



# MOMENTS THAT CHANGE LIVES

VINCENTCARE VICTORIA ANNUAL REPORT 2015/2016



VincentCare  
Victoria





# CONTENTS

From the Chairman	4
From the CEO	5
Our impact	6
Highlights	8
HomeDirect	9
Inner Melbourne redevelopment	10
Moments that change lives	12
Snapshots	26
Financials	44
Excellence Awards	47
Board and Executive Team	48
Our people	49
Frank’s story	50
Programs and services	51

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.

OUR ASPIRATION

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

OUR PURPOSE

To create opportunities and lasting change for the most marginalised.

OUR MOTTO

People, Place ... Purpose

OUR VALUES

- Courage
- Leadership
- Accountability
- Compassion
- Excellence
- Dignity





Rod McDonald

FROM THE CHAIRMAN

On behalf of the Board, I am delighted to present the 2015/2016 Annual Report. VincentCare Victoria has enjoyed another year of significant achievement and growth in our efforts to ensure we remain a vibrant service provider and a prophetic voice in support of marginalised Victorians. Strategic Directions 2015–2018 has focused our work on six key outcome areas: organisational sustainability, strong governance and accountability, effective and innovative leadership, a productive and engaged workforce, valuable stakeholder relationships, and the delivery of effective client outcomes.

Progress to date has been considerable, with several key milestones already achieved. The residential aged care divestment has been completed, including the successful transfer in February 2016 of all staff and residents to leading not-for-profit residential aged care provider mecwacare. Our North Melbourne redevelopment has been taken through to the planning application stage. Efforts to secure external funding to support this redevelopment are well advanced, with the Victorian Government committing \$10 million towards the project. The significant work associated with the implementation of our homelessness recovery service

model, including the completion of stage one of the single client record project. We have established, in partnership with the St Vincent de Paul Society, the HomeDirect private rental/rapid rehousing model for women escaping family violence. We have adopted a Rooming House Policy. Senior management has been restructured to address succession planning for key personnel. A Board Investment Committee has been established. Services have grown in the areas of family violence, home care packages for the aged, financial counselling, emergency relief, and alcohol and other drugs

services, bringing with them more than \$5 million in additional revenue. Mark Stenhouse was farewelled from the Board in February after 10 years' service, including four years as Chair of the Property Committee. I would like to thank Mark for his excellent contribution to the Board and the work of VincentCare over this lengthy period. In May, we welcomed Nancy Huang, Linda Peterson and Brian Tooth as new Directors. Each is a highly respected professional who we are confident will make strong contributions to VincentCare Victoria. It has again been my pleasure to work with all of the Directors and I would like to express my sincere

thanks to them for their support, counsel and professionalism throughout the past year. I would also like to commend our Chief Executive Officer, John Blewonski, for his leadership and commitment to our mission. The dedication and commitment shown by staff and volunteers to those facing disadvantage is clearly evident in this year's Annual Report. On behalf of the Board, I would like to thank them all for their efforts over the past year. Finally, on behalf of all those associated with VincentCare Victoria, I would also particularly like to thank our donors and supporters for their willingness to assist us in our work – your generosity is much appreciated.

I was struck when presented with the theme of this year's Annual Report – Moments that Change Lives – as to how many of us could look back and pinpoint an exact moment in our lives where something changed forever? Our clients come to us from a variety of backgrounds and with varying issues. Their strength and resilience in overcoming significant disadvantage will ultimately be made up of a series of moments, often supported by a committed staff member or volunteer, which will change their lives forever. I have no doubt that each and every day across VincentCare there are moments that have a positive impact on our clients and change lives. It is important that we celebrate those achievements and the incredible work done to make the lives of other people better moment by moment, some of which are highlighted throughout this report. From an organisational perspective there are many things to celebrate this year, including VincentCare successfully passing a quality agency review of our Community Home Support Program and the VincentCare Wellbeing Centre.

The outcome was very positive, with staff and management congratulated for their continuing focus on quality systems and client care as identified in all areas assessed. The Hume Community Hub was established in June 2016, bringing together a range of onsite and outreach services such as family violence, emergency relief and financial programs across the Hume and Goulburn regions. This represents an exciting new chapter of growth within VincentCare, with the enhancement of a range of services that are provided to people at risk of homelessness and those who are experiencing disadvantage in regional centres. Across Australia there are community organisations making a daily commitment to providing high-quality care and/or services to members of their local communities. Quality Innovation Performance (QIP) acknowledges and awards organisations that demonstrate excellence in continuous quality improvement. In early May 2016, QIP announced VincentCare as the winner of the Community Organisation of the Year award.

Our voice in the sector has also continued to grow, ensuring that the experiences of our clients, staff and volunteers are not lost in the formation of policy and influencing reform. In our submission to the Royal Commission into Family Violence, for example, we highlighted the critical relationships between family violence, homelessness and housing. VincentCare has entered into a project with Sacred Heart Mission, St Mary's House of Welcome and the St Kilda UnitingCare – Prahran Mission to investigate the impact of drop-in services, especially for people experiencing or at risk of homelessness. Additionally, during this past year we were involved with a range of projects being undertaken by university-affiliated research bodies and sector networks: A Latrobe University study of clients and service providers investigated the issues for providers and the resident when an older transgender or intersex person enters residential aged care.

A study of homelessness in the north-eastern Victoria (Hume region). An Australian Housing and Urban Research Institute study of private rental brokerage and assistance. The Homelessness Recovery Implementation Group has continued its work to guide and monitor the phased implementation of VincentCare's homelessness recovery service model, which will drive all client service delivery and support people to move through the continuum of care involving client engagement, coordination, case management and client participation. Management and team structures will be reviewed and remodelled throughout 2016–17 to support the formation of cohort-based transdisciplinary teams at the Inner Melbourne, Northern and Hume community hubs. VincentCare's organisation-wide quality framework has now been fully operational for three years. This framework governs system development, review, auditing and continuous quality improvement, integrating the following areas:

service and program development, risk, health and safety, compliance and accreditation, and learning and development. To support the revised organisational restructure and to move the evolution of the quality framework into management and monitoring, several key components of VincentCare's quality systems are now being monitored and administered by a newly created position, VincentCare Quality Coordinator. This role has been created to support compliance with internal quality systems and external accreditation standards. The Quality Coordinator works closely with the senior practitioners to support the implementation of changes to practice that are taking place as a result of the new service model. I would like to thank our Board members for their vision, leadership and professionalism, our dedicated staff and volunteers whose efforts continue to make a vital difference to those most in need – the moments have been many and the achievements throughout the year have been significant.



John Blewonski

FROM THE CEO



## IN VICTORIA ON ANY GIVEN NIGHT

**22,773** PEOPLE EXPERIENCE  
**HOMELESSNESS**



12,968 MALES

9,805 FEMALES

**6,130**

AGED 12-25

**2,710**

AGED 55+



**1,092**

SLEEP ROUGH

### THE MAIN CAUSES OF HOMELESSNESS



DOMESTIC +  
FAMILY VIOLENCE



HOUSING  
CRISIS



FINANCIAL  
DIFFICULTIES

### PEOPLE MAY BE AT RISK OF HOMELESSNESS FROM



COST OF LIVING  
PRESSURES



HEALTH REASONS

MENTAL  
HEALTH ISSUES

SUBSTANCE  
ABUSE ISSUES

LIMITED ACCESS TO AFFORDABLE HOUSING



VincentCare  
Victoria

## VINCENTCARE VICTORIA'S IMPACT



PROGRAMS OFFERED BY VINCENTCARE  
VICTORIA FOR PEOPLE EXPERIENCING  
DISADVANTAGE



**590**

MEN ASSISTED WITH  
CRISIS ACCOMMODATION

**260**

WOMEN + CHILDREN PROVIDED  
WITH HOUSING SUPPORT



EMERGENCY RELIEF  
WAS PROVIDED TO

**187**

ROUGH  
SLEEPERS

**243**



PEOPLE SUPPORTED  
THROUGH PROGRAMS  
FOR YOUNG ADULTS

**123**

YOUNG PEOPLE SECURED  
LONG-TERM HOUSING

**960**



ADULTS + CHILDREN SUPPORTED INTO  
STABLE HOUSING THROUGH HOMECONNECT

**132**

NEW TENANCIES  
ESTABLISHED

**915**



WOMEN + CHILDREN  
PROVIDED WITH  
CRISIS SUPPORT +  
CASE MANAGEMENT

ENABLED **6,456** PEOPLE TO ACCESS  
THE HOMELESSNESS SERVICE SYSTEM

**656**

MEN + WOMEN  
RECEIVED  
OUTREACH  
SUPPORT

**177**

HOME CARE PACKAGES  
PROVIDED TO ENABLE OLDER  
PEOPLE TO REMAIN AT HOME

**69**

RESIDENTS AT QUIN HOUSE ASSISTED IN RECOVERY FROM  
ALCOHOL AND OTHER DRUG DEPENDENCY



**867**

REFERRALS FOR COUNSELLING THROUGH  
SUBSTANCE TREATMENT AND RECOVERY





### National Headset Refurbisher of the Year – Ozanam Enterprises

Ozanam Enterprises was awarded the inaugural National Headset Refurbisher of the Year for 2015.

MNH – which delivers global headsets, kit and laundry servicing solutions to the airline industry - awarded votes throughout the year to refurbishers across Australia from its supplier network.

## HIGHLIGHTS

### Redevelopment funding announcement

The Hon Martin Foley, Minister for Housing, Disability and Ageing, attended Ozanam House in May to officially announce the State Government's funding of \$10 million towards our Inner Melbourne redevelopment. Speaking at the event, the Minister praised the project, saying the redevelopment would ensure more accommodation and support for women and men over a longer time and in a way that permanently solved their homelessness.

### Establishment of HomeDirect

HomeDirect, a joint venture between VincentCare and the Society of St Vincent de Paul, began this year. The program is designed to assist Victorians at risk of homelessness to access the private rental market.

### Program growth in regional Victoria

In response to the growing number of people facing disadvantage in the Hume region, VincentCare established the Hume Community Hub.

The hub provides a range of pre-existing and new services, including family violence support, emergency relief, financial counselling and capability and Home Care Packages.

### Quality Community Organisation of the Year Award

In May, VincentCare was awarded the national 2016 Quality Innovation Performance (QIP) Community Organisation of the Year Award. QIP acknowledges organisations that demonstrate excellence in continuous quality improvement.

### Council to Homeless Persons award nominations

VincentCare's substance management facility, Quin House, and homelessness prevention program, HomeConnect, were nominated for awards at the 2015 Council to Homeless Persons Conference for Excellence in Ending Homelessness among Adults and Older People.

### CEO SleepOut

VincentCare clients and staff took part in a panel presentation at this year's Vinnies CEO SleepOut. Clients outlined the impact that

lack of affordable housing, homelessness, unemployment and family violence has had on their lives. Their courageous and moving accounts led to several of our clients being approached by CEOs attending the event to discuss future job opportunities.

### Updated website

A new VincentCare website was officially launched in March 2016 with an updated look and feel, including easy navigation. The new website includes a comprehensive 'Find Help' section as a resource for people seeking housing and homelessness support.

### Client advocacy

As part of our continuing advocacy work, VincentCare significantly increased its media presence this year. Highlighting the work of the organisation and raising awareness of the issues facing Victoria's most disadvantaged have contributed to the conversation around homelessness and have gone some way in challenging cultural values, resourcing and social priorities.

Our programs, services and clients have appeared on all major

commercial TV network news, ABC TV news and Sky news, on radio with ABC 774 and 3AW, and in the major metropolitan dailies and suburban papers.

### Rough sleepers offered shelter at Bailly Winter House

Bailly Winter House was opened earlier this year as a no-cost temporary shelter over winter for people sleeping rough in Melbourne's CBD.

VincentCare received funding from the Victorian Government to set up Bailly Winter House for men aged 18 years and over who are currently sleeping on the streets, in parks or in vehicles.

Bailly Winter House can accommodate up to 38 men in single rooms, with shared bathrooms and people using the service may stay for one night, or for the duration of the service – up to three months.

While recognising that this is a short-term stop-gap measure, through this venture we not only provide respite for rough sleepers, but clients are also able to engage with support to access longer term housing.

## HOMEDIRECT

### Assisting Victorians at risk of homelessness to access the private rental market

VincentCare's HomeDirect program provides early intervention designed to assist Victorians at risk of homelessness to access the private rental market.

A joint venture between VincentCare and the Society of St Vincent de Paul, the program will initially assist up to 200 vulnerable Victorians and their families to access safe and secure housing.

HomeDirect provides a mix of the following:

#### Head leasing

HomeDirect takes on the responsibility of a lease and sublets to clients. The client pays subsidised rent with the program paying the remainder of the rent to the real estate agent or owner. The lease will be transferred into the client's name usually within 12 months.

#### Client's own lease with a subsidy

The client will receive assistance to locate a suitable property and sign the lease in their own name. HomeDirect subsidises the rent for up to six months and the tenant will then take over the full rental payment.

#### First month's rent in advance

HomeDirect will contribute the first month's rent in advance to provide the tenant with a head start in their new property.

To date, HomeDirect has provided homes for 65 people, including women and their children escaping domestic violence, young people unable to access the private rental market and refugees who had no previous rental history within Australia.

- In the past decade the availability of affordable housing in metropolitan Melbourne has declined from 30.2% to 8.5%.
- In December 2015, only 0.3% of one-bedroom dwellings across inner Melbourne were affordable to single people on a low income.





## REDEVELOPMENT KEY HIGHLIGHTS

- The provision of 134 short, medium and long-term dwellings for Victoria's homeless and most disadvantaged people including independent living units for men and women over the age of 50 years who have experienced homelessness and disadvantage. This increase will support an additional 71 people and, for the first time in Ozanam House's history, support women.
- Support each day for up to 250 people experiencing homelessness via the Homeless Resource Centre. Alongside crisis accommodation, the Centre will provide a homeless drop-in program, homeless health services, case management, counselling, and participation programs.
- The integration of a 'Services Connect for Rough Sleepers' model, enabling men and women sleeping rough to gain access to immediate housing and material support in addition to a coordinated plan supporting engagement with a range of on-site and co-located services.
- The increase in accommodation and range of accommodation types beyond those now available at the site will enable co-located services to work with people over a longer period of time to achieve sustainable outcomes, leading to a significantly increased opportunity for permanently exiting the homelessness system.

## INNER MELBOURNE REDEVELOPMENT

### Expanding our accommodation and services for those experiencing and at risk of homelessness.

VincentCare's Inner Melbourne redevelopment is a once-in-a-multi-generation opportunity to respond to the needs of the most disadvantaged in our community.

For more than 60 years Ozanam House has been providing services to the city's most vulnerable. Originally established as a night shelter for homeless men, Ozanam House has been an essential part of Melbourne's response to homelessness. Our Ozanam Community Centre

offers a wide range of support: it serves almost 150 meals a day, provides showers and laundry facilities, offers housing information as well as recreation and educational activities and art and music therapy, along with on-site medical and allied health services such as a doctor (general practitioner), dentistry, physiotherapy and podiatry.

VincentCare's redevelopment project will rebuild and expand our crisis accommodation services and relocate the Ozanam Community

Centre to Flemington Road. This will create a co-located accommodation and service platform that will enable VincentCare to more effectively respond to people who have experienced homelessness and ongoing financial and social disadvantage.

With construction due to start in 2017, the redevelopment will create a world-class support and accommodation hub providing short, medium and long-term housing solutions in Melbourne's CBD.

The new site will also include a range of health and social services and a café where people who are experiencing homelessness and others in the community can meet.

Once completed, our clients will benefit from an increased availability of accommodation and accommodation types and the synergy of co-located services working together with people over an extended period of time to achieve sustainable outcomes such as behaviour management,

substance recovery and an exit from homelessness.

The rebuilding, expansion and co-location, plus the establishment of a dedicated Homelessness Resource Centre on the same site, will be a Victorian first.

The project has been informed by a range of international, interstate and local homelessness service models and VincentCare's 60 years of experience in delivering homelessness services in Melbourne.





## THE MOMENT WHITNEY AND KILOWAG FOUND A PLACE TO RAISE THEIR FAMILY

When Whitney and Kilowag celebrated the birth of their first child, lack of affordable housing meant that they were living on opposite sides of Melbourne and needed to commute for hours each work day to see one other.

“We tried to find our own place, but no real estate agent would consider our application. We knew we didn’t stand a chance without a full-time job or a car” says Whitney.

“We knew we had to be together and start a life together with our daughter,” Kilowag says. “I said, ‘we can never give up.’”

After several months of trying to secure a private rental and many knock-backs, Whitney contacted VincentCare. “Jimmy, our case manager, turned everything around. We didn’t have big goals, except for wanting to be together, but couldn’t

achieve that on our own. Jimmy helped us to get a home we could finally call our own.

It means everything to have a home to be with Marlee and for all of us to be a family. To us it’s important to have both of her parents live together and raise her equally so she knows both of her cultures.

Marlee can now have a bit of stability. We can do normal things together, watch TV and eat dinner together and be parents and learn new things every day. It’s a safe place and a nice place to come to. We are really happy. Without VincentCare and Jimmy, we wouldn’t have a home together and a place to raise a family.”

Kilowag has now secured employment closer to home and the couple will welcome their second child in November.

VincentCare’s HomeConnect program aims to prevent individuals and families from experiencing homelessness.

HomeConnect links with people before a crisis occurs and provides support to either stabilise their current housing or to find more appropriate housing.

The program also provides support around a range of needs including physical and mental health, education, employment, wellbeing, living skills and social connections.

In the past year, HomeConnect supported 431 people and 529 accompanying children.



# THE MOMENT KEITH DECIDED TO USE HIS EXPERIENCE TO GIVE BACK

Keith, a former client of VincentCare, is now part of our Client Volunteer program. He is studying for a Certificate IV in Alcohol and Other Drugs (AOD) through the Australian Institute of Flexible Learning.

“It’s been difficult at times as I haven’t studied since I finished Year 12, I’ve had to be really disciplined and organised. I decided to study AOD because during my own recovery the workers I really connected with at VincentCare were the ones with the lived experience, so I thought I might be able to help someone else.

I’ve done some talks in front of the class; I couldn’t have done that even six months ago. My confidence and self-esteem have come a long way in my recovery.

The Client Volunteer program at Ozanam Community Centre (OCC) was developed to empower people experiencing homelessness and disadvantage to take part in activities that improve their wellbeing.

Client volunteers work in a variety of roles including delivery of the meal service and drop-in program as well as external volunteer roles.

If I can continue with this I might go on to do the diploma but I’m also keen to get a job and get a foot in the door. I’ve done some peer support training and that was really good and I feel confident I can help people on their own recovery journey.

I recently did a placement at Depaul House. I had forgotten how sick people are at that point and that was confronting. If I can give people the help I got then it will be awesome. A lot of the same staff are still there and they were happy to see me come out the other side. I got to see it from the workers’ point of view and it reinforced that I really want to do this.

It made me realise how far I’ve come and all the work that I’ve done. Maybe I can’t change the world but I can help people get on the right path, and that is worth it.”

The program provides an opportunity for clients to build on existing skills, develop self-esteem and foster social relationships. It also provides pathways to community volunteering, further education and mainstream employment.

In the past 12 months, 19 client volunteers completed 1,881 hours of voluntary work through the program.





## THE MOMENT QUIN RESIDENTS TASTED THE FRUITS OF THEIR LABOUR

“Volunteering at the Collingwood Children’s Farm has been a really positive and popular initiative for our residents who are recovering from alcohol and other drug dependency,” says Conor, a Community Development Worker at VincentCare’s Quin House. “We’ve recently secured a community garden plot for VincentCare’s residents at Quin House/RLAD and have established a variety of vegetable crops.

Our community garden plot provides opportunities to connect to nature and improve health and wellbeing and increases social connectedness. We’ve produced some

delicious meals from the garden including a tomato relish and have donated excess produce.

Quin House residents have been really enthusiastic about getting involved and volunteering with the program at the farm. Friendships have been formed, and residents are enjoying connecting with nature and working cooperatively with each other to maintain the garden and give back to the community. It’s built confidence, knowledge and skill exchange while cultivating self-empowerment and highlighted the importance of sustainable and healthy living.”

VincentCare’s Alcohol and Other Drugs residential facility, Quin House, has extended its program to offer continued support to people with substance abuse issues as they transition back into the community – called Reconstructing Life after Dependency (RLAD).

This program complements the work achieved during people’s stay at Quin House and aims to further assist in recovery, giving people an even better chance of managing addiction issues and taking control over decisions that affect their lives and wellbeing.

The Reconstructing Life After Dependency (RLAD) program supported 55 people in the past year.



## THE MOMENT SHRUTI MADE A DIFFERENCE

“I got married in India in November and moved to Melbourne in December last year. My husband is from Melbourne and I was educated in English so that was not a problem for me; the culture is very different and the accent is very different so that’s been tricky.

When I arrived I was on a tourist visa so I decided instead of sitting at home I would volunteer and that is when a friend who works at VincentCare said to speak to Louise, the Volunteer Coordinator at Ozanam House. I’ve volunteered both at Ozanam House and the Community Centre three days a week for the past six months.

The workers and volunteers both here and in India are compassionate and passionate about what they do.

I’ve now got my resident visa so I’ve just started working at Swinburne

Online as a data analyst. It’s just been a week-and-a-half and it’s going really well. I’m continuing my weekends at Ozanam House.

More than anything I see a big difference in clients between when they arrive and when they leave. I see the impact of all the efforts everyone puts in. I’ve seen how they’ve improved themselves as a person, how they want to work and how they want to contribute. It’s a wonderful experience to be here and witness those changes.

I’ve always enjoyed working with people and helping society and it’s made me understand how Melbourne is and the cultural problems people face here. I wouldn’t know any of that if I hadn’t come here and had just stayed home. Now I understand the kind of problems that disadvantaged people in Melbourne experience.”

VincentCare recognises the important work and generous support of our volunteers across Victoria.

In 2015 three people were commended for their 35 years

of voluntary service to VincentCare – Anne and John Duhau and Fred Pernat.

Collectively, our volunteers contributed 26,800+ hours of support in the past 12 months.







## THE MOMENT TRACE FOUND HER COMMUNITY

Trace has worked in various paid and voluntary roles. While she was completing a training course, however, she began to experience stress and working without support was proving difficult for her.

Ozanam Enterprises was recommended to Trace and she says: “After trying it I absolutely loved it. The people here are absolutely beautiful, I couldn’t be happier. On Tuesday and Thursday I work on the phones and on Monday and Wednesday I’m in the factory.”

“Trace is full of energy and lots of fun,” says Dianne Fieldhouse, Training and Support Manager, Disability Support Services at Ozanam Enterprises. “She’s quite incredible and a really positive and calming influence here. Recently she represented Ozanam Enterprises outside of the workplace and she’s been a really great ambassador.”

“All I really wanted was to work and be involved in the community” says Trace. “At Ozanam Enterprises I feel I can use my initiative and people can rely on me. It’s a really good feeling.”

Ozanam Enterprises is a commercial business that employs people with a disability to refurbish headsets for a major airline, complete various packaging tasks and disassemble TVs and computers as part of an e-waste recycling operation, which diverted 232,283 kilograms of landfill in the past 12 months.

Ozanam Enterprises was established in 1976 and this year will celebrate 40 years of providing

ongoing, stable employment and training opportunities. Supported employees Lee Buchanan and Graham Simmons commenced when Ozanam Enterprises was first established and will celebrate their 40-year milestones this year – a wonderful achievement.

Staff and volunteers also work to foster friendship and fun through group activities, day trips and weekends away with supported employees.



## THE MOMENT SHARON SOUGHT HELP

“I was a farm girl all my life, working in the wool mill and on a beef farm and I really enjoyed that life.

I met my husband more than 50 years ago at a dance. He was nice and kind and was interested in me. About two years later we got married, but marriage wasn’t what I expected. I expected friendship and a partner that would understand me and appreciate me and my care for him.

I tried to make him happy, but I just couldn’t. He was always cross and angry at me. He would pinch and hit me. To him, everything was always someone else’s fault. He always put me down.

A couple of years ago my daughter suggested calling the police. The police officer came to my house and just asked why I’d put up with it for so long. He said ‘You just have to draw a line in the sand’.

I’m in my 70s now, and I’m not sure I’ll have enough funds to buy a house or if I’ll remain renting, but I finally realised I didn’t want to live like that anymore.

VincentCare have really supported me. I have never had as much support in my life. In the past people have abandoned me. All I want now is to have a peaceful future.”

Family violence is the leading cause of homelessness in Australia. VincentCare offers a range of accommodation options, services and programs to assist individuals and families in metropolitan and regional Victoria.

In the past 12 months VincentCare provided crisis support and case management to 366 women and 549 accompanying children. One hundred and seven women and 153 children were provided with housing support, including refuge or emergency accommodation.





## THE MOMENT SUSIE FOUND A PLACE TO FEEL SAFE

Susie is a young, dedicated mum with two small children and a survivor of family violence.

She moved into public housing, but, “I didn’t feel safe. I wanted privacy; I wanted the kids to be able to run around and play and to feel like a normal family.

My car kept getting broken into and I was often asked if I wanted to buy drugs. The elevator was always broken so I had to carry two kids and shopping up and down the stairs.”

Susie says that when she got in touch with her case worker at VincentCare, “it was really helpful because no real estate agent would accept me; I look really young with two small children. My case worker

helped me to fill in all the forms and it was very comforting to know that there was someone there to help.”

This year, Susie finally found an affordable, stable and safe place to call home through VincentCare’s HomeDirect program. The program enables people to access the private rental market.

“Now I’ve got my own place, I can think about the future. I’m planning to go to TAFE next year to study social work.”

According to Susie’s case manager, she is a fantastic mum. “It’s great to see her settle in and be able to set some life goals. She’s now got hope for the future.”

Australia’s housing is among the most expensive in the world with median weekly rent in Melbourne sitting at \$390 – pricing people on a low income out of the market.



SNAPSHOTS



“Regardless of our client’s circumstances we can always help in some capacity. Helping clients with housing difficulties, supporting clients to feel more confident in accessing services, finding a stable home and a sense of community, these are some of the outcomes we’re trying to achieve.”

**Pandeli**  
Drop-in Support Worker



“Ozanam Community Centre has been like a one-stop-shop for me. I can shower, eat and do all the normal things. The first time I came was 1998, and I’ve been coming on and off since then.

I haven’t seen that many changes in Melbourne since 1998; it’s more about the society. It’s a lot more expensive than it used to be so being on government benefits and getting \$150 a week, I can’t come up with \$200 a week to rent a room.

It’s got a lot harder for a lot more people than it used to be. The cost of living has gone up a fair bit and jobs are not that easy to get, and if you can get a job there’s no long-term guarantee of being able to keep it especially for someone not qualified in anything.”

**Peter** | Ozanam Community Centre



“My role as a Home Care Packages (HCP) Case Manager is to work with clients who have come from complex life experiences and to assist them to live independently at home for as long as possible. I work side by side with clients to complete a care plan that supports the choices that they make about how they want to live their lives. I then help clients to achieve these goals. The rewards of working within such a unique program are demonstrated through the independence my clients gain.

I have seen clients who have come from a life of trauma and are now able to live the rest of their days comfortably at home. At HCP we work as a cohesive team to overcome difficulties and challenges to give our clients the best quality service.”

**Mandy** | Case Manager | Home Care Packages



“Today I’m moving into my Office of Housing flat and feel like I’ve won Tattslotto. From today, I am no longer homeless.

I can’t tell you how many plans I have for my life, but they’ve all revolved around getting somewhere to live. When you’re homeless you can’t think about plans. It’s a challenge just to fill your day, not spending any money.

It’s frustrating, but you have to be patient and persistent. For people out there still, I would like to say, it does take time, but it will be alright.”

**Carlos** | Ozanam Community Centre



“I started volunteering about ten years ago when I was introduced to Ozanam House through a colleague. It was a great experience and made me realise the reality of what some people experience. When I started with Allianz I was put on the Victorian Leadership Team and in that role I wanted to drive and raise awareness of the Community Service Day that’s available to all staff.

Ozanam House was the first thing that came to my mind and I thought it would be fantastic for Allianz staff to support the great work of VincentCare and Ozanam House. It has been a fantastic experience. Our volunteers do an orientation session before they do meal assistance, serving and cleaning in the kitchen, generally in a group of two or three. I’m of the opinion that you need to give something back.”

**Brett** | Corporate Volunteer



“I started working at VincentCare in February and have long had a passion to support women impacted by family violence and those facing disadvantage.

I see our clients being empowered and we’re enabling them to make changes in their own lives and helping them to take back what was stolen from them – confidence and self-worth. It is not a simple quick fix; it’s an ongoing process of working towards that equality for women in society and working towards that cultural change in the community. It’s about the little connections – those relationships that you build with clients to see there is someone there they can feel safe with and understood by and listened to and that there is a light at the end of the tunnel.

“It is a diverse role that ranges from providing something as simple as a referral to change a woman’s future to providing support with a court case to protect herself and her family.”

**Selena** | Family Violence Case Worker



## THE MOMENT DAMIEN DISCOVERED ART

“Addiction has always been part of my life.

Everywhere I went there was always drugs. I’d disappear for a few years and then I’d ring my mum when I needed her to bail me out in Canberra or Sydney.

Art saved me. Art was the big thing; it was a harm minimisation strategy for me. Now it’s my world and it’s so great. It slows me down and is ultimately good for me. I knew I had to be honest to myself. I had to make changes.

I’d been going to Ozanam Community Centre and Maria, the Client Volunteer Program Worker, really got behind me and encouraged me to practise my art and work towards submitting an entry into the Midsumma Festival art prize. She’s been so encouraging and supportive.

My art gives me a way to really express my identity and the things that shape me. The symbols I use tell a story quickly. They can trigger

memories of using. I still get triggers, but I’m aware of them now. I wanted to use the symbol of the needle as drugs are everywhere. I wanted the flag to be so glossy and beautiful because my community is big and beautiful.

When I first started I worried about making mistakes, but now I realise there are no mistakes in art and you can work with your mistakes.

I recently did a torso with the transgender flag on it to promote the issues for transgender people. I gave it to the local transgender support group; they’ve always been there for me. When I first left home they supported me and were like a family for me.

I’ve finished my trial for Client Participation Volunteer at Ozanam Community Centre and they’ve let me loose in the kitchen! I like to sort out the pantry, I have labels for everything. I’d like to eventually do some peer education work and use my art to facilitate that somehow.”

VincentCare is working to achieve Rainbow Tick Accreditation. This accreditation supports organisations to understand and implement LGBTI inclusive service delivery and reassures LGBTI clients and staff that a Rainbow Tick organisation will be aware of and responsive to their needs.

Organisations that are Rainbow Tick accredited are demonstrating their commitment to LGBTI pride, diversity and inclusion. They are letting their

LGBTI consumers, staff, clients and community know that they will receive inclusive services from the moment they step through the door.

Young people who identify as gender diverse, transgender or sexually diverse are particularly vulnerable and over-represented in the homeless population. Estimates of the number of LGBTI-identifying young people in the homeless population range from 20 to 40 per cent.



# THE MOMENT MARYANNE FOUND ‘HOME’

Maryanne is the mother of five gorgeous boys. She’s a fun and gregarious young woman, but it hasn’t always been that way. Wendy, a family violence worker at VincentCare’s Hume Community Hub, recalls: “When Maryanne first joined our peer support group, Touch Base, she struggled to even speak two words she was so traumatised. She’s come a long way.”

After many years of emotional, physical and financial abuse, Maryanne is now living a full life with her once-estranged family and friends, happily working and volunteering, and is motivated to empower other women experiencing family violence.

I feel safe where I am living now; I’m back where I belong. My sister

lives next door and my mum is close. We’re making up for lost time. This is my freedom, I can just breathe. I relax.

The help of VincentCare has done so much to protect me, the kids and my home. I now have a security system on the house and a BSafe button.

Each week I meet with the girls at the Touch Base support group and see their strength and confidence. I see them getting better and recover from their experiences each day. It validates the journey that we’ve all been on. I want to tell anyone that has experienced family violence ‘you will make it. It took me 50 attempts at breaking free, but I made it in the end!’”

The BSafe program enables victims of family violence to remain safely in their own homes and communities.

Bsafe is a personal alarm system and risk management service for women and children who have experienced family violence.

In the past year VincentCare has provided 22 families with a BSafe alarm.

At the 2015 Victorian Regional Achievement and Community Awards, this program won the VACC Regional Safety Award.







## THE MOMENT SHANE DISCOVERED ELVIS

"About 16 or 17 years ago I was homeless. I would come to Ozanam Community Centre to shower and get a feed and I just kept coming back. I met up with an old country and western singer and I got to know him and we became friends. He taught me how to play guitar.

I've always loved Elvis and Johnny Cash, but I never knew how to play their songs. He taught me how to play them on the guitar.

I've got somewhere to live now but I still come here. I like it here and I like to play guitar and try to cheer people up!

When I first started learning the guitar I said they should have a music group here. There's a lot of homeless people with a talent – just because they're homeless doesn't mean they're not talented.

Music is the best thing for depression. If I ever get depressed I get my guitar out and start singing and playing my guitar and after that I'm all cheered up again.

Every day I have a new song in my head and I sing it to myself all day and that is the best therapy. Having a nice song in your head is better than any drug you can take and better than thinking negative things. It is how I deal with my depression; I don't take drugs. I'm going well and heading to where I want to go."

The benefits of music and music therapy are well documented. For people experiencing homelessness and disadvantage, participation in music therapy and being part of a group making music can create a sense of achievement, belonging and capability. It provides the opportunity to build self-esteem and confidence.

Music can also be cathartic, helping to relieve the symptoms of stress, anxiety and depression. At VincentCare participants in the program become part of a community of like-minded people with the opportunity to build shared experiences.

The music group runs alternate weeks at Ozanam House and Ozanam Community Centre.



## THE MOMENT ROBYN, AND COUNTLESS VICTORIANS, WELCOMED THE 227 RECOMMENDATIONS MADE BY THE ROYAL COMMISSION

“Having had the privilege to give evidence at the Royal Commission on the impact that family violence has on the homelessness service system, it is pleasing to see so many recommendations put forward across a variety of platforms,” says Robyn, Accommodation Services Manager - Family Violence.

“The Victorian State budget has allocated \$152 million in 2016/17, which is already starting to roll out through a ‘Housing Blitz’. This will improve access to crisis accommodation, replace existing refuges with better facilities, create 230 additional social housing properties and provide rental assistance and flexible support packages so that those who are able to do so safely will be able to stay in their own homes.

For women and children wanting to leave abusive situations,

other recommendations have opened up a broader range of opportunities.

The creation of Safety Hubs and frontline policing will provide information and services in local areas. The increase in help available will assist in providing support for women in the decisions they want to make for themselves and their children.

Family violence training delivered to key workers in hospitals and schools will create a pathway for better understanding of the complex issues women face. This will assist women in making the decision to break with abusive and destructive relationships by knowing they can feel confident about the variety of services that can provide assistance and hope for them to be able to re-establish their lives in a safe and secure way.”

As part of this Royal Commission, the State Government has committed to expanding the ‘Safe at Home’ approach for victims of family violence. This aims to support women and children to remain safely in their homes to minimise disruption of family, social and community supports.

VincentCare’s family violence services in Shepparton have received funding to run a Safe at Home program that will provide short-term accommodation, electronic safety devices and police monitoring.



# THE MOMENT CARL'S LIFE CHANGED FOREVER

"If Ozanam House wasn't here, I wouldn't be here. I grew up in orphanages and slept on the streets for many years.

I think there's a disconnect in society; people who haven't experienced the vulnerability of being homeless. I don't think they understand. There's not enough information for the public and they don't understand or don't want to understand why people are really there. I want the public to understand rather than judge us.

I'm 62; I spent 30 years on the streets. I'm one of the lucky ones. Now I live in a unit; I've got more than I've had in my whole life. It's very precious. I feel very privileged. Everyone is helping me so much I am in a good place now and feel very positive.

I'm able to work at the Ozanam Community Centre as a volunteer, and I find that helps me as it gives me something to do and people to communicate with. Because many of the people that come to the centre are still out living on the streets I can talk with them and show them that things can change.

I also do my magic tricks at the centre. Doing my magic is the best feeling you could ever have in your life, not just because you are giving for nothing but the fact that people light up. Before I do the trick they will be standing there with worries in their heads, thinking about the things that the world has put on them, and as soon as you do a bit of magic in front of them those thoughts have gone for that time, so you've made some progress in that person's life, and that makes me feel good. That's my payment and what I get out of it.

Life does change and it gets better for us."

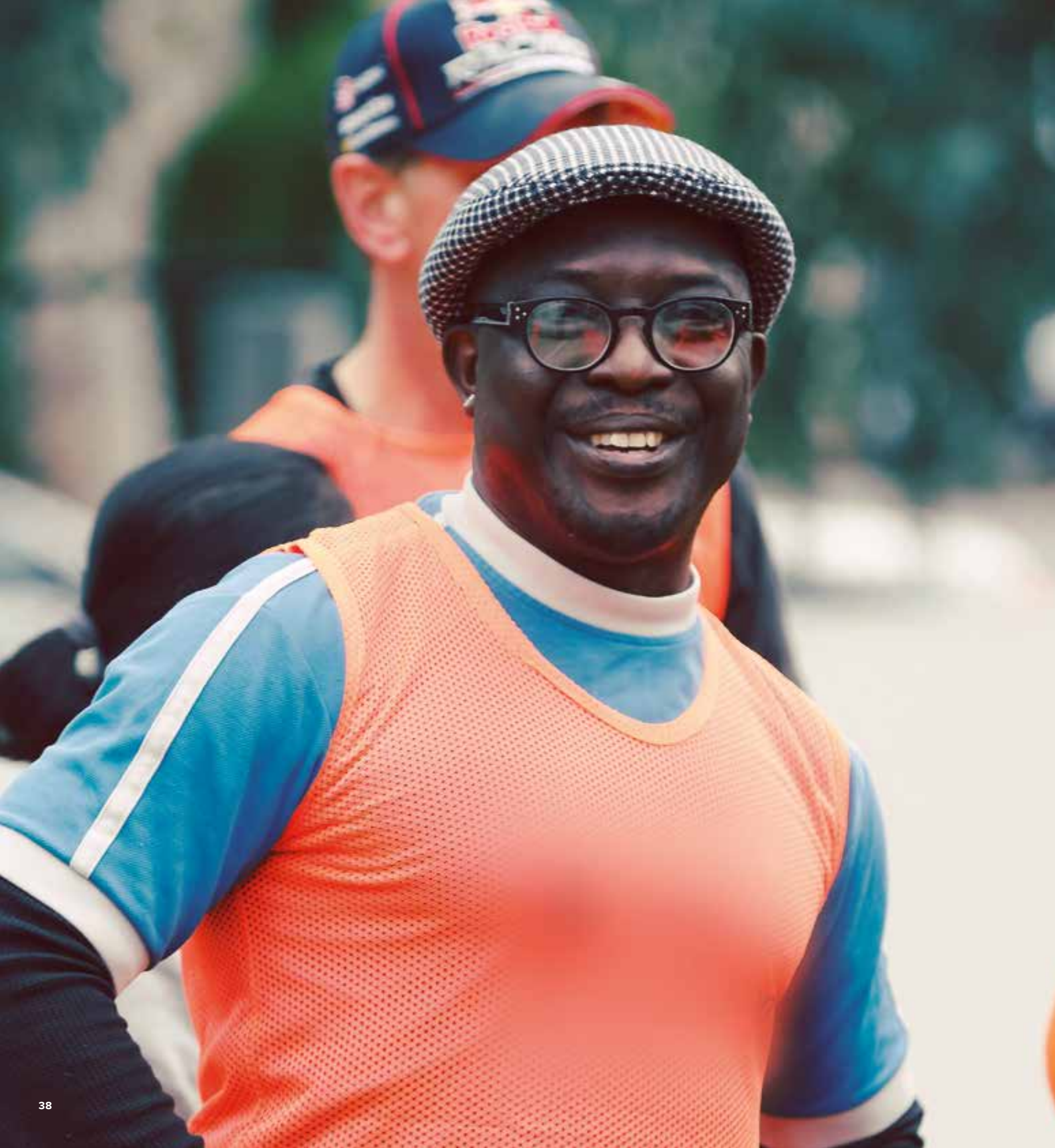
Since 1953 VincentCare's Ozanam House has provided crisis supported accommodation to single adult men aged more than 18 years with multiple and complex needs.

During the past year the service has provided 590 men with accommodation support and emergency relief to 187 rough sleepers.

Ozanam House is staffed 24 hours a day, seven days a week.







## THE MOMENT BOBBY SAW THE IMPACT OF PROVIDING A SAFE, STABLE AND AFFORDABLE HOME

"I'm a Tenancy and Property Manager at VincentCare's Northern Hub. My job involves finding new properties for clients referred to us, and helping them to sustain their property and working with other government agencies to find the best outcome for clients. We make sure we don't just put them in a house, but also provide the support and amenities to sustain the tenancy.

My clients are diverse and could be a young person who has just become homeless or a sole parent with a couple of children or a person approaching retirement. Our clients are also from a diverse range of ethnic, cultural and religious backgrounds.

The main issue that I see is that many of our clients have

experienced family violence so we provide them with a transitional house, which allows them to develop a sense of belonging. It's something I'm really proud of. Other disadvantages our clients may face include mental health issues.

It's satisfying when I see that securing a tenancy actually gives people such a sense of relief that there is help available to them. You can actually see the relief in people's faces.

Recently, I helped sign a lease for a young woman and when I gave her the key she burst into tears. They were tears of joy. To finally move away from violence and abuse into her own house was such an amazing relief for her."

The Tenancy and Property Management team manages short to medium-term transitional housing.

The team coordinates the administration of tenancies and properties and seeks to address the barriers to securing and maintaining long-term housing for people experiencing disadvantage.

Properties are matched based on greatest need, location and household size.

In the past 12 months, 121 clients in transitional housing were relocated to more permanent housing through VincentCare's Tenancy and Property Management Team.



## THE MOMENT IAN CURLEY REALISED HOW LUCKY HE WAS

“As a young man I made a couple of decisions that eventually led to me sleeping rough for a few nights. That experience made me realise anyone is only a couple of steps away from experiencing homelessness.”

Executive Chef Ian Curley from the Melbourne restaurants The European and Kirks Wine Bar has volunteered his time, talents and material aid to VincentCare for several years.

“I realise how lucky I am to do what I do, so I want to share that, to help people learn how to cook and budget and fend for themselves. I go to VincentCare’s Quin House and teach people about budgeting, to make the

most of their money when buying food, and to make the most of what they buy when they prepare and cook it.

When someone’s been homeless for a while, food and nutrition often become unavailable or unattainable. The skills can be lost or might never have been learnt, so to begin living independently again it’s important to know the best ways to feed yourself on a budget.”

Ian has also helped connect VincentCare with suppliers who donate food to the Ozanam House and Ozanam Community Centre food service.

Many generous individuals, sporting and community groups, schools and corporate organisations have offered a raft of support to assist VincentCare to create opportunities and lasting change for the most marginalised Victorians.

People have contributed by teaching clients new skills, provided hands-on assistance at our sites and donated food and material aid to help those who need it most.

We have many kind contributors including The Ansaar Project, CareWorks SunRanges, CRC Sydenham, The Drop Off Box Project, Epping RSL Poppy Ladies, FareShare, Foodbank, The Footpath Library, Golden Plains and Western Plains Pork, The Gift of Sox, Good Shepherd Wheelers Hill, gOworkskills, Kogo (Knit One Give One), OzHarvest, Padua College, Pinchapoo, Rosedale Golf Club, SecondBite, Share The Dignity, Swags for Homeless, Vasey RSL Care, Vietnamese Community in Australia and Wear for Success.





# SNAPSHOTS



“Over the past three years I have worked as a dental assistant at Ozanam Community Centre in North Melbourne. I enjoy the work there and feel privileged to be a part of a great service supporting the homeless.

Although there are times when some patients can be more of a challenge than others, it’s very rewarding to see the change and improvement over a course of treatment. Patients often come to us in a very desperate, angry state feeling frustrated and scared.

It takes considerable time and patience to help repair the damaging effects that homelessness has on a person’s self-esteem and health. Over time, as trust is gained and confidence grows, you start to see the real person emerge and open up about who they are. You learn a lot about their struggles and daily issues.

For many this is a new start on the road to recovery and a hope to accomplish further goals in the future.

Going to see the dentist can be a very stressful experience culminating from past negative experiences and mistrust. We aim to reverse those fears with kindness, compassion and support.

The homeless can face serious dental issues such as gum disease, pain and tooth loss. This impacts hugely on their quality of life – many having difficulties with speaking, chewing and social interactions.

Quite a few former patients still remain in contact with us today.”

**Linda**  
Dental Health Services Victoria  
Dental Assistant



“I’m the Team Leader for a program that works with young people who have spent time in a youth justice centre and who have experienced homelessness. This client group is so diverse – young people that end up engaging with youth justice are far from a homogenous group but generally share a common experience – marginalisation and vulnerability.

Many have experienced long-term mental health issues. Some have alcohol and drug dependencies. Often they grow up with poor or absent parental role models. Part of our role is to support our clients with these issues so they can obtain stable, sustainable housing and cease their offending behaviour.”

**Joshua** | Team Leader | Young Adults

“I coordinate all case management services for clients residing at Ozanam House as well as clients that are engaged with our Outreach Programs. I love working at Ozanam House and enjoy supporting the clients to help them address the issues that has led them to become homeless.

The Case Management team is very focused on achieving the best outcomes they can with their client group. Ozanam House can provide a very safe secure environment for people experiencing crisis and you can often see the benefits for clients in a very short period of time as they access meals, a good night’s sleep and support regarding their goals.”

**Darren** | Team Leader | Inner Melbourne Community Hub Case Management Services



“The security of the Home Care Package is a God bless, it’s with me for life now. I’d be buggered without my Home Care Package.”

**Andy**  
Home Care Package recipient



“I sing in the Australian Welsh Male Choir and we travel the world. I’ve been overseas four times and early next year I’m going to China, Hong Kong and Taiwan. I like coming to Ozanam Enterprises to work and I enjoy doing other things with my friends from here. We went on the Puffing Billy train recently; I hadn’t been on it since the 1980s. It’s a bit of a tradition. I’m currently learning how to do the new headsets. I have a special box which is secured to the table so I can wind the cord around.”

**Kristian** | Ozanam Enterprises



“I provide a financial counselling service and advocate and negotiate on our client’s behalf. I assess their situation and provide information about their financial options and their legal rights and responsibilities. Additionally I can provide them with support and advocacy when required and with information on things such as concessions, grants and alternatives they may not have considered.

Debt comes from a number of different sources. It could be in relation to utility costs, telephone bills that escalate or inappropriate plans. It could be to financial institutions, banks, or small money lenders, credit cards and loans or consumer leases such as the rent to buy products. Often clients don’t understand a contract or how much they are paying. Fines and infringements impact our clients greatly. I also provide people with information on the process of bankruptcy and navigating Centrelink. Often people are foregoing basic necessities such as food and heating in order to pay their ever growing debts.

Just the opportunity to talk about their financial situation alleviates a lot of the stress for people; there’s often shame and guilt for people who have accumulated debt. When you provide people with information and options it gives them more power. I can’t give them more money or make the debt disappear, but if they don’t get caught up with these issues again then that’s a good thing.”

**Liz** | Financial Counsellor



# FINANCIALS

## Consolidated statements of profit or loss and other comprehensive income For the year ended 30 June 2016

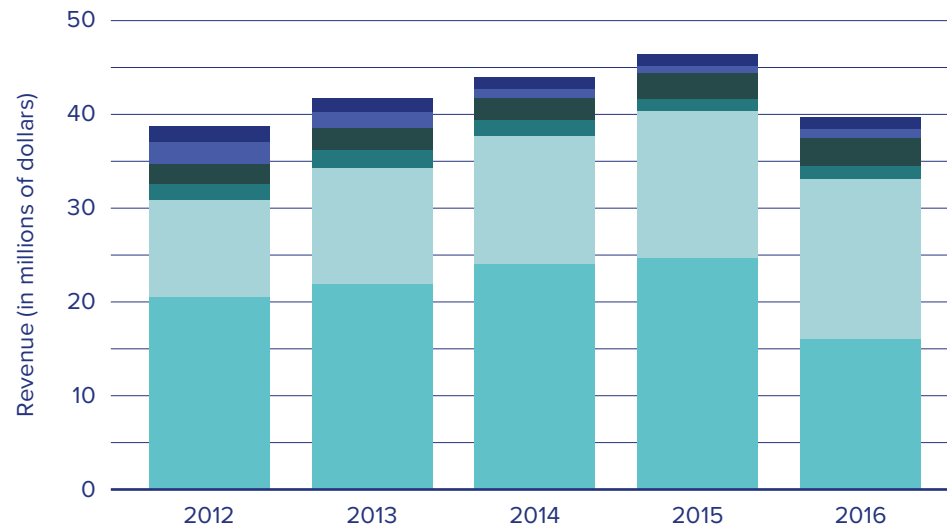
	Consolidated Entity 2016 \$	Consolidated Entity 2015 \$
<i>Continuing operations</i>		
<b>REVENUE</b>		
<b>Government and non-government grants, client fees and sale of goods</b>		
Accommodation and support services	17,032,157	15,614,840
Disability employment services	1,404,930	1,354,349
Community housing services	2,985,280	2,667,531
<b>Funds raised by VincentCare Victoria</b>		
Donations	793,782	759,886
Bequests	153,164	59,638
Interest and dividend income	1,171,078	329,613
<b>Total revenue</b>	<b>23,540,391</b>	<b>20,785,857</b>
<b>EXPENDITURE</b>		
Accommodation and support services	(17,820,578)	(15,764,570)
Disability employment services	(1,583,785)	(1,601,811)
Community housing services	(2,582,255)	(2,358,854)
Impairment expense	(261,646)	-
Increase in depreciation arising from the change in useful lives of property, plant and equipment	(940,246)	-
<b>Total expenditure</b>	<b>(23,188,510)</b>	<b>(19,725,235)</b>
<b>Surplus for year from continuing operations</b>	<b>351,881</b>	<b>1,060,622</b>
<i>Discontinued operations</i>		
<b>Surplus/(deficit) for year from discontinued operations</b>	<b>21,931,421</b>	<b>(189,706)</b>
<b>SURPLUS FOR THE YEAR</b>	<b>22,283,302</b>	<b>870,916</b>
<b>Other comprehensive income</b>		
<b>Item that may be reclassified subsequently to profit or loss:</b>		
Available-for-sale financial assets		
Net fair value loss on available-for-sale financial assets during the year	(307,306)	-
<b>TOTAL COMPREHENSIVE SURPLUS FOR YEAR</b>	<b>21,975,996</b>	<b>870,916</b>
Surplus attributable to: Owners of the organisation	22,283,302	870,916
Total comprehensive surplus attributable to: Owners of the organisation	21,975,996	870,916

## Consolidated statements of financial position As at 30 June 2016

	2016 \$	2015 \$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	39,380,661	34,314,841
Trade and other receivables	1,060,322	1,034,632
Inventories	11,677	17,898
Other assets	162,299	374,087
Financial assets	1,000,000	-
	41,614,959	35,741,458
Assets classified as held for sale	-	33,973,102
<b>TOTAL CURRENT ASSETS</b>	<b>41,614,959</b>	<b>69,714,560</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	34,848,386	-
Property, plant and equipment	14,989,449	15,818,489
Intangible assets	190,217	1,065,225
<b>TOTAL NON-CURRENT ASSETS</b>	<b>50,028,052</b>	<b>16,883,714</b>
<b>TOTAL ASSETS</b>	<b>91,643,011</b>	<b>86,598,274</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,303,361	1,187,449
Provisions	2,008,000	2,278,082
Other liabilities	2,780,975	4,631,978
	6,092,336	8,097,509
Liabilities associated with assets classified as held for sale	-	14,859,983
<b>TOTAL CURRENT LIABILITIES</b>	<b>6,092,336</b>	<b>22,957,492</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	312,537	378,640
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>312,537</b>	<b>378,640</b>
<b>TOTAL LIABILITIES</b>	<b>6,404,873</b>	<b>23,336,132</b>
<b>NET ASSETS</b>	<b>85,238,138</b>	<b>63,262,142</b>
<b>EQUITY</b>		
Contributed equity	34,347,401	34,347,401
Reserves	5,015,396	5,650,738
Accumulated funds	45,875,341	23,264,003
<b>TOTAL EQUITY</b>	<b>85,238,138</b>	<b>63,262,142</b>



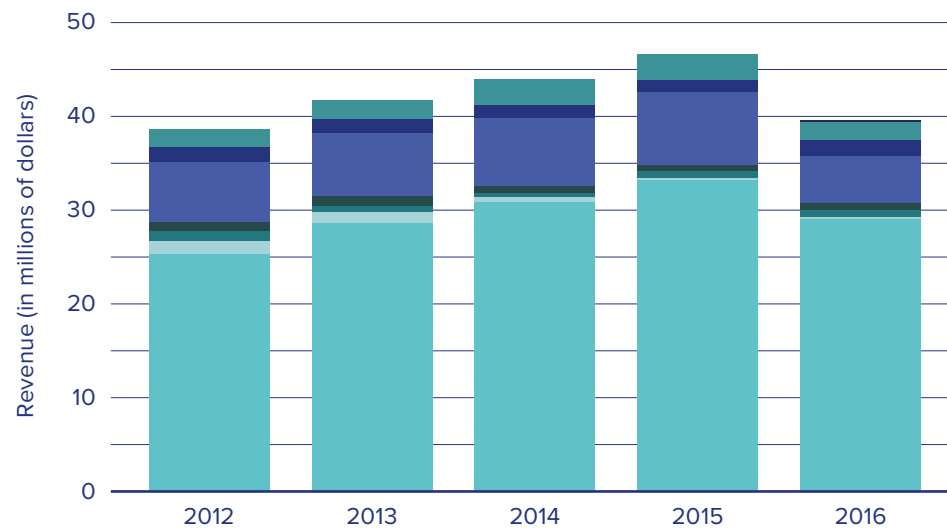
# FINANCIALS



## Total Revenue By Service

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

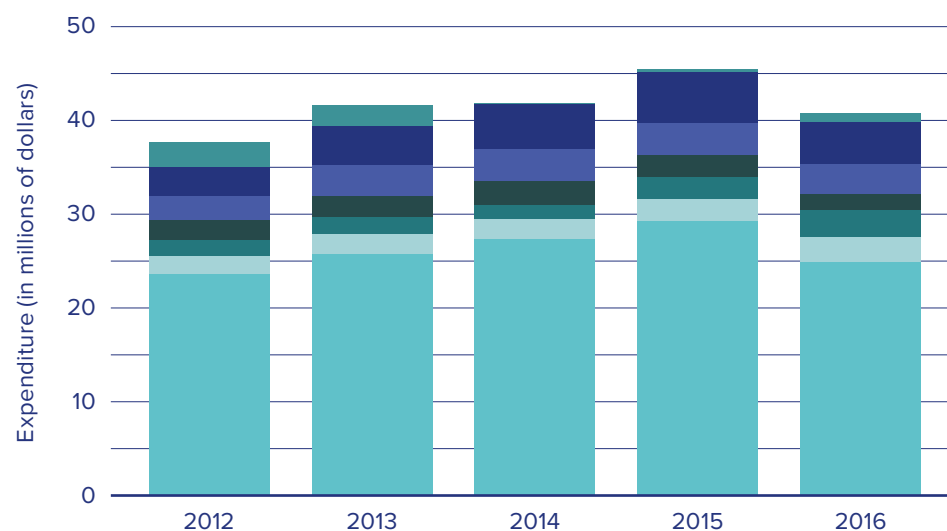
Excludes: **gain on discontinuance** (2016 \$23.5M); **net gain on sale of property, plant & equipment** (2014 \$0.08M).



## Revenue Streams

- HomeDirect program contribution from the parent entity
- Sundry income
- Interest & dividend income
- Client/resident contributions
- Sale of goods
- Donations
- Bequests
- Government grants

Excludes: **gain on discontinuance** (2016 \$23.5M); **net gain on sale of property, plant & equipment** (2014 \$0.08M).



## Expenditure By Source

- Other expenditures
- Premises costs
- Administrative costs
- Food & Resident Services
- Client Assistance
- Depreciation & amortisation
- Employee salaries & benefits

A full copy of VincentCare Victoria's financial statements for the financial year ending 30 June 2016 are available on request.

# EXCELLENCE AWARDS

The annual VincentCare Victoria Excellence Awards recognise the outstanding contribution made by our staff and volunteers across the organisation. The awards showcase the initiative, commitment and enthusiasm ingrained in the practice and mission of VincentCare Victoria. This year's winners are:

## Innovation

**Bailly Winter House Project Team**  
Inner Melbourne Community Hub/  
Central Office

## Improvement

**Tracy Eden**  
Ozanam Enterprises

## Exceptional Client Service

**Iolanda Trifunovic**  
Northern Community Hub

## Emerging Leader

**Nicole Robinson**  
Hume Community Hub

## Outstanding Volunteer

**John Duhau**  
Inner Melbourne Community Hub

## Best Outcome

**Debbie Excell**  
Ozanam Enterprises

## High Performing Team

**Planned Activity Group (PAG)**  
Inner Melbourne Community Hub

## Adding Value

**Louise Augustinus**  
Inner Melbourne Community Hub

## Ozanam Travelling Scholar

**Lisa Sammut**  
Central Office

# SERVICE AWARDS

## 20 years

Kerri Callaghan

## 25 years

Debbie Excell  
Kim Grosser  
Sharon Gorway

## 35 years

Sally Feather  
Andre Middendorp  
Brian Whitehouse

## 40 years

Lee Buchanan  
Graham Simmons

## OZANAM TRAVELLING SCHOLAR 2015

Justin Bennett, Team Leader at Ozanam Community Centre, was the winner of the Ozanam Travelling Scholar Award for 2015. The award enabled Justin to extend his knowledge of social justice and homelessness prevention.

"The Ozanam Scholarship was a valuable experience, allowing me to go to two conferences. The first was 'Social justice in the global city', which looked at effective ways to disperse distressed areas to avoid poverty in concentrated

areas. I networked with many academics and researchers around this issue.

The second conference was looking at the Housing First Model approach and how it has rolled out across the United States and internationally. It was clear that the housing affordability crisis is universal and there is a radical need for providing innovative, safe and secure housing on a more immediate basis to deal with the surge in rough sleeping that is clearly hitting large cities."





# BOARD AND EXECUTIVE TEAM

## BOARD



**Rod McDonald** Chairman  
**Adriana Zuccala** Deputy Chair  
**Haydn Harrison** Treasurer  
**Catherine Collins**  
**Nancy Huang**



**Maurice Joyce**  
**David McFadyen**  
**Linda Peterson**  
**Linden Smibert**  
**Brian Tooth**

## EXECUTIVE TEAM



**John Blewonski** Chief Executive Officer  
**Jane Daniels** Deputy Chief Executive Officer  
**Brad Jordon** Chief Operating Officer  
**Michelle Barrand** Project Manager

# OUR PEOPLE

STAFF

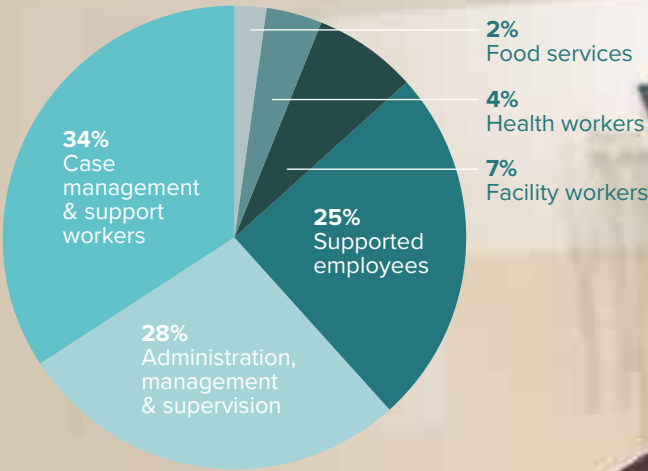
283

VOLUNTEERS

1,497\*

26,819\* VOLUNTEER HOURS SUPPORTING OUR WORK

\* APPROX. FIGURES



LONG SERVING STAFF

40% of all staff members have been with the organisation for more than five years

89 MORE THAN 5 YEARS

25 MORE THAN 20 YEARS



# FRANK’S STORY



“I just like to help other people. I want to help people who are not so fortunate.

Things have changed quite a bit from when we first started at Ozanam House in 1982. Back then we had to help the guys with the showers and their clothes were fumigated. They were issued with pyjamas and a dressing gown and thongs and then would go off to sleep and we’d get their clothes freshly laundered for the next morning.

We had about 150 volunteers in the 1980s and at least a dozen volunteers on each evening. Now it’s just three people each evening and it only takes us about an hour to have everyone go through.

We saw a change in the clients over time. It used to be an older generation recognised as homeless and alcoholics; we saw the same people month after month. Now it’s different from month to month and people are aged between 25 and 50.”

VincentCare Victoria relies on the generosity of volunteers to help provide care, hope and advocacy for people facing disadvantage. We are incredibly grateful to all our volunteers and very lucky to have committed, long-term volunteers such as Frank Hurley (pictured left). Frank volunteered at VincentCare for 34 years, only retiring early in 2016 at the age of 92.

Back in 1982 Frank first went to volunteer at Ozanam House on a Tuesday evening with a colleague. Over the decades, Frank has seen the homeless sector develop and evolve and he has also seen the role of volunteers change.

Frank’s service to thousands of clients at Ozanam House, his friendship and guidance to the members of staff and other volunteers has been invaluable and will be missed.

Dear Frank,  
*The Dream Team is no longer.*

*We will miss your enthusiastic and dedicated service to VincentCare for more than 30 years.*

*We will miss your stories of who you are and where and what you did with your life, especially the travel, sports, family and experiences in Japan after World War II.*

*Most of all, we will miss you working alongside us. Enjoy your well-earned retirement.*

*With much love Helen and Danny*  
*(Fellow volunteers and part of The Dream Team)*

# PROGRAMS AND SERVICES 2015/2016

## INNER MELBOURNE COMMUNITY HUB

- Ozanam House**

  - Crisis accommodation services
  - Ozanam catering
  - Volunteer Program

**Case management services**

  - Case management support to Ozanam House
  - Women’s Early Intervention Program
  - Intensive Case Management Program
  - Adult outreach services

**Ozanam Community Centre**

  - Initial Assessment and Planning
  - Drop-in Program
  - Meals service
  - Client Volunteer Program
  - Allied Health Services
  - Financial Counselling and Capability

**Alcohol and other drugs services**

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

- Planned activity programs**

**Home Care Packages**

**HomeDirect**

## NORTHERN COMMUNITY HUB

- Accommodation services**

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

**Family violence services**

  - Olive’s Place

**Support Services**

  - Access and Support Program
  - Accommodation options for families
  - Community capacity building and counselling services
  - 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

**Volunteer Program**

**Substance treatment and recovery (STAR)**

**Home Care Packages**

**HomeDirect**

**HomeConnect**

## HUME COMMUNITY HUB

- Family Violence Services**

  - Marian Community

**Emergency relief**

**Financial counselling**
- Home Care Packages**

**HomeDirect**

**HomeConnect**

## SOCIAL ENTERPRISES HUB

Ozanam Enterprises

## SENIORS LIVING

Wellbeing Centre

Home Care Packages





## CONTACT US

### Web

[www.vincentcare.org.au](http://www.vincentcare.org.au)

### Email

[vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

### CENTRAL OFFICE

#### VincentCare Victoria

Level 2, 452 Flinders Street  
Melbourne 3000

#### Mail

PO Box 13305  
Melbourne Law Courts 8010

**Phone** (03) 9611 9200

**Fax** (03) 9611 9222

### INNER MELBOURNE COMMUNITY HUB

#### Ozanam House

179 Flemington Road  
North Melbourne 3051

**Phone** (03) 9329 5100

**Fax** (03) 9329 8727

#### Ozanam Community Centre

268 Abbotsford Street  
North Melbourne 3051

**Phone** (03) 9329 6733

**Toll free** 1800 825 955

**Fax** (03) 9328 4613

#### Quin House & Reconstructing Life After Dependency (RLAD)

40 George Street  
Fitzroy 3046

**Phone** (03) 9419 4874

**Fax** (03) 9419 4723

#### Home Care Packages

197 Flemington Road  
North Melbourne 3051

**Phone** (03) 9321 2912

**Fax** (03) 9348 9276

### NORTHERN COMMUNITY HUB

#### Northern Community Hub

175 Glenroy Road  
Glenroy 3046

**Mail** PO Box 700  
Glenroy 3046

**Phone** (03) 9304 0100

**Toll free** 1800 618 468

**Fax** (03) 9304 0111

### SOCIAL ENTERPRISES HUB

#### Ozanam Enterprises

59-61 Yuilles Road  
Mornington 3931

**Phone** (03) 5975 5341

**Fax** (03) 5975 9640

### HUME COMMUNITY HUB

#### Hume Community Hub

262 Maude Street  
Shepparton 3630

**Phone** (03) 5831 1840

**Fax** (03) 5831 4592



**VincentCare**  
Victoria



# HOW CAN YOU HELP?

## DONATE TO OUR WORK

Give hope and opportunity to the people we care for. Pledge your support via our website, [www.vincentcare.org.au](http://www.vincentcare.org.au), or to set up an ongoing donation call **(03) 9611 9200**. All donations over \$2 are tax deductible.

## LEAVE A BEQUEST

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

## WORK WITH US

Join the VincentCare team for great career opportunities and benefits. Vacancies are advertised weekly at [www.vincentcare.org.au](http://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](mailto:vincentcare@vincentcare.org.au)

**Thank you for your support.**

# 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](http://www.vincentcare.org.au) or by calling **(03) 9661 9200**

All donations over \$2 are tax deductible.

Name

Address

Suburb

State

Postcode

Email

Phone

☐ Yes, I would like 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)

Signature

Date