

Creating opportunities and lasting change...

VincentCare Victoria

www.vincentcare.org.au



VincentCare
Victoria

Contents

6	Our Aspiration
8	From the Chairman
10	From the CEO
12	Our Purpose
22	Our Values
32	Staff and Volunteer Awards
34	Board and Senior Management
35	Financials
40	Programs and Services
42	How Can You Help?
43	Contact Details

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.





“My philosophy is that you’re no better than anyone else; you treat everyone as equals. This place taught me the most important lesson of my life – humanity.”



“

I first came to Ozanam Community Centre for a meal when I was living on the streets. I wanted to help out so I started volunteering in the kitchen.

I now live in an Office of Housing property and volunteer here three days each week.

I’m happy to listen to people and be a familiar face, which is what people who come to the community centre need.

Being homeless, and a woman, changed my perspective on how people who are disadvantaged are treated.

When I was homeless, I isolated myself and didn’t stay in one place for very long for safety reasons. I have never walked so much in my life.

When you’re homeless, you’re at the bottom of the ladder; you don’t have to impress anyone. One of the best things about this place is there is no judgement or strings attached.

Sometimes I will tell my friends that I’ll shout them a meal ... and then I bring them here! It opens their eyes to the reality of homelessness and shows them how lucky they really are.

My philosophy is that you’re no better than anyone else; you treat everyone as equals. This place taught me the most important lesson of my life – humanity.

It’s a fulfilling job and no two days are the same. I like being able to listen to other people’s problems and help them to set realistic goals for their lives.”

Erika
Ozanam Community Centre volunteer



SUPPORT
THROUGH

100

PROGRAMS

\$40M

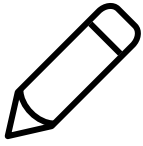
BUDGET

232%

increase in clients
in the Home Care
Packages Program



Emergency relief
provided to 304
rough sleepers at
Ozanam House



11,690 people
received Initial Planning
and Assessment



220,459 kilograms of e-waste
recycled at Ozanam Enterprises

275+ women and their children provided with
family violence support

640 staff

1,150+ volunteers



92 tenants relocated into
permanent housing

+7,100



breakfasts served at Ozanam Community Centre

85

men with
substance abuse
issues assisted
through Quin
House and
Reconstructing
Life After
Dependency

+364,000

main
meals

provided through our
Seniors' Living Hub



366 young people assisted
through youth programs

231

clients supported through the Northern Hub Outreach Team



100 programs across
metropolitan Melbourne
and regional Victoria.

Our Aspiration

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

Our Northern Community Hub was redeveloped during the year to provide a welcoming space that puts clients at ease.



VincentCare's four hubs support some of the most vulnerable members of our community by providing an extensive range of accommodation and services.

These programs extend from crisis accommodation at Ozanam House for men experiencing homelessness to our seven Seniors' Living homes across Victoria.

Clients include men, women, younger and older adults, families, and those from culturally diverse backgrounds.

Our programs enable clients and residents to take control of their own lives through support when they need it most.

The development of the Northern Hub at 175 Glenroy Road in Glenroy has reinvented the way services are provided to our clients. In the new model, clients are welcomed and sit at the open reception area, and are then encouraged to work with staff within user-friendly meeting rooms or pods.



Client coordination and case management frameworks

The development of the client coordination framework moves us closer to a clearly defined, single access point for clients supported by consistent screening, intake and assessment. The case management framework has been developed to ensure that clients are at the centre of service planning and delivery.



The Hames project in Mansfield

was officially opened in February. The project is a joint partnership between VincentCare and the local St Vincent de Paul Society Conference to provide safe and secure crisis accommodation for people living in the region. It has already become a valued resource in a region with very limited crisis accommodation.



VincentCare has been developing a range of harm minimisation policies and programs to reduce the harms associated with substance use and other high-risk behaviours. A defining feature of these is the focus on prevention of harm to clients and staff in the treatment of complex mental health and addiction issues.



Several of our programs expanded during the year, including:

- ❖ Vincenpaul's Transitional Care Program
- ❖ HomeConnect
- ❖ Home Care Packages
- ❖ Alcohol and Drug Services.

VincentCare Victoria

Highlights from 2013/14

The Trauma and Homelessness Research Initiative's final report, service framework and practice guide were launched in April by the Victorian Parliamentary Secretary for Health, Ms Georgie Crozier MLC.

The study found that trauma levels were far greater for the long-term homeless than the general community.



Continuum of Care

VincentCare implemented a new service model that supports clients through the continuum of crisis, recovery and growth. This model underpins and supports the organisation's aspiration to be the leader in providing care, hope and advocacy for those facing disadvantage.



From the Chairman

On behalf of the Board of VincentCare Victoria, I am pleased to report on the agency's activities over the past 12 months.



The Board's role is to ensure the agency remains faithful and committed to its mission and focused on the provision of accommodation and services to people who are facing disadvantage and experiencing homelessness, including homeless people who are ageing.

Over the past three years, VincentCare has undertaken a significant process of review and reform. This has included the development of *Strategic Directions 2012-2015* and an action plan to guide the way the organisation delivers services to its clients.

In early 2014, KPMG was engaged to assist the Board in a review of progress to date on the implementation of Strategic Directions and to begin to look ahead to the next three-year planning cycle.

Progress was evaluated according to four key themes: support for our clients and stakeholders; enhancing internal processes; creating opportunities for learning and growth; and resourcing and stewardship.

Key successes identified in the review included successful planning and execution and improved processes for staff consultation and reflection. In particular, staff recognised the unifying effect of the many working parties established to support the implementation and the improvement this has had on services.

The principles underpinning VincentCare's operational model broadly align with policy and reform directions at state and federal government levels, providing substantial opportunities for VincentCare going forward.

The models of best practice that were incorporated into the VincentCare hub model have positioned the organisation well to become a leader in innovative client service models, to adapt to new policy frameworks and reform agendas, and to capitalise on opportunities to implement any pilot programs.

The Board and senior staff planning workshop was conducted in April, during which Ms Gill Callister, Secretary of the Department of Human Services, led a discussion on the future of agencies such as VincentCare and raised issues such as the role of partnering with other agencies, quality assurance and regulatory matters.

Through the development and implementation of Strategic Directions, VincentCare has achieved positive outcomes for both clients and the organisation. Consultations

undertaken through the review have identified widespread appreciation of the work that has been done to put the client at the centre of service delivery. We look forward to further embedding this approach and building on the success of the hub model through enhanced client engagement and service innovation.

Service integration is a key policy reform direction at both state and federal levels; therefore VincentCare must ensure that its partnerships and existing referral process are strong, effective and embedded. In addition, data on outcomes for clients will be important to promote VincentCare's profile and as such a focus on strategies to measure the outcomes of programs and services is essential. These issues are on the Board's ongoing agenda.

Following his election as State President of the St Vincent de Paul Society, Victoria, we farewelled Michael Liddy from the Board. We thank Michael for his contribution to our work, particularly as a member of the Governance Committee, and for his strong interest in social justice. We look forward to working with Michael in his new capacity in the years ahead.

We were delighted that David McFadyen, who had previously served as a member of our Property and Infrastructure Committee, accepted an invitation to join the Board. David brings significant skills in property management and infrastructure development.

My thanks to all my fellow Directors for the personal support they have provided to me in this, my first year as Chairman, together with their strong continuing support and commitment to the work of VincentCare.

On behalf of the Board, I would also like to acknowledge our staff, under the leadership of our Chief Executive Officer, John Blewonski, for their enormous contribution to the success of the organisation during this past year.

My particular thanks go to our volunteers, donors and supporters for their significant commitment to our mission.

We are excited by the future. While there will always remain challenges for us in our work in the community, we remain unified in our approach and encouraged by the obvious differences we are making in the lives of so many.

Rod McDonald
Chairman



“

Over the past three years, VincentCare has undertaken a significant process of review and reform.

This has included the development of *Strategic Directions 2012-2015* and an action plan to guide the way the organisation delivers services to its clients.

Rod McDonald
Chairman



From the CEO



VincentCare has grown to become a significant force in supporting the disadvantaged, with more than 640 staff working across the state in close to 100 different programs within an organisational budget of more than \$40 million.

What continues to impress me as I move around our homes and programs is the total commitment of staff to the people in our care. This is the essence of who we are – people, helping people, sharing in the spirit of humanity in order to create long-term, positive change.

Central to our success has been a determination to ensure that accountability and excellence remain the drivers of VincentCare. This report highlights our success in equipping clients with skills to make long-term changes in their lives.

No words could truly convey the wonderful spirit in which our Board, staff, volunteers, clients and supporters work together in close partnership to pursue positive outcomes for the people we encounter every day of the year.

We have had an eventful year with many notable achievements.

- ♦ A new client space at 175 Glenroy Road, Glenroy, opened in October 2013. The new centre provides an open-plan environment that has been specifically designed to build a collaborative approach between staff and clients.
- ♦ The redevelopment of the Inner Melbourne Community Hub, which is a major focus for the organisation. At its annual retreat in April, the Board endorsed the concept plans for stage one – the Ozanam Community Centre site.
- ♦ Significant developments in the quality portfolio over 2013/14, such as full implementation of new organisation-wide quality and policy frameworks and enhanced systems to manage and support innovative client-centred practices.

We have experienced significant growth in service provision during the year through successful tenders.

- ♦ VincentCare's Home Care Program (HCP), which provides support to disadvantaged seniors, increased significantly following a successful tender to the Commonwealth Government.
- ♦ An extension of the Transitional Care Program (15 beds at Vincenpaul Hostel) contract with Eastern Health was successfully negotiated, ensuring the continued provision of this vital service to the elderly living in the community.
- ♦ VincentCare's HomeConnect Program was awarded stage two funding (\$4.2 million) as part of Department of Human Services (DHS) Victorian Homelessness Action Plan (VHAP) funding.
- ♦ In June 2014, the Minister for Community Services, the Honourable Mary Wooldridge, announced the outcome of the Recommissioning of Victoria's Adult Non-residential Services – Alcohol and Drug Services. VincentCare, in partnership with the Salvation Army's Adult Services, was successful in securing \$1.1 million in funding to deliver non-residential services in the North West and Inner Melbourne catchments.

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

I thank our Board members for their vision, leadership and professionalism. My thanks also go to our dedicated and committed staff and volunteers, whose efforts continue to make an important difference to those we serve.

John Blewonski
Chief Executive Officer

“What continues to impress me as I move around our homes and programs is the total commitment of staff to the people in our care.

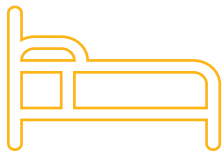
This is the essence of who we are – people, helping people, sharing in the spirit of humanity in order to create long-term, positive change.

John Blewonski
CEO



Our Purpose

To create opportunities and lasting change for the most marginalised...



Ozanam House provides crisis supported accommodation to single adult men aged over 18 years with multiple and complex needs. During the past year the service provided 539 episodes of accommodation support.

2.6+million

headsets were refurbished by supported employees at Ozanam Enterprises.



Our programs create opportunities and lasting change for the most marginalised, including the programs that operate through Ozanam House and the Ozanam Community Centre. These services provide accommodation and support programs for people who are experiencing or at risk of experiencing homelessness. VincentCare works with these men and women to enable them to address their individual needs and to help them obtain safe and secure housing and live long, fulfilling lives.

Drug and alcohol addiction has a heavy impact on rates of homelessness. VincentCare's Quin House provides vital support to men who have substance abuse issues. The program gives vulnerable men the opportunity to overcome their addictions, repair their relationships, open up housing options, and create a more stable, healthier lifestyle.

Many of our most vulnerable clients have experienced disadvantage from a young age. The Young Adults Intensive Support Service Program provides assistance to young people around issues such as housing, education and employment to enable them to live safe, independent lives.

92 tenants

from the Northern Community Hub moved from their transitional accommodation and relocated into permanent housing.

VincentCare's support for those experiencing homelessness

Housing and homelessness services generally use one of two approaches: the Housing First model or a Continuum of Care model.

The Housing First model provides immediate housing to people experiencing homelessness and then provides support to maintain their tenancy. The Continuum of Care model initially focuses on supporting a range of intrapersonal issues, often in short-term or transitional accommodation, to increase independence and secure long-term, safe and secure housing.

At VincentCare, we use the Continuum of Care model and have refined it into three distinct phases – 'crisis', 'recovery' and 'growth'.

The crisis phase focuses on initial engagement and securing people's personal health and safety. Our services, such as Ozanam House, Ozanam Community Centre and our family violence programs, play an important role in engaging people who are at immediate risk and have experienced significant trauma. By responding to people's immediate issues, our staff aim to gain trust and confidence, which is essential for people to make decisions about their future.

Many of VincentCare's services within Inner and Northern Melbourne are focused on providing a crisis response, and support people who are separated from mainstream supports.

The recovery phase focuses on supporting many of the shifts required for permanent change and greater independence. This may involve access to education and training opportunities, engaging with Alcohol and other Drug Treatment Services or counselling. Everything is driven by the client and their personal goals.

We believe that the concept of 'growth' is relevant to all our clients and residents. The growth phase supports people in their community of choice, where people are settled, socially connected and in a position to pursue their personal aspirations regardless of their life stage.

Although the journey for many people will not be linear, defining the objectives within each phase provides staff and clients with a clear understanding of what we are trying to achieve.

The chief aim is to move beyond managing homelessness and into permanently resolving homelessness for people.

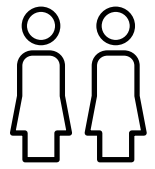
The chief aim is to move beyond managing homelessness and into permanently resolving homelessness for people.



Our Purpose

Supporting individuals and families so that their basic needs are met in terms of food, shelter, safety and security.



45 

women and accompanying children escaping family violence were supported with accommodation and case management services at Olive's Place.

VincentCare strives to support individuals and families by ensuring basic needs – food, shelter, safety and security – are met.

The Accommodation Options for Families Program supports families who are living in private or unsafe rooming houses to find permanent and safe accommodation to enable families to establish themselves within a local community.

Marian Community and Olive's Place provide refuge and support for women and children escaping family violence. They are a safe haven that helps them to find their feet and support themselves to live confidently within the community.

The Seniors' Living Community Hub provides accommodation across seven homes for those who are ageing. The homes provide quality care and support from committed staff.



Some of the most significant changes to the aged care industry occurred during the 2013/14 year in response to the Federal Government's 'Living Longer Living Better' aged care reforms. These changes have affected all seven of VincentCare's Seniors' Living homes and required the development of a range of new initiatives, including a policy framework, residential agreements, resident handbooks and staff education. VincentCare will continue to navigate through these reforms to ensure quality services for all of our residents.

“

Homelessness is a huge issue for victims of family violence. Many women are not able to stay in the home, or don't want to, due to the memories associated with the property.

Pauline
Marian Community



Access to pathways that strengthen individual resilience.



We understand the importance of teaching people the skills needed to be able to function confidently and independently in their own lives.

VincentCare provides programs and pathways that strengthen an individual's resilience. The Client Volunteer Program aims to create a sense of community, belonging, empowerment and participation within the Ozanam Community Centre by engaging clients in volunteer activities that are relevant and meaningful for them. It also aims to establish connectedness, independence and autonomy.



Similarly, Ozanam Enterprises is committed to improving the lives of people with a disability by providing supported employees with life skills training to better prepare them for the workplace, whether it be at Ozanam Enterprises or within the wider community. Employees are encouraged to learn and develop their own personal skills and to develop independence and a sense of accomplishment, both professionally and personally.



Skills recognised with formal certificates

Several supported employees at Ozanam Enterprises have undertaken competency-based training for work education certificates. This has provided employees with a disability or learning difficulty with training and education to improve their skills in vocational areas such as job seeking, employability, personal management, teamwork and communication. This has also enabled employees to increase their skills and knowledge, receive formal qualifications and boost confidence in their abilities.



Transitioning to open employment

Five supported employees transitioned to open employment during the year, which has provided them with the opportunity to earn higher wages, improve their self-esteem and reduce their dependence on government benefits. These positions include working for a dog grooming business, cleaning and retail.



Getting a job was my goal, and now I am able to work hard, make money and have a good life. It helps to keep me busy and has given me more skills and a social life.



Of all the employees at Ozanam Enterprises, Seyed's story is unique. "I migrated to Australia from Afghanistan in 1990 after the Soviet-Afghanistan war and have worked here for the past five years"

Seyed carefully explains the conflict, in which several of his family members were killed. He himself played a role in the war as a photographer, capturing the events that were taking place at this traumatic time.

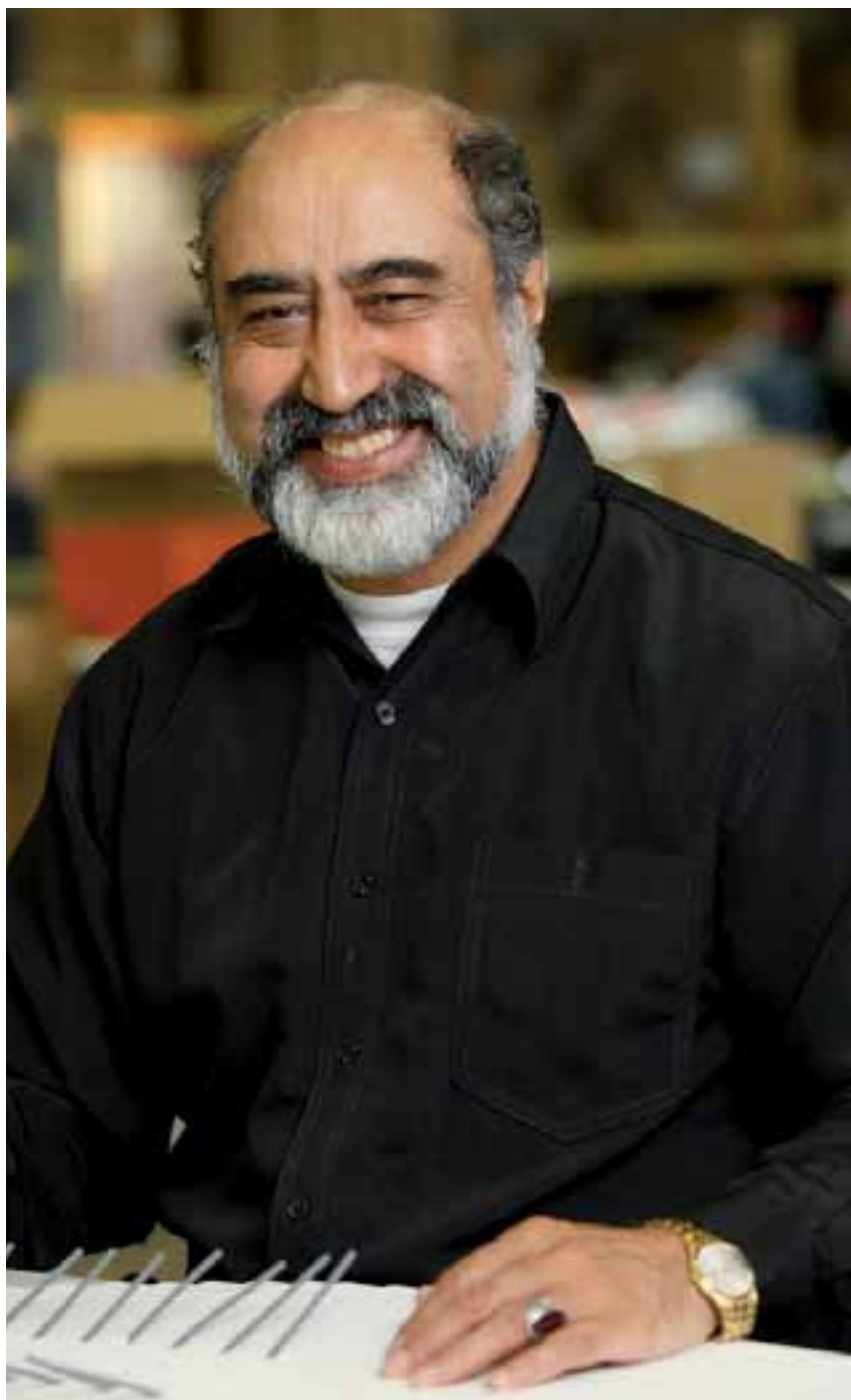
His face lights up when he talks about moving to Australia and escaping the horrors of war. "My cousin was living and working in Australia and sponsored me to come and live here as well, which was very fortunate," he says.

Before starting work at Ozanam Enterprises, Seyed worked at a company in Carrum Downs, but when it closed down he was made redundant. He went to several employment agencies looking for work and "I was lucky to get a permanent job here".

"Getting a job was my goal, and now I am able to work hard, make money and have a good life. It helps to keep me busy and has given me more skills and a social life.

"It's hard to find work now, and I am very happy to continue to work here for as long as I can, and I am very lucky that I can.

"I have a life here and a lot of friends and family, from all different ethnic groups. It is very good."





Advocacy and capacity building to address inequalities that create disadvantage

.....

Safer living with Bsafe

Bsafe assisted 24 at-risk families in the Hume and Mitchell regions during the year. Marian Community has been coordinating the Bsafe Program for the Hume and Mitchell areas since 2012. Bsafe is a personal alarm system and risk management option for women and children who have experienced family violence. The alarm uses a mobile unit with GPS tracking which, if pressed, alerts the police. The program aims to enable women and children to live safely in their own homes and communities.

238 

Adult Support Services continues to provide outreach services to single adults experiencing homelessness. Case managers worked with 238 men and women to access secure and affordable housing through public housing, community housing and other independent options in 2013/14. A key aspect of service delivery is to provide ongoing sustainable support through the creation of linkages and relationships within the local community, maximising independence and a sense of social inclusion.

230

Marian Community provided case management programs and short-term support to 230 women and their children.

57

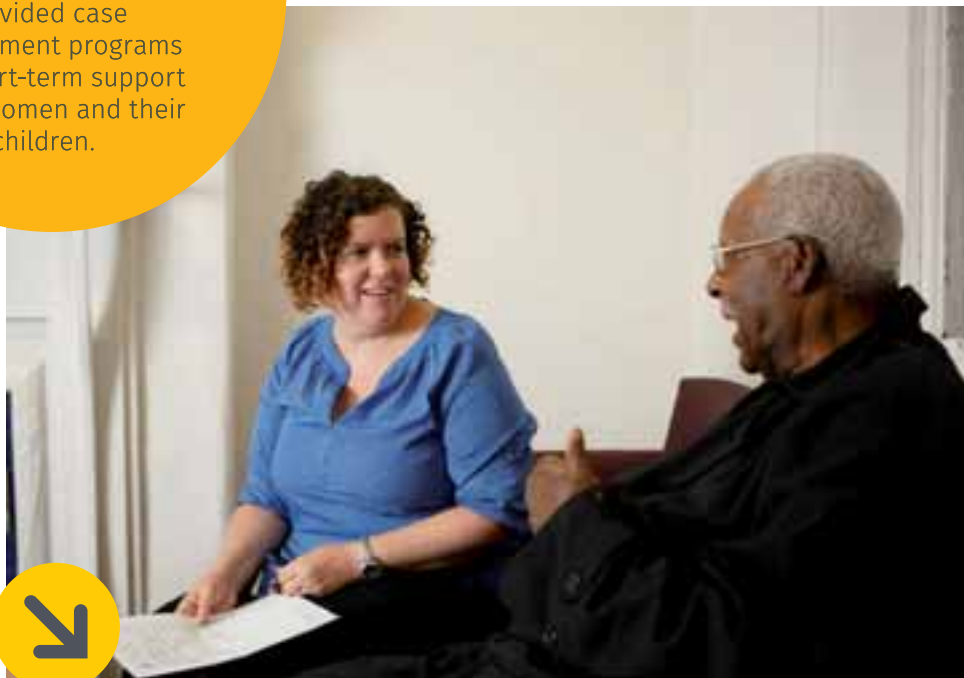


VincentCare's High Dependency Drug Detoxification Program (HDDP) works with the most complex clients who are current or past residents of Ozanam House. It managed 57 clients during the year.

During the year, emergency relief provided to rough sleepers through Ozanam House increased by

89%

In October 2013, VincentCare made a submission to the Victorian Parliament Law Reform, Drugs and Crime Prevention Committee's 'Inquiry into Supply and Use of Methamphetamines, particularly 'ice', in Victoria'. The submission highlighted the detrimental effects that methamphetamines are having for many of our clients, particularly those accessing our Inner Melbourne Community Hub.



278/374

HomeConnect worked with 278 adults and 374 accompanying children during the year.

Gaining an insight into homelessness

Staff from VincentCare's Central Office and Inner Melbourne Community Hub volunteered to take part in City of Melbourne's StreetCount during the early hours of the morning on Tuesday 3 June.

StreetCount collects accurate and up-to-date information about people who are sleeping rough in Melbourne. Findings assist the City of Melbourne to plan, develop and make decisions about appropriate long-term solutions to homelessness.

The event provided further insight into the challenges faced by people experiencing homelessness.

Focus on family reconnection

The Young Adults Intensive Support Service continued to manage some of the more complex young clients who present to VincentCare needing accommodation services and support.

This program has improved access and opportunities for young people in all areas of support, with a strong focus on reconnecting with family. This has been important in helping to ensure lasting change and to reduce or avoid service dependency and the cycle of disadvantage.

Sharing a commitment to social justice

The Linked Hands Program provides support from Padua College students in Mornington to employees at Ozanam Enterprises, including literacy and numeracy classes and interactive sessions such as woodwork and cooking.

By Frank Colcott OAM, Padua College Mornington's Linked Hands Program Coordinator

The Linked Hands Program has been running for around 15 years, with students visiting Ozanam Enterprises and working on the factory floor with the employees once a week.

Our students assist the employees with their work, and they chat about a whole range of things including footy, what they're doing on the weekend, their family and school.

Four students also visit Ozanam Enterprises twice a week to teach literacy and numeracy skills to the employees. We recently provided two iPads, and the students teach the employees how to use those, how to use a calculator, and other skills such as money handling and counting correct change.

The after-school classes held at Padua are very popular, especially the cooking classes. Ozanam employees get a certificate and learn how to cook various simple foods. Last time we had 14 employees sign up, and each was accompanied by two students.

Apart from the education opportunities, the program also provides a chance for the students to be involved in day and weekend trips to places such as Phillip Island and the Melbourne Zoo.

We always have students volunteering to give up their personal time on the weekend to come along. That's how much the students love being involved; it says a lot when young people are willing to give up their weekends to volunteer.

The communication skills and growth we see in students after attending Ozanam Enterprises is amazing. It also benefits us as teachers, because it enables us to see the kids in a different light. We may see some kids that aren't so great at communicating in class out on the floor and having a great chat and it shows a really beautiful side to them.

The program is extremely important to us. The kids always surprise me with the depth of their empathy and their compassion, and their willingness to help.

The program works because both Padua College and Ozanam Enterprises share the same values in relation to social justice.

We're proud of the program because the kids really promote the idea of social justice, commitment to your fellow human being, and the idea of service.

We often find that students who do the program leave school with a commitment to make the world a better place. A lot of our kids go on to work in schools, or work in social justice-related fields, and this is part of the total package the Linked Hands Program provides.



“

The program works because both Padua College and Ozanam Enterprises share the same values in relation to social justice.





Our Values



ACCOUNTABILITY



COURAGE



LEADERSHIP



COMPASSION



EXCELLENCE



DIGNITY





Leadership

Influencing and supporting those around us to achieve positive outcomes for the benefit of others – confident that real change can take place.

Our staff and volunteers promote leadership across the organisation by providing assistance to clients, residents and visitors with exceptional customer service and passion for the organisation.

VincentCare's Inner Melbourne Community Hub volunteers give approximately 2100 hours of their time each month to the programs and clients. The volunteers come from a diverse range of backgrounds and provide the clients with meaningful social interactions and an opportunity to build relationships.

Volunteers help to enlarge the community in which clients engage and interact and are the organisation's greatest advocates.

There are 145 active community volunteers involved across the Inner Melbourne Community Hub who assist with a weekly, fortnightly or monthly commitment of two or more hours, depending on their role and availability. This enables the organisation to extend the quality of the programs by offering services such as hairdressing, remedial massage, and acupuncture and art therapy sessions. Clients' access to these therapeutic services helps build self-esteem and contributes to overall wellbeing.

Volunteers assist with food preparation and delivery of 8000 meals each month through the daily meal program. They help to provide three meals a day, which gives clients access to

healthy and well-balanced food. Ozanam House also offers monthly cooking classes where the clients learn cooking skills and provide the evening meal for residents.

Nearly 1000 students from 25 secondary schools across Melbourne and Victoria have been involved in the VincentCare Social Justice Program over the past 12 months. They provide assistance on a fortnightly or monthly basis with meal services at Ozanam House and Ozanam Community Centre. The schools also provide the Inner Melbourne Community Hub with toiletries, socks, underwear, Christmas gifts, swags, food and clothing, which are much needed for clients coming in and exiting Ozanam House.

Our corporate volunteers are: Alliance Insurance, ANZ Bank, NAB, Ford Australia, Marsh Pty Ltd, Bongiorno & Partners, Back in Motion Pty Ltd, IBM, Infosys, SecondBite, Allen's Lawyers, Probuild, St John of God Health Care Service, Public Transport Ombudsman, Robert Half, TKGS and Suncorp.



“

Nearly 1000 students from 25 secondary schools have been involved in the Social Justice Program over the past 12 months.



Courage

To be the voice of support for the vulnerable and marginalised.

Housings options model

Over the past nine months, HomeConnect has worked to develop and implement its housing options model. The model includes several initiatives to increase access to sustainable private rental for clients, such as the development of a head leasing program, rental subsidy and rental readiness programs, and share house matching initiatives.

Focus on family reconnection

The Young Adults Intensive Support Service continued to manage some of the more complex young clients who present to VincentCare needing accommodation services and support. This program has improved access and opportunities for young people in all areas of support, with a strong focus on reconnecting with family. This has been important in helping to ensure lasting change and to reduce or avoid service dependency and the cycle of disadvantage.

Accountability

Acting with integrity, being honest, remaining accountable and transparent in all our work and relationships.



The rising cost of living is having a dramatic impact on those who are most vulnerable.

Rental affordability is a major issue for our clients. We are seeing a trend with older people living in areas that were once affordable, now not being able to survive as their rents have progressively increased. In the past few years, the costs have soared.

Many of our older clients are retiring and suddenly finding themselves unable to pay the rent. While older people seem to be more commonplace in services now, there are still a lot of young people struggling to find a home.

There is competitiveness in the rental market now and young people aren't taught the specific life skills. They are often competing for properties with up to 20 other applicants, a lot of whom are families who are usually prioritised.

Catchment areas that were once really affordable have now increased exponentially, because they're close to the city and therefore seen as desirable. They are now no longer affordable for those on lower incomes.

For private rental that is affordable, we have to look at least 45 minutes away, and that's not ideal. It takes people away from their social connections, uproots children from their schools, and moves them to entirely new communities. It's incredibly tough.

It's so easy to slip from private rental into being homeless these days.

Regardless of the obstacles, we try our very best to support people as much as possible and do have success stories. I think it's a real privilege to be in a job that impacts people in such a positive way."

Josh
Housing Access Worker, HomeConnect



It's so easy to slip from private rental into being homeless these days.

Excellence

Being the best that we can, demonstrating professionalism in our work, always striving to find innovative and effective ways to support those facing disadvantage in the achievement of our mission.



“

I started working at Ozanam House 18 years ago. When men come in, my job is get them settled into their rooms, get them what they need and try to make them as comfortable as possible.

It's rare to have a quiet day here, but that's the nature of the job. It's 24/7 and a lot depends on the mix of men in the house and their issues.

While homelessness is the main issue, we also deal with a range of other issues such as mental health, intravenous drug use, alcohol use and family violence.

We get people from all different backgrounds here. What society may think is unacceptable, is acceptable to us.

The use of methamphetamines and 'ice' is more common now and we have noticed a peak in use. There are limited pathways for a lot of the men but we make every effort to support them and keep them stable.

More affordable housing is one of the major needs of the sector. These men need to be able to access affordable housing and that's the ultimate aim.

While it can be difficult, it's not always so disheartening. I really enjoy the interaction with the men. They have enough misery in their lives, so we try to make it easier by having a bit of a laugh whenever we can."

Gail
Facility Liaison Officer at Ozanam House

Compassion

Being sensitive, understanding and caring in our interactions with all people.



Corporate supporters invaluable

Eighteen corporate groups and more than 600 staff have been involved with the organisation over the past year. They assist with food preparation, meal service and material aid on a fortnightly, monthly or quarterly basis as part of their corporate social responsibility programs.



The Ozanam House 'A Team'

The Tuesday Team at Ozanam House are often referred to as the 'A Team.' The group comprises five regular volunteers, who are all retired and have been volunteering between eight and 34 years. They assist the catering team with any task needed, including the preparation of meals, cleaning dishes, serving meals, picking up food from Foodbank and administrative tasks.



Acupuncture clinic nominated

Inner Melbourne Community Hub's free Acupuncture Community Clinic was nominated in the Minister for Health Awards presented during National Volunteer Week in May. The clinic has expanded to six acupuncturists, who volunteer their time to provide complimentary health care to clients of the hub. Clients benefit from managing their chronic pain, insomnia, and to assist with improving their general health and wellbeing.

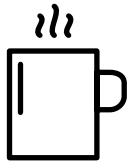


Students pitch in to support people experiencing homelessness

The students at Catholic Regional College Sydenham provide a wide-range of support to homeless people through Ozanam Community Centre. Students help serve meals in the dining room and conduct a major fundraiser to purchase items for the 'starter kits' given to residents transitioning into private accommodation. The dedicated young people even devote time in their school holidays to help sort and pack the kits and coordinate an ongoing appeal with family and friends to supply toothpaste.

Dignity

Treating each person with respect and as we expect to be treated, offering love and acceptance.



The Ozanam Community Centre meals program provides breakfast and lunch five days a week. During the year, the centre provided 7,121 breakfasts and 31,263 lunches.

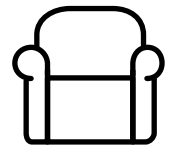


Extending support to the Aboriginal Community

During the year, VincentCare's Diversity Program's outreach workers were trained in initial assessments to enable them to complete intake services from within the community or at an Aboriginal service. Working cooperatively has allowed the team to support 14 new Aboriginal clients.

Enabling people to remain in their homes for longer

VincentCare Victoria managed 83 Home Care Packages across a broad range of disadvantaged aged care clients, allowing them to remain in their homes for longer. The program has also been successful in delivering services and support to Aboriginal clients, with 10 per cent of all clients identifying as coming from an Aboriginal or Torres Strait Islander background.

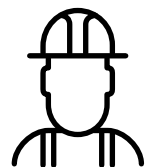


Success for Peer Support Program

The Quin House and Reconstructing Life After Dependency (RLAD) programs continued to provide a comprehensive suite of services to support people to break the cycle of dependency and maintain a substance-free lifestyle. The Peer Support Program comprises past and present Quin/RLAD clients who provide support by sharing their experiences with those in similar situations.

Helping out during coal mine fire

O'Mara House kindly provided support and accommodation for five high-care residents from St Hilary's Nursing Home in the neighbouring township of Morwell because of smoke issues in the Latrobe Valley caused by a burning coal mine. The residents were evacuated after the Victorian Chief Health Officer advised people over the age of 65 suffering with medical problems to consider leaving the area temporarily.





“

Our Ozanam Enterprises employees can face so much prejudice out in the community about what they can or can't do. People need to take the time to listen to them and what they have to say. We work with very vulnerable people and we always have to be mindful of that.

Dianne
Manager Training and
Support, Ozanam Enterprises

Staff and Volunteer Awards

Each year VincentCare celebrates the excellence of staff and volunteers at the annual awards evening. The 2014 Awards for Service and Excellence provided a rich showcase of the initiative, dedication and enthusiasm displayed by staff and volunteers in their work supporting the vulnerable and disadvantaged.

Ozanam Scholar Award

The recipient of the 2014 Ozanam Scholar Award was Leanne Lucas, Manager of the May Noonan Hostel in the Seniors' Living Hub. Leanne will travel to France in 2015 to attend the 12th International Conference on Alzheimer's, Parkinson's disease and related neurological disorders. The conference is renowned for its broad, multidisciplinary approach to Alzheimer's and Parkinson's, and offers attendees unique and powerful insights into the latest research, developments and treatments.

- Innovation Award: Ozanam Community Centre Team – Inner Melbourne Community Hub
- Improvement Award: Young Adults Support Services Team – Northern Community Hub
- Exceptional Client/Resident Service Award: Grace Hyde, Accommodation Options for Families Worker – Northern Community Hub
- Emerging Leader Award: Anan Du, Bailly House – Seniors' Living Community Hub
- Outstanding Volunteer Award: Margaret Skellett, St Anne's Hostel – Seniors' Living Community Hub
- Best Outcome Award: Trang Tran, Ozanam Community Centre Case Manager – Inner Melbourne Community Hub
- High Performing Team Award: Infrastructure Team – Central Office
- Adding Value Award: Cameron McKay, Ozanam Enterprises – Social Enterprises Hub.



Leanne Reddecliffe, who joined Ozanam Enterprises in 1978, was recognised for 35 years of service to the organisation.

Leanne started work when she was 16 years old. Her first tasks included disassembling telephones and switchboards, candle making, sorting buttons and cutting up material to make rags. As new work became available and Leanne's skills developed she found

enjoyment in making up the cutlery boxes for Wiltshire and assembling the cutlery packs for TAA, which later became part of Qantas.

Leanne now works in the packaging area, where some of her responsibilities include assembling files, using the pallet wrapping machine and collating showbags and mail-outs. Leanne is also the Secretary of the Employee Committee and is an integral part of the day-to-day operations of Ozanam Enterprises.

20 years

Gwen Chambers

Gisela Fuchs

Robert Allen

25 years

Lynette Martin

35 years

Leanne Reddecliffe



BOARD AND SENIOR MANAGEMENT

Board



Top row from left:
Rod McDonald,
Haydn Harrison,
Maurice Joyce,
Linden Smibert



- Rod McDonald (Chair)
- Catherine Collins
- Haydn Harrison
- Maurice Joyce
- David McFadyen
- Linden Smibert
- Mark Stenhouse
- Adriana Zuccala



Bottom row from
left: Catherine
Collins, Adriana
Zuccala, Mark
Stenhouse, David
McFadyen



Top row from left:
John Blewonski,
Mark Jackson



Senior Management Team

- John Blewonski – Chief Executive Officer
- Michelle Barrand – Executive Assistant
- Pamela Crouch – Senior Practitioner Learning and Development
- Jane Daniels – Executive Manager Service Quality and Integration
- Doug Harding – Senior Practitioner Health and Ageing
- Glenn Hodgkin – Executive Manager Client Services
- Mark Jackson – HR Manager
- Jay Jayashankar – Manager Internal Audit
- Lisa Sammut – Senior Practitioner Accommodation and Support
- Paul Zanatta – Executive Manager Social Policy and Research

Second row from
left: Michelle
Barrand,
Jane Daniels



Third row
from left:
Paul Zanatta,
Glenn Hodgkin,
Pamela Crouch



Fourth row
from left: Doug
Harding, Jay
Jayashankar,
Lisa Sammut

Financials

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION AS AT 30 JUNE 2014

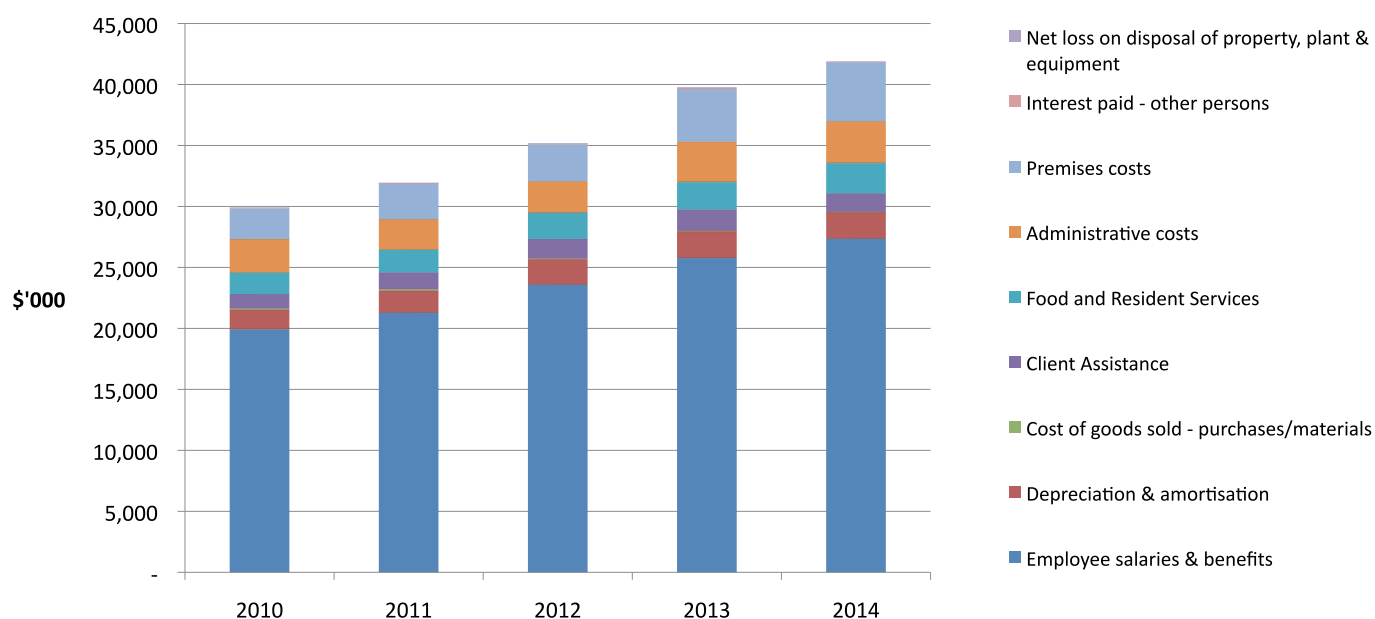
	2014 \$	2013 \$
CURRENT ASSETS		
Cash and cash equivalents	31,625,001	29,123,536
Trade and other receivables	1,761,957	1,202,127
Inventories	11,450	20,272
Other assets	249,668	236,817
TOTAL CURRENT ASSETS	33,648,076	30,582,752
NON-CURRENT ASSETS		
Property, plant and equipment	41,452,323	41,908,006
Intangible assets	8,705,271	8,673,934
TOTAL NON-CURRENT ASSETS	50,157,594	50,581,940
TOTAL ASSETS	83,805,670	81,164,692
CURRENT LIABILITIES		
Trade and other payables	1,490,483	1,321,243
Provisions	3,744,474	3,970,417
Other liabilities	15,382,229	14,921,690
TOTAL CURRENT LIABILITIES	20,617,186	20,213,350
NON-CURRENT LIABILITIES		
Provisions	797,258	712,090
TOTAL NON-CURRENT LIABILITIES	797,258	712,090
TOTAL LIABILITIES	21,414,444	20,925,440
NET ASSETS	62,391,226	60,239,252
EQUITY		
Contributed equity	34,347,401	34,347,401
Reserves	5,150,738	20,171,534
Accumulated funds	22,893,087	5,720,317
TOTAL EQUITY	62,391,226	60,239,252

CONSOLIDATED STATEMENTS OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

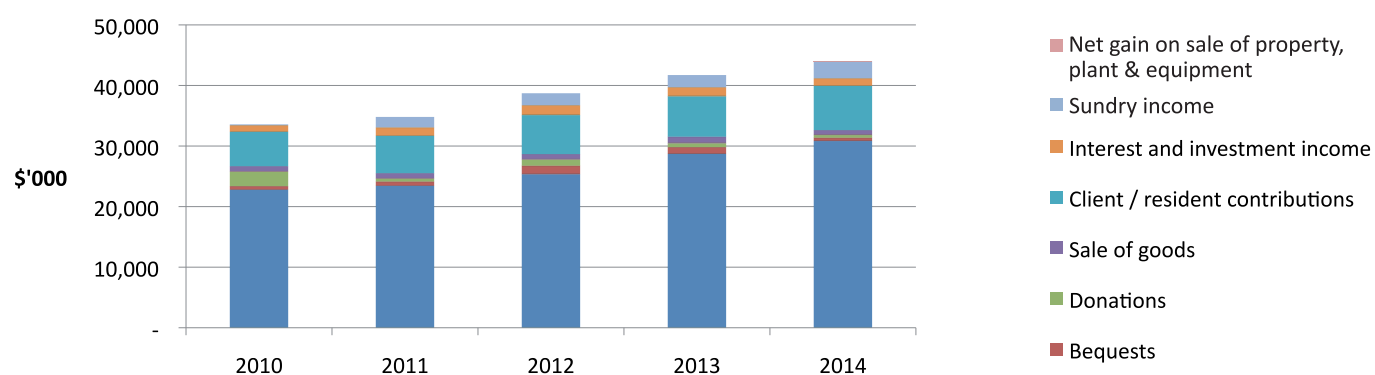
FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
REVENUE		
Government and non-government grants, client fees and sale of goods		
Residential aged care services	24,087,783	21,928,414
Accommodation and support services	13,652,551	12,410,523
Disability employment services	1,653,993	1,916,862
Community housing services	2,346,096	2,230,079
Funds raised by VincentCare Victoria		
Donations	456,238	663,615
Bequests	531,864	1,108,835
Interest and investment income	1,234,801	1,461,923
Net gain on sale of property, plant & equipment	79,552	-
Total revenue	44,042,878	41,720,251
EXPENDITURE		
Residential aged care services	(24,023,347)	(23,258,499)
Accommodation and support services	(13,793,979)	(12,536,426)
Disability employment services	(1,819,379)	(1,793,814)
Community housing services	(2,254,199)	(2,188,668)
Total expenditure	(41,890,904)	(39,777,407)
Net operating surplus	2,151,974	1,942,844
Impairment of Aged Care bed licences	-	(1,855,000)
Surplus for year from continuing operations	2,151,974	87,844
Other comprehensive income	-	-
TOTAL COMPREHENSIVE SURPLUS FOR YEAR	2,151,974	87,844

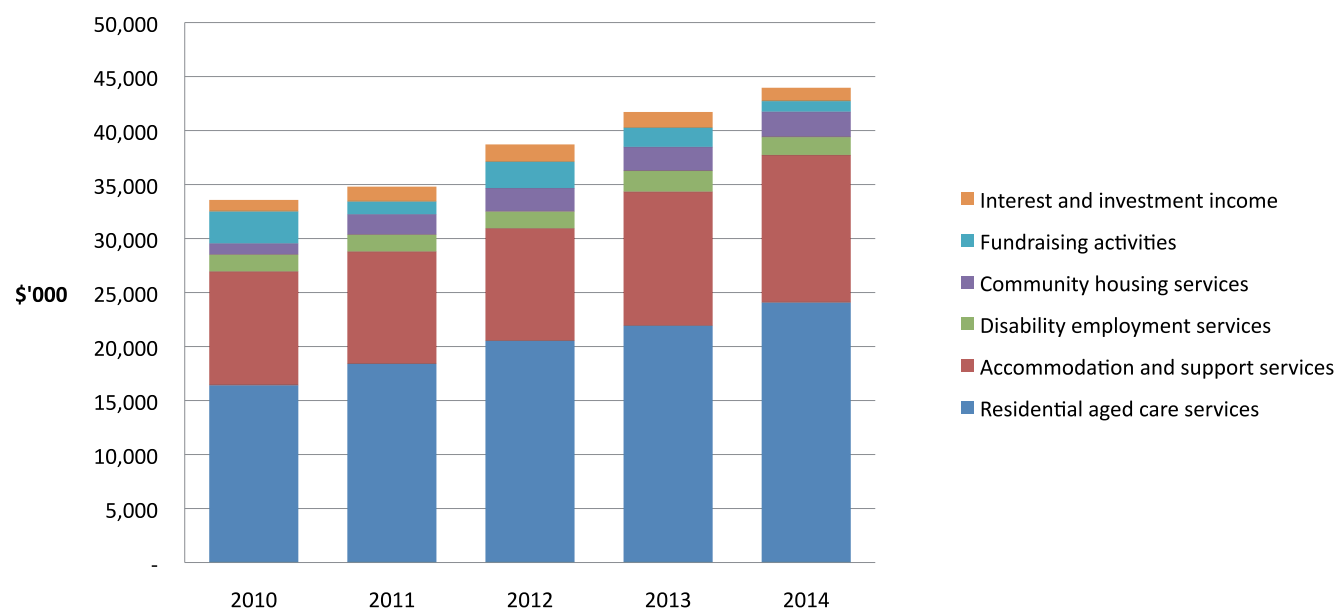
Expenditure By Source



Revenue Streams



Total Revenue by Service



Tony is an Outreach Worker at Ozanam House. Here he explains some of the issues affecting men leaving crisis accommodation.

When the men move out of Ozanam House, they're not left on their own. The Outreach Support Services team provides assistance to help them achieve their goals and find them more permanent accommodation.

We deal with the same issues that we see when they're in the house, but for us it's a long-term relationship with them instead of a couple of months.

On average, I see about 12 clients a week and their issues are mainly around crisis intervention and housing, but also include mental health issues, drug and alcohol abuse, family breakdown, grief and loss and unemployment concerns.

The increase in the use of methamphetamines and 'ice' goes hand-in-hand with mental health issues.

Where have we as a society failed that people are homeless on a regular basis? There is nowhere for them to go.

Because we can't always find stable homes and create stable lives, we see an increase in people who are continually offending and going to prison, because they can't live in normal society.

If I had an endless supply of resources I'd like to see some sort of state exit from Ozanam House. If the men come in crisis, we help them to address it and then we would move them to a nice and clean boarding house where they would be treated with respect. From there they would be able to move into a transitional housing property while they wait for an Office of Housing or private rental property to become available.

That's how it should work. But instead it's a waiting process, and they get tired of waiting.

They get frustrated with the system and of nothing happening, and because all of the exit options are closed, what do they do and where do they go? The way the sector is funded means we have to move them on, to their detriment, and they go back to a poorly managed or illegal rooming house, and the cycle starts all over again.

Probably the most difficult aspect of the job is the waiting. Waiting on alternative housing, waiting for clients to get to a point where they know they need to make a change. Very rarely do you get someone who comes through the gates and says 'I know what I need to do'. I think I have heard that once in the 10 years I have been here.



Tony
Outreach Worker, Ozanam House





Programs and Services

Inner Melbourne
Community Hub

- Ozanam House
 - Supported Crisis Accommodation Program
 - Community Development Program
 - Ozanam Catering
- Ozanam Community Centre
 - Drop-in Program and Meals Service
 - Drug and Alcohol Counselling Services
 - Women’s Early Intervention Program
 - Housing Program
 - Client Volunteer Program
 - Planned activity groups
 - Intensive case management initiatives
 - Adult Support Services
 - Homeless Drug Dependency Program
 - Adult Outreach Program
 - Home Care Packages
- Abstinence programs
 - Quin House
 - Reconstructing Life After Dependency

Northern
Community Hub

- Accommodation programs
 - VincentCare Community Housing
 - Initial Assessment and Planning Program
 - Tenancy and Property Management Program
 - Sunbury Gardens
 - HomeConnect
- Support Services
 - Community Connections Program
 - Access and Support Program
 - Crisis Support Service
 - Accommodation Options for Families Program
- Young Adults Support Services
 - Diversity Program
 - Private Rental Brokerage Program
 - Young Adults Intensive Support Services
 - Young Adults Outreach Support
 - Young Adults Private Rental Entry Program
 - Youth Justice Community Support Service

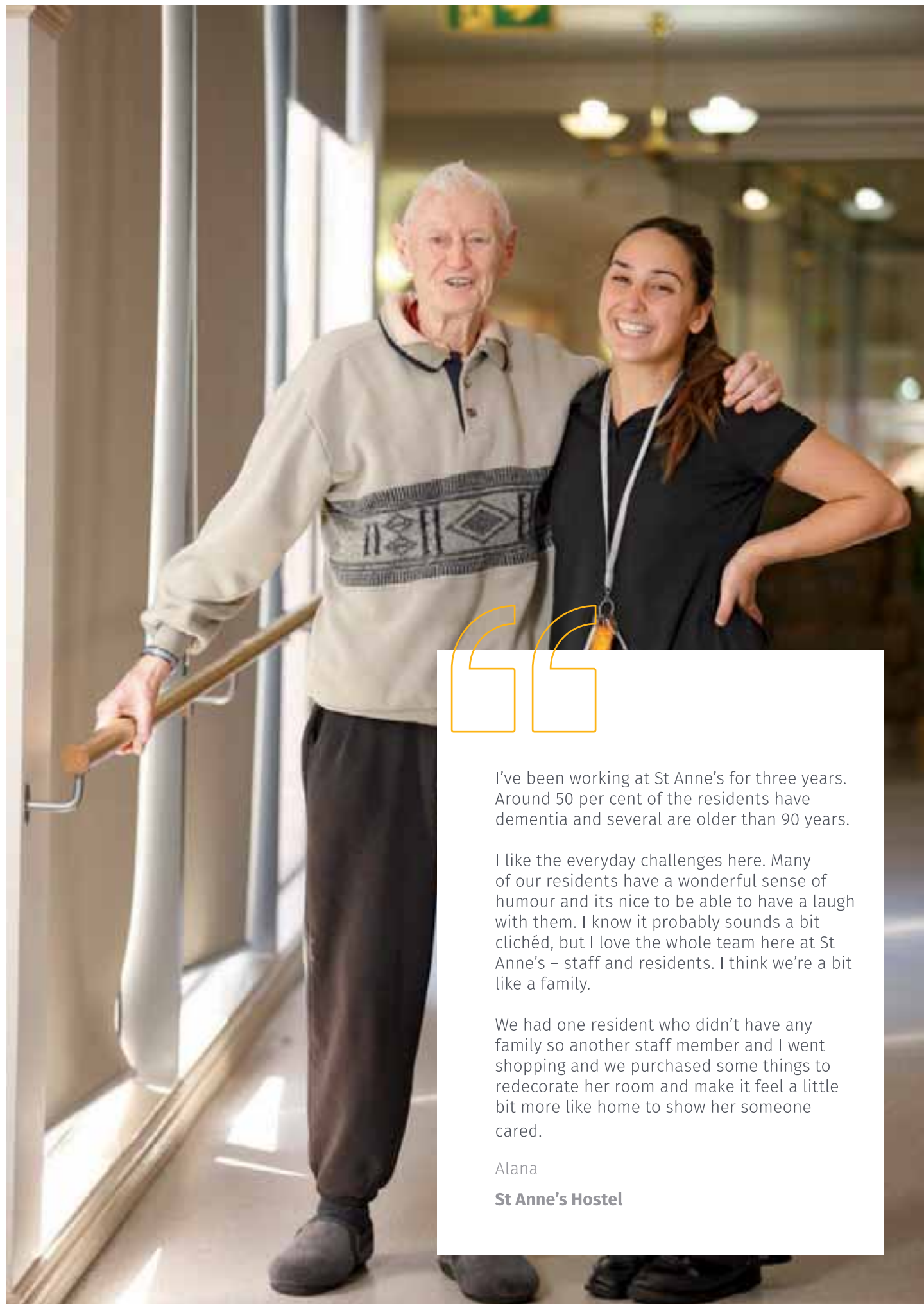
- Youth Justice Homeless Assistance
- Transitional Housing Management Program
- Family Violence Services
 - Marian Community
 - Olive’s Place

Seniors’ Living
Community Hub

- Bailly House
- May Noonan Hostel
- O’Mara House
- St Anne’s Hostel
- SVDP Nursing Home
- SVDP Day Therapy Centre
- Vincenpaul Hostel
- Vincetian Village

Social Enterprises
Hub

- Ozanam Enterprises
- Volunteer Programs (all hubs)



I've been working at St Anne's for three years. Around 50 per cent of the residents have dementia and several are older than 90 years.

I like the everyday challenges here. Many of our residents have a wonderful sense of humour and it's nice to be able to have a laugh with them. I know it probably sounds a bit clichéd, but I love the whole team here at St Anne's – staff and residents. I think we're a bit like a family.

We had one resident who didn't have any family so another staff member and I went shopping and we purchased some things to redecorate her room and make it feel a little bit more like home to show her someone cared.

Alana

St Anne's Hostel

How can you help?



Donate

Consider making a donation to the work of VincentCare Victoria. Every bit helps. Donations can be made via our website, www.vincentcare.org.au, or over the phone on 03 9611 9200. All donations over \$2 are tax deductible.



Leave a bequest in your will

Leaving a bequest to the work of VincentCare is a wonderful way of providing a legacy that supports some of our most vulnerable clients. Call 03 9611 9200 for further details.



Work with us

VincentCare offers a range of employment options with great career opportunities. Current vacancies are advertised each week on our website.



Volunteer

Our volunteers share our commitment to improving the lives of the most marginalised people in our community. Call us to chat about how you, your organisation or school can share that commitment through giving some of your time.



Join our mailing list

Join our mailing list to keep up-to-date on what is going on across VincentCare's services and programs. Call 9611 9200 or email vincentcare@vincentcare.org.au.



web:
www.vincentcare.org.au
email:
vincentcare@vincentcare.org.au

Central Office

VincentCare Victoria
Address: 2/452 Flinders Street,
Melbourne 3000
Phone: (03) 9611 9200
Fax: (03) 9611 9222

Northern Community Hub

Address: 175 Glenroy Road (PO
Box 700), Glenroy 3046
Phone: (03) 9304 0100

Young Adults Support Services
Address: 175 Glenroy Road (PO
Box 700), Glenroy 3046
Phone: (03) 9304 0100

Inner Melbourne Community Hub

Ozanam House
Address: 179 Flemington Road,
North Melbourne 3051
Phone: (03) 9329 5100

Adult Support Services
Address: 179 Flemington Road,
North Melbourne 3051
Phone: (03) 9321 2955

Homeless Drug Dependency
Program (HDDP)
Address: 179 Flemington Road,
North Melbourne 3051
Phone: (03) 9321 2955

Ozanam Community Centre
Address: 268 Abbotsford Street,
North Melbourne 3051
Phone: (03) 9329 6733

Quin House & Reconstructing
Life After Dependency
Address: 40 George Street,
Fitzroy 3046
Phone: (03) 9419 4874

Home Care Packages
Address: 197 Flemington Road,
North Melbourne 3051
Phone: (03) 9321 2912

Seniors' Living Hub

Bailly House
Address: 68-72 Chapman Street,
North Melbourne 3051
Phone: (03) 9329 8688

May Noonan Hostel
Address: 3 Foley Street, Terang
3264
Phone: (03) 5592 1557

O'Mara House
Address: 15 Hunter Road,
Traralgon 3844
Phone: (03) 5174 4628

St Anne's Hostel
Address: 125-135 Kenny Street,
Westmeadows 3049
Phone: (03) 9333 3022

SVDP Nursing Home
Address: 110 Albion Road,
Box Hill 3128
Phone: (03) 9899 0167

SVDP Day Therapy Centre
Address: 110 Albion Road,
Box Hill 3128
Phone: (03) 9898 9480

Vincenpaul Hostel
Address: 13-25 Strabane Avenue,
Mont Albert North 3129
Phone: (03) 9898 7404

Vincentian Village
Address: 12-14 Beulah Street,
Hamlyn Heights 3215
Phone: (03) 5277 3081

Social Enterprises Hub

Ozanam Enterprises
59-61 Yuilles Road
Mornington 3931
Phone: (03) 5975 5341



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.

People, Place... Purpose



VincentCare
Victoria