

Providing care, hope and
advocacy for those facing
disadvantage.

ANNUAL REPORT 2014/2015



VincentCare
Victoria

OUR MANDATE



VINCENTCARE

WAS ESTABLISHED TO EXTEND THE CHRISTIAN MISSION
OF THE

ST VINCENT DE PAUL SOCIETY

TO SUPPORT & ADVOCATE

ON BEHALF OF THE MOST DISADVANTAGED VICTORIANS

TO BE THE

OUR ASPIRATION

LEADER

IN PROVIDING

CARE + HOPE
ADVOCACY

FOR THOSE FACING
DISADVANTAGE

OUR PURPOSE
TO CREATE

OPPORTUNITIES AND
LASTING CHANGE

FOR THE MOST MARGINALISED

PEOPLE PLACE PURPOSE

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OUR VALUES
COURAGE **LEADERSHIP** ACCOUNTABILITY
COMPASSION EXCELLENCE *DIGNITY*

From the Chairman



VincentCare continues to be engaged with the most disadvantaged in our community, working alongside other agencies and advocating to government for increased resources to deliver best practice.

In April, the Board held its annual planning workshop. Arthur Rogers, Deputy Secretary Social Housing and NDIS Reform, led a discussion on future directions, challenges and opportunities for agencies in the homeless and housing sector. The discussion raised several issues, including the role of partnering with other agencies in service delivery, quality assurance issues and other regulatory matters. These issues continue to be on the Board's agenda.

Following extensive work with staff and wider stakeholders in the past year, the Board adopted its new strategic plan, *Strategic Directions 2015-2018*. This builds on the work of the previous planning cycle and looks outwards to ensure that VincentCare is aligned with, and prepared for, the changing external environment. The plan focuses on six high-level outcomes that VincentCare will seek to achieve through the next planning cycle: a viable and sustainable organisation; embedded governance and accountability structures; competent and innovative leadership; a productive and engaged workforce; valuable stakeholder relationships; and delivery of effective client outcomes.

Through *Strategic Directions 2012-2015*, the decision was made to ensure VincentCare was fully focused on its mission to care for the most marginalised Victorians, including elderly people who are homeless or at risk of homelessness.

As part of this, VincentCare began a detailed review of its continuing involvement in residential aged care. This review was completed in early 2015 and, following due consideration, the VincentCare Victoria Board decided to sell six of the organisation's seven residential aged care facilities in Melbourne and regional Victoria.

After a comprehensive expression of interest campaign, we were very pleased to announce that a leading not-for-profit and specialist aged care provider, mecwacare, would take ownership and management of O'Mara House in Traralgon, St Vincent de Paul Nursing Home in Box Hill,

VincenPaul Hostel in Mont Albert North, St Anne's in Westmeadows, Vincentian Village in Hamlyn Heights (Geelong) and May Noonan Hostel in Terang. mecwacare will continue to provide residents with the highest standard of accommodation, care and services. Bailly House in North Melbourne was not offered as part of the sale and will be retained by VincentCare as it investigates options for the broader North Melbourne site.

The project to embed VincentCare's values within the organisation is now well underway. It continues to generate commitment, collaboration and capacity, ensuring VincentCare Victoria will be able to fulfil its strategic objective of operating as a values-inspired organisation.

The Board believes that in a values-driven culture, staff and volunteers will find a connection between their own personal values and the values of the organisation. This alignment serves to unify and motivate a workforce to achieve the organisation's purpose.

I want to express my personal thanks to all members of the Board for their support during this past year; together, we look forward to the year ahead with enthusiasm and confidence. As Chairman, I express my personal thanks to all members who give their time freely.

I would also like to express my gratitude to our Chief Executive Officer, John Blewonski, for his expertise and capability in leading the organisation to ensure VincentCare remains committed to its mission. I am constantly inspired by the enthusiasm with which our staff and volunteers carry out their work and I would like to thank them all for their efforts over the past 12 months.

On behalf of all those associated with VincentCare Victoria, I would particularly like to thank our donors and supporters for their willingness to share in our mission.

I commend the work of the agency as it faces new and emerging challenges over the next 12 months.

Rod McDonald
Chairman

From the CEO



VincentCare has enjoyed another very successful year, where we extended our reach and impact even further. We worked with more than 24,000 children, young people and adults, all of our seven aged care homes and Ozanam Enterprises successfully achieved re-accreditation, we built on existing programs, established new services, pursued innovation and advocated for policy and system reform.

We celebrated the establishment and implementation of a new platform of State Government-funded drug and alcohol services under the New Directions framework. The Substance Treatment and Recovery (STAR) program consortium was established in partnership with The Salvation Army Adult Services. STAR provides non-residential drug and alcohol counselling and care and recovery coordination programs in Melbourne's north-west and inner north and is coordinated from VincentCare's hubs. Alongside these services, VincentCare began delivery of its Brief Intervention program, funded by the State Government, which supports Ozanam Community Centre and Ozanam House clients to gain access to alcohol and drug treatment in the new mainstream services system.

We saw further expansion of our Commonwealth Home Care Packages, adding scale to our Seniors' Living community-delivered services.

In November 2014, VincentCare Victoria became a core partner of Hume Moreland Services Connect, one of several pilot Service Connect initiatives throughout Victoria. The Services Connect pilots are bringing together service specialists from youth, children and families, homelessness, disability, alcohol and drug treatment and community health services to deliver more integrated responses for households with complex needs.

VincentCare was also successful in gaining funding through to June 2017 from the Commonwealth Department of Social Services to provide emergency relief and financial counselling and capability programs in inner north and north-west Melbourne along with north central and north-east Victoria. VincentCare is proud to also be working in

partnership with several of its North Eastern and Central Council St Vincent de Paul Society conferences to deliver the emergency relief component.

The City of Melbourne awarded its tender for the operation of a Planned Activity Group, targeting older adults who are experiencing or at risk of homelessness in Melbourne's CBD, to VincentCare.

A successful bid was also made for the distribution of funds in the winding-up of the Foundation for Homeless Youth. VincentCare intends to develop a program called Foundation House, which speaks to the legacy of the foundation in providing early adulthood basics for young people leaving out-of-home care. The funds will be used to purchase properties where young adults leaving care can live and be linked to services and personal growth opportunities through VincentCare's Young Adults Teams.

Outcomes Star is a new tool being implemented by our case managers to enable clients to identify their goals and progressively measure their successes. The tool will be rolled out across all VincentCare sites by the end of the year.

This year saw the final stages of the implementation of VincentCare's Quality Framework, which has created a lasting culture of accountability and continuous improvement through the development of organisation-wide policies, procedures and internal frameworks.

None of our work would be possible without the support of dedicated staff and volunteers and the generous giving of both time and money from all sections of the community.

Our Board continues to provide strong leadership and direction. While there are still many challenges to be faced, the essence of our work remains the same – to provide hope and opportunities for personal transformation.

John Blewonski
Chief Executive Officer



24,000

CHILDREN AND ADULTS
SUPPORTED ACROSS VICTORIA

576 MEN EXPERIENCING
HOMELESSNESS

PROVIDED CRISIS ACCOMMODATION
AT OZANAM HOUSE

392 

PEOPLE SUPPORTED THROUGH
PROGRAMS FOR YOUNG ADULTS

364,000

MEALS SERVED ACROSS SEVEN
RESIDENTIAL AGED CARE HOMES

8,202 

BREAKFASTS PROVIDED AT
OZANAM COMMUNITY CENTRE

 250

TONNES OF E-WASTE RECYCLED
OR DIVERTED FROM LANDFILL

33,593

LUNCHES PROVIDED AT
OZANAM COMMUNITY CENTRE

12,834 

PEOPLE RECEIVED ASSISTANCE WITH
HOUSING AND SUPPORT NEEDS

25,000

HOURS GIVEN BY VOLUNTEERS
TO SUPPORT OUR WORK

120 HOME CARE
PACKAGES

PROVIDED TO ENABLE OLDER
PEOPLE TO REMAIN AT HOME

 249

WOMEN & THEIR CHILDREN SUPPORTED
BY OUR FAMILY VIOLENCE PROGRAMS

116 NEW
TENANCIES

IN HUME & MORELAND FOR PEOPLE
EXPERIENCING HOMELESSNESS

 643

CLIENTS SUPPORTED
BY HOMECONNECT

OUR YEAR IN NUMBERS

Supporting people experiencing and at risk of homelessness

There are almost 35,000 people on public housing waiting lists in Victoria. In the private sector, rents are rising while vacancy rates remain at historically low levels. The median rent for a property in Melbourne is \$400 per week and less than 10% of all new rental properties in Melbourne are affordable for people on low incomes.

VincentCare sees the very real impact these statistics have on people's lives.

VincentCare's HomeConnect program works with people at risk of homelessness by providing support to stabilise existing housing or to find more appropriate housing. The program also supports clients with issues such as chronic ill health, mental illness, education and employment options, wellbeing and living skills.

With Melbourne's population estimated to grow to 7.5 million in coming decades, our challenge is to continue to advocate for more affordable housing options and increased resources to assist people facing disadvantage and the risk of homelessness.

In 2014/2015, HomeConnect created two new initiatives to assist people to enter the highly competitive private rental market: Find a Flatmate events and Head Leasing.

As Victoria's population continues to grow, housing affordability and cost of living increases are major challenges for an increasing number of people in our community.

Find a Flatmate

Four Find a Flatmate events were held to provide people with the opportunity to meet others looking to share accommodation. The events have resulted in several matches between VincentCare clients and community members, homeowners, renters and prospective tenants.

Head Leasing

VincentCare leased two properties in the City of Moreland and sublet them to three existing clients. The clients were provided with a rental subsidy and continued support from case workers. Each client continues to work on their independence goals while gaining a valuable private rental history.



Accommodation Options for Families Worker, Grace (far left) with Braydon, Tiffany and Brock.

Tiffany's life has been transformed since she became involved with VincentCare's Accommodation Options for Families program.

Residential Tenancies Act Review

VincentCare made a submission to the first phase of the Residential Tenancies Act Review – the Laying the Groundwork Consultation Paper.

VincentCare's submission made 19 recommendations addressing the need to increase clients' access to safe, affordable and secure accommodation.

Excerpt from our submission

"The lack of housing is a severe detriment to the lives of too many Victorians. The inability to gain and maintain safe, stable and secure accommodation is a severe impediment for anyone to achieve a productive life and experience human dignity.

"Most of our clients are challenged to achieve safe, stable and secure accommodation, as they have life-long experiences of deep intergenerational disadvantage, interpersonal violence and trauma, relationship breakdown, mental illness, substance abuse and social and economic exclusion.

"Most of our clients' only chances of housing 'success' will be as tenants, not as purchasers or owners of their dwellings. Therefore, the regulatory environment needs to ensure that all forms of tenancy – public, community housing and private rental – include a sufficiently wide safety net to stop people from being homeless and prevent people from becoming homeless."

In 2013, Tiffany was living in unstable accommodation and her children were not in her care. Today, Tiffany is living in long-term permanent housing, studying for a career in aged care, and has regained permanent care of her two young children.

Tiffany's case worker, Grace, says Tiffany's story highlights the resilience of the human spirit and the importance of never giving up on anyone.

"The Accommodation Options for Families program supported Tiffany every step of the way through her journey," Grace says. "It has been overwhelmingly gratifying watching Tiffany grow and achieve all of her goals and dreams."

Tiffany says the program helped her address all the concerns that the Department of Health and Human Services had about the care of her children, enabling her to regain permanent care and commence study towards a career in aged care.

"I call Grace 'Amazing Grace' because she has helped me so much, and it's because of her that I have my children back with me and a permanent home," Tiffany says. "Grace is helping me to find somewhere that I can do my placement, and she is looking into one of the VincentCare homes in Westmeadows. Once I've done that, I will be a qualified personal care worker. I've always wanted to help people out, and now that I've had so much help, I want to be able to give something back to people."



VincentCare's Homelessness Recovery Model – Four Pillars

The Client Engagement Framework ensures that staff and volunteers have the skills and experience to provide quality services with a compassionate approach while working to improve the lives of people who are marginalised, sleeping rough, or living in sub-standard housing.

The Case Management Service uses a system that is focused on engagement, reconnection, and recovery to customise services based on a person's duration of homelessness, working towards their stability and independence.

The Client Coordination System comprises consistent and thorough screening and assessment tools plus internal and external service coordination to add a further level of client care to ensure each client is given a timely and informed response.

The Client Participation Framework assists people to reconnect with their communities and enables social inclusion to move towards recovery and growth with the support of those around them.

During the year, the Private Rental Brokerage Program supported 152 young people to secure and sustain long-term housing in the private rental market.

Norman (pictured left) was sleeping under a bridge when he sought help from Ozanam House.

"The workers here are good, they help you out a lot, and give you the freedom to go out and come back when you want," Norman says. "They do a lot here for the residents. I've been going to acupuncture for the last few weeks, and that's really good, I like that, it's relaxing."

Norman is on a waiting list for housing. He has also signed up for a course in community services and counselling. "I did that myself. I found and signed up for the course on my own," Norman says.

"They've been really good to me here, the meals are good, and I know that coming here will help me out in the long run, I just have a few things to sort out."

VincentCare's HomeConnect program has provided Maurice with more than a home. After 12 months living in a VincentCare sponsored house, he has taken over the lease and taken responsibility for his life. Maurice came to VincentCare seeking help to leave the residence he was then sharing with his estranged wife. He started with the HomeConnect program in March 2014.

"I didn't know of the head lease concept when it was offered to me. I was very hesitant; I froze and couldn't make a decision," Maurice said. "I was still living in hope that my wife and I would get back together."

"I was afraid I couldn't cope financially or cope on my own. How was I going to look after myself? Be organised? Pay the bills? I was overwhelmed by fear. I went through lots of ups and downs but I knew that I had ongoing support from my caseworker Steve and everyone. It was a process of growing up."



Maurice
HomeConnect client

"The HomeConnect staff were encouraging and made me accountable. Change is scary but I had to confront my fears and rely on myself. I could always talk to the staff, it was a two way program. I forced myself through the fear barriers and the doubts. It was a good thing in the end, I changed and got stronger."

"Now I try and be honest about where I'm at, be frank because what's the alternative? I had to confront my pain; I couldn't run away on the program. Since moving into the property, independence is the main thing, calmness. I have to deal with my own problems; whatever I do is my responsibility, I can't blame other people now."

"I'm more confident about looking after myself, especially my finances. I have a plan. I had to let go of what I wanted but I didn't let go of my goals. I want to finish my study, focus on getting a job, save money, get fit and stay fit, buy a small car, travel, and also be more realistic."

The changing face of homelessness

For more than 60 years, VincentCare's Ozanam House has provided short-term crisis accommodation for men experiencing homelessness in inner Melbourne. The centre operates 24 hours a day, seven days a week.

Homelessness has changed significantly since it first opened its doors. The older men living on the streets are now predominately men aged in their 30s and 40s, who have significant mental health and substance abuse issues that affect their ability to find safe and secure housing.

The main issue for men who present to Ozanam House, either via direct entry or referral from other agencies, is homelessness. This is often coupled with other issues such as intravenous drug use, alcohol use, domestic violence, refugee status, gambling and unemployment.

The use of methamphetamines (such as ice) is more common now than a few years ago. There has been a noticeable peak in use as well as those suffering from the long-term effects, such as acquired brain injuries and other health concerns.

Mental health issues are also common, with men experiencing a range of issues that put themselves or others at risk.

Staff support the men to help them stabilise the cycle of negative behaviour. But it can be a revolving door, as they go from service to service. Due to a chronic lack of affordable housing options for those who cannot afford private rental, many clients will return to Ozanam House, as they have nowhere else to go.

A decade ago men leaving Ozanam House waited between three to six months to secure public housing. They are now waiting between three to five years.

We have continued our participation in the Melbourne City Council's Homelessness Advisory Committee. The Committee provides strategic advice on policy and practice issues to the Council and provides assistance with implementing the *Pathways: City of Melbourne Homelessness Strategy 2014-2017* to create an integrated and coordinated service response to rough sleepers in the CBD.

*"I am not only surviving, I am living.
There's a big difference between the two."*

Joy
Resident, Sunbury Gardens



Being part of the community is one of the best things about living at Sunbury Gardens, according to Joy.

"VincentCare has really looked after me. I get out all the time. The public transport is very accessible, and if I need help getting somewhere, the staff are happy to help. I don't rely on other people, but they are there if I need them."

An enthusiastic participant in the Sunbury Gardens activities organised by the Community Capacity Building Worker, Joy will try to get others involved when she can.

"I love the cooking club. I help, or supervise, as I like to say. Depending on the mood I will knock on people's doors to get them to get involved."

"I am socially stronger and more independent now. I don't have to rely on my son as much, which is good. I am not only surviving, I am living. There's a big difference between the two."

Joy
Resident, Sunbury Gardens



Anna and John
VincentCare staff

VincentCare's Tenancy and Property Management program manages 192 short and medium term transitional housing properties.

Anna, a Community Capacity Building Worker in the HomeConnect program, created a partnership with FoodBank more than 12 months ago, which she says has been invaluable to several clients who can now access no cost food on a regular basis.

"We assist some of the most disadvantaged members of the community, many who are experiencing housing instability as well as a number of other complex issues," Anna says. "By providing food to clients and their families, it allows those finances that would normally be spent on this expense to be redirected into other household expenses such as rent, bills and education.

"The food available varies each week, depending on the donations FoodBank receive. But there is usually a wide range of perishable and non-perishable goods, including fresh fruit, vegetables, bread and milk as well as tinned goods, pasta, packet soups, pre-cooked meals and sweets.

"It is wonderful to see the joy and happiness the food donations bring to our clients' faces."

Family violence services

As a leading homelessness and housing provider operating family violence services in metropolitan and regional Victoria, VincentCare was able to make an important contribution to the Royal Commission into Family Violence through both a written submission and an appearance at the commission.

The written submission drew attention to the long-term effects of family violence that we see in our services and programs on a daily basis. We highlighted the connection between family violence and rates of homelessness and called for increased funding to deliver trauma informed services for child victims, more transitional housing to protect women and children, more single adult accommodation suitable for perpetrators to enable them to leave the family home, an increase in support and protection for women and children to remain in their own homes and rural-specific strategies to deal with the prevalence and impact of family violence.

Many of our recommendations focused on changes to help reduce the likelihood of family violence victims becoming homeless. We also provided information on our experience with personal alarms such as Bsafe and family violence among people who belong to a culturally and linguistically diverse (CALD) community.



One-third of all clients receiving assistance from specialist homelessness services do so as a result of experiencing family or domestic violence.

“Family violence is a pervasive, life-threatening crime that has serious physical, psychological and economic effects on women and children. It can occur within any intimate relationship, age and ethnicity, and can leave victims without a home and in constant fear for their safety and the safety of their children.

“Clients at our family violence services come from all socio-economic backgrounds and represent 40 different language groups.

“Often women will not be financially independent, and will not have the means to financially support themselves and their children if they leave the family home. This is where our services step in – to ensure women can leave violent relationships, by giving them the tools to create a new life and find a safe and secure home.”

Nicole
Coordinator,
Marian Family
Violence Services,
Shepparton



VincentCare Victoria's alcohol and other drugs programs are providing essential services to some of our state's most disadvantaged.

New initiatives

VincentCare started two specialist programs during 2014/2015 to provide a range of services and support to people with alcohol and other drug issues.

Brief Intervention Program

The Brief Intervention Program (BIP) meets demand for short-duration alcohol and other drug interventions by providing education, referral, group work and recreational activities.

Since it started in March 2015, BIP has provided 661 individual drug and alcohol interventions.

Substance Treatment and Recovery

A partnership between VincentCare and The Salvation Army, the Substance Treatment and Recovery (STAR) program started in January 2015 to assist men and women experiencing alcohol and other drug issues.

STAR has already supported 313 clients with one-on-one, group counselling and case coordination.

Quin House and the Reconstructing Life after Dependency program (RLAD) provide access to a unique two-stage abstinence-based recovery program aimed at minimising individual harm and increasing health and wellbeing.

Quin House provides opportunities to break the cycle of dependency, homelessness and social exclusion, while RLAD continues support through transition back into the community.

Michael has been Team Leader at Quin House for two years and has extensive experience in the sector. He says: "The concepts of recovery and growth are critical to the Quin House program."

The majority of clients are referred from Ozanam House, having experienced housing insecurity, low income and complex health and/or mental health issues as well as severe multiple substance issues. "Those who arrive at Quin House are courageous people," Michael says. "They've made the decision to face up to the challenges of their lives and to abstain in the face of the chaos of homelessness."


For this reason, "Quin House is a positive place; clients have made the commitment to change, are engaged with our

services to build self-esteem, self-worth and begin to believe they are worthy enough."

Unlike many rehabilitation programs, people at Quin House are fully immersed in the community and are faced with the decision to abstain every day. Practising informed decision-making among peers who support and challenge each other, with the support of case managers and a counsellor, assists clients with personal development, housing, legal issues, mental health and employment. In effect, they are also working towards ending homelessness.

"We create a healthy, safe and supportive environment so our clients can start to say 'I'm OK'. The option to go on to RLAD for another few months makes a big difference, too. The longer you abstain, the chances of continued success increase exponentially."

All 49 men participating in the Reconstructing Life after Dependency program moved into safe and secure housing in the year, with 90% achieving their case plan goals.



"Being starved of positive, healthy human interaction at a young age, and then experiencing traumatic events, can be directly attributed to 'acting out' or antisocial and criminal behaviour for many young people. 99% of my clients have histories of abuse, neglect and trauma. I enjoy working with young people as it is a time when the effects of their childhoods are starting to impact on their behaviour and choices. Positive adult relationships and support can help divert a young person's path."


Renee
Youth Justice Homeless Assistance Worker

"My clients come from a diverse range of backgrounds. Some have had very traumatic childhoods and are coping in adulthood the best way they can, some have arrived in Australia as refugees, while others have worked their whole lives and have developed a chronic health condition that has led to homelessness. I have worked with clients who have 'had it all' and others that have never had the opportunities I have been afforded. There are no differences between my clients and me. Homelessness can happen to anyone."

Jac
Community Connections Worker

"A significant number of men in VincentCare's Reconstructing Life after Dependency (RLAD) program have experienced major trauma; unresolved, complex trauma bedded down by the next trauma. Once the effects of substance abuse are removed we can refer the men to specialist psychologists to deal with the impact of their experiences."

Laurence
RLAD Counsellor



“Our Initial Assessment and Planning program is often the first point of contact people have with the homelessness system. Clients range from people who are seeking information about their housing options to those who require immediate accommodation that day. It is great to see the determination and resilience of people who persevere and eventually receive news that they have been successful in a rental application and will finally have a permanent place to live.”

Chris
Initial Assessment and Planning Worker

“In terms of mental health, we are still seeing the impact of deinstitutionalisation 20 years on. As much as we would love to be able to find our clients stable housing, until their personal issues are addressed many will not be able to sustain a property or be adequately prepared for independent living. Most of our clients need additional support that goes well beyond housing.”

Ozanam House Worker

“Around 80% of our residents at St Anne's have dementia. Our priority is to ensure that we provide a dementia-friendly, person-centred home. In addition to the day-to-day care from staff, we have considered the environment and layout of our homes – from lighting, furniture, colours and fixtures. The environment can affect our residents' moods, behaviours and most importantly their wellbeing, contentment and quality of life. We also make sure we care for residents' families and provide emotional support when it's needed.”

Lusie
Manager, St Anne's Hostel

Supporting people with a disability

VincentCare's Ozanam Enterprises is a registered Australian Disability Enterprise (ADE) committed to improving the lives of people with disability.

Ozanam Enterprises was established in 1976 by a consortium of parents who had children with a disability about to complete their schooling with little or no prospect of gaining employment.

Today, Ozanam Enterprises provides ongoing, stable employment and training opportunities for 60 people with a disability while promoting financial independence and opportunities for social integration.

Ozanam Enterprises has been engaged for many activities, including refurbishment of headsets for a major airline, various tasks for a large printer including inserting, stickering and labelling of files and folders, and it runs an e-waste recycling operation that involves the disassembly of televisions and computers.

During the year, Ozanam Enterprises was awarded ISO9001 certification, an international quality management systems standard, for its e-waste recycling program, which diverted 250 tonnes of material from landfill in 2014/2015. The certification complements Ozanam Enterprises' existing ISO14000 award for environmental management systems.

International Day of People with Disability

Celebration of Ability Day, on 3 December, is the year's highlight for people employed at Ozanam Enterprises. This United Nations-sanctioned day aims to promote an understanding of people with disability and encourage support for their dignity, rights and wellbeing. Staff, family and friends, service providers and members of the VincentCare Board enjoyed a barbecue and a tour of the facility. An Auslan interpreter was on hand so that people with hearing impairments could fully participate in the service awards, which recognise staff and employees' contributions to the workplace.

Australia ranks poorly compared with most OECD countries for employment of people with a disability (21st out of 29).





Kelly (pictured right) came to Ozanam Enterprises directly from school 21 years ago. She has been a Table Leader for the past two years and is very conscientious in ensuring that she is up-to-date with the activities of the business. As part of her role, Kelly is responsible for checking the quality of her team's work and making sure they

meet the requirements. "I pull people into line," she says with a laugh. "But I care about people and I make sure everyone is OK. I'm a good worker, and I like to do a lot. I like doing my work, it's fun, and there are nice people to talk to. I work with my best friends and some people I went to school with. It's good working here."



Partnership in action at Ozanam Community Centre

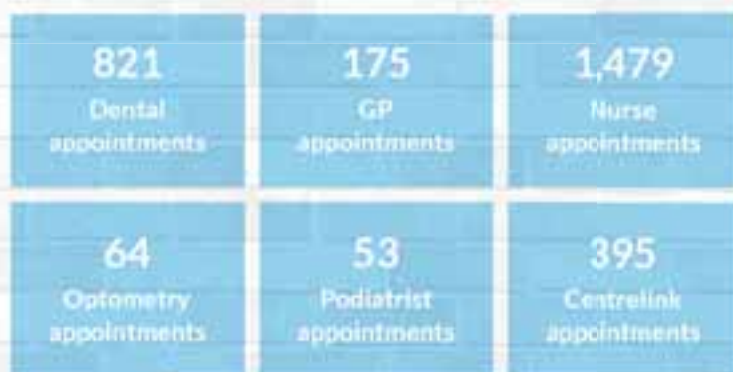
Ozanam Community Centre
making it one of the highest

Sometimes the hardest part for many of our clients is taking the first step. For some, their first time through the door at Ozanam Community Centre can be a daunting prospect. A nutritious meal or a game of chess may become that first step.

The dedicated drop in and floor staff aim to build rapport with those coming to the centre for the first time, to find out a little about the person and refer them to the help they need. Assistance may include crisis accommodation at Ozanam House or a residential stay at Quin House, VincentCare's men's rehabilitation facility.

Often, it will be an appointment with one of the visiting services at the centre or participation in a therapy group. Visiting and co-located services include Centrelink, dental, optometry, medical, nursing, podiatry, acupuncture, massage, counselling and dietetics. There are shower and storage facilities available as well as free clothing, swags for rough sleepers and toiletries packs.

Meals are cooked onsite at Ozanam House and served by our corporate, client, school and community volunteers in the centre. Trained professionals give thousands of hours of their time to organise groups such as art therapy and the music program. There is a lot that goes into providing assistance to those who have made the first step. We are extremely grateful to the partners that work alongside us to support and advocate on behalf of the most disadvantaged Victorians.



Services

- Centrelink
- Nurse
- Dental
- Counsellor
- Drug and alcohol counselling
- GP
- Optometrist
- Legal aid
- Occupational therapy
- Physiotherapy

7,000+ hours

Given by our community, corporate, schools and client volunteers

Thank you to the Ozanam Community Centre's

- Our client volunteers and members of the community
- 26 schools across Victoria
- Corporate volunteer organisations
Allens, Allianz, ANZ, NAB, Ford Australia, Bongiorno, Foodbank, IBM, Infosys, North Melbourne Football Club, Officeworks, OzHarvest, Probuild, SecondBite, SOS Foundation, St Vincent's Private Hospital and Sunco

... provides more than 42,000 meals each year,
...st volume providers in Victoria.

6,525

Showers
taken

3,497

Toiletries
distributed



Material aid

- Emergency relief vouchers
- Food parcels
- Hand knitted goods
- Swags and blankets



8,202

Breakfasts
provided

33,593

Lunches
served



Activities

- Acupuncture
- Yoga
- Art group
- Chess club
- Internet access
- Library books
- Pool competition team
- Dedicated space for female clients

partners

community

Group,
Club,
Health
Corp

Donors

A Gift of Sox, Ansaar Food Project, Foodbank, Good Shepherd Parish Wheelers Hill, KOGO, OzHarvest, Pinchapoo, Rapid Relief Team, retired MFB firefighters, Rossdale Golf Club, SecondBite, St Vincent's Private Hospital, Wearfor Success and Western Plains Pork.

Partner services

cohealth, Dental Health Services Victoria, Inner Melbourne Community Legal and Royal District Nursing Service



Caring for people who are ageing

Seniors' Living

VincentCare's Seniors' Living Hub comprises seven residential aged care facilities across Melbourne, Geelong, Gippsland and western Victoria that provide a total of 350 beds and several services for the aged.

Each of the facilities entered its triennial accreditation period during the year, with all homes successfully meeting all 44 outcomes across four accreditation standards – an excellent achievement.

During 2014/2015, six of the aged care facilities were sold to a not-for-profit specialist aged care provider, mecwacare, to ensure that VincentCare's strategic focus remains on its mission to care for the most marginalised Victorians, including elderly people who are homeless or at risk of homelessness.

In December 2015, events will be held at each site to recognise and commemorate the contribution each facility has made to VincentCare's work in the community over many years. mecwacare will officially take over the homes on 1 February 2016.

Home Care Packages

VincentCare is assisting 120 frail men, women and people with special needs to remain living in their own homes through the Home Care Packages (HCP) program.

The program specifically targets people experiencing homelessness and financial disadvantage; 44% of HCP clients are aged under 65 years. People including those who have prematurely aged through experiencing homelessness, veterans, and people from Aboriginal and Torres Strait Islander communities can qualify for a special needs package.

In 2014/2015, VincentCare's HCP staff were invited to present at the Aged Care Assessment Services Aged and Homeless Forum. The presentation focused on the complex health and social needs of VincentCare's clients and the impact of homelessness.



Dianne (above right) has been the Lifestyle Coordinator at O'Mara House for over two years and still looks forward to going to work every day. "Every day is always different," she says. "You can never really plan your day. I like to get in and say hello to the residents, and let them know what activities are planned."

"Activities such as bingo, bocce and bus outings are always favourites. We also do trivia and a carpet bowls competition once a month and that is always something the residents look forward to."

Dianne says her job is satisfying because while it can be challenging, the outcomes always make the challenge worthwhile.

"When I go and chat with residents, or if someone is sad and lonely and you spend time with them and they thank you for listening; it's about being appreciated and knowing that you're here for them. I just love interacting with the residents and having a laugh."

"There's always something going on, and it has a wonderful atmosphere. We're very lucky to have a great team at O'Mara, because it makes a big difference when you have good people around you."

Dianne
Lifestyle Coordinator, O'Mara House



2015 Vinnies CEO Sleepout

More than 240 CEOs slept out overnight on 18 June for the 2015 Vinnies CEO Sleepout.

The evening raised more than \$1 million in Victoria to help support programs for people experiencing homelessness. This was the highest amount raised in the event's history.

The increased return reflects the genuine desire of the community and corporate leaders to help put an end to homelessness.

The evening included a service exhibition that provided CEOs with an opportunity to talk directly with our program staff about their work.

Formalities included an address by Minister for Housing Martin Foley, who spoke of his personal commitment to assisting organisations that support people experiencing homelessness and issues such as limited access to affordable housing.

A highlight of the evening was a panel Q&A discussion with three people who had experienced homelessness and VincentCare staff Lisa Sammut and Paul Zanatta. They provided thought-provoking insights into the realities of homelessness and the community attitudes that need to be challenged to ensure that people are treated with dignity and respect.





**248 MEALS
SERVED**
AT CHRISTMAS DAY LUNCH

38%
MORE THAN EVERY OTHER
DAY OF THE YEAR AT O.C.C.

Special events

Spreading some joy at Christmas

The Ozanam Community Centre's Christmas lunch served the largest number of meals in its history. The festive season can be a difficult time for clients, with many having lost contact with family members and loved ones. Our CEO, along with staff and volunteers, took time away from their own families to ensure that everyone who attended had a day to remember. Starting with Mass at Ozanam House, a traditional three-course lunch was served, presents were exchanged and live music played.

Remembering our clients and residents

Each year in October we celebrate the lives of the clients and residents who have passed away with a memorial service held at Ozanam House. At the service, a plaque is erected in the courtyard to provide a permanent memorial.

Homelessness Prevention Week

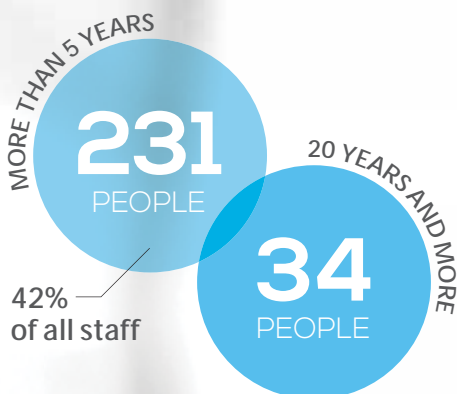
VincentCare's programs and services organise a range of activities and events for clients during Homelessness Prevention Week, held in the first full week of August. This year, Ozanam House hosted a morning tea and performance by the Oz House band, held a street soccer game and barbecue, and provided clients with information sessions from visiting community and legal services.

Homelessness Festival

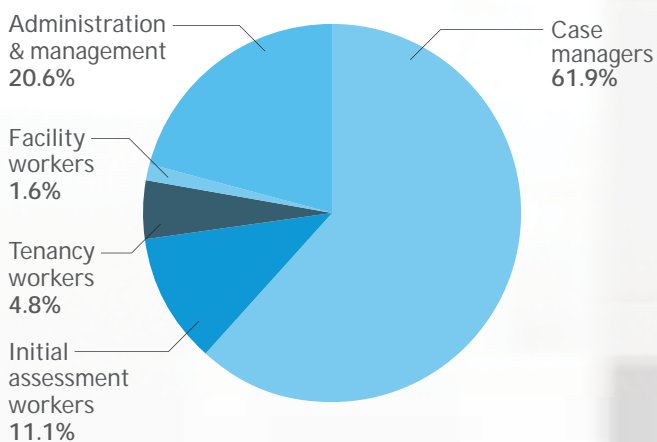
In March, 31 clients travelled with staff by coach to the 'Where The Heart Is Festival' in North Fitzroy. The annual festival provides people experiencing homelessness with the opportunity to enjoy food, live music and access to massages, haircuts, animal grooming, housing, dental checks and legal advice.

Our people

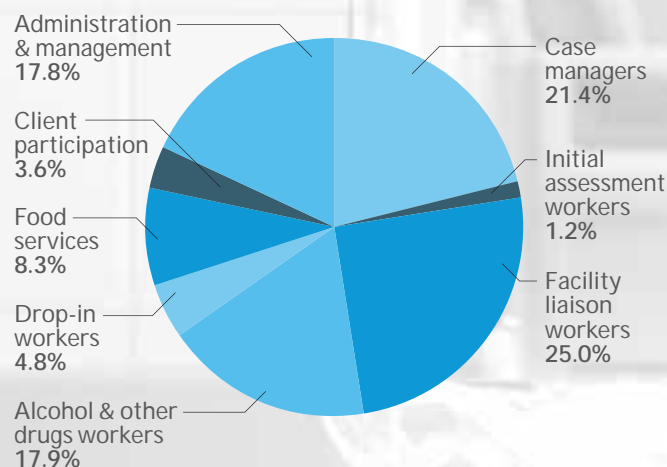
Long serving staff



Where do they work?



Northern Community Hub



Inner Melbourne Community Hub

Our volunteers

25,000 +

HOURS GIVEN BY OUR VOLUNTEERS
TO SUPPORT OUR WORK

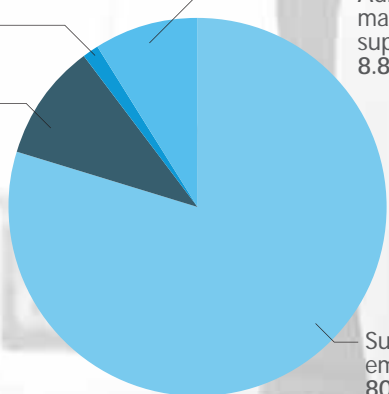


"I help serve the meals, set the tables and do the dishes. I learned a lot about volunteering here to support men experiencing homelessness. That as soon as our aprons are on, we're all the same. It doesn't matter if you are a doctor, or a lawyer, everyone is equal when you're here."

Robyn
Volunteer

Drivers
1.2%

Timber/
e-recycling
workers
10.0%

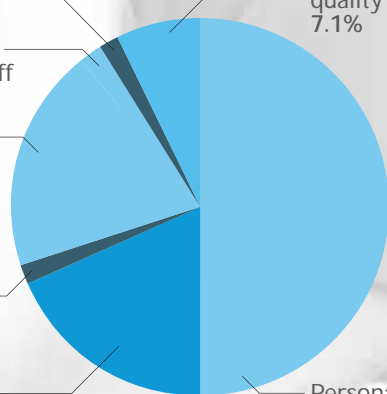


Social Enterprises Hub

Facility staff
1.7%

Activities &
lifestyle staff
1.9%

Registered
nurses
19.2%



Seniors' Living Hub

shes. The best thing
ing homelessness is
e. It doesn't matter
when you volunteer."



"I love working here because I can see the difference our work makes in clients' lives. It sounds clichéd but it's true. Being able to see people pass away with dignity or live the next stage of their life with a roof over their head and ongoing support is amazing."

Jac
Case Manager

VincentCare Excellence Awards

The VincentCare Victoria Excellence Awards were established to promote and recognise excellence across the organisation and the outstanding staff and volunteer contributions that enhance the quality of life for our clients and residents.

Adding Value

Sandra Allen,
Seniors' Living Hub

Improvement Award

Initial Assessment and Planning Team,
Northern Community Hub

Michelle Galgano,
Central Office and Seniors Living Hub

Best Outcome

Dianne Fieldhouse,
Ozanam Enterprises

Exceptional Client/Resident Service Award

Facility Team,
Inner Melbourne Hub

High Performing Team

Ozanam Catering,
Inner Melbourne Hub

Emerging Leader

Nicole Thompson,
Inner Melbourne and Northern Community Hub

Innovation

Rebecca Steunenberg,
Inner Melbourne and Northern Community Hub

Outstanding Volunteer

Acupuncture Team,
Inner Melbourne Hub

2015 Ozanam Travelling Scholar Award

VincentCare's Ozanam Travelling Scholar Award rewards one outstanding staff member each year with a contribution towards a period of travel and study.

Justin Bennett, Team Leader at Ozanam Community Centre, is the recipient of the 2015 Ozanam Scholar Award and will travel to the USA in March 2016 to attend the *Social Justice in the Global City* Conference, focusing on the worldwide response to the housing affordability crisis and the *Housing First* Conference that links worldwide agencies that reduce homelessness through innovative housing model approaches.

Service Awards

20
YEARS

Brenda Crowe
Rett Sady
Carmel Hall

25
YEARS

Leonie Wise
Irene Tan
Andrea Hastings
Sue-Anne Chambers

30
YEARS

Jennifer Ritonja
Robert McEwan
Damian Gibson

35
YEARS

Jamie Blizzard
Tracey Reubens



Ozanam Scholar Award 2014

VincentCare CEO John Blewonski with Leanne Lucas

Leanne Lucas, Manager at VincentCare's May Noonan Hostel in Terang, was the recipient of the 2014 Ozanam Travelling Scholar Award in the annual VincentCare Excellence Awards. In March, Leanne travelled to Belgium and France to investigate new ways of caring for residents living with dementia.

I was very pleased to represent VincentCare in the city of Bruges, Belgium, where I met with the directors of the Foton Dementia Charity.

The group specialises in home care for people with cognitive disorders and has a staff of 200 care workers and approximately 500 volunteers. They believe that no one should ever be made to feel worthless or humiliated because of actions that are caused by their memory impairment.

Foton has been able to provide dementia-friendly environments in some of the shops in Bruges; they train interested shop owners in making customers with dementia symptoms feel welcome and identify warning signs that the person may require help.

I also attended the 12th International Conference on Alzheimer's and Parkinson's Diseases held in Nice, France. More than 3,000 delegates attended the conference

and Australia, with 74 attendees, sat proudly in the top 10 countries represented.

I was able to learn about the latest research being undertaken with the ultimate aim to find a cure for both diseases. Research was presented on drug trials and diagnostic tests. I also networked with other health professionals who, like myself, hope to one day experience the rewards from these extensive trials and see a cure come to fruition.

I thoroughly enjoyed my time in Europe and I am very grateful for the wonderful experience I was granted. As we have no cure for these debilitating diseases, it is essential that we, as caregivers, provide dignified, holistic, person-centred care with the utmost compassion, as we are indeed privileged to be caring for some of the most disadvantaged people.

Leanne Lucas

Board members



Back row (left to right)

John Blewonski
Chief Executive Officer

Adriana Zuccala
Deputy Chair

Rod McDonald
Chairman

David McFadyen

Mark Stenhouse

Front row (left to right)

Haydn Harrison
Treasurer

Linden Smibert

Catherine Collins

Maurice Joyce

“The project to embed VincentCare’s values effectively within the organisation is now well underway and continues to generate commitment, collaboration and capacity across the organisation, ensuring VincentCare is able to fulfil its strategic objective of operating as a values-inspired organisation.”

Rod McDonald
Chairman

Senior management team



Back row (left to right)

Pamela Crouch
Senior Practitioner Learning
and Development

Jay Jayashankar
Manager Internal Audit

Doug Harding
Senior Practitioner Health
and Ageing

Brad Jordon
Executive Manager
Corporate Services

Glenn Hodgkin
Executive Manager
Client Services

Front row (left to right)

Lisa Sammut
Senior Practitioner
Accommodation and
Support Services

Jane Daniels
Executive Manager Service
Quality and Integration

John Blewonski
Chief Executive Officer

Absent

Anna Marques
Executive Assistant

Mark Jackson
Human Resources Manager

Paul Zanatta
Executive Manager Social
Policy and Research

Michelle Barrand
Project Manager

Strategic Directions 2015–2018

VincentCare's Strategic Directions 2012-2015 formulated a range of strategies to ensure we provided a continuum of services that most effectively met the needs of people experiencing or at risk of homelessness.

Strategic Directions 2015-2018 was developed over the past year and focuses on six key outcome areas. While continuing to centre on the needs of our core client group, our new strategic plan addresses the need for sustainability, sound governance, leadership, a skilled workforce and targeted and effective partnerships.

Viable and sustainable organisation

A strong foundation for future growth, the development of sound infrastructure, industry-leading service design and a recognisable brand.

Embedded governance and accountability structures

Effective, transparent and informed management structures, organisational processes and decision making.

Competent and innovative leadership

At all levels of the organisation, leadership and ownership are aligned with VincentCare's values.

A productive and engaged workforce

A skilled and empowered workforce, comprising people whose values are aligned to VincentCare, each with opportunities to develop.

Valuable stakeholder relationships

VincentCare as a sector leader and key government influencer, with mutually beneficial, targeted and effective partnerships.

Delivery of effective client outcomes

Continue to focus on our core client cohort, while strengthening partnerships to ensure that all clients can access the supports they need.



MY CLIENTS ARE PEOPLE THAT SOCIETY HAS LET DOWN IN A LOT OF WAYS.

They are thoughtful, smart,
funny, resourceful, damaged,
interesting, inspiring,

**STRONG &
RESILIENT.**

MY CLIENTS ARE

MUMS, DADS, SISTERS, BROTHERS, SONS, DAUGHTERS,
COUSINS, NANNAS, GRAND-DADS, FRIENDS, COLLEAGUES.

FOR A VARIETY OF REASONS, MANY HAVE BECOME '////////////////////

**DISENGAGED FROM ALMOST ALL
PARTS OF MAINSTREAM SOCIETY.**

////////////////////////////////////

It is so important for their wellbeing to be connected to their
communities, yet often their self-esteem is so poor that
they need some support to see that they can fit back in.

THEY HAVE

PLANS, HOPES & DREAMS

FOR THEIR LIVES

My clients are people that, despite going through things that could only be
described as a nightmare, still get up each day **and do the best they can.**

Renee – Community Capacity Building Worker,
Sunbury Gardens, Outreach Services



Financials

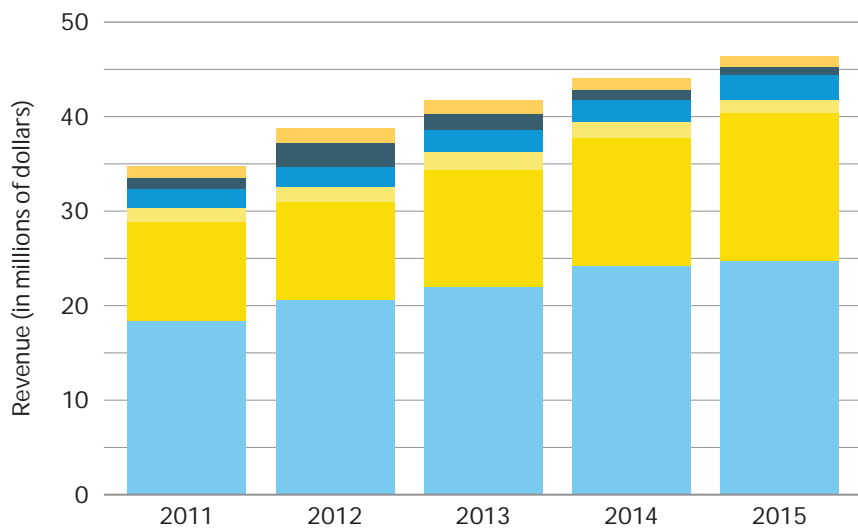
Consolidated statements of financial position as at 30 June 2015

	2015 \$	2014 \$
CURRENT ASSETS		
Cash and cash equivalents	34,314,841	31,625,001
Trade and other receivables	1,034,632	1,761,957
Inventories	17,898	11,450
Other assets	374,087	249,668
Assets classified as held for sale	33,973,102	-
TOTAL CURRENT ASSETS	69,714,560	33,648,076
NON-CURRENT ASSETS		
Property, plant and equipment	15,818,489	41,452,323
Intangible assets	1,065,225	8,705,271
TOTAL NON-CURRENT ASSETS	16,883,714	50,157,594
TOTAL ASSETS	86,598,274	83,805,670
CURRENT LIABILITIES		
Trade and other payables	1,187,449	1,490,483
Provisions	2,278,082	3,744,474
Other liabilities	4,631,978	15,382,229
Liabilities associated with assets classified as held for sale	14,859,983	-
TOTAL CURRENT LIABILITIES	22,957,492	20,617,186
NON-CURRENT LIABILITIES		
Provisions	378,640	797,258
TOTAL NON-CURRENT LIABILITIES	378,640	797,258
TOTAL LIABILITIES	23,336,132	21,414,444
NET ASSETS	63,262,142	62,391,226
EQUITY		
Contributed equity	34,347,401	34,347,401
Reserves	5,650,738	5,150,738
Accumulated funds	23,264,003	22,893,087
TOTAL EQUITY	63,262,142	62,391,226

Consolidated statements of profit or loss and other comprehensive income for the year ended 30 June 2015

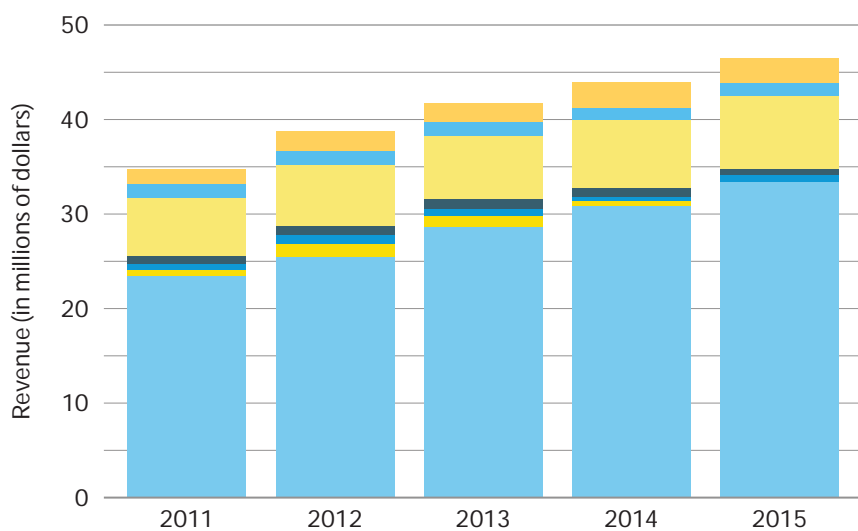
	2015 \$	2014 \$
REVENUE		
Government and non-government grants, client fees and sale of goods		
Residential aged care services	2,294,414	2,269,957
Accommodation and support services	15,614,840	13,652,551
Disability employment services	1,354,349	1,653,993
Community housing services	2,667,531	2,346,096
Funds raised by VincentCare Victoria		
Donations	759,886	449,472
Bequests	59,638	531,864
Interest and investment income	427,528	403,794
Net gain on sale of property, plant and equipment	-	79,552
Total revenue	23,178,186	21,387,279
EXPENDITURE		
Residential aged care services	(2,873,934)	(2,274,490)
Accommodation and support services	(15,764,570)	(13,793,979)
Disability employment services	(1,601,811)	(1,819,379)
Community housing services	(2,358,854)	(2,254,199)
Total expenditure	(22,599,169)	(20,142,047)
Surplus for year from continuing operations	579,017	1,245,232
<i>Discontinuing operations</i>		
Surplus for year from discontinuing operations	291,899	906,742
SURPLUS FOR THE YEAR	870,916	2,151,974
TOTAL COMPREHENSIVE SURPLUS FOR YEAR	870,916	2,151,974

A full copy of VincentCare Victoria's financial statements for the financial year ending 30 June 2015 are available on request.



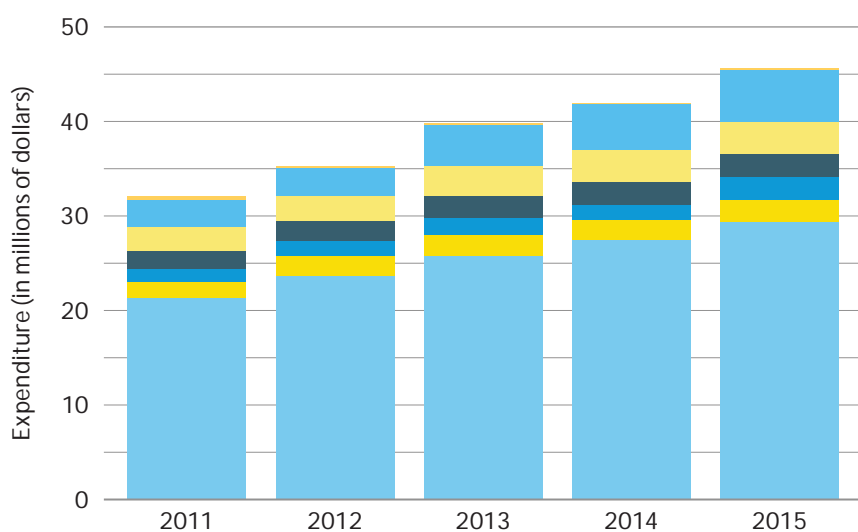
Total Revenue by Service

- Interest and investment income
- Fundraising activities
- Community housing services
- Disability employment services
- Accommodation and support services
- Residential aged care services



Revenue Streams

- Sundry income
- Interest and investment income
- Client / resident contributions
- Sale of goods
- Donations
- Bequests
- Government grants



Expenditure by Source

- Other expenditure *
- Premises costs
- Administrative costs
- Food and resident costs
- Client assistance
- Depreciation and amortisation
- Employee salaries and benefits

* Includes net loss on disposal of property, plant & equipment; interest paid; and cost of goods sold. Excludes impairment expenses.



When Joe (left) first came to Ozanam Community Centre he was living in a rooming house. "I became homeless after the breakdown of my marriage and was suffering from depression and anxiety," Joe says. "I just didn't care about myself anymore."

"I was put on a priority list for housing and got a property. I've been in my little flat for about 10 years now. I pay my rent on time and I'll never be homeless again."

Joe still goes to the Community Centre, but now it's to socialise and volunteer. "The Community Centre has helped me to get my confidence back. They got me back into some training and linked me in with the nurse to give me some assistance with my anxiety and depression."

"They try to help everyone that comes here, whether it's to see the dentist or nurse or anything else they might need. It makes such a difference to so many people's lives."

Craig (right) has been coming to the Ozanam Community Centre on and off for more than 20 years.

When he came to the centre for the first time, he was living on the street so he would have lunch, play some pool and get medical assistance when needed.

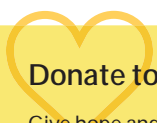
Craig says the Community Centre itself has changed a lot over the years. "I volunteer now, make coffee and serve meals. I try to help out about three days a week."

"I enjoy working. I've always taken from the community, but I now realise you can't be selfish. I'm now able to give something back after being helped out in so many ways."



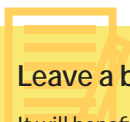


How can you help?



Donate to our work

Give hope and opportunity to the people we care for. Pledge your support via our website; to set up an ongoing donation, call (03) 9611 9200.



Leave a bequest

It will benefit those who need it most. Call (03) 9611 9200 for more information.



Do work that matters

Join the VincentCare team for great career opportunities and benefits. Vacancies are advertised weekly at www.vincentcare.org.au



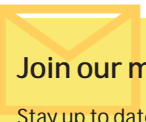
Volunteer with us

Our school, community and corporate volunteers change the lives of our clients. Call (03) 9611 9200 to find out how you can give back.



Follow us on social media

Facebook: VincentCare-Victoria
Twitter: VincentCareVic
Linkedin: VincentCare Victoria



Join our mailing list

Stay up to date with what's happening across VincentCare. Call (03) 9611 9200 or email vincentcare@vincentcare.org.au

Help us put an end to homelessness

Please return this form to VincentCare Victoria
Level 2/452 Flinders Street, Melbourne VIC 3000

Donations can also be made directly via our website
www.vincentcare.org.au or by calling (03) 9611 9200.

All donations over \$2 are tax deductible.

Name

Address

State

Postcode

Phone

Email

☐ Yes! I would love to support the work of VincentCare Victoria by making a contribution of:
\$ _____ Charge the **full amount** to my card listed below.

☐ Yes! I would like to make **regular contributions** of:
\$ _____ Charged to my card listed below.

☐ Mastercard

☐ Visa

Name on card

Card number

Expiry

/

CVV (3 digits on reverse)

Signature

Date





VincentCare
Victoria

Inner Melbourne Community Hub

Ozanam House

- Crisis & accommodation services
- Ozanam catering
- Volunteer program

Case management services

- Outreach to community clients
- Women's early intervention program
- Intensive case management

Ozanam Community Centre

- Initial assessment and planning
- Drop in program
- Meals service
- Client volunteer program
- Visiting services
- Planned activity groups
- Financial wellbeing & capability

Alcohol & other drugs services

- Quin House
- Reconstructing Life After Dependency (RLAD)
- Brief Intervention Program
- Substance Treatment and Recovery (STAR)

Home care packages

Planned activity program

Programs and services

Northern Community Hub

Accommodation services

- Initial assessment and planning
- Tenancy and property management
- Transitional housing management
- Sunbury Gardens
- Independent living units

Family violence services

- Marian Community
- Olive's Place

Support services

- Access & Support program
- Accommodation Options for Families
- Community Capacity Building Worker
- Community Connections Program
- Crisis Support Service

Young adults support services

- Diversity program
- Counselling Service
- First Response Initiative
- Intensive Support Services
- Outreach Support Service
- Transitional Housing Management
- Private Rental Brokerage program
- Youth Justice Community
- Support Service
- Youth Justice Homeless Assistance

HomeConnect

Volunteer program

Home Care Packages

Substance Treatment & Recovery

Seniors' Living Hub

- Bally House
- May Noonan Hostel
- O'Mara House
- St Anne's Hostel
- St Vincent de Paul Nursing Home
- St Vincent de Paul Day Therapy Centre
- Vincenpaul Hostel
- 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.

Contact Us

Central Office

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Fax: (03) 9611 9222

Inner Melbourne Community Hub

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

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

Quin House and
Reconstructing Life after
Dependency (RLAD)
40 George Street
Fitzroy 3046
Phone: (03) 9419 4874

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

Northern Community Hub

Northern
Community Hub
175 Glenroy Road
(PO Box 700)
Glenroy 3046
Phone: (03) 9304 0100

Social Enterprises Hub

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

Seniors' Living Hub

c/o 2/452 Flinders Street
Melbourne 3000
Phone: (03) 9611 9200

Web: www.vincentcare.org.au
Email: vincentcare@vincentcare.org.au



VincentCare
Victoria