



VincentCare Victoria Annual Report 2016/17

PATHWAYS OUT OF DISADVANTAGE



VincentCare
Victoria



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 PURPOSE

To create opportunities for lasting change for the most marginalized.

OUR VALUES

Accountability | Compassion | Courage | Dignity | Excellence | Leadership

OUR ASPIRATION

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

OUR MOTTO

People, place, purpose.

We are committed to the principles of social justice and aim to ensure that every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identity, sexual orientation or religion.



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MESSAGE FROM THE CHAIRMAN

On behalf of the Board of VincentCare, I am delighted to present the 2016/17 VincentCare Annual Report.

Earlier this year the Board and senior staff participated in a two-day workshop to consider KPMG's mid-term 'health check' review of the progress made in implementing Strategic Directions 2015-2018, and Consumer Directed Care (CDC) programs, in particular the NDIS and Home Care Packages.

Valuable discussions took place as we considered the key enablers required within VincentCare to ensure that we are not only well positioned, but importantly, that our clients are able to continue to access vital services moving forward.

KPMG's review of VincentCare's performance in implementing Strategic Directions 2015-18 identified considerable progress to date, including:

- Improved client outcomes, including an increased ability to measure client satisfaction
- Enhanced organisational viability and sustainability through the successful divestment of residential aged care services and facilities
- Continued progress in overall organisational governance, including improved Board governance, composition, skillset and training provided to Board members
- The forging of sound relationships and partnerships with a range of organisations within the not-for-profit sector.

A major focus for the Board has been the Inner Melbourne redevelopment. This is a very significant \$47M project and has been informed by considerable research and planning over several years. It will incorporate a new Homelessness Resource Centre and 135 apartments providing accommodation for rough sleepers and clients who have endured chronic homelessness over many years. All Board members have brought their considerable skills to this project and will continue to work closely alongside management to ensure its successful delivery in 2018.

The Board has also given particular focus to the development and implementation of VincentCare's Diversity Strategy, again supporting management in the delivery of Rainbow Tick Accreditation and our Reconciliation Action Plan. The Board recognises the importance of embracing all elements of diversity and inclusive practice that enables staff to work more effectively with people from a range of different cultural backgrounds and communities.

Looking forward to the next strategic planning cycle, the Board has identified the following organisational priorities:

Housing and homelessness – ensuring VincentCare's activity aligns with core values and mission. While housing and homelessness is VincentCare's core business, there are a range of funding streams available to VincentCare to provide ongoing services and support to our core client cohort

Organisational culture and acceptance of change – including the importance of ensuring that change, including the policy environment and funding arrangements, are aligned to VincentCare's mission and objectives

Developing a value proposition – strong branding and a value proposition is essential in the reform environment

Regionalisation – increasing VincentCare's regional presence should be a priority, given the existing opportunities for expansion

Ongoing development of housing stock – there is a continued need to consider how VincentCare can develop housing stock for varying clients, such as those affected by family violence

Fundraising – prioritising fundraising to ensure VincentCare's ongoing sustainability

Workforce – addressing the ongoing challenges associated with embedding effective workforce and succession planning procedures.

I would like to thank my fellow Directors for their continuing support and dedication to the organisation's mandate. I would like to particularly acknowledge two of our long-standing Board members who retired at our November 2016 Annual General Meeting – Catherine Collins and Maurice Joyce.

Catherine served on the VincentCare Board from April 2007 and also provided valuable input as Chairman of the Governance Committee and the Program, Policy and Practice Committee. Maurice spent 10 years on the Board and contributed expertise as Chairman of the Investment Committee and as a member of the Risk, Audit and Finance Committee and the Program, Policy and Practice Committee.

Catherine and Maurice's contributions have been significant and their legacy continues with the progression of projects that were conceptualised during their tenure, most notably the redevelopment of Ozanam House.

On behalf of all members of the Board, I would also like to acknowledge the tireless efforts of all VincentCare staff and volunteers, ably led by CEO, John Blewonski.

Regardless of whether a contribution has been made as an employee, volunteer, donor or partner, all those involved with the work of VincentCare have a great deal to be proud of for the role they have played in diminishing the anguish and predicament of those facing significant disadvantage.

Rod McDonald, Chairman



MESSAGE FROM THE CEO

I am always struck when hearing our client stories first-hand, not as much about the pathways which have led them into homelessness, rather the strength of the human spirit so evident in the journey to recovery.

The vast majority of the women, men and young people we work with have had to overcome significant trauma in their lives and I am in awe of their resilience and courage in their efforts to build a positive future.

The theme of VincentCare's 2016/17 Annual Report is Pathways out of Disadvantage and through its pages we walk with some of our clients on their journey out of homelessness.

For some it has been a pathway out of a long history of family violence, where we have provided a safe home; for others a pathway into employment that enables someone to maintain their private rental; or for others still, a pathway out of alcohol or drug dependence into permanent abstinence. The following pages provide many examples of our work in supporting our clients towards recovery.

We have had an extremely productive year that included a number of notable achievements.

We were delighted to see work on the redevelopment of Ozanam House get underway in April 2017. We continue to provide crisis accommodation to Ozanam House residents in our former Bailly House site in Chapman Street, North Melbourne. This ground-breaking project, targeting homelessness in Melbourne, is on schedule for completion in November 2018.

We were successful in our joint bid with Anglicare to deliver Victoria's first Social Investment Bond (SIB). The bond, known as COMPASS, will provide accommodation and support services to 200 young care leavers across the State.

The significant growth of our service response in the Hume region saw staff re-located to new premises in Welsford Street, Shepparton in May 2017. The new facility brings together a range of onsite and outreach services, including family violence services, emergency relief, financial programs and Home Care Packages.

In response to our commitment to providing a culturally diverse, safe and inclusive organisation, the Diverse Gender and Sexuality Project Steering Group was established in July 2016. The group is tasked with preparing VincentCare for Rainbow Tick Accreditation, implementing and embedding GLBTI-inclusive service delivery.

VincentCare's Client Advisory Committee was established in October 2016. Committee members are clients who have a lived experience of homelessness and their contribution provides significant opportunity for consultation, participation and partnership to enhance client outcomes.

The implementation of the single client record system has provided significant value to the organisation, including improved experience for clients and increased service coordination and collaboration between programs. The majority of services have now been configured into the system and are using it to undertake client assessment and case planning.

While a snapshot of our organisational achievements can detail some of our efforts over the past year, the true measure of our success lies in our ability to lead people out of hardship and disadvantage. It is the real life stories that bring to life the work of the organisation and the real impact we are having. I hope you will take the time to read the client stories we have in this year's report, including:

- Lionel, who describes how he is now 'addicted to sobriety' after getting his own bike
- Allan, who rebuilt his life after experiencing homelessness and is now advocating as a volunteer
- Leah, who after enduring many years of family violence has now found a safe place to live
- Fifi, who fled the civil war in Syria and is slowly rebuilding her life with her family
- Peter, who turned his life around and overcame his alcohol addiction

VincentCare staff members interact daily with some of the most disadvantaged people living in our community. I am continually impressed with their willingness to go above and beyond, to help clients to achieve success and the dignity and respect they continually show to those who seek our support.

My thanks also go to our dedicated Board, volunteers and supporters whose efforts continue to make a vital difference to the effectiveness and lasting impact of the pathways that we create to help turn lives around.

John Blewonski, Chief Executive Officer



HOMELESSNESS IN VICTORIA

Victoria is facing an unprecedented housing crisis. House prices and rental costs have risen rapidly over the past 10 years, and housing affordability is at its lowest level in the State's history. Besides the anecdotal evidence that VincentCare hears from its clients every day, research highlights how difficult it has become for people to access affordable housing.

Fact:

In 2015/16, 279,000 Australians sought assistance from homelessness services – an increase of 50% over five years.

Source: Homelessness Australia

While most people need to stay close to transport, schools, childcare and employment opportunities, the urban renewal of traditionally cheaper suburbs is pushing people into the outer region growth corridors of Victoria.

It is easy to tell people to "just move to a cheaper property", but for some individuals and families it is not that simple. Moving further away from friends and family support networks can have a devastating impact on their wellbeing.

With an eight-year waiting list for public housing and low income earners being pushed out of the private rental market, an increasing number of Victorians are now on the edge of becoming homeless.

Living in cars or relying on family and friends for shelter has become the norm for an increasing number of families and individuals.

VincentCare aims to provide people with sustainable and supported housing options and, most importantly, pathways to a permanent exit from homelessness.

HOMEDIRECT

HomeDirect is VincentCare's private rental and support program that assists people to access and sustain tenancies in the private rental market.

The HomeDirect model involves VincentCare taking on the responsibility of a lease and subletting to clients. As the primary leaseholder, VincentCare can ensure bond, rental payments and property maintenance.

This program is funded through partnerships with the St Vincent De Paul Society (SVDP) and the Department of Health and Human Services (DHHS) each funding their own stream of properties. The program is an opportunity for people who are experiencing disadvantage to transition into permanent housing. Applicants can be housed anywhere in Victoria and are referred to the program from VincentCare programs and other agencies, including SVDP. DHHS referrals are specifically for women and children in the North and West regions, who are experiencing family violence.

The HomeDirect model is adapted for various cohorts who need assistance accessing and sustaining a tenancy in the private rental market.

Through the program, clients have been able to find stable and affordable housing and establish or maintain their social connections and networks. The flow-on effect of stable housing means there are increased opportunities for ongoing employment, education and participation in their chosen communities.

2016/17 statistics



92 PROPERTIES PROVIDED



81 FAMILIES HOUSED BY HOMEDIRECT

How HomeDirect operates

- 1 Community referrals provide suitable candidates
- 2 VincentCare sources and leases properties
- 3 Applicants are assessed on a case-by-case basis
- 4 If successful, VincentCare becomes the 'landlord' and sublets the property
- 5 Within 12 months the tenant takes over the lease themselves



LEAH'S STORY

Leah endured many years of family violence. On the advice of a friend, she contacted VincentCare's Northern Community Hub and hasn't looked back.

"I didn't know where to go. I wasn't working because the place had closed down and I'd been made redundant. I was desperate and scared. Not long after I contacted VincentCare they sent out a case worker – the lovely Emily – and we started from there."

Emily helped Leah to pack and move her things to a safe place, and explained the programs and services that were available.

"She gave me a lot of support that helped me to get back on my feet, and not just financially. It was through Emily that I came across the HomeDirect program and here I am now ... happy!"

"I've been living here just over a year and it's lovely. It's peaceful and quiet, I've got a sensor light outside and the back fence is high, but most of all, it's somewhere I feel safe. I'm hoping to take over the lease soon and I've started working again."

Emily kept in regular contact with Leah to make sure she was ok.

"You think nobody cares when you're at that stage of your life, because of the abuse and everything, and then they reach out and you think 'thank God, I didn't know that existed'."

"I'm proud of myself and how far I've come. Women like me – what I went through – we need a lot of help. And that's what VincentCare do, they take you step by step, and they keep checking up on you; and if something's wrong they're there. It's made a huge difference in my life. Thank you very much from the bottom of my heart."



"HomeDirect is an innovative way we can support women who've experienced family violence to re-enter the workforce."

Ken Parkin, Senior Property Manager,
VincentCare Community Housing



ACCESS TO HEALTH SERVICES AS VITAL AS HOUSING

Personal health is a major concern for people who experience insecure housing or sleep rough on a regular basis.

Ready access to essential services maintains our clients' dignity and reduces the risk of minor ailments developing into more serious health problems.

VincentCare has a dedicated team of health professionals – based at our Inner Melbourne Community Hub – who provide basic health assistance and dental hygiene services to those most in need. These include GPs, physiotherapists and occupational therapists and the Royal District Nursing Service.

We are also making room at Ozanam Community Centre to house a new podiatry clinic, which will be an important resource for people sleeping rough and older clients.

Once the Inner Melbourne Community Hub redevelopment is completed in 2018, the clinic will move into our new premises and form a core component of our health services platform.

HEALTH AND WELLBEING PROGRAMS

Clients have embraced the health benefits of regular exercise and are surprised at the physical and mental health wellbeing improvements they have experienced.

During the past year, we have introduced several holistic therapies for clients including acupuncture, meditation and yoga as part of our commitment to ongoing health and wellbeing.

720 clients benefited from regular acupuncture and yoga sessions during the year.

These programs have become increasingly popular among our client base, which has led to the introduction of group fitness classes and art therapy programs.

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“Each of the participants have amazing passion and energy and give me their all every class. I look forward to each week and getting to know them and their stories and goals.”

Michelle, Equilibrium Health and Fitness

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CLIENT ADVISORY COMMITTEE

User participation is an integral part of understanding our clients' needs, how we can best provide for them and how we can improve client outcomes.

Allan Martin joined the Client Advisory Committee in 2017. He has a long history of advocacy work and has experienced homelessness first-hand.

“Going from owning a successful hauling business to being homeless just broke me. It was being able to go to the Ozanam Community Centre (OCC) that saved me. Having a place to sit and rest without the cares of the world worked for me in that moment, I could start to think about rebuilding my life.

The reason I joined the committee is because it looks at the overall benefit to society and that's not having people on the street everywhere. People living on the street just descend into depression and despair.

A priority of the committee right now is to advise VincentCare on the practicalities of the new Inner Melbourne Hub redevelopment and the transition of people who use the Ozanam Community Centre on a regular basis, and how they will integrate into the new development. It's great to have all the services under one roof, but if it's not done properly, it's going to leave a lot of gaps, and part of what we discuss and advise on is how best to plug those gaps.”

“

“You can only have your say, and you just have to keep saying it. At the end of the day, everybody owes a duty of care to those less fortunate.”

Allan Martin

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VincentCare's Client Advisory Committee (CAC) representatives are former and current clients who have lived experience of homelessness and our services. The Committee provides an important client perspective on homelessness-related issues. We use their expertise and experience to inform our service delivery and identify improvements that can be made so people with limited resources can easily access essential services.

In the past 12 months, we have consulted with the committee on a range of topics, including: the Inner Melbourne Hub redevelopment project and the introduction of an Active Ageing Participation Program for people aged over 50 years.



MAKE RENTING FAIR CAMPAIGN

VincentCare joined 50 community organisations to support the Make Renting Fair Campaign, which advocates to keep existing protections for people already facing discrimination in the rental market. This includes people who have been homeless, people living with mental illness, people with a disability, older tenants, students, people from CALD backgrounds, Aboriginal and Torres Strait Islander people, women and children, and low income households.

Make Renting Fair
SAFETY. STABILITY. PRIVACY.

“

“Our staff fight for people's rights to safe and secure housing.” – **Jane Daniels**, Deputy CEO

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INNER MELBOURNE COMMUNITY HUB REDEVELOPMENT

For more than 60 years, Ozanam House in North Melbourne has sheltered and supported the city's most disadvantaged people and has been an integral part of Melbourne's response to homelessness.

In March 2017, the Minister for Housing, Disability and Ageing, Martin Foley officially launched the \$47 million redevelopment of Ozanam House, and announced an Andrews Labor Government contribution of \$10 million to enable VincentCare to redevelop the site and provide more comprehensive accommodation options.

In April 2017, the project to demolish Ozanam House to make way for VincentCare's new Inner Melbourne Community Hub officially began, and existing residents were moved into Bailly House – our former residential care site – as a temporary measure while the new construction is completed.

The new hub will be a world class facility where men, women and children experiencing homelessness can access housing, support and social services over an extended period of time, tailored to their individual needs.

The redevelopment will provide 135 short, medium and long-term dwellings for Victoria's homeless population, with flexible accommodation options and a variety of floor plans. Suitable for short, medium and long term placements, all units will include separate bathroom and storage facilities.



"This investment will mean that the service will provide support to women as well as men, in a way that permanently solves their homelessness, rather than simply sending them out again through a revolving door."

Martin Foley, Minister for Housing, Disability and Ageing



"The redevelopment in North Melbourne is a once in a multi-generation opportunity to respond tangibly and effectively to the changing needs of the most disadvantaged people living in Melbourne today."

John Blewonski, CEO



The facility will incorporate current services for the Ozanam Community Centre into a co-located Homeless Resource Centre – a Victorian first – to meet the immediate physical and psychological needs of men and women experiencing homelessness.

With an estimated 1300 people currently experiencing homelessness in Melbourne's CBD, and more than 200 of these people sleeping rough on Melbourne streets each night, the need for additional accommodation options and innovation in the provision of homelessness support services has never been more urgent.

Key features of the Homeless Resource Centre

- ✓ A homeless drop-in program
- ✓ Health services
- ✓ Case management and counselling
- ✓ Participation programs
- ✓ Capacity to support approximately 250 people daily

TIMELINE TO COMPLETION

The new, purpose-built accommodation facility and integrated Homeless Resource Centre is expected to be completed by November 2018. VincentCare secured the land, planning permits and \$40 million in funding towards the redevelopment from government, private funders and equity release. Funds already committed will be used to complete the construction.

At the time of writing, the major demolition work has been completed and the construction works for the accommodation facility are underway.

VincentCare aims to raise an additional \$7 million by December 2018 for the full fit-out of the Homeless Resource Centre, which will enable us to truly bring our vision of integrated housing and support services to life.

At VincentCare, we don't just respond to clients' needs, we engage with people to help them develop life skills.

It is not enough to give people short-term assistance. VincentCare helps to build people's capacity so they can be confident, self-sufficient and have the tools and skills needed to walk their own path to success.

FINANCIAL CAPABILITY

Our financial counselling and capability workers have had great success this year in teaching people strategies to help them manage their money and build their own financial capability.

Managing finances can be difficult for individuals and families on a Centrelink benefit or a low income. Combined with unstable housing and rising living costs or unemployment, people often come to us in financial distress.

Myung Yoon works with the VincentCare HomeConnect team as a Financial Counselling and Support Officer. She helps clients to improve their financial situation and advocates on their behalf.

"Many people experiencing hardship don't realise the debt reduction options available from financial institutions and utility providers. My role is to help them start afresh and move forward to a place where they are confident with their finances.

"Recently, I helped a Brief Intervention Program client eliminate almost \$18,000 debt. She came from a refugee background and her relationship broke down due to violence. Suddenly she was a single mother with seven children to support – including two with mental health and substance abuse issues. Over a 12 month period, I helped her to eliminate her car and personal loan debt.

"We were successful in revoking her parking and Myki fines, and I secured a reduction of \$2000 in utility bills. Now she is living in Transitional Housing Management (THM) property – debt free – and moving forward to a better life with her children."

SOCIAL HOUSING

VincentCare is a Registered Housing Provider and manages more than 220 properties as a social landlord.

ACROSS AUSTRALIA

More than 390,000 people currently live in social housing.
More than 195,000 applicants are on waiting lists for social housing.



220 PROPERTIES ACROSS VICTORIA



PRIVATE RENTAL WORKSHOPS

With private rental increasingly becoming the only housing option for people on low incomes, having the skills to access and maintain a private rental is critical.

VincentCare's private rental workshops cater to groups of up to 60 people and run every few months. The workshops offer valuable and up-to-date information for clients and other community members unfamiliar with the complexities of the private rental market. The workshop's primary aim is to improve the capacity of individuals to secure and maintain private rental housing and to divert households from the homelessness service system.

Facilitated by experienced HomeConnect housing workers, the workshops cover topics such as: the application process; where to go for help if a tenancy is at risk; important information on share-housing and single tenancy households; and information on tenancy rights and responsibilities. These free workshops form an integral part of our capacity building programs.

530 clients seen by HomeConnect in 2016/17
with **508** accompanying children



FIFI'S STORY

Fifi and her family arrived on a humanitarian visa less than two years ago after fleeing the Syrian civil war. Since linking with the youth support arm of VincentCare's HomeConnect program, Fifi's life has changed dramatically.

"I've never had so much help in my life. I've always loved playing piano and keeping fit, but when we left Syria, we had to leave everything behind. Anna, my Community Capacity Builder, has helped me to get a gym membership and a keyboard so I can play my music and Amy has linked me in with Wear for Success so I can have clothes for job interviews. They've taught me practical skills like how to search for jobs and create a resume, and made sure that I understand my rights and entitlements.

"They have helped me to get my probationary driver's licence so I can have independence, and after many years of neglect, I've been able to get the medical and dental assistance I've needed for a long time. I've started making friends through my studies at Kangan TAFE and I hope to get a job soon so I can help to pay the rent on our home."

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"I'm very grateful to be in Australia with my mum and brother and to be safe. But most of all, I'm grateful for places like VincentCare Victoria. Their support and encouragement has changed the life of me and my family." Fifi

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"Thank you for the private rental workshop presentation. It was fantastic to hear about your service and organisation. HomeConnect seems to have some really good ways to support people into the private rental market and maintain their tenancies. It seemed like it was a really valuable workshop for those who attended and I found it enlightening for my work, too."

Women's Information and Referral Exchange (WIRE)

OZANAM ENTERPRISES – SOCIAL ENTERPRISE HUB

Ozanam Enterprises provides stable employment and training opportunities for people with a disability to develop their skills and build self-esteem in a friendly workplace setting.

Established in 1976, Ozanam Enterprises celebrated 40 years of operation in December 2016.

In 2017, Ozanam Enterprises will relocate to their new facility in Carrum Downs. The relocation increases the capacity for expansion of services under the NDIS, due for rollout in our region in April 2018.



"Our 40th anniversary in December was a lovely celebration. A cookbook was created to commemorate the occasion and all employees contributed their own recipes – the end result was fantastic and all guests received one as a gift of appreciation." **Dianne Fieldhouse**, Manager Training and Support, Ozanam Enterprises

LEE AND LEANNE HAVE BEEN WITH OZANAM ENTERPRISES SINCE THE BEGINNING

"It was very different when we started working here 40 years ago. It was known as Ozanam Enterprises and there were only 10 people on staff.

"We used to pull apart switchboards and telephones and repurpose the spare parts. Everyone's favourite job back then was making candles for the churches because it was fun to do, and not hard at all! Packing cutlery on the conveyor belt for TAA Airlines was probably the hardest job we did. It was enjoyable, but it could be difficult to keep up with the speed. You really had to be focused because you didn't want to slow down the others.

"As we've grown in size, so has the variety of work. Doing different things keeps work interesting and teaches us new skills.

"We love working here. We always get the work done on schedule but we never feel rushed. Our main priority is to do quality work and make sure our customers are happy."

Joint statement from Ozanam Enterprises employees, Leanne (left) and Lee (pictured right).



Highlights

- + Celebrating 40 years of operations
- + Securing larger and more modern premises in Carrum Downs, where Ozanam Enterprises will relocate before the end of 2017
- + 3% of our employees transitioned into open employment, a significant achievement against the national average of 0.4%
- + Five supported employees moved out of their family homes: two into independent living and three into supported accommodation



WAYNE'S STORY

Ill-health and a marriage breakdown had left Wayne on the verge of homelessness, until he received help from VincentCare's Northern Community Hub.

"I felt vulnerable; I didn't know where I was going to be living. Was I going to end up on the street?"

He ended up living in the garage of a shared house that he describes as "pretty rough". When the owners decided to renovate, he only had weeks to find a place. He desperately contacted local authorities, government agencies and charities.

"VincentCare were more interested in helping me find work and accommodation than any organisation I came into contact with ... they started working on it straight away ... looking for alternatives."

VincentCare's HomeConnect Education and Employment Support Worker, Amy Sherrin, helped Wayne find temporary housing and managed to get him accepted to Project New Dawn – a program that finds housing and employment for people who are homeless or at risk of homelessness.

Soon Wayne was invited to interview with Bunnings and Amy put him in touch with Wear for Success, an organisation that finds suitable work clothes for people returning to work.

Wayne had faced age discrimination in the past, but Bunnings assured him that wasn't an issue and he walked out of the interview feeling positive. Within an hour he had a call offering him the job.

With the job came shared accommodation and finally Wayne had the stability he craved. "It was important for me not be reliant on any government or agency or Newstart," Wayne said.

Wayne has been at Bunnings for a year now, working full-time managing the Tool and Hire Shop. His supervisor had nothing but praise for him after his recent work review, but Wayne takes it in his stride: "I just do the best I can, without it I don't know where I'd be ... It's given me a sense that I'm needed and that I'm contributing."

Wayne plans to continue his work at Bunnings and hopes one day to get a place to live on his own.



"I feel a lot more optimistic; it's going to be tough, but the future is a lot rosier than it was 12 months ago. If it wasn't for VincentCare I wouldn't be here now." **Wayne**



THE ART OF RECOVERY

FROM DESPAIR AND LOST DREAMS TO HOPE AND CONNECTION

As part of creating a community of care and support, a group of men from the Reconstructing Life After Dependency (RLAD) program used art therapy to paint 'One day at a time' on the wall of the car park at Jewell Station in Brunswick.

With the help of artist Carla Van Laar and RLAD staff, the men took part in a series of workshops to come up with the concept and vision for the mural, which shows their journey of recovery and depicts to the broader community the complexities of moving from homelessness and dependence to clean living and independence.

"For most of us, participating in these workshops is the first time we have felt valued." – RLAD participant

'One day at a time' was undertaken in the hope of helping to mend bridges between the community and people who are experiencing homelessness and disadvantage. Neometro donated the wall and local community volunteers spent a weekend preparing it for painting.

The mural took more than a week to complete and is a striking artwork that reflects the stories and the personal journey that the artists have embarked on.

"The involvement of Quin and RLAD participants from concept to implementation was inspirational. The project has provided positive opportunities for our clients to express their journey of recovery, and broader awareness of the stigma associated with addiction and homelessness." Rebecca Steunenberg, Manager, Case Management & Treatment Services

Key facts

- ✓ RLAD is a voluntary post-rehab service for men who have successfully completed the Quin House 12-week abstinence-based rehabilitation service.
- ✓ Through several months of workshops, RLAD residents collaborated to develop the design and prose within the artwork.



PETER'S STORY

For many years, Peter enjoyed a successful sales and marketing career and worked in managerial roles for well-known companies – then his mother was diagnosed with cancer.

"When Mum got sick I made a decision to look after her and I nursed her right to the end. I didn't really react to the loss and months later the whole thing just hit me. I started drinking heavily and was a complete mess."

Eventually, Peter was hospitalised due to his blackouts and chronic depression. He voluntarily admitted himself to a detox clinic in Footscray, and from there went directly into Quin House, VincentCare's specialist alcohol and other drug residential facility.

"For the first four to five weeks I just isolated myself. I'd been brought up Irish Catholic and we always kept our cards close to our chest. Two people in particular felt the anguish that I was going through and they got me to pull my head in and to get out of bed – that helped me a lot."

"When you first come in they work out where you're at and what you need. They've got holistic therapies like yoga and meditation, there's a psychologist that you can see and the people are really great."

"I can't express enough accolades for my case manager Darren. He's really looked after me, and what's always stuck in my mind is this one day when I was in the kitchen and down in the dumps, he said, 'Mate you're looking really good', and it just gave me a real boost."

"The peer support here works really well and the fact that other residents are sympathetic to what you're going through. There's lots of characters here with different substance abuse problems, and everyone is at different stages of their recovery."

"We all chip in and help each other and the program works because we support each other. It's only for three months, but you become like a family – you get bonds with people."



FILTHY RICH AND HOMELESS – SBS DOCUMENTARY

VincentCare was invited to take part in the SBS documentary Filthy Rich and Homeless, which aired in June and followed five privileged Australians who gave up their lifestyle for two weeks to experience the true impact of living on the streets.

VincentCare clients gained a sense of empowerment through telling their stories and taking part in the series which highlighted the significant issue of homelessness in Australia.

The series' creators, BlackFella Films, were extremely professional, highly skilled and most importantly, compassionate in its portrayal, highlighting how quickly anyone could find themselves experiencing homelessness.



TIM GUEST ON BEING A PART OF FILTHY, RICH AND HOMELESS

Tim Guest, a self-made millionaire, thought he understood the realities of homelessness, but after sleeping on the streets and spending time in crisis accommodation at VincentCare's Ozanam House, Tim's perceptions changed dramatically.

"You're very exposed, it's a really raw experience. It was physically challenging and that wears you down...then it's mentally challenging which makes you a little more vulnerable. I never considered the impact of the level of childhood trauma that so many homeless people I met had experienced, whether it be from sexual abuse, to alcohol and violence, drug abuse and marriage break-ups."

"And with nearly every person I met, I was left thinking, 'I don't know that I would be doing as well as you are if I had to deal with the same stuff'. I was really blown away by their level of resilience."

"I'm certainly guilty of having that throwaway thought, 'Come on mate, why don't you just go and get a job, why don't you just go and do something about it?' When you're ignorant or naive, you don't have any grasp of how a person got there. Now, I'll stop and introduce myself. I'll find out what their name is. I'll ask them how their day is going, when was the last time they had a shower, where are they sleeping, are they safe, do they have toiletries. Whether it's five or ten minutes, sit down with them and just chat. It makes people feel like human beings."



LEX'S STORY

"I'm not sure if I can handle living on the streets much longer."

Lex had a Customs job he loved, but the hours were long and he'd regularly do 13-hour-long night shifts plus overtime. He was using amphetamines to survive until one night he fell asleep at the wheel and crashed his car into a tree. Now he lives under a tram stop in North Melbourne.

Since the accident, Lex hasn't managed to keep things together. He was left with a brain injury and now he's forgetful, trusts the wrong people and has trouble managing money. He's been on and off antidepressants, in and out of psychiatric facilities and has been prescribed a long list of medications.

He lives off his super and carries all his belongings on his back. Tears run down his face as he explains all this.

"I want to start living again, I need a home... I can't carry my whole house on my back."

Living out on the streets hasn't been kind to Lex; it's aged him and made his existing health problems worse. He regularly visits the Ozanam Community Centre "because it's a safe haven". He can store his belongings, meet his friends, take a shower and check in with the nurse and doctor.

Lex is hopeful that his luck will change soon. He has a meeting scheduled with a housing officer and he thinks that it's the chance he's been waiting for. But until that happens, he is grateful for places like Ozanam Community Centre.

"I wouldn't have survived if it wasn't for here...I would have lost the plot a long time ago."



VAL'S STORY

Val worked part-time and was the sole carer for her parents until they both passed away suddenly. Val lived in a small unit her dad had left her until one day she came home to find the Sheriff on her doorstep. Val had only one hour to pack a lifetime of belongings and leave.



She discovered that behind her back her partner had remortgaged the house and had failed to keep up with the repayments.

Now she has \$80 a week to live off and she needs food packs provided by community organisations to be able to eat. Her clothes come from a volunteer-run clothing distribution program that operates once a week outside the Victoria Market.

She doesn't worry about the essentials too much because she knows she can always visit Ozanam Community Centre, but it's the lack of housing that worries her.

These days Val stays in a unit a family member owns and she's got some debt problems that she's still trying to get on top of.

She doesn't talk to her family much and she thinks that any day she could end up on the street.

"I hope that if I keep paying the rent it will be OK."

Val's arthritis is playing up and it makes getting out and about almost impossible. But when she can she likes to make the trip to Ozanam Community Centre to check in with the nurse and the support staff.

"I come for the company or else I'd be at home by myself all day."



EXPERIENCING DISADVANTAGE FIRST HAND

Loyola College Year 12 students paid a visit to the Ozanam Community Centre to experience the impact of homelessness and disadvantage.

The students were welcomed by staff and in particular Erika, a homeless persons' ambassador and liaison person, who has previously experienced homelessness. She vividly described the challenges of living from hand to mouth, not feeling safe and the damage the experience did to her self-esteem.

She explained to the students that Ozanam Community Centre was one of the key factors in helping her get back to a 'normal' life. She was so grateful that she now volunteered there several times a week, helping others who visit.

One myth that was dispelled was the stereotype of the old homeless alcoholic making up the majority of the homeless.

Most homeless people are under 30, both male and female, and from a diverse range of ethnic and socioeconomic backgrounds. They are on the streets for a range of reasons including unemployment, family breakdown, mental health and other health issues, drug and alcohol dependency and, in many cases, just unfortunate circumstances.

ABOUT OZANAM COMMUNITY CENTRE

VincentCare's Ozanam Community Centre is a drop-in centre that supports the homeless with meals, washing and storage facilities, medical and dental care, liaison with government departments and other support agencies. The centre also provides opportunities to participate in various life skill programs.



ERIKA'S STORY

Erika had a job and a family until her early 50s when she became homeless.

"My journey into homelessness began after my divorce."

"We sold the house, and on the advice of friends I invested my share in a property scheme and lost the lot. I ended up working nights on a food truck and by day I studied to get a Certificate III in Aged Care. I was doing up to 70-hour weeks and it all became too much."

One day she walked off the job, packed two suitcases and got on a train to Caulfield. She had a panic attack on that train and lost one of her cases. She got on another train to St Kilda, where she found a patch of grass under a tree and lay down and slept there. That green patch became Erika's home for the next four months.

"I knew I wasn't well but I didn't know what was wrong."

Erika was in the midst of a serious mental health episode but had no idea where to turn for help. At night she'd search the restaurant garbage bins for scraps. One day she tried to sleep on a park bench and a man walked up to her and told her it was his bed. They got talking and he suggested she try Ozanam Community Centre.

Erika hasn't looked back since coming to OCC. She's been in her own flat now for eight years and her daughter and grandchildren visit her regularly. She recently graduated from the VincentCare Client Volunteer Program and is working with the Council to Homeless Persons as a Peer Education Support Program representative.

Her work is very important to her. "Listening is the most important thing, that's what I do here and everyone here knows I've been homeless too. We're all in the same boat."

"OCC gives people hope; there's someone here that cares for them. I always say you are one pay away from homelessness."

HOME CARE PACKAGES

Home Care Packages assist vulnerable older Australians with experiences of homelessness or disadvantage to access specialist support so they live with the rights, dignity, justice and joy everyone deserves.

Services available through Home Care Packages include personal care; support services that increase mobility and quality of life, and; health care coordination such as nursing, allied health and other therapies.

Program workers consult with client's to create a care plan to best suits their needs, arrange access to services and assist with obtaining subsidies to enable the care plan to fit within their budget.

The program recently underwent Commonwealth deregulation. With additional funding introduced through the Community Home Support Program, there is scope to increase our service presence across the State.



177 Home Care Packages were provided in 2016/17

LIONEL'S STORY

A Home Care package has changed Lionel's life for the better.

When Lionel reached 50, he became eligible for assistance through the Home Care Packages program and was assigned to VincentCare Home Care Packages Case Manager, Catherine Floy. Catherine and Lionel worked closely together to develop a care plan that would give him independence and improve his overall health and fitness.

"One thing Lionel had wanted for a long time was his own bike. He wanted to be mobile and he wanted to have regular exercise. Lionel hadn't ridden a bike in years, and he was unfit and a casual drug user. I arranged for an assessment with a Physiotherapist and an Occupational Therapist to consider his balance, cognition and attention to road rules. To make sure Lionel would be safe on the road, we arranged for some bike coaching sessions that helped him to get his fit to ride certificate."

Catherine took Lionel to Teds Bike Shop to choose his tricycle and accessories, and a couple of weeks later he was on the road! Lionel has plans to start a busking career



and the bike will help him transport his instruments into the city.

"Now I've got my bike, it's a brand new day and it's a nice way to start. I'm just learning that I'm in love with life and it's such a contrast to a couple of years ago. I've gone clean, I'm a bit better behaved and music is... it's sobriety. I'm the world's biggest addict now — to sobriety!"

"I've had the bike and the boombox for roughly eight months now. When I picked it up, I couldn't believe it...it felt like all my birthdays had come at once."



HUME COMMUNITY HUB OFFICE OFFICIALLY OPENED ON 8 MAY

Representatives from Victoria Police, local government and Department of Health and Human Services gathered in Shepparton for the official opening of VincentCare Victoria's Hume Community Hub office.

Previously operating from two separate premises, the new office has brought essential services together under one roof to enable help to be readily available for those who need it most. The new office has also made it easier for victims of family violence to move between services.

With Bega Cheese committing funding to support our move to the new premises, the Hume Community Hub is now a one-stop shop for people who are experiencing family violence, financial disadvantage and social isolation.

Services offered through the hub include; family violence support, financial counselling and assistance, emergency relief support, outreach for those in isolated communities and in-home care for elderly residents.

"*VincentCare Victoria has operated the Marion Community family violence service for many years in the Hume region. Expanding our services to include financial counselling and in-home care and bringing them together in one place doesn't just benefit Hume residents, it allows us to reduce our overheads which increases funding towards our programs.***"**

Greg Laidlaw, Manager, Hume Community Hub

"



'WARRIOR TO GODDESS' BOOK LAUNCH

Warrior to Goddess tells the personal stories of women involved with VincentCare's Marion Community Touch Base Support Group for women experiencing family violence.

The group began as a pilot to help family violence survivors take back ownership of their lives and make their own decisions. Their experiences form the basis of the book which was launched on 26 November 2017.

"VincentCare's workers give the right advice for women escaping family violence to get them to a place of safety. This book will really empower other women and is an incredible resource for support agencies and services. I congratulate the women of the Touch Base Support Group."

Sergeant Thelma Bull, Family Violence Advisor, Eastern Region Division 3

337 & 475
clients & children

affected by family violence received assistance in the past year

"The book is part of our healing. We could say as little or as much as we wanted. One day I hope I might help a girl...she might read a story in the book and think – I can do this, I can leave. We all cheated death and we are all survivors. Many women and children haven't. Women who had names and had families just like us. This book is dedicated to them."

MaryAnne,
Touch Base Support Group member

VINCENTCARE VICTORIA'S IMPACT

3059 people provided with medical assistance, crisis support and advocacy through Ozanam Community Centre



177 Home Care Packages provided for older people to remain living independently



100+ programs for people experiencing disadvantage



441 men assisted with crisis accommodation



1038 people supported into stable housing through HomeConnect



150 people assisted in recovery from alcohol and other drug dependency



133 people relocated to permanent housing



440 people received outreach support



1001 hours of support given to link people with appropriate services



1309 referrals for counselling through substance treatment and recovery



236 people supported through programs for Young Adults



919 women and children provided with housing, crisis support and case management

230 new tenancies established

409 men and women received case management support

81 at-risk individuals and families given permanent housing through HomeDirect

21,995 men and women given advice and referrals through Initial Assessment and Planning

SOCIAL IMPACT BONDS

In March 2017, VincentCare – in partnership with Anglicare – were announced as successful bidders to enter the joint development phase with Government to deliver Victoria's first Social Impact Bond (SIB).

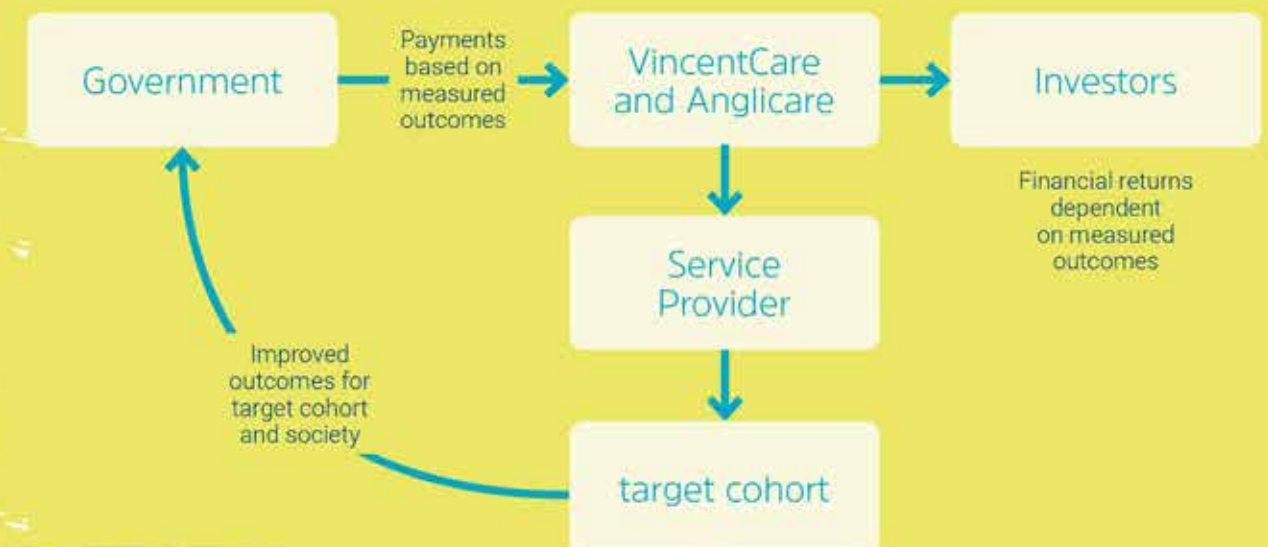
SIBs are designed to raise capital from private investors for intensive support and preventive programs that address areas of pressing social need. Through a program we have named COMPASS, the SIB will enable VincentCare and Anglicare to develop a mix of individualised case management, specialist support and stable housing to improve outcomes for up to 200 young people leaving out-of-home care.

VincentCare will provide the housing component – using a step up/step down model – with clients moving into independent living in head leased properties where they will receive ongoing support from Anglicare case managers or, in the case of complex clients, moving into accommodation purchased by us where they will live with an Anglicare support worker.

The joint development phase is underway and we are negotiating an agreement with Anglicare and the Victorian Government to commence the SIB in 2018.



HOW THE SOCIAL IMPACT BOND MODEL OPERATES





WALTER'S STORY

Walter arrived in Melbourne as a UN political refugee when he was 26 years old. A trained cinema projectionist, he made a good life for himself until redundancy and a relationship breakup led him into homelessness.

"I've been to other agencies, but VincentCare has really given me confidence and security. I lost everything. I lost my family, my home, the will to live. Nothing made any sense to me. But coming here and chatting with the workers, I'm back again on the road."

Walter has had his teeth fixed at OCC, he visits the psychologist when he's feeling down and regularly uses the visiting doctor services and the Centrelink clinic.

"When you are in this country with no family and life turns back on you, you find yourself in the middle of nowhere with no roof over your head — to find a place like this, it's like WINNING THE LOTTERY!"

"Trying to find a job is difficult when you're 60, so it's important for my mental health to keep myself motivated. I volunteer here at the OCC but no matter how many hours I put into volunteer work, it's not enough to pay my debt with VincentCare ... that's for sure ... but at least I do something."

"As a projectionist, when I produced a good show and saw that people were happy ... I felt blessed — and it's the same thing here. When you're looking after people in need, you can't put a price on the trust they put in you."

"Recently, I was getting sandwiches at the soup van and a lady asked for a lighter. She said she was stressed and going through a bad period ... a domestic violence kind of thing. The first thing I said was 'do not cry, this is the moment you need to be stronger than ever. Be strong. You come here and you feel ashamed because you're asking for a sandwich' I said to her 'Don't be. I come here too, but I don't give up.'"

"I told her life is not 'la vie en rose' it's a bit tougher than that."

OUR VOLUNTEER FAMILY

VincentCare relies on an incredible volunteer family to assist our clients throughout the year.

Our volunteers help out with food preparation and daily meal services, and they provide administration support and material aid. They undertake fundraising activities and they help us to deliver holistic therapies, group fitness and art therapy classes, and Participation Activity Group (PAG) activities.

Many of our clients don't have a support network, and we acknowledge everyone who gives up their personal time with family and friends to provide care, friendship and support for those experiencing homelessness and disadvantage.

33,288 hours of total support provided

1205 hours of admin support provided

\$1,031,928 total in-kind contribution based on rate of \$31 per hour

13 groups of volunteer corporate staff

130 active community volunteers

22 volunteer secondary schools



MATERIAL AID

7000 meals served per month

170 food parcels

500 toiletry packs

1000's kms driven to collect donations/deliver food

650 hours of property maintenance support for people in low-cost housing

55 hours of play activities for refugee children in family violence situations



HEALTH AND WELLBEING

30 Yoga classes

720 Acupuncture treatments

197 Haircuts

CLIENT VOLUNTEER PROGRAM

VincentCare's Client Volunteer Program (CVP) has capacity for up to 10 active volunteers and provides a platform for clients who already access our services to contribute positively to the community through meaningful and purposeful participation.

The program gives clients opportunities to learn new skills, build on existing ones, foster social relationships and develop their self-esteem and sense of belonging within the community.

Clients participate in the Client Volunteer program for a two year period. The program's Client Participation Worker works closely with each Client Volunteer to set a range of both short and long-term goals. After two years in the program, Client Volunteers graduate with pathways into mainstream volunteer opportunities, training, education, peer support and/or possible employment.

Clients have a range of reasons for wanting to participate in the CVP including their desire to give back to the community and to VincentCare. For those that have experienced substance dependency, they've highlighted that volunteering is an important activity in their recovery journey as it provides them with a sense of purpose and with routine.

Others have expressed how volunteering provides a safe environment and positive pathway to building confidence and self-esteem to eventually enter back into the educational or paid employment arena.

Highlights

➕ Two clients graduated from our Client Volunteer Program (CVP)

➕ A Barista Coffee Program was established and will train client volunteers in using a coffee machine so they can provide café style coffees to Ozanam Community Centre clients.



GEORGE'S STORY

George was homeless until VincentCare's crisis accommodation facility Ozanam House took him in. Now that George is settled into his own one bedroom unit, he's joined the Client Volunteer Program to help others.

"The volunteers here are like family. We have two lovely bosses, Louise and Emily who really look after us, we've got great nurses and we have acupuncture every Tuesday."

"I choose to volunteer because I love it and because a lot of people here need help. We have all types of people coming in that have had interesting lives, and we just manage them the best we can. I meet people that struggle every day. They take butts off the road just to have a cigarette, and not so long ago, I was one of them myself."

"One of my great loves is trying to make people happy, feeding them, speaking from the heart and getting to know them. I want to give a bit of help to the ones who need it and this is a great place to start."

“The people here have made me really enjoy life. I've come out of my shadow and got involved with the place, with the music. We've started a band and we've had a few gigs.” George

”

FINANCIALS

Consolidated statements of profit or loss and other comprehensive income for the year ended 30 June 2017

	Consolidated entity 2017 \$	Consolidated entity 2016 \$
<i>Continuing operations</i>		
REVENUE		
Government and non-government grants, client fees and sale of goods		
Accommodation and support services	23,341,207	17,032,157
Disability employment services	1,445,624	1,404,930
Community housing services	4,130,247	2,985,280
Funds raised by VincentCare Victoria		
Donations	366,619	793,782
Bequests	273,015	153,164
Interest and dividend income	3,107,731	1,171,078
Total revenue	32,664,443	23,540,391
EXPENDITURE		
Accommodation and support services	(23,400,777)	(17,820,578)
Disability employment services	(1,685,213)	(1,583,785)
Community housing services	(3,855,334)	(2,582,255)
Impairment expense	-	(261,646)
Increase in depreciation arising from the change in useful lives of property, plant and equipment	(470,409)	(940,246)
Other non-operational expenses	(875,601)	-
Total expenditure	(30,287,334)	(23,188,510)
Surplus for year from continuing operations	2,377,109	351,881
<i>Discontinued operations</i>		
Surplus for year from discontinued operations	-	21,931,421
SURPLUS FOR THE YEAR	2,377,109	22,283,302
Other comprehensive income		
Item that may be reclassified subsequently to profit or loss:		
Available-for-sale financial assets		
Net fair value gain/(loss) on available-for-sale financial assets during the year	1,957,781	(307,306)
TOTAL COMPREHENSIVE SURPLUS FOR YEAR	4,334,890	21,975,996
Surplus attributable to:		
Owners of the organisation	2,377,109	22,283,302
Total comprehensive surplus attributable to:		
Owners of the organisation	4,334,890	21,975,996

Consolidated statements of financial position as at 30 June 2017

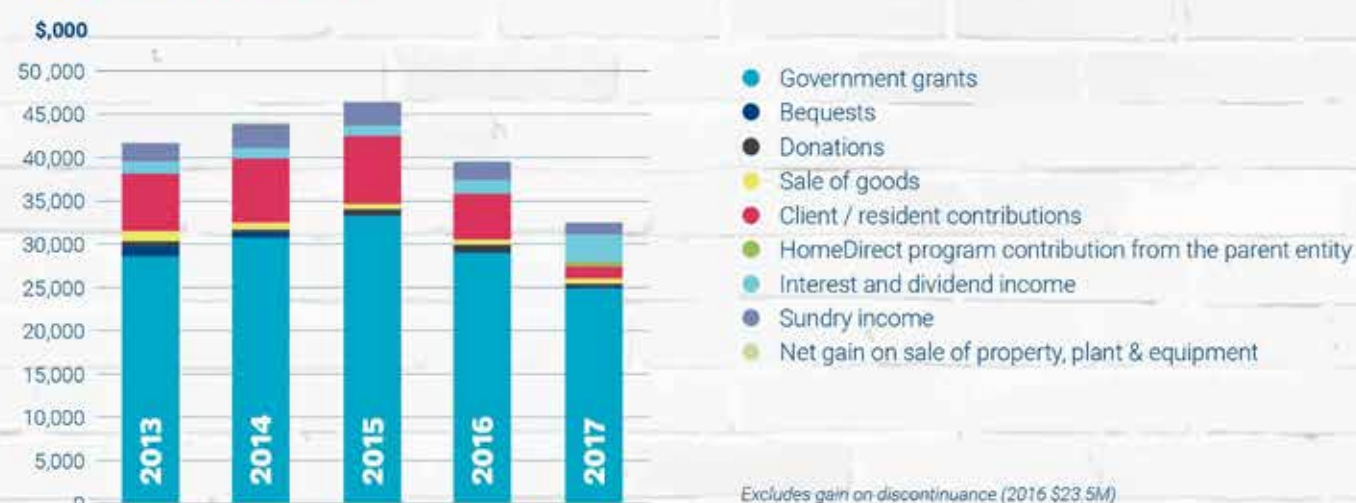
	2017 \$	2016 \$
CURRENT ASSETS		
Cash and cash equivalents	9,261,987	39,380,661
Trade and other receivables	6,403,815	1,060,322
Inventories	28,812	11,677
Other assets	229,058	162,299
Financial assets	3,548,080	1,000,000
	19,471,752	41,614,959
Assets classified as held for sale	193,379	-
TOTAL CURRENT ASSETS	19,665,131	41,614,959
NON-CURRENT ASSETS		
Financial assets	64,857,670	34,848,386
Property, plant and equipment	16,718,868	14,989,449
Intangible assets	176,478	190,217
TOTAL NON-CURRENT ASSETS	81,753,016	50,028,052
TOTAL ASSETS	101,418,147	91,643,011
CURRENT LIABILITIES		
Trade and other payables	3,881,796	1,303,361
Provisions	2,029,256	2,008,000
Other liabilities	5,613,893	2,780,975
	11,524,945	6,092,336
Liabilities associated with assets classified as held for sale	-	-
TOTAL CURRENT LIABILITIES	11,524,945	6,092,336
NON-CURRENT LIABILITIES		
Provisions	320,174	312,537
TOTAL NON-CURRENT LIABILITIES	320,174	312,537
TOTAL LIABILITIES	11,845,119	6,404,873
NET ASSETS	89,573,028	85,238,138
EQUITY		
Contributed equity	34,347,401	34,347,401
Reserves	6,973,177	5,015,396
Accumulated funds	48,252,450	45,875,341
TOTAL EQUITY	89,573,028	85,238,138

FINANCIALS

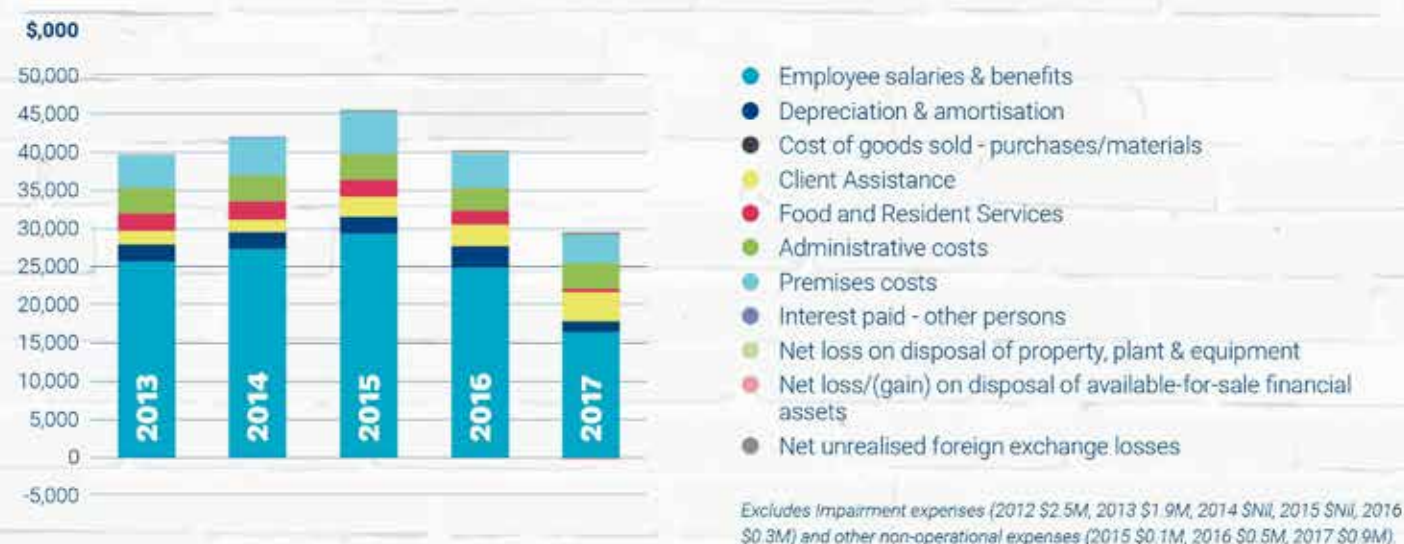
REVENUE BY SERVICE



REVENUE STREAMS



EXPENDITURE BY SOURCE



BOARD AND EXECUTIVE



BOARD MEMBERS

Front row (L-R): John Blewonski, *Chief Executive Officer*, Rod McDonald, *Chairman*, Adriana Zuccala, *Deputy Chair*
Back Row (L-R): Brian Tooth, Nancy Huang, David McFadyen, Linda Peterson, Haydn Harrison, *Treasurer*
Absent: Linden Smibert



EXECUTIVE TEAM

L-R: Mark Jackson, *Acting Chief Operating Officer (May 2017 onwards)*, Eileen Goh, *Chief Financial Officer*, John Blewonski, *Chief Executive Officer*, Jane Daniels, *Deputy Chief Executive Officer*, Brad Jordon, *Chief Operating Officer / Acting Northern Community Hub Manager (May 2017 onwards)*, Lyndall Willis, *Executive Support Officer*
Absent: Michelle Barrand, *Project Manager*

OUR PEOPLE

We acknowledge the dedication and commitment of our highly skilled workforce who deliver lasting change for people experiencing disadvantage. We recruit staff from a range of backgrounds and disciplines and we actively promote diversity in our workforce to reflect the needs of clients.

A key strategic priority is attracting and retaining skilled and committed employees aligned to our values, and VincentCare has more than 280 dedicated, talented and enthusiastic staff working across a range of programs and services.

We are committed to the principles of social justice and our staff engage in a values-based approach to service delivery, typified by a demonstrated commitment to social justice issues.

A skilled workforce is a cornerstone of strong service delivery and VincentCare staff participate in the development of their professional practice, and their skills and knowledge-base through regular training and professional development opportunities.



"I started working at VincentCare as an Initial Assessment and Planning worker. It's always dynamic and exciting and you hear lots of different stories. I'm asked questions about everything and anything, so identifying what the client needs is essential."

"There are a significant number of Arabic speaking women in the area who find it difficult to access services. When people see me at the front desk they are often relieved and they'll ask, 'Do you speak Arabic?' You need to listen to someone's story; it's the first step in empowering people to make a change. I love what I do and I like to make a difference, even if it's very small."

Obaida El-Sayegh, IAP and Family Violence Worker



OZANAM TRAVELLING SCHOLAR AWARD 2016

Congratulations to Lisa Sammut, Senior Practitioner, Quality and Diversity at VincentCare. Lisa was the recipient of the Ozanam Travelling Scholar Award 2016, which rewards one outstanding staff member with a contribution towards travel and study.

Lisa travelled to the US and visited key agencies to exchange resources and learn practices that could contribute to the implementation of VincentCare Victoria's Homelessness Recovery Model and the four pillars of service delivery: client engagement, coordination, participation and case management.

TESTIMONIAL

"My study tour focused on connecting with the Center for Social Innovation (C4) in Boston and the Yale Program for Recovery and Community Health, as well as the Department of Mental Health & Addiction Studies in Connecticut.

"C4 promotes best practices that improve the lives of marginalised and vulnerable people. C4 has a strong focus on complex public health problems such as homelessness, trauma, mental health and substance use issues. Using state-of-the-art research, training, and technology, C4 is committed to supporting individuals, agencies and communities to deepen the impact of their work."

"The State of Connecticut has been a leader in the introduction of recovery-orientated care since 2000. The Connecticut Department of Mental Health and Addiction Studies defines a recovery-orientated system of care as one that identifies and builds upon each individual's assets, strengths and areas of health and competence to support achieving a sense of mastery over his/her condition while regaining a meaningful, constructive sense of membership in the broader community."



LOCATIONS

CENTRAL OFFICE

Level 2/452 Flinders Street, Melbourne
Mail: PO Box 13305, Melbourne Law Courts 8010
P: 03 9611 9200 | F: 03 9611 9222
E: vincentcare@vincentcare.org.au

HomeDirect (Central Office)

T: 03 9611 9200 | F: 03 9611 9222

INNER MELBOURNE COMMUNITY HUB

Ozanam House (North Melbourne)

P: 03 9329 5100 | F: 03 9329 8727

Ozanam Community Centre (North Melbourne)

P: 1800 825 955 | F: 03 9328 4613

Quin House and Reconstructing Life after Dependency (Fitzroy)

P: 03 9419 4874 | F: 03 9419 4723

NORTHERN COMMUNITY HUB

175 Glenroy Road, Glenroy
T: 1800 618 468 | F: 03 9304 0111

HUME COMMUNITY HUB

144 Welsford Street, Shepparton
P: 03 5821 9458 | F: 03 5822 2845

SOCIAL ENTERPRISES HUB

Ozanam Enterprises

17-19 Lieber Grove, Carrum Downs
P: 03 9708 2488 | F: 03 9708 2545

SENIORS LIVING

Home Care Packages

P: 03 9321 2912 (Melbourne region)
P: 03 5831 1840 (Hume/Lower Hume region)

Wellbeing Centre

2-6 Albert Street, Blackburn
P: 03 9878 1051





VincentCare
Victoria

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