

Annual Report 2018-2019

**Working together with clients and the
community to end homelessness**



VincentCare
Engage. Enable. Empower.



VincentCare proudly acknowledges the Victorian Aboriginal people as the First Peoples and Traditional Owners and custodians of the land and water on which we live, work and play. We pay our respects to their elders, past, present and emerging.

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



01 // 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.



02 // OUR PURPOSE:
To create opportunities for lasting change for the most marginalised.



03 // OUR ASPIRATION:
To be a leader in providing care, hope and advocacy for those facing disadvantage.



04 // OUR VALUES:
Courage. Compassion. Accountability. Excellence. Leadership. Dignity.



Contents

Message from the Board and CEO 2

Facts and stats In Victoria..... 3

Real and lasting change: building a new future..... 4-5

Connection and community: a place to call home..... 6-7

A house worth celebrating 8-9

Meet our clients..... 10-11

A new beginning..... 12

Acknowledging the value of volunteers 13

Celebrating Rainbow Tick Accreditation 14

The beginning of our journey to reconciliation..... 15

Work and training for people living with a disability 16

Seniors living well 17

Financials..... 18-20



Message from the Board and CEO

Over the past 12 months, we have endeavoured to lay the foundation for an approach that will better meet the needs of our clients, both working with them and advocating for them, to create meaningful pathways out of homelessness and into recovery.

VincentCare achieved significant growth across the group during this period, building upon organisational expertise in head leasing, tenancy and property support, and the implementation of our Homelessness Recovery Model.

Importantly, we increased the number of clients we can assist by building strategic partnerships with a number of organisations. This included delivering COMPASS, Australia's largest Social Impact Bond to create pathways and opportunities for young people leaving care; working with Jesuit Social Services to support young people exiting the justice system; and providing a supportive housing response for rough sleepers in the cities of Melbourne, Yarra and Port Phillip with The Salvation Army and Sacred Heart Mission.

We completed the major redevelopment of Ozanam House and the Ozanam Community Centre, resulting in the official opening of the Ozanam House accommodation and homelessness resource centre on 28 June 2019. The new facility will provide clients with three accommodation options, health and wellbeing services, meals, computers and WiFi, case management and personal and financial counselling.

Our formal commitment and three-year journey to create culturally safe and inclusive services for LGBTIQ clients, staff and volunteers was formally acknowledged via the attainment of Rainbow Tick Accreditation in December 2018. VincentCare recognises that the LGBTIQ community are overrepresented in the homelessness population and this accreditation is our commitment to providing a safe and inclusive environment.

Our vision of Reconciliation is one where all Victorians are treated with dignity, Aboriginal and Torres Strait Islander peoples and lands are respected, valued and have achieved self-determination.

In April 2019, VincentCare received conditional

approval of our first Reconciliation Action Plan (RAP), Reflect — our promise to working towards becoming a culturally diverse, safe and competent organisation and working in partnership with Aboriginal and Torres Strait Islander peoples.

A major Single Client Record project was closed in February 2019 having fulfilled its main goal of improving client outcomes. Clients now need only tell their story once and that story is securely stored within a single source of truth. Administrative and other operational processes have also been simplified to improve the experience for clients and staff. We will now apply these learnings further and wider, improving information management across the organisation.

We would like to acknowledge the contribution of former leaders of the organisation — CEO John Blewonski, Board Chair Rod McDonald and members of the Board of Directors. They transformed the organisation through two strategic plans, working together with clients and the community towards solutions to end the cycle of homelessness and disadvantage. We would like to thank them for their commitment and wish them success in their future endeavours.

The past year presented challenges, but it has also been an opportunity for us to take new steps and embrace our role as humble learners on a journey of transformation. Our thanks to our Board Members, past and present, for their vision and support, to our committed team of staff and volunteers who strive every day to put into practice the values of VincentCare, and to our clients for their courage and for sharing their lived experiences.



Karen Lovett, *Helpful Hands*, 2019.

Facts and stats in Victoria

On any given night, 1,100 people sleep rough in Victoria including on city streets and in parks, carparks, sporting grounds, bushland areas and coastal reserves.

(Source: AIHW, 2018)

30%

of homelessness services clients indicate housing affordability is the reason for their homelessness

38%

of homelessness clients indicate family violence is the reason for their homelessness

64%

of people who seek help from homelessness services are women

(source: AIHW, 2018)

43%

The number of people experiencing homelessness rose 43% in the past 10 years.

(Source: ABS, 2016)

90

On average, 90 requests for assistance went unmet each day.

(Source: AIHW, 2018)

55+

Women over 55 years are the fastest growing group of people experiencing homelessness.

(Source: AIHW, 2018)

Aboriginal and Torres Strait Islander peoples make up 0.8% of the Victorian population but 10% of the homelessness population.

(source: AIHW, 2018).



Nearly 25,000 people are experiencing homelessness on any given night.

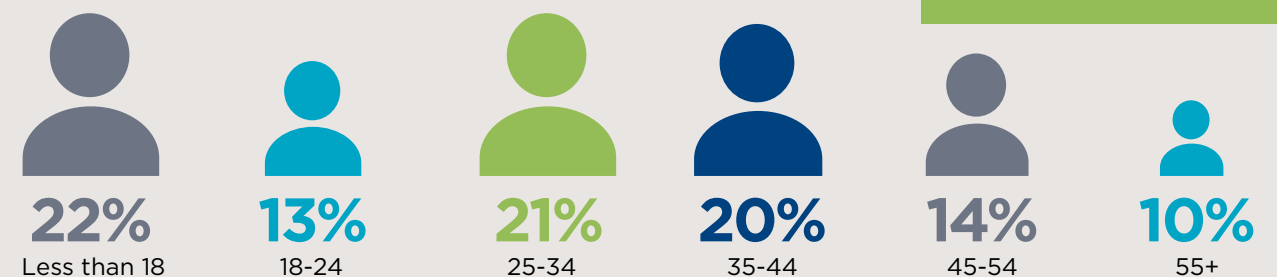
(source: ABS, 2016)

The number of people waiting for social housing is growing by 500 people each month

(source: Victorian Parliamentary Inquiry into social housing, 2018)

Age of people experiencing homelessness:

(Source: AIHW, 2018)





Real and lasting change: building a new future

VincentCare recognises that homelessness is a complex personal, social and economic issue that requires both a systemic and individualised approach to actively support people with positive transformation and recovery. Our Homelessness Recovery Model focuses on the needs and strengths of the individual, while also aiming to build community capacity to facilitate real change.

It has been a busy year for staff, volunteers and clients alike, with targeted services in high demand for many cohorts experiencing or at risk of homelessness, and pending transition to new

facilities in inner Melbourne.

VincentCare not only supports people at various points of homelessness but also builds agency, resilience and skills to assist with overcoming many of the mitigating circumstances that clients face such as: family violence, legal concerns, housing uncertainty, financial insecurity, substance abuse, disability, and mental ill health.

Homelessness Services

The **Northern Community Hub** expanded its services in Glenroy and the Hume Moreland region with additional support for people with mental ill health and those needing to access the

NDIS. There was also continued development of the Diversity Program at Northern Community Hub in providing responsive and culturally safe support to members of the LGBTIQ and Aboriginal communities; both examples of VincentCare's commitment to its Reconciliation Action Plan and Rainbow Tick. The Hub has supported over 4,600 people accessing crisis services in Glenroy, including those supported through the HomeConnect Program (supporting people at risk of homelessness through household-based early intervention), and the Community Connections Program (supporting those with unmet health and housing needs).

The **Hume Community Hub** has a highly dedicated and committed team based in Shepparton that have responded to exceptionally high demand for support for people experiencing family violence and financial hardship. The Family Violence team (Marian Community) have managed immense demand on services in the Goulburn region, supporting women and children escaping family violence, with some staff supporting up to 20 clients at any given time. The Financial Resilience Team have supported clients with financial advice and emergency relief, making a difference in the lives of 45 people every month.

The **Inner Melbourne Community Hub** has continued to develop its high standard of support for people experiencing homelessness through its drop-in and crisis accommodation services. With continued support for both existing and new clients, VincentCare commenced informed consultation and transition preparation for the

Homelessness Services has integrated many principles and practices that celebrate diversity and promote a high standard of support.

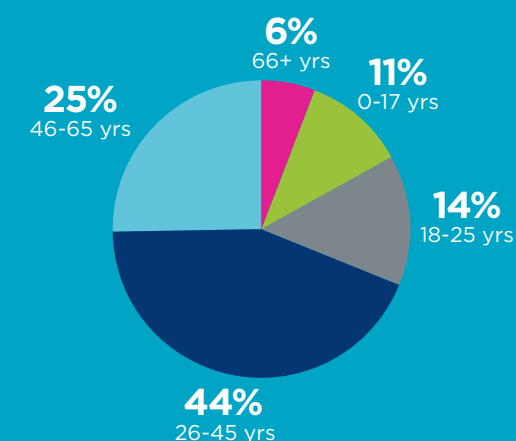
move from the 'old' Ozanam Community Centre and Bailly House buildings to the new Ozanam House integrated accommodation hub and homelessness resource centre. New collaborative services like the GreenLight Program, in partnership with Sacred Heart Mission and the Salvation Army, were established to help people move from street homelessness into safe long-term housing.

Homelessness Services 2018/2019:

- 6,000 clients supported
- 44% of people supported were 26 to 45 years of age
- Diverse clients profiles and experiences
- 433 households utilising HomeConnect
- 218 people assisted by Community Connections Program
- 159 young people exiting Youth Justice Centres supported
- 370 women and children escaping family violence supported
- 534 clients received financial advice and emergency relief
- Waiver of over \$100,000 in client debts
- Consultation and transition to new Inner Melbourne Hub
- 14 recognition events to celebrate client diversity

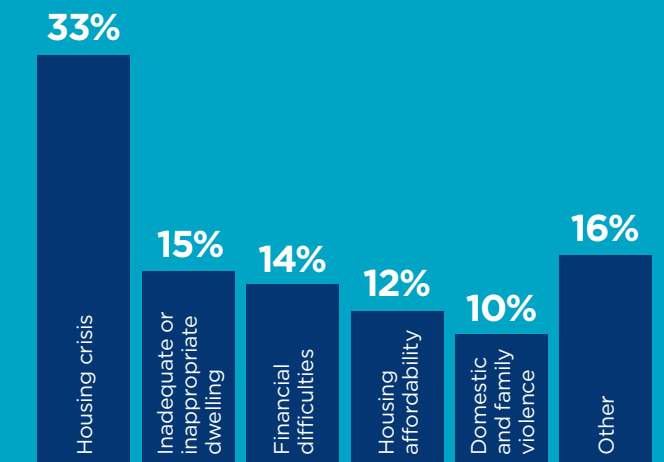
Who are our clients?

Almost half of our clients are between 26 and 46 years of age.



Why do they come to us?

Most of our clients cannot access affordable, safe and secure housing.



Connection and community: a place to call home



It is important for everyone to have a sense of home and to feel supported. VincentCare advocates for the importance of secure accommodation in terms of personal safety, freedom, privacy, dignity, social participation, and life opportunities.

VincentCare Community Housing (VCCH) is a Registered Housing Provider managing a suite of programs with accommodation for people experiencing homelessness and disadvantage. VCCH manages around 360 properties and provides tenancy support to clients on behalf of the Government and VincentCare. These include: transitional properties; a rooming house; independent living units; and head leased properties, among other complementary services.

Hume Moreland Launch Site

Launch Sites are a way of working across the homelessness and community housing service systems to introduce

approaches to accommodation, in partnership with local community organisations. In 2018/2019 VincentCare was part of the Launch Site activity for the Hume and Moreland areas, in partnership with Department of Health and Human Services Victoria. This new response aims to support people experiencing homelessness or at risk of homelessness through:

- Targeted assistance and resources across the spectrum of homelessness need (at risk, first time, episodic or long-term homeless); and
- Tailored assistance for individuals and families (support of sufficient intensity and duration to secure and sustain housing).

Key Activity (Northern Community Hub):

- 879 clients gained private rental through the Private Rental Assistance Program (building linkages with real estate agents and providing financial assistance).
- 96 clients participated in the

Brief Intervention Program.

- 82 clients were assisted through the Enhanced Housing Pathways pilot — supporting people exiting prison with specialised housing support and case management to match their needs.

Tenancy and Property Management

VCCH continued to grow its property portfolio in 2018/2019, with the addition of new programs to respond to community needs, including new head leasing funding for women experiencing family violence. This program matches appropriate housing with specific target cohorts including: individuals and families who are homeless or at risk of homelessness; over 50s in insecure, unaffordable or unsafe living arrangements; young people at risk or who have been in contact with the criminal justice system; people experiencing various forms of disadvantage or housing crises;

Access to adequate housing and related rights are encompassed in the major International Human Rights treaties. VincentCare seeks to facilitate and uphold these rights.

COMPASS points to independence

The COMPASS program helps young people successfully transition from Out of Home Care and sets them on a positive path to independence. Research shows young people leaving care are more likely to be homeless, unemployed, suffer mental health concerns or be involved in the criminal justice system, compared to other young people (Source: AIHW, 2018). The evidence also shows that with the right support, care leavers can achieve better life outcomes. As of 30 June 2019 the program, operating as a partnership between VincentCare and Anglicare Victoria, has seen 38 new clients referred to the program — with 80% of referrals choosing to participate — and a current retention rate of 100%.

and people experiencing family violence.

VincentCare's personalises its services and accommodation options based on individual needs and strengths. This strengths-based approach gives clients the best mix of supports on their journey to recovery and independence.

Key Activity:

- 1,069 clients housed including dependents.
- Independent Living Unit upgrades.
- 15 tenants housed through programs with Jesuit Social Services.
- 11 new tenancies via HomeDirect.
- 46 new properties to house women experiencing family violence.
- 23 new tenancies established for Rapid Rehousing Funding.
- Continued establishment of presence and properties in Bendigo, Ballarat and Frankston.



"I think that every person should be given an equal chance at life. Just because some kids start more disadvantaged, everyone should be able to make something of their future. But I think whoever invests in COMPASS should know it's a really good program." KYLIE, COMPASS PROGRAM PARTICIPANT



A house worth celebrating

While VincentCare provides support and services to clients each day, 2018/2019 was cause for particular celebration for the monumental achievement of the Ozanam House redevelopment. This \$47 million dollar capital works program resulted in the completion and launch of a purpose-built facility to accommodate and provide wrap-around support to hundreds of Victorians experiencing homelessness. It represents one of the most significant investments in homelessness accommodation and support ever in Australia.

In Victoria, an estimated 25,000 people are homeless, with around 1,300 in inner-Melbourne and its surrounds alone. There are as many as 400 people sleeping rough in the city and inner suburbs. Beyond their housing situation, these vulnerable people need other supports. The new Ozanam House was conceived as an opportunity for a facility for optimised homelessness accommodation and support in Melbourne.

Utilising the historically significant Ozanam House site on Flemington Road, an 11-storey

accommodation complex was built alongside a complementary on-site homelessness resource centre. The new facility includes 60 crisis accommodation units, 48 extended-stay units and 26 self-contained apartments, to support women and men at different points in their homelessness journey.

The co-located homelessness resource centre offers holistic wrap-around health care services from primary and allied health professionals and clinicians. It also provides: meals; opportunities for education and training; various therapies; group programs; access to a tech hub with computers and wifi; and various break-out areas and social opportunities, such as the O Café.

Every technical and design aspect of the building was developed with detailed and informed scrutiny, to provide a high level of amenity, safety, security and comfort for sustainable, therapeutic accommodation and support.

These facilities enable a practical, on-the-ground delivery of VincentCare's client-centred Homelessness Recovery Model.

Staff and clients were an integral part of the planning and transition process for the new Ozanam House via working groups. It is essential to build a sense of ownership and belonging with the new facility.

New Ozanam House Features and Services:

- Australia's largest homelessness accommodation hub.
- 134 accommodation units.
- Health centre: community nursing; dentist, GP, dietician, podiatrist and counsellors.
- Capacity to support 250 people every day.
- Trauma-informed case management support.
- Communal areas based on a 'neighbourhood' design principle.
- Café, tech hub, laundry, bike storage, multi-purpose areas, courtyards.
- Client-centred and co-designed.
- A commitment to sustainability and a 5-Star Energy Rating.

Ozanam House launch event

Completed in June 2019 after eight years planning and build, the new facility was officially launched on 28 June 2019.

VincentCare CEO Quinn Pawson used the opportunity to highlight the serious social crisis of homelessness and to welcome a new era and future for accommodation and care.

"No matter who you are, no matter how you came to be experiencing homelessness, there is a place for you here," Mr Pawson said. "Really the benchmark for us is would we want one of our loved ones to live here? If we could answer yes to that question then I think we got it about right."

VincentCare also took the opportunity to thank the many collaborators and funders who made the redevelopment of Ozanam House possible. This included: MGS Architects, the Victorian Government, St Vincent de Paul Society, Lord Mayor's Charitable Foundation, Gandel Philanthropy, Perpetual and EnergyAustralia.



Opposite page: The courtyard. **Above from top:** Former Board Chair Rod McDonald, The Hon. Richard

Wynne MP, and Lord Mayor Sally Capp; the O Café; VincentCare staff at the launch event; dental service.

“

As a gay man using VincentCare I have been welcomed and supported so much so that I forget it is a faith based organisation. I'm encouraged to be who I am there. Like IDAHOBIT Day — I think I've been to one or two of them — it was really good because it wasn't just a fancy breakfast.

—DAMIEN



Graeme attends The Wellbeing Centre. Read more about Graeme on page 17.



Karen Lovett, artist who created VincentCare's Reconciliation Action Plan artwork, *Helpful Hands*.

“

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.

—LEAH



VincentCare's Catherine with Client Advisory Committee volunteer Jack King at the Rainbow Tick launch event.

Meet our clients



Jason Wright received a new smile from Victoria's only homelessness dentistry service.



Teresita enjoying working in a community garden.



Artwork: *Untitled*, 2019.
Artist: Damien Chandler



Artwork: *Average Tuesday*, 2018, painted on canvas.
Artist: Shadow



Artwork: *Helpful Hands*, 2019, painted on canvas.
Artist: Karen Lovett



Artwork: *Untitled*, 2018, painted on vinyl record.
Artist: Hope



Damien Chandler, member of the Rainbow Tick event working group, at the launch event.

“

VincentCare has helped me to be more positive. I didn't feel like a burden, the staff there all helped me to understand that I needed to feel better, for myself.

—JASON



Hope at the launch event to celebrate Rainbow Tick Accreditation.



The HRC Music Group providing entertainment at the official opening of Ozanam House.

“

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.

—SUSIE

A new beginning

We say farewell to the old Ozanam Community Centre

In a year of positive change, innovation and new beginnings, it was important for VincentCare to also reflect on the vital role of the 'old' Ozanam Community Centre (OCC). After decades of service, the Centre was retired then relocated to the new, purpose-built Ozanam House on Flemington Road from June 2019. This was a significant and memorable transition for staff and clients, and was achieved with a down-time of only one week — a testament to solid continuity planning.

Ozanam Community Centre was given a farewell with a day of fun, while observing reverence to the important, positive impact it had made on so many lives over the decades. A festive barbecue event with

games, music and impassioned sharing of memories was held for staff and clients. VincentCare CEO, Quinn Pawson spoke about the role of community and client engagement. Clients shared their stories of the warm environment and breakthroughs they had experienced. For many people, OCC represented a location and service experience that had been positively transformative and life altering — some participants were moved to tears. The day was finished off with a nod to the future as staff and clients acknowledged the transition into the new Ozanam House accommodation and homelessness resource centre, where many more positive transformation journeys await.



Above: Clients, staff and volunteers posing for the photobooth at the farewell event.

A living history of Ozanam Community Centre

The advent of Ozanam Community Centre has its roots in the 1940s when concerned volunteers and local parishioners recognised the growing concern of homelessness in inner Melbourne. Between the 1960s and 1990s significant changes occurred in Government policy and demand continued to increase for homelessness services. Typically these services were based solely on crisis-style housing for men, with little wrap-around care, flexibility or personalisation. Ozanam Community Centre was officially

opened at 268 Abbotsford Street, North Melbourne in June 1998 to better respond to real community need. Staff set about providing a comprehensive drop-in service that included meals, health services and support. By 2018 the Centre was supporting 45,000 people per year and employed 18 staff. The Centre has evolved with the times, and will now take on a new lease of life with greater impact and long-term viability in an all-new location, with all staff and clients successfully transitioned.

Acknowledging the value of volunteers

Volunteers are not only essential to the work of VincentCare, they also add considerable value across our network. VincentCare respects and thanks all volunteers who played an active and selfless role in supporting programs, activities and events during the year. This includes: participants in our Client Volunteer Program; community volunteers; corporate volunteers; and secondary school volunteers. Volunteers provide their time and skills. The numbers speak for themselves in conveying what was made possible in 2018/2019 with the generosity of volunteering and in-kind material aid.

Diversity and Skill

VincentCare volunteers come from all walks of life and each bring something different in terms of skills and knowledge. Having volunteers from a variety of age groups, genders, cultures, professions and roles, provides a positive diversity that contributes to VincentCare's culture of



Above: Some of our Acupuncture volunteers; volunteers at Ozanam House on Christmas Day.

acceptance and giving. Volunteer roles include: welcome and engagement volunteers; catering assistants; drivers; administration and reception; material aid coordinator; hairdressers; acupuncturists; yoga instructors;

and emergency relief volunteers. Charity Pinchapoo donate all of our toiletry packs and individual toiletries with the generous support of schools across Melbourne.

- **15,891** total hours of Volunteer support.
- **1,920** hours of Client Volunteer Program Support.
- **900+** hours of administrative/reception support.
- **130** active Community Volunteers.
- **13** volunteer secondary schools.
- **5** corporate volunteer groups.
- **2,500** coffees made in the O Café.
- **96** yoga classes.
- **624** acupuncture treatments.
- **320** haircuts.
- material aid support: **500** toiletry packs, **350** food parcels.
- **21,165** meals served.

O Café — a case for Engaged Volunteering

O Café is a VincentCare run social enterprise and community engagement initiative serving coffee to clients and visitors to Ozanam Community Centre. The service is run by Client Volunteers and baristas, and Community Volunteers.

O Café is a great opportunity to connect the community, and develop the skills of client participants. VincentCare thanks Coffee Mio and 5Point Foundation for making this possible. THANK YOU!

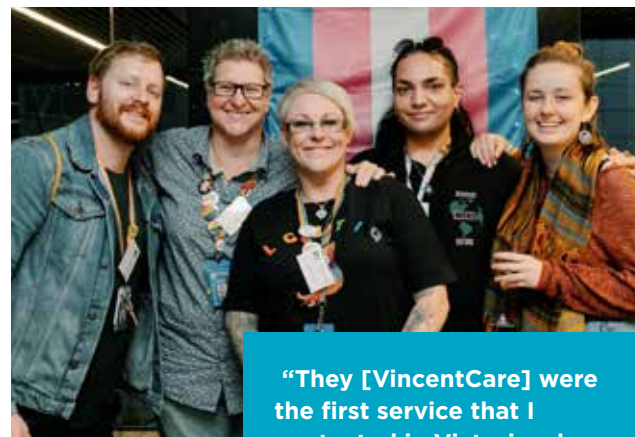


Above: Mansoor learning how to become a barista in the O Café.

Celebrating Rainbow Tick Accreditation



Pictured: VincentCare staff and guests at the launch event to celebrate Rainbow Tick Accreditation.



"They [VincentCare] were the first service that I contacted in Victoria who were actually willing to see me face-to-face to talk to me, to find out what my situation was... I came here into the office and met with Debbie and we had a great chat, it was an instant rapport, it was personal. I was being met, there was no discrimination, I could just relax and it was okay."
GEORGIE, LGBTIQ CLIENT

In 2019 VincentCare took an important step towards inclusivity and best practice in support of gender diverse clients and community members. VincentCare is proud to have achieved Rainbow Tick Accreditation after an extensive program to adapt the way we acknowledge and work with the LGBTIQ community. This tick highlights VincentCare as a safe and respectful service provider that works to understand the lived experience of LGBTIQ people, and provide tailored support.

Accreditation is determined by an organisation's ability to meet a series of rigorous standards as set by Rainbow Health Victoria and in accordance with Quality Innovative Performance (QIP). For VincentCare this has meant changes across operations including: professional training; staffing practices; client management; data collection; communications; policy development; and community and sector outreach. These changes were supported by VincentCare's Board and leadership, and all staff throughout the organisation.

Rainbow Tick in Action:

- A safe and supportive workplace for LGBTIQ staff and volunteers.
- Pride in LGBTIQ staff, clients and community members.
- A proactive response to the over-representation of LGBTIQ people in the homeless population.
- Recognition of the challenges faced by LGBTIQ people experiencing homelessness.
- A robust, best practice service model that is flexible to the needs and experiences of LGBTIQ clients.
- A message to clients that they will receive inclusive care from when they walk in the door.
- Well informed staff who are trained to provide targeted, culturally safe services and pathways to care.
- Ability for LGBTIQ clients to identify through Single Client Record and improved data

collection to help meet their specific needs and preferences.

- Greater consultation and co-design of services with LGBTIQ people.
- New resources and comms channels to support and promote inclusive practice.
- New partnerships with LGBTIQ sector partners.
- Participation in LGBTIQ networks.

We're immensely proud of Rainbow Tick Accreditation, however, we know that discrimination causes insidious harm. We are committed to an ongoing journey of creating inclusive practices and services.

The beginning of our journey to reconciliation

VincentCare is dedicated to achieving culturally relevant services that uphold the dignity, rights and potential of each individual and their community. 2018/2019 was a milestone year for VincentCare's strategic commitment to improving its diversity and inclusivity practices. In April 2019, the organisation's first Reconciliation Action Plan (RAP), Reflect, received conditional endorsement. This was representative of more than two years of consultation and planning, establishing and building relationships with Aboriginal and Torres Strait Islander organisations.

VincentCare recognises that our state's history includes a very long era of control and

disempowerment of Aboriginal and Torres Strait Islander peoples that began with dispossession. We recognise that the impact of dispossession, resistance, control, segregation, forced assimilation and disempowerment is a matter of deep continuing concern and ongoing trauma. We recognise that Victorian Aboriginal peoples today are continuing to face specific economic, social and cultural discrimination.

Reflect RAP in Action

The RAP emphasises unity and cross-collaboration that will result in meaningful interactions with Aboriginal and Torres Strait Islander clients, communities and service organisations. It declares VincentCare's commitment to reconciliation, remembrance and forward collaboration with First Nations' people.

The RAP is a practical plan encompassing five dimensions set out by Reconciliation Australia:

- 1) Race relations;
- 2) Equality and equity;
- 3) Unity;
- 4) Historical acceptance; and
- 5) Institutional integrity.

Reconciliation Australia recognises and endorses four levels of RAPs, for which "Reflect" is the first element. This means that VincentCare's commitment to best practice quality of care for Aboriginal and Torres Strait Islander clients is an ongoing, long-term pledge.



23,000 Aboriginal and Torres Strait Islander Australians were recorded as homeless in the last Australian Census (2016). Indigenous Australians represent almost a quarter of specialist homelessness service clients.



Pictured (l-r): Louise Augustinus, Nova Peris and Leanne Brooke at a Cultural Awareness Workshop at VincentCare.



Pictured (l-r): Quinn Pawson, Nicole Caulfield, Leanne Brooke and Janah O at The Long Walk lunch 2019.

Work and training for people living with a disability

Ozanam Enterprises is a thriving, commercially operated social enterprise that provides employment opportunities to individuals living with a disability. VincentCare is a Registered Supported Employment Provider under the National Disability Insurance Scheme. Ozanam Enterprises provides jobs and training in manufacturing, packing and supply chain solutions that build individual skills, self-esteem and gainful income, while contributing to environmental and organisational sustainability.

Enterprise Highlights for 2018/2019:

- 52 Supported Employees on NDIS plans since transition.
- Continuing partnerships with Qantas, Virgin Australia, Rolls



Australia, Wilson & Bradley, Visy, Restoring Hope, AFI Branding and St Vincent de Paul Society Victoria.

- A whopping 1,775,090 airline headsets refurbished equating to \$388,514 income.
- Commercial packaging operations achieved a \$90,000 increase on budget forecast.

- 95,000 ANZAC badges completed for the Victorian RSL in memory of Veterans.
- 30,000 items processed for de-branding and re-use including boxes, folders and clothing.



Connecting the community — an employee story

Ozanam Enterprises provides a supported and friendly work environment for employees to engage in meaningful and productive work. In 2018/2019 a major commitment for the team was to assemble 95,000 ANZAC Appeal badges for the RSL by the end of March. While this was a busy time and an achievement highlight for many staff, it was particularly meaningful for team member Julie, who has worked with Ozanam Enterprises for 20 years. Julie has a special family ANZAC connection and she

proudly shared a photo and the story of her father, the late James Arthur Taylor, a brave Lancaster Bomber rear gunner during WWII, who flew 43 missions over Germany and France.

The dedicated work of Ozanam Enterprises employees was applauded by RSL representatives and VincentCare. Julie's story further demonstrates the strong human experiences and connections behind this personally and socially significant work.

Seniors living well



VincentCare provides a tailored mix of services that support Victorian seniors to live independent fulfilling lives.

Home Care Packages

Home Care Packages provides services to older Australians, particularly frail older people, to remain in their homes and community for as long as possible. Case Managers work closely with clients to ensure choice and flexibility are included in the way the care and support is provided. VincentCare Community Support Worker staff provide continuity of care to clients that includes personal care, domestic assistance and transportation.

Wellbeing Centre

The Wellbeing Centre in Blackburn provides a location-based service that aims to enable clients to maintain their independence and remain living in their home and community. The centre tailors physiotherapy, occupational

therapy and speech pathology to suit clients' needs with a focus on restoring, improving or maintaining function and wellbeing.

Assistance with Care and Housing (ACH)

The ACH Program supports older people with experiences of homelessness or disadvantage to access stable housing. This includes a dedicated service location in the Gippsland region, which is small but growing. Services include: assessment, service linkage and referrals, housing advocacy, and support to overcome complex issues such as squalor or hoarding.

Seniors' Living and Care Highlights 2018/2019

- 4,500 hours of care to Home Care Package clients.
- 98 clients participating in Wellbeing Centre programs (up to 20 visits per day).
- 7,080 hours of service delivered via the Wellbeing Centre.
- 686 hours of ACH Case Management.

VincentCare is committed to supporting the freedoms, and physical and mental wellbeing of senior clients.



"When I started here [at the Wellbeing Centre in April 2019] I couldn't reach down and had to use a sock donner*. Now I can put my socks on by myself [July 2019]. And I can cut my toenails too. I'm going to keep practising the stretches so I can touch my toes easily. I like coming here because the Wellbeing Centre team listen and I can feel it doing me good — the GP said my blood pressure is the best it has been in ten years."
GRAEME

**A sock donner is an aid for people who have restricted flexibility (bending or stretching), and who have difficulty putting on socks.*

Financials

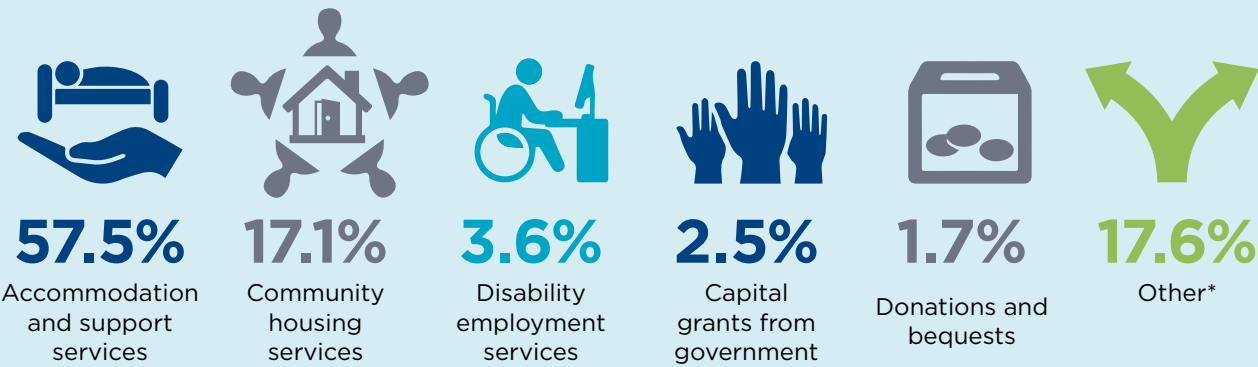
Consolidated statements of profit or loss and other comprehensive income for the year ended 30 June 2019.

	2019 \$	2018 \$
REVENUE		
Government and non-government grants, client fees and sale of goods		
Accommodation and support services	22,836,565	21,422,864
Disability employment services	1,426,573	1,362,607
Community housing services	6,778,663	6,071,468
Capital grants from government	1,000,000	5,524,904
Funds raised by VincentCare Victoria		
Donations	190,525	1,093,982
Bequests	471,601	16,137
Capital grants from trusts and foundations	704,794	1,201,000
Interest and dividend income	3,840,104	4,120,642
Net gain on sale of non-current assets classified as held for sale in previous period	1,582,006	-
Net gain on assets classified as fair value through profit or loss	851,634	827,517
Total revenue	39,682,464	41,641,121
EXPENDITURE		
Accommodation and support services	(25,986,619)	(24,625,469)
Disability employment services	(2,171,524)	(1,856,363)
Community housing services	(6,652,937)	(5,803,382)
Impairment expense	(89,109)	-
Increase in depreciation arising from the change in useful lives of property, plant and equipment	-	(106,327)
Total expenditure	(34,900,189)	(32,391,541)
SURPLUS FOR THE YEAR	4,782,275	9,249,580
Other comprehensive income		
Net gain on assets classified as at fair value through other comprehensive income	-	171,285
TOTAL COMPREHENSIVE SURPLUS FOR YEAR	4,782,275	9,420,865
Surplus attributable to:		
Owners of the organisation	4,782,275	9,249,580
Total comprehensive surplus attributable to:		
Owners of the organisation	4,782,275	9,420,865

Consolidated statements of financial position as at 30 June 2019.

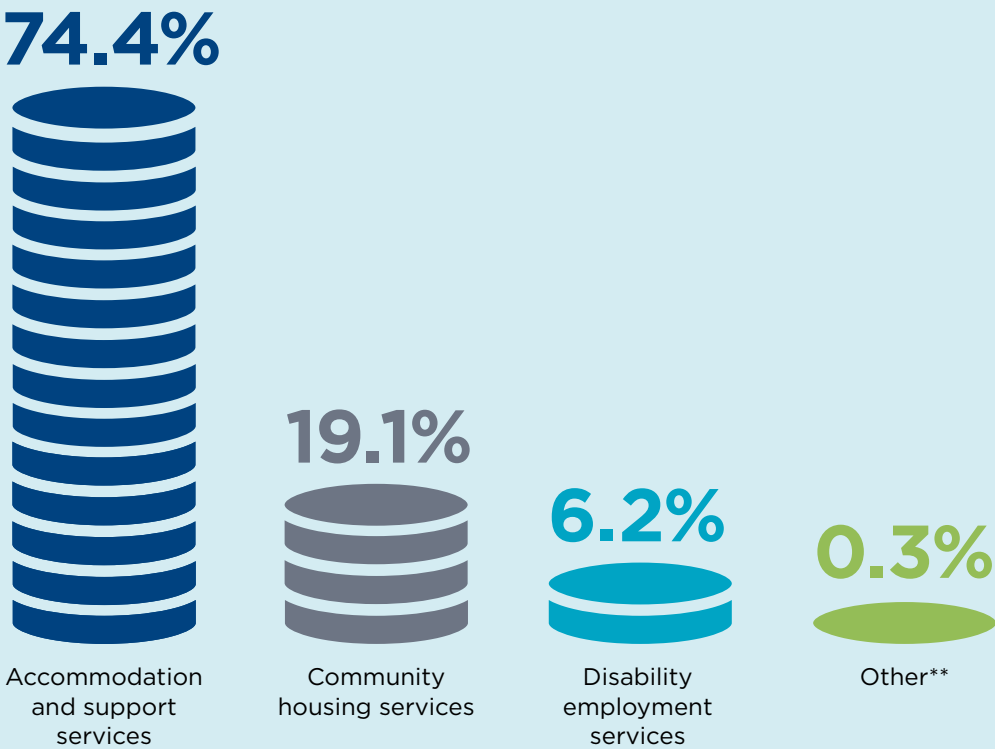
	2019 \$	2018 \$
CURRENT ASSETS		
Cash and cash equivalents	5,179,003	8,521,016
Trade and other receivables	1,975,799	1,983,445
Inventories	-	-
Other assets	324,768	304,513
Financial assets	4,000,000	4,000,000
	11,479,570	14,808,974
Non-current assets classified as held for sale	1,842,479	814,744
TOTAL CURRENT ASSETS	13,322,049	15,623,718
NON-CURRENT ASSETS		
Financial assets	63,634,243	64,593,311
Property, plant and equipment	58,874,409	43,640,447
Intangible assets	355,630	380,220
TOTAL NON-CURRENT ASSETS	122,864,282	108,613,978
TOTAL ASSETS	136,186,331	124,237,696
CURRENT LIABILITIES		
Trade and other payables	2,853,868	4,695,003
Provisions	2,677,242	2,454,198
Other liabilities	8,578,283	8,291,576
TOTAL CURRENT LIABILITIES	14,109,393	15,440,777
NON-CURRENT LIABILITIES		
Provisions	300,770	303,026
Borrowings	18,000,000	9,500,000
TOTAL NON-CURRENT LIABILITIES	18,300,770	9,803,026
TOTAL LIABILITIES	32,410,163	25,243,803
NET ASSETS	103,776,168	98,993,893
EQUITY		
Contributed equity	34,347,401	34,347,401
Reserves	4,822,702	6,644,462
Accumulated funds	64,606,065	58,002,030
TOTAL EQUITY	103,776,168	98,993,893

Our revenue



Most of the money we receive and spend is to help people find a place to live and support them to succeed in that place and that community.

Our expenditure



*Includes capital grants from trusts and foundations, interest and dividend income, net gain on sale of non-current assets classified as held for sale in previous period, and net gain on assets classified as fair value through profit or loss.
** Impairment expense.

2018-2019



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Northern Metropolitan

Northern Community Hub | Glenroy

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Sunbury Gardens | Sunbury

T: (03) 9304 0100

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Hume Region

Hume Community Hub | Shepparton

T: (03) 5821 9458

After Hours: 1800 015 188

(Family Violence Crisis Support only)

Seniors Living

Wellbeing Centre | Blackburn

T: (03) 9878 1051

E: wellbeing.centre@vincentcare.org.au

Home Care Packages

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VincentCare

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