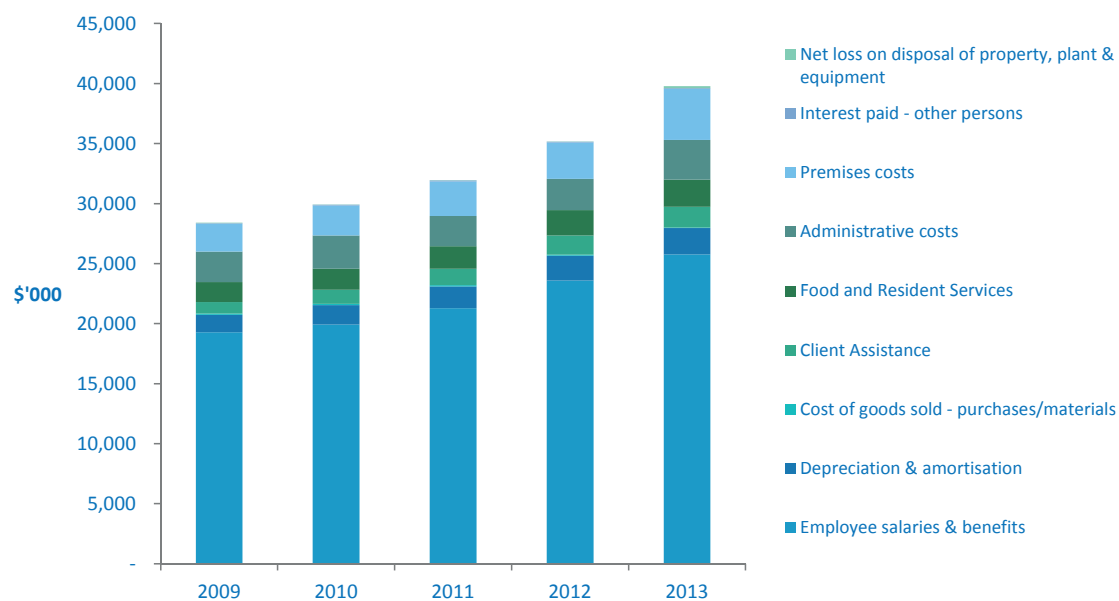
CONSOLIDATED STATEMENTS OF FINANCIAL POSITION AS AT 30 JUNE 2013

	2013	2012
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	29,123,536	29,156,372
Trade and other receivables	1,202,127	954,396
Inventories	20,272	20,341
Other assets	236,817	321,670
TOTAL CURRENT ASSETS	30,582,752	30,452,779
NON-CURRENT ASSETS		
Property, plant and equipment	41,908,006	42,261,850
Intangible assets	8,673,934	10,582,591
TOTAL NON-CURRENT ASSETS	50,581,940	52,844,441
TOTAL ASSETS	81,164,692	83,297,220
CURRENT LIABILITIES		
Trade and other payables	1,321,243	1,625,479
Provisions	3,970,417	3,906,646
Other liabilities	14,921,690	17,010,578
TOTAL CURRENT LIABILITIES	20,213,350	22,542,703
NON-CURRENT LIABILITIES		
Provisions	712,090	603,109
TOTAL NON-CURRENT LIABILITIES	712,090	603,109
TOTAL LIABILITIES	20,925,440	23,145,812
NET ASSETS	60,239,252	60,151,408
EQUITY		
Contributed equity	34,347,401	34,347,401
Reserves	20,171,534	20,171,534
Accumulated funds	5,720,317	5,632,473
TOTAL EQUITY	60,239,252	60,151,408

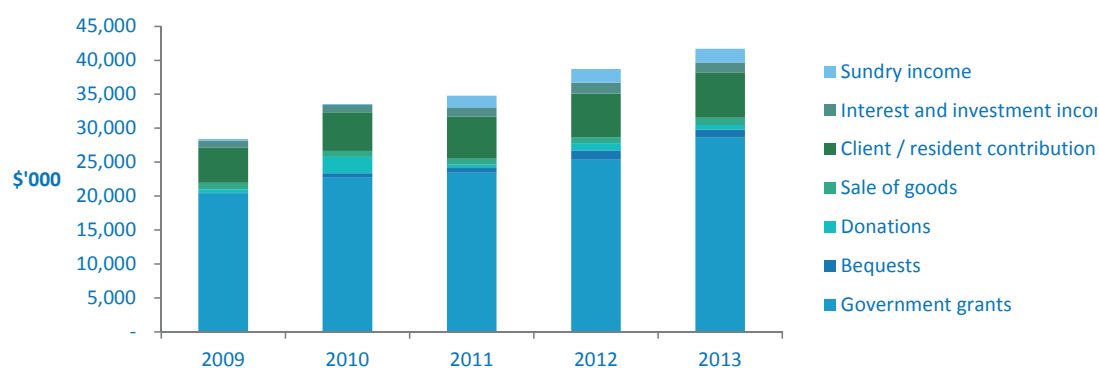
CONSOLIDATED STATEMENTS OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
REVENUE		
Government and non-government grants, client fees and sale of goods		
Residential aged care services	21,928,414	20,526,134
Accommodation and support services	12,410,523	10,413,065
Disability employment services	1,916,862	1,574,575
Community housing services	2,230,079	2,164,388
Funds raised by VincentCare Victoria		
Donations	663,615	1,058,247
Bequests	1,108,835	1,376,898
Interest and investment income	1,461,923	1,602,350
Total revenue	41,720,251	38,715,657
EXPENDITURE		
Residential aged care services	(23,258,499)	(20,614,755)
Accommodation and support services	(12,536,426)	(10,824,036)
Disability employment services	(1,793,814)	(1,674,850)
Community housing services	(2,188,668)	(2,063,777)
Total expenditure	(39,777,407)	(35,177,418)
Net operating surplus	1,942,844	3,538,239
Impairment of Aged Care bed licences	(1,855,000)	(1,750,000)
Impairment of properties	-	(750,256)
Surplus for year from continuing operations	87,844	1,037,983
Other comprehensive income	-	-
TOTAL COMPREHENSIVE SURPLUS FOR YEAR	87,844	1,037,983

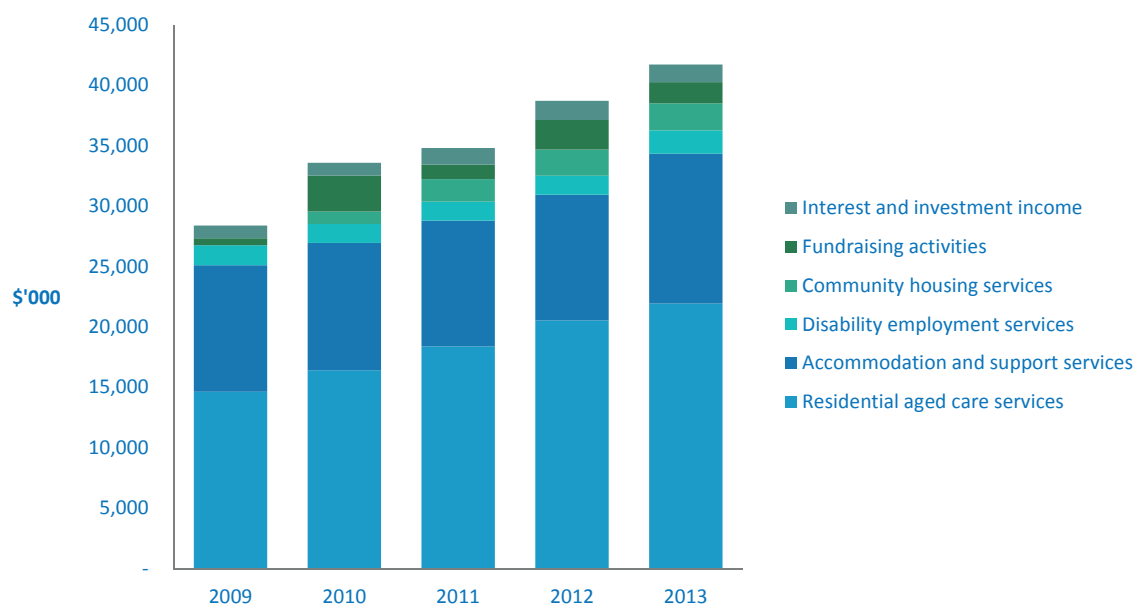
Expenditure By Source



Revenue Streams



Total Revenue by Service



Need to contact us?

Our service locations



Central Office

VincentCare Victoria

43 Prospect Street,

(Locked Bag 4700) Box Hill 3128

Phone: (03) 9895 5900

Glenroy Community Hub

80 Wheatsheaf Road (PO Box 700)

Glenroy 3046

Phone: (03) 9304 0100

Inner Melbourne Community Hub

Ozanam House

179 Flemington Road, North Melbourne 3051

Phone: (03) 9329 5100

Adult Support Services

195 Flemington Road, North Melbourne 3051

Phone: (03) 9321 2955

Homeless Drug Dependency Program

191 Flemington Road, North Melbourne 3051

Phone: (03) 9321 2955

Ozanam Community Centre

268 Abbotsford Street, North Melbourne 3051

Phone: (03) 9329 6733

Quin House & Reconstructing Life After Dependency (RLAD)

40 George Street, Fitzroy 3065

Phone: (03) 9419 4874

Youth Support Services

197 Flemington Road, North Melbourne 3051

Phone: (03) 9321 2912

Seniors' Living Hub

Bailly House

68-72 Chapman Street, North Melbourne 3051

Phone: (03) 9329 8688

May Noonan Hostel

3 Foley Street, Terang 3264

Phone: (03) 5592 1557

O'Mara House

15 Hunter Road, Traralgon 3844

Phone: (03) 5174 4628

St Anne's Hostel

125-135 Kenny Street, Westmeadows 3049

Phone: (03) 9333 3022

SVDP Nursing Home

110 Albion Road, Box Hill 3128

Phone: (03) 9899 0167

SVDP Day Therapy Centre

110 Albion Road, Box Hill 3128

Phone: (03) 9898 9480

Fax: (03) 98909 1086

Vincenpaul Hostel

13-25 Strabane Avenue, Mont Albert North 3129

Phone: (03) 9898 7404

Vincentian Village

12-14 Beulah Street, Hamlyn Heights 3215

Phone: (03) 5277 3081

Social Enterprises Hub

Ozanam Enterprises

59 – 61 Yuilles Road Mornington 3931

Phone: 5975 5341



website: www.vincentcare.org.au

email: info@vincentcare.org.au



VincentCare Victoria

Celebrating
10 Years
2003 – 2013

Inner Melbourne Accommodation and Support Service Hub:

Ozanam House

- ◆ Supported Crisis Accommodation Program
- ◆ The Community Development Program
- ◆ The Volunteer Program
- ◆ Ozanam Catering

Ozanam Community Centre

- ◆ Drop-in program and meals service
- ◆ Community Aged Care Packages
- ◆ Drug and Alcohol Counselling services
- ◆ The Women's Early Intervention Program
- ◆ The Intensive Case Management Initiative
- ◆ The Housing Program
- ◆ The Client Volunteer Program
- ◆ Planned Activity Groups

Adult Support Services

- ◆ Homeless and Drug Dependency Program
- ◆ Psychiatric Disability Referral Support Service
- ◆ Adult Outreach Program
- ◆ Home and Community Care funding

Abstinence Programs

- ◆ Quin House
- ◆ Reconstructing Life After Dependency

Glenroy Accommodation and Support Service Hub:

- ◆ Initial Assessment and Planning Program
- ◆ Tenancy and Property Management Program
- ◆ The Community Connections Program
- ◆ Access and Support Program

- ◆ Volunteer Coordination
- ◆ The Crisis Support Service
- ◆ Accommodation Options for Families
- ◆ Sunbury Gardens
- ◆ HomeConnect
- ◆ HACC funding (Home and Community Care)

Youth Support Services

- ◆ Youth Outreach Support
- ◆ Intensive Youth Support
- ◆ Youth Justice Pathways Initiative
- ◆ The Private Rental Brokerage Program
- ◆ The Private Rental Tenancy Support Pilot for Young People with Mental Illness
- ◆ Build the Future Program

Family Violence Services

- ◆ Marian Community
- ◆ Olive's Place

Seniors' Living Hub

- ◆ Bailly House
- ◆ May Noonan Hostel
- ◆ O'Mara House
- ◆ St Anne's Hostel
- ◆ SVDP Nursing Home, including the SVDP Day Therapy Centre
- ◆ Vincenpaul Hostel, including the Transitional Care Program
- ◆ Vincentian Village

Social Enterprises Hub

Ozanam Enterprises



VincentCare Victoria acknowledges the support of the Victorian Government.

VincentCare Victoria is supported by funding from the Commonwealth and Victorian Governments under the HACC program.