

Annual Report 2019-2020

**Delivering services in
a changed world**



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.



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.

2019-2020

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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.

Message from the Board Chair and CEO

In March 2020, we found ourselves facing an unprecedented situation as the world was plunged into a global pandemic. The impact was sudden and required immediate action.

As a community services organisation providing assistance and support to people experiencing homelessness, housing crisis and family violence, as well as working with seniors, and providing employment to persons with varying abilities, VincentCare's clients were some of the most vulnerable to coronavirus. The organisation immediately pivoted, creating a centralised strategy and operating model, and forming specialised groups to develop strategy, redesign services and deliver essential services in a COVID-safe environment. The approach was structured, measured, careful, considered and consistently applied, yet also delivered at a rapid pace. The organisation was in a position to continue to deliver its essential services to clients, albeit in a modified way. In a pre-pandemic world, what would have taken half a year, if not more, to accomplish, took place within a matter of weeks.

The safety and wellbeing of staff, clients and volunteers remained the top priority. Staff with backgrounds in healthcare were seconded into roles to oversee onsite safety protocols – supported by newly created specialised roles. Frontline staff quickly became adept at using personal protective equipment (PPE) and were provided with the correct equipment and training, supported by the establishment of a PPE supply chain. No part of our organisation remained untouched by safety measures, education and support to protect against the coronavirus.

Obviously, the pandemic brings home that VincentCare is not an island and our response has been anchored in strong collaborative relationships with other organisations across the community services sector including the Victorian Department of Health and Human Services, the Commonwealth Department of Health, and multiple local governments. We acknowledge our sector colleagues and are proud to be part of such an outstanding collective effort that has helped keep the coronavirus at bay in the vulnerable populations we all work with.

While the coronavirus and its impact will stretch into months and potentially the years ahead, we remain committed to a journey of continuous quality improvement, learning, sharing and collaborating to ensure the safety of our people and the ongoing

delivery of essential services.

Most importantly we remained committed to the principles of social justice that underpin the work that we do. This includes creating culturally safe and inclusive services for LGBTIQ+ clients, staff and volunteers through our Rainbow Tick Accreditation. We are also continuing our journey towards reconciliation and our commitment to become a culturally diverse, safe and competent organisation that works in partnership with Aboriginal and Torres Strait Islander peoples.

We would like to acknowledge the contribution of former leaders of the organisation – Board Chair Tony Nicholson, Treasurer Brian Tooth and Director Sally James – who along with fellow Directors saw the organisation through a period of transformation, including the opening of the new Ozanam House. We thank them for their commitment and wish them success in their future endeavours. Our thanks to our current Board Members, to our committed team of staff and volunteers, and of course, to our clients from whom we learn so much. We greatly value and appreciate the relationships we have with government and other sector agencies, working together to support people experiencing homelessness.

The past year presented us with challenges not experienced for 100 years. It was only by approaching the situation as humble curious learners and by drawing on the collective wisdom and dedication of our staff and volunteers, our Board Members, and external experts, and embedding ourselves in a whole of community response, that we were able to continue doing the work that we do. In future, we will leverage off some of the great initiatives that were put in place to provide immediate help and assistance to our clients throughout the pandemic. We will draw from these opportunities and share in the wisdom of others to advocate for our clients. The many months we have worked alongside the threat of COVID has taught us much and we shall harness this opportunity to provide better life outcomes for our clients in future.



Quinn Pawson
VincentCare CEO



Gerry Gogan
VincentCare Board Chair

Facts & Stats in Victoria

Victoria makes up 26.1% of the Australian population but 39% of the national homelessness services population. (Source: AIHW, 2020)

28%
of homelessness services clients indicate housing affordability is the reason for their homelessness

4%
increase in clients who received support from specialist homelessness services in Victoria.

(Source: AIHW, 2020)

105
requests, on average, for assistance went unmet each day.

(Source: AIHW, 2020)

3%
of homelessness services clients said COVID-19 was the specific cause of their homelessness.

(Source: AIHW, 2020)

42%
of homelessness clients indicate domestic and family violence is the reason for their homelessness

62%
of people who seek help from homelessness services are women

(Source: AIHW, 2020)

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

(Source: AIHW, 2020)



Age of people experiencing homelessness:

(Source: AIHW, 2020)

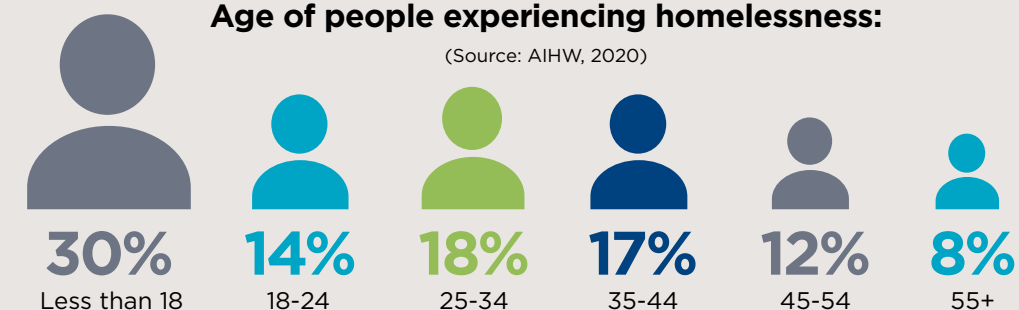




Photo: Nathan Dumlao, Unsplash

Delivering services in a

Supporting clients, staff and volunteers during COVID-19

At the beginning of the COVID-19 pandemic, VincentCare quickly pivoted its operations and service delivery. This began with the development of a C-19 Management Plan, which included the formation of working groups to develop an operational model methodology and implement standardisation across the entire organisation, with the focus on safety and delivery of essential services, building in quality, innovation, continuous quality improvement and a cyclical review cycle.

Under normal circumstances, what would have taken two years to plan and execute was delivered in six months – in addition to delivering 95% of existing services.

The three objectives of the C-19 Management Strategy:

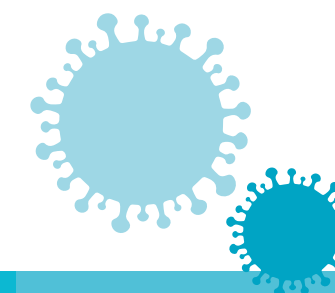
1. The safety and wellbeing of our clients, staff and volunteers.
2. The maintenance and delivery of essential services to our clients.
3. That VCV plays its role in responding appropriately to community expectations, in line with government directions to reduce the impact of the pandemic on the community.



We deliver on the three objectives through a six-step operational model



changed world



March 2020 Vic Gov. Stage 2

- C-19 Management Plan
- C-19 Working and Control Groups
- Tailored and specific staff communications
- Service redesign including 50 new work instructions and training
- PPE sourced and ordering process established
- Assessment of ICT capabilities and infrastructure
- New risk reporting system and a manual board to track cases
- Majority of staff commence working from home

April 2020 Vic Gov. Stage 3

- Workforce Management Plan
- Family and Friends Program
- Incident Management Team training and scenario test
- Staff rostering system
- Staff Wellbeing Kit
- Tailored and specific staff communications
- 48 new and revised work instructions and training
- Staff survey
- Compulsory PPE training module
- Power BI dashboard
- Designed escalation methodology
- Formal risk assessments for four high priority sites

May 2020 Vic Gov. Stage 2

- Developed C-19 de-escalation plan
- Casual staff pool
- Tailored and specific staff communications
- LGBTIQ+ social media campaign
- Nine new and revised work instructions and training
- Monthly risk reviews of the four high priority sites

June 2020 Vic Gov. Stage 2*

- Begin implementing then paused de-escalation plan
- Staff wellbeing survey
- Tailored and specific staff communications
- 10 new and revised work instructions and training
- Face-to-face and online PPE training
- Risk assessment and site audit of care hotels

*Victorian Government at Stage 2 – ended the month at Stage 3 for “hotspot” areas



Supporting the LGBTIQ+ community

At the beginning of the first lockdown, we wanted to ensure that our LGBTIQ+ clients knew we were still providing services – even though we modified the service delivery. VincentCare LGBTIQ+ staff volunteered to be involved in a social media campaign to reassure the broader LGBTIQ+ community they could still get the help they needed. The campaign ran on Facebook and Instagram over six weeks and was hugely successful in promoting our services to the broader LGBTIQ+ community – reaching current and potential clients as well as other agencies.

Below: Fiona Pole, VincentCare Young Adults Outreach Support Service Case Manager - LGBTIQ+



Above: Deb Rendina, VincentCare Key Worker LGBTIQ+ Portfolio.



The impact on disability employer, Ozanam Enterprises

Ozanam Enterprises temporarily closed its doors on 24 March. This had a significant impact on all staff and supported employees. In the 44 years Ozanam Enterprises has been operating this was the first time it had been required to close.

When the first wave looked to be ending, Ozanam Enterprises safely reopened on 25 May with a reduced capacity. Unfortunately, not everyone could be brought back at once.

Then came the second wave, where Government recommendations resulted in Ozanam Enterprises closing for a second time.

During the brief period of

re-opening, the small group of supported employees that were able to return had the opportunity to adapt to new work and learn new skills. Fewer people in the factory provided supported employees with the chance to step up and grow both their independence and abilities in the workplace.



Above: John Connor and Greg Stewart working on a CEVA/Visy job.

Seniors' Living clients

COVID-19 impacted all Seniors' Living programs but each program has continued to provide services throughout the pandemic.

Assistance with Care and Housing (ACH)

Many ACH clients have survived trauma in their lives and the changes associated with COVID-19 have shown how well they adjust. One of the biggest challenges was finding rentals, due to a lack of availability, real estate agent closures and restrictions related to viewing properties. For clients, the hardest part was not being able to see their friends or family. While not replacing friends or family, weekly welfare checks by ACH workers gave the clients comfort in knowing that VincentCare cared about them.

Home Care Packages

Home Care Package case managers moved to work from home and conducted weekly welfare checks with all clients. The clients appreciated each call made by their case manager to ensure they were well, feeling safe and being well supported. Where necessary – for sign ups and client reviews – case managers attended clients' homes wearing the required PPE and conducting COVID-19 checks prior to attending.

Wellbeing Centre

The Wellbeing Centre remained open throughout the COVID-19 pandemic by modifying its services. In March, the centre moved from group sessions to one-on-one, and then in May, to small groups. Clients who were self-isolating or not able to attend the centre were offered telehealth appointments, to ensure they remained connected and were able to continue their exercises. Session times reduced from 2.5 hours to 1.5 hours with no client interaction crossover and full cleaning between

sessions. Gym equipment was rearranged and the floor was marked clearly to adhere to social distancing. All clients and staff were screened and temperature taken before entering the centre. Staff wear full PPE for all face-to-face contact with clients. Clients receive weekly welfare checks as well as a monthly newsletter.

Community Support Workers

Community Support Workers have continued to provide all scheduled client services until the client specifically requested a cancellation. Due to their age group, some clients have chosen to self-isolate resulting in an increase in shifts for shopping and assistance with meal preparation. Community Support Workers received training in the correct use of PPE, follow relevant work instructions and wear full PPE equipment when attending a client's home.

Sunbury Gardens – a COVID-19 response for residents

VincentCare Community Housing (VCCH) manages a 22-bed rooming house in Sunbury. Residents have their own bedroom, sitting room and bathroom, and share a common commercial grade kitchen, laundry, lounge and outdoor areas. In March, at the beginning of the pandemic, it was identified that there was a significant risk and likelihood of an outbreak should any resident contract COVID-19. A number of changes were implemented and enhancements made to manage the risk and increase safety for the residents including:

- Supplying residents with toilet paper, hand sanitiser and antibacterial spray cleaner.
- Laminated posters for social distancing, hand washing, alternative ways of greeting people, the symptoms of COVID-19, and who to talk to if there were any questions or

if they were feeling sick, they were displayed in numerous places around the building.

- To reduce demand on the common area kitchen, residents were provided with a microwave, toaster and kettle if they did not already have these appliances.
- The front door key entry was replaced with a swipe card, no-touch system.
- Large hand sanitiser bottles were affixed to the entry door of the property and entrance to the three wings, where residents' rooms are located.
- Increased contracted cleaning of common areas to twice daily and extra cleaning provided to high-touch areas.

In addition to these physical responses, and to complement VCCH Tenancy and Property Management, VincentCare Support Services swung into action to provide emotional and practical support for each resident on a daily basis. Under normal circumstances, the site is not regularly staffed. Since April, staff in teams of two have visited the property seven days a week for at least two hours to respond to residents' needs. The Support Staff have provided information, advice, encouragement and a consistent presence that residents have appreciated.

The support team are able to provide food and other supplies to residents who were required to quarantine while awaiting the results of a COVID-19 test. To date, there have been no confirmed cases. A combination of quality support, proactive action and the behaviour of residents have helped keep everyone safe.

Family and Friends Program

In April 2020, VincentCare launched its Family and Friends Program to backfill roles to ensure the continuity of important frontline services to

clients. The program was suited to those out of work or looking for extra hours due to COVID-19. While some of the roles required specialised skills, others suited people with complementary or transferable skills from other industries, such as retail and hospitality. This program also provided people who had lost work for the longer term to learn new skills and therefore potentially join a new profession.

The program was a success, resulting in 74 applications and the hiring of 20 people.



Hotels emergency response

The Victorian Government invited VincentCare to work in partnership with four hotel proprietors to assist the large numbers of clients residing in their accommodation for sustained periods due to COVID-19. VincentCare provided COVID-19 concierge support seven days a week, inclusive of homelessness support, security and health support, and DHHS provided nursing staff.

This project, which remains until the end of December 2020, has enabled additional onsite services at the hotels for clients including: housing information, referral, linkage with case management services to support exiting from the hotel, emotional support, and health and safety matters including assistance with inter-guest issues.

Over 180 people are accommodated at any one time and the focus continues to be on supporting people into stable, sustainable and safe accommodation.



Life at Ozanam House and Inner Melbourne

In response to the COVID-19 pandemic, Ozanam House and the Homelessness Resource Centre (HRC) undertook a complete service redesign – changing almost every aspect of its service to align with public health guidelines.

The HRC moved from being an open access drop-in service to a window-based service, where clients could access meals, emergency relief and material aid, as well as support and referral to other services. Many onsite services were reduced or restricted including health and treatment, and planned activities. PPE, infection control, safety and risk became the core focus, as we educated residents and staff in how to be COVID-safe. Where required, responses were provided to vulnerable communities in an outreach capacity or in partnership with other services. A calendar of socially distanced and COVID-safe planned activities was introduced to engage and occupy residents during periods of lockdown.

Through the incredible support of VincentCare's People & Culture team, more than 20 casual staff were introduced through the Family and Friends Program, so the new roles could be covered.

The Case Management program transitioned to a blended model – working on the Ozanam House roster and working from home, which has supported the Ozanam House accommodation model and the residents. The Substance Treatment and Recovery (STAR) program moved to a remote working model, and interestingly, this has facilitated a marked increase of attendance of clients to their phone/telehealth appointments – almost doubling attendance to 80% of appointments compared to pre-COVID, which was



Pictured: George, Client Volunteer, and Louise Augustinus, Senior Worker Volunteers & Participation

around 40%. This is strong evidence to consider a fluid model of service delivery for STAR in the future, with clients offered either face-to-face or telehealth appointments, based on their individual needs.

The Greenlight program moved fully to remote working. In May 2020, a sub-program 'Greenlight Plus' was created to work with clients housed in hotels and motels across metropolitan Melbourne.

When the pandemic hit, health and treatment services pivoted quickly to telehealth and phone solutions with dedicated clinics in the health platform and increased psychological support for residents at Ozanam House. Quin House and Reconstructing Life After Dependency (RLAD) also continued services – onsite at Quin and remotely for RLAD. Mobilising due to COVID-19 has created a more multi-disciplined approach to working across teams, which both staff and management have embraced. The Brief Intervention Program and Planned Activity Group were remodelled to provide more dedicated and tailored groups and support to Ozanam House clients. The pandemic has made it difficult for some clients who find phone and internet use challenging. In response to this

our staff have gone above and beyond to ensure frequent check-ins and support to the most vulnerable during this challenging time.

Many of the changes made in 2020 were difficult for the residents, as they were for most in the community. Restrictions on freedoms meant that Ozanam House became more than home for residents – so it had to be safe, secure and supportive.

One of the biggest challenges during the COVID-19 pandemic was maintaining an open dialogue with residents while being unable to meet in person. Rituals previously taken for granted, such as resident meetings and providing 'in-person' support, were no longer possible. In response, a new way of seeking and responding to feedback was introduced via a 'Client Voice' email address. Periodic catch-ups were also held via Microsoft Teams with resident representatives and communications via regular memos.

This experience has affirmed the incredible commitment and resilience of the Ozanam House team. Their ability to adapt to new ways of working often under immense pressure, all whilst ensuring residents and clients remain safe and supported, has been remarkable.

Meet our clients

Here are just some of our inspirational clients

Learning new skills in isolation: Leonie Wise

It's understandable to associate the COVID-19 pandemic with negative feelings. There was, however, a positive to the negative for Ozanam Enterprises supported employee of 30 years, Leonie Wise.

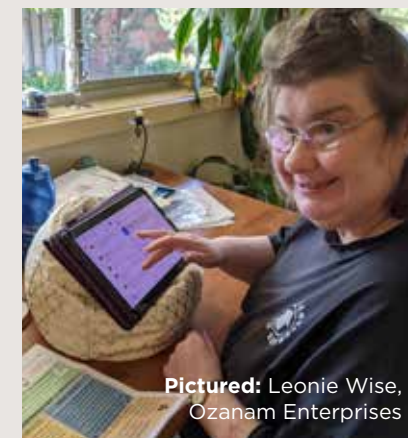
In order to maintain social and work life connections, many people had to move online. For some, this has meant learning how to use certain technology and programs for the first time.

During the temporary closure of Ozanam Enterprises, Leonie learned to use Zoom to connect with her work mates and become more independent with email.

"I enjoy seeing things from my workmates in the newsletter. I do the puzzles as well. I particularly like doing the Zooming. I didn't know how to use Zoom before and now I can catch up with workmates and there's a lot of laughter," Leonie said.

Leonie enjoys taking photos of her cooking, her craft and her new pet fish, and is very happy when they are published and seen by others, whether it be in the newsletter or on social media.

"I hope we can go back to work soon!"



Pictured: Leonie Wise, Ozanam Enterprises



Above Left: Joey, a resident of Ozanam House, donated this artwork to thank onsite staff for all their hard work in these unprecedented times.



Above Right: Peter, a resident of Ozanam House, explained that this piece is a gift in appreciation of everything Ozanam House has done for him, and represents his journey over the past few months during the COVID-19 pandemic.

"It is great to chat with staff and other clients as I live at home and am feeling very isolated with the library and other services closed." Ozanam House resident

Celebrating 40 years of volunteering

John Duhau and Fred Pernat have spent an incredible 40 years volunteering at Ozanam House. Their hard work and remarkable loyalty is inspiring.

John is grateful to VincentCare for the opportunity to work with the homeless and marginalised. He says: "We are a very rich nation and I feel it's our duty that we live in a just world where everyone has a place to call home and food on the table".



Pictured: Fred (left) and John (right)

Fred believes that volunteering and chatting with clients, staff and volunteers has given him a more positive view of the world. It is a part of his life, which lifts his spirit.

Homelessness Services

Creating meaningful pathways out of homelessness and into recovery

Photo: Rémi Walle, Unsplash

Homelessness affects people in different ways. Treating homelessness is a complex personal, social and economic issue that requires an individualised approach to support and recovery.

VincentCare supports people at all stages of homelessness and 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.

To read more about how our homelessness services had to adapt during the COVID-19 pandemic, see pages 6-10.

The **Hume Community Hub (HCH)** continued to provide

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

specialist 24/7 crisis response to victim survivors through the Specialist Family Violence program; ongoing financial assistance, education and information to clients; and supports through the Home Care Package program. Significant relationships have been developed with sector agencies, including Rumbalara Aboriginal Cooperative.

The **Inner Melbourne Community Hub** continued to develop its high standard of support for people experiencing homelessness.

The newly opened Ozanam House accommodation hub and Homelessness Resource Centre (HRC) completed its first year of operation. The initial focus for the Health and Treatment programs was creating and growing the health platform and transitioning the 35 programs from Ozanam Community Centre to the HRC. As programs and demand grew substantially, an online health booking platform was created. The Commonwealth Home Support Program (CHSP), which now has a dedicated podiatry clinic and a dedicated Health Receptionist, was created to manage the busy

health platform. New programs such as a visiting podiatry and psychologist clinic were introduced with great success.

The GreenLight Supportive Housing Program, in partnership with Sacred Heart Mission and the Salvation Army, was established to help people move from street homelessness into safe long-term housing. The program was granted a six-month extension and will continue to operate until the end of June 2021. This extension will provide assertive outreach, flexible brokerage and supporting housing programs and is wonderful news and testament to the value of the GreenLight Program and the hard work of the teams over the last year and a half.

The **Northern Community Hub (NCH)** commenced a process of redesign to produce a more client-centred organisational structure for the Hub. Olive's Place family violence refuge remodelled its team with the addition of a Senior Worker role to complement the newly formed Manager position. These changes help support the goal to enhance sector engagement and capacity building in the Southern region, including building new partnerships for the benefit of clients.

In partnership with DHHS, NCH commenced the pilot outpost Sunbury Initial Assessment & Planning (IA&P) position. The

role includes building community capacity and working relationships with stakeholders and supporting the Sunbury community with housing and homelessness services.

The Glenroy Access Point commenced the provision of food in the morning for clients.

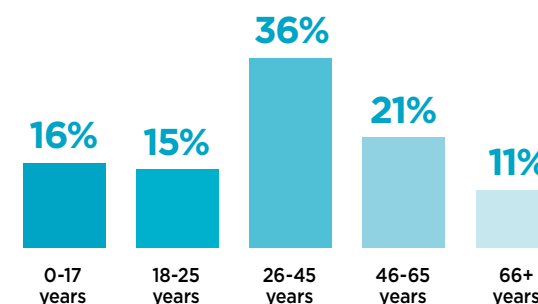
NCH also participated in a sector-wide boycott of private rooming houses that fail to provide a minimum, basic level of amenity and cleanliness.

Homelessness Services 2019/2020:

- Ozanam House and the Homelessness Resource Centre:
 - 26,332 meals provided through the HRC
 - 1,116 people assisted with IAP through the HRC
 - 350 people stayed in Extended or Crisis Supported Accommodation
 - 2,397 hours of CHSP support for 112 clients
 - 310 clients assisted through support services
 - 192 clients supported through outreach
 - 52 clients supported through the Women's Early Intervention Program
 - 1,198 clients assisted through the Substance Treatment and Recovery Program
 - Waiver of over \$200,000 in debt for 120 clients
 - 3,051 hours of Planned
- Activity Group support for 35 clients
- \$11,890 dollars of Emergency Relief cards
- 705 clients received dental treatment
- 35 clients received optometry treatment
- 188 clients received onsite Centrelink support
- 92 clients received legal assistance
- 2,007 clients saw a nurse
- 168 clients saw a doctor
- 96 episodes of care closed at Quin House
- 77 episodes of care closed at the Reconstructing Life After Dependency program
- 200 clients assisted across the GreenLight consortia with 74 specifically supported by Ozanam House
- 540 clients supported across all cohorts through HomeConnect
- 4,500 clients assisted into and through the homelessness service system with Initial Assessment and Planning
- 1,700 assists into emergency accommodation with Financial Assistance
- Over 70 victim survivors supported at Olive's Place
- 1,450 case management outcomes for young adults, adults, families and older adults
- Over 1,300 clients into private rental with Brokerage Packages

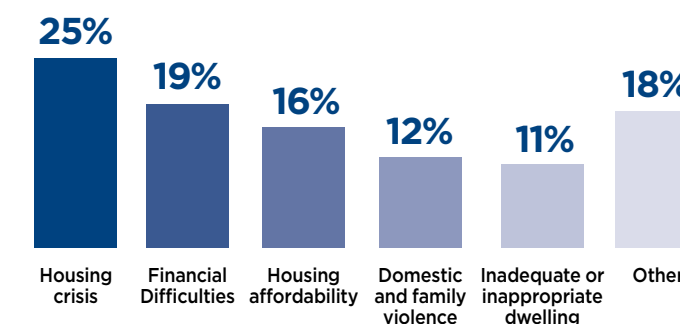
Who are our clients?

Most of our clients are under 45 years of age.



Why do they come to us?

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



Safe and **secure housing**

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



Photo: Vladimir Soares, Unsplash

Photo: Eva Wilcock, Unsplash

VincentCare believes that housing is a human right and that everyone should have access to safe and secure accommodation that enables them to retain their freedom, privacy and dignity, while engaging in 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.

DHHS Launch Sites

DHHS Launch Sites are a way of working across the homelessness and community housing service systems to introduce new 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 DHHS. This response continued into the 2019/20 year.

This innovative 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);
- Tailored assistance for individuals and families (support of sufficient intensity and duration to secure and sustain housing); and
- Tailored response for those exiting custody.

As a result of a Government review of the Private Rental Assistance Program (PRAP), four additional staff were funded to ensure this program achieves its intended goals of supporting clients to stabilise into private rental. This includes additional

brokerage and support staff.

Key Activity (Northern Community Hub):

- 714 clients received assistance via the Private Rental Access Program to establish a tenancy or maintain a tenancy.
- 95 clients participated in the Brief Intervention Program.
- 79 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 expanded its property portfolio in 2019/2020, matching appropriate housing with specific 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; and people

experiencing family violence.

VincentCare 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:

- 675 people housed (358 Primary tenant and 317 household members including children) in over 175 Transitional Managed Housing properties while waiting for long-term accommodation.
- 85 tenants housed in secure long-term housing in Independent Living Units in inner Melbourne and regional Victoria.
- 23 residents housed in secure long-term housing at Sunbury Gardens Rooming House.
- 4 new properties secured for tenants housed through programs with Jesuit Social Services and ongoing support for a further 12 tenants.
- 21 families housed under the Rapid Housing Assistance Fund – Family Violence program.
- 12 households successfully novated to renting in their own name following a lease initially taken out by VCCH through the Head Leasing Program.

COMPASS Social Impact Bond

COMPASS is a partnership between two of Victoria's Leading social service providers – Anglicare Victoria and VincentCare – the Victorian Government and more than 50 investors. VincentCare provide tenancy and property management for young people leaving care and Anglicare provides intensive support. At the end of the financial year, there were more than 42 tenants in the 30 properties procured across the north and west suburbs of Melbourne and Bendigo.

Inner Melbourne Independent Living Units

Located at VincentCare's new Ozanam House Accommodation Hub and Homelessness Resource Centre in North Melbourne, the Independent Living Units (ILUs) provide long-term accommodation to people with complex health and care needs.

Located at the top of Ozanam House on levels 7-10, the units were designed with accessibility, comfort and functionality in mind. There is an emphasis on independence for day-to-day living and self-care.

The ILUs are available for people aged 55 years and older, or 50 years and older for Aboriginal and Torres Strait Islander peoples.

One and two-bedroom units are available and each unit includes the following*:

1. Kitchen with basic electrical appliances and free-standing fridge
2. Ensuite bathroom
3. Storage closet and wardrobe

4. Bed base if required
5. Wall mounted television set
6. Dedicated entrance and 24-hour access
7. Spectacular views across the city and/or suburbs

Residents of this long-term accommodation have access to the large communal area on level 7 as well as a dedicated outdoor courtyard. Tenants are able to use the communal laundry on the lower levels of Ozanam House.

VincentCare Community Housing (VCCH) manages these units and from September 2019, tenants began moving in and very quickly called this their new home. Prior to COVID-19, planned activities were held in the communal area, this created even more a sense of community. These will resume when safe to do so as, like all Victorians, the ILU tenants are missing the times they can share together.



Pictured: Independent Living Unit, Ozanam House

Diversity – Rainbow Tick in action



Pictured Left: Michelle Turner, VincentCare Manager - Client Voice; Mercedes Carrington-Colby; Jac Tomlins, VincentCare Manager - Gender & Sexuality.
Pictured Right: Trans Awareness Event.

Supporting and celebrating LGBTIQ+ staff, clients and volunteers

VincentCare is a Rainbow Tick Accredited organisation. This tick highlights VincentCare as a safe and respectful service provider that works to understand the lived experience of LGBTIQ+ people and provide them with tailored support. In 2019/2020, VincentCare continued to support, celebrate and acknowledge LGBTIQ+ clients, staff and volunteers, ensuring the embedding of inclusive practice and principles across all areas of the organisation, with a number of events and activities.

VincentCare has continued to build on the inclusive practice developed for the first round of Rainbow Tick accreditation – case management for LGBTIQ+ clients, having LGBTIQ+ staff Zoom lunches, and providing advice to the sector. To read about Rainbow Tick in Action during the COVID-19 pandemic, see page 8.

Let's Celebrate!

To acknowledge Trans Awareness Week, a fantastic line-up of trans speakers and entertainers were invited to a hosted event at Ozanam House. More than 100 people gathered to see performers Jade Starr and Mercedes Carrington-Colby, listen to trans advocate Sage Akouri, and be delighted by diva Mama Alto. Oz House was decked out in trans flags and balloons, and guests enjoyed pink, blue and white themed cupcakes and iced coffee. The event was a fabulous celebration and a wonderfully affirming experience for both performers and audience alike.

Midsumma Festival 2020

VincentCare again participated in the Midsumma Carnival and in the Pride March. This was a unique opportunity to showcase its services and support to the LGBTIQ+ community and allies, as well as create a greater awareness of housing and homelessness issues. Feedback to the VincentCare stall from the community, staff and other services was very positive. Several people from the LGBTIQ+ community have since approached VincentCare seeking support with their housing, homelessness and AOD issues.



Pictured: VincentCare staff, clients and volunteers at the Midsumma Pride March.

Diversity – Reconciliation Action Plan

VincentCare's Reflect Reconciliation Action Plan was endorsed by Reconciliation Australia in August 2019 and launched at an event at the Koori Heritage Trust in September 2019. Over 60 guests attended the launch and heard from inspiring and passionate speakers including Kellie Hunter, Leanne Brooke from The Long Walk, and VincentCare's own Helen Cutajar, Mat Tibbenham and Nicole Caulfield. Karen Lovett, whose artwork was used for the cover of the RAP, also spoke about her relationship with VincentCare before formally handing over the finished canvas.

Reflect underpins VincentCare's vision and commitment to reconciliation, to the principles of social justice, and to meeting the diverse needs of Aboriginal and Torres Strait Islander clients. The 12-month plan was designed for VincentCare to start their formal journey of reconciliation and, with the achievements to date, will be fundamental to the development of the Innovate RAP in evidencing continued collaboration and identifying further opportunities for organisation-wide improvements.

River Dreaming

The Hume Community Hub's reception area proudly displays *River Dreaming* by local Aboriginal artist Ross Morgan. Ross's totem, the long-necked turtle, often features in his artwork and it represents family past and present, with the running water representing 'Dhungala' (the Murray River) – on Yorta Yorta Woka (Yorta Yorta Country).



Pictured: Leanne Brooke, Karen Lovett and Quinn Pawson, VincentCare CEO

Cultural Awareness Program

All staff attended a Cultural Awareness Program as part of VincentCare's commitment to delivering a culturally safe organisation and to improve knowledge of past and current issues that have impacted Indigenous Australians. The training was facilitated by Karen Milward for metropolitan Melbourne staff and Robynne Nelson for Hume Community Hub staff.

Community Housing Aboriginal Cultural Safety Framework

VincentCare was one of several community housing leaders who informed consultation by the Community Housing Industry

Association in its development of the Community Housing Aboriginal Cultural Safety Framework. Stephanie Fennell, General Manager Housing and Marketised Services, and Marie Murfet, Hume Community Hub Manager and Chair of VincentCare's Reconciliation Action Committee, represented VincentCare at the launch. Marie spoke to the importance of synergies and strengths between VincentCare's Reflect RAP and the Framework, particularly referencing the threads of knowledge, respect, commitment and responsive learnings, further reinforcing our CEO's pledge to commit to adopting the Framework's recommendations.



'River Dreaming' by Ross Morgan

Ozanam Enterprises, disability employer

Providing work and community for people living with a disability



Lincoln Wolfe collating files for Rolls Printing.
Right: Graham Simmons (centre) and colleagues at his retirement after almost 44 years of employment.



Ozanam Enterprises is a thriving, commercially operated social enterprise that provides employment to people 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 2019/2020:

- 62 supported employees on NDIS plans.
- Continuing partnerships with Qantas, Virgin

Australia, Rolls Australia, Visy board, Restoring Hope, AFI Branding, Bamboo Monkey, Scandia and St Vincent de Paul Society Victoria.

- A massive 1,420,132 airline headsets refurbished equating to \$264,055 income.
- 312,901 manilla files collated for Rolls Australia including 148,243 pieces of cardboard folded and 88,963 hinges clicked together and packaged.

The COVID-19 pandemic had a significant impact on Ozanam Enterprises, resulting in two temporary closures. Read about the impact of the pandemic on Ozanam Enterprise on page 8, including how Leonie, a supported employee, learned new skills while being in isolation with the rest of Melbourne on page 11.

Ability Day brings everyone together

A highlight of the year for supported employees was the celebration for Ability Day (International Day of Disability). This is one of the most important days of the year for Ozanam Enterprises and this year staff, supported employees, the CEO and Board Members attended the event, which included a photo booth, karaoke machine and slushy machine. The CEO and staff danced the afternoon away with the supported employees.

Right: Correne Iudica and Martin Bankier.



Left: Leonie Wise, Leeanne Thomas and Andre Middendorp.



Our volunteers

Acknowledging the value of our volunteers

VincentCare is deeply appreciative and thankful for all of our volunteers who played an active and selfless role in supporting programs, activities and events during the year. Our volunteers include participants from our Client Volunteer Program, Community Volunteers, Corporate Volunteers, and Secondary School Volunteers. They fulfil a number of roles within the Inner Melbourne and Northern Community Hubs including welcome and engagement volunteers, catering assistants, drivers, administration and reception, material aid coordinator, hairdressers, acupuncturists, yoga instructors, and emergency relief volunteers.

To read about our volunteers in action during the COVID-19 pandemic, see page 10.

Volunteers generously provide their time and expertise. The numbers speak for themselves in conveying what was possible in 2019/2020.

- 25,000 total hours of volunteer support.
- 2,208 hours of Client Volunteer Program support.
- 700+ hours of administrative/reception support.
- 125 active Community Volunteers.
- 10 volunteer secondary schools.
- 5 corporate volunteer groups.
- 18 Client volunteers.
- 5 Client Volunteer Program members graduated from the program as they achieved their recovery goals.
- One Client Volunteer and one Client Volunteer Program graduate on the Client Advisory Committee.
- 500 acupuncture treatments.
- Material aid support: 650 toiletry packs



O Café is the heart of Ozanam House

With the launch of the new Ozanam House in June 2019, the O Café opened as part of the Homelessness Resource Centre. The café is supported by Community and Client Volunteers who work together to provide breakfast and lunch to our drop-in clients as well as a barista coffee service. Prior to closure due to COVID, the O Café served 23,861 coffees, teas and hot chocolates – an average of over 2,200 coffees per month! Two barista courses ran in which six Client Volunteers were trained as baristas and in food handling, and provided a refresher course for the existing team. The café provides a normalised Melbourne café experience for clients, which has become the heart of Ozanam House. VincentCare thanks Coffee Mio and 5Point Foundation for making the café possible.

George is looking towards the future

When George was a resident of Ozanam House, he joined our Client Volunteer Program (CVP). He was one of the inaugural participants to complete the Café Operations course. After graduating from the CVP in 2019, George joined the Community Volunteer Program. He continued to volunteer in the Ozanam House kitchen as a catering assistant and in the O Café. With the experience gained in our services, he obtained a job working in the kitchen of a Child Care Centre. Prior to COVID, he lost his paid job and was recruited through our Family and Friends Program. He is now working as a casual Food Service Assistant with the Catering team at Ozanam House. George said, “he never gave up on himself and always looked towards the future”.



George, a resident of Ozanam House.
Above: Serving happiness at O Café.

Seniors' living well

Support to help seniors live healthy, independent lives

VincentCare Seniors' Living programs provide services to support older or senior clients to remain living independently in their homes and communities for as long as possible.

Home Care Packages

The Home Care Package program provides case management, support and services to assist people to remain living at home for as long as possible; and enables choice and flexibility in the way that care and support is provided to them at their home.

The program recognises that seniors have managed their own lives for a long time. Under a consumer directed care approach, seniors are empowered to continue to manage their own lives through transparency and by having more control in decision making.

The program is staffed by professionals with varied skills and qualifications, all of whom have a commitment to social justice, assertive engagement and to helping people experiencing disadvantage.

Wellbeing Centre

Located in Blackburn, the Wellbeing Centre provides a personalised exercise and education program to older people living in the community. The program aims to enable clients to maintain their independence and remain living in their own homes for as long as they can and wish to do so.

The Wellbeing Centre program is staffed by health professionals with varied skills and qualifications, and Allied Health Assistants.



Community Support Workers

VincentCare Community Support Workers undertake specific tasks including personal and domestic care and food preparation within the clients' home and community, as previously negotiated between the client and their HCP Case Manager, with the aim of supporting their ability to remain living independently.

Assistance with Care and Housing (ACH)

The ACH program supports approximately 16 frail older people 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander peoples), living in the Gippsland area, who are on a low income and who are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation.

Seniors' Living and Care Highlights 2019/2020:

- 706 hours of ACH Case Management
- 5,841 hours of service provided to 128 clients of the Wellbeing Centre
- 4,136 hours of support to Home Care Package clients.



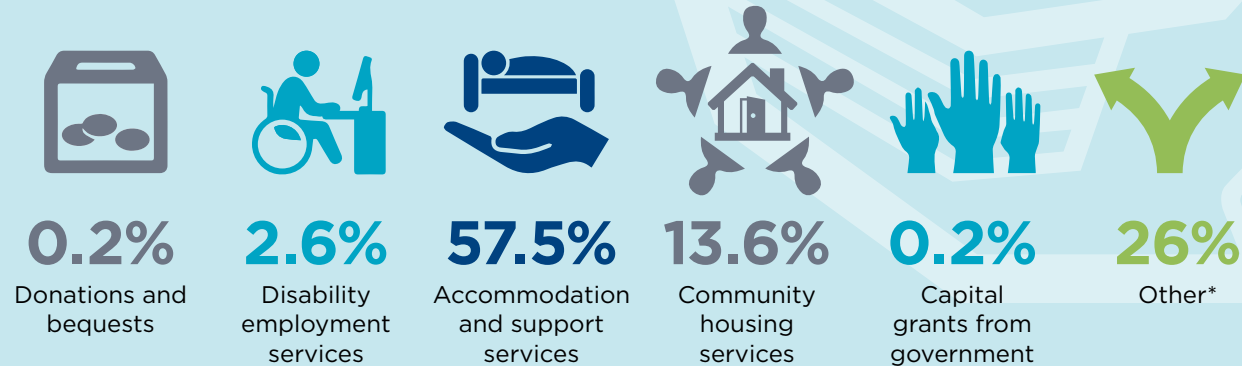
Mary gets back into knitting

Mary has been having physio bi-monthly for some time and more recently the sessions have been increased to fortnightly. Her goal was to be able to knit again, which she hadn't been able to do for years due to neck and shoulder pain. Knitting was important to her and gave her a sense of enjoyment and purpose. She has recently achieved her goal and completed a throw rug for her daughter, who sent a photo along with thanks for the support provided. She is currently knitting herself a cardigan!

Financials 2019-2020

VincentCare's financial statements for the 2019-2020 financial year.

Our revenue



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 Expenses and net loss assets classified as fair value through profit and loss.

Financials 2019-2020

Consolidated statements of profit or loss and other comprehensive income for the year ended 30 June 2020.

| | 2020 \$ | 2019 \$ |
|---|--------------------|--------------------|
| REVENUE | | |
| Government and non-government grants, client fees and sale of goods | | |
| Accommodation and support services | 26,842,529 | 22,836,565 |
| Disability employment services | 1,191,993 | 1,426,573 |
| Community housing services | 6,363,327 | 6,778,663 |
| Capital grants from government | 70,200 | 1,000,000 |
| Funds raised by VincentCare Victoria | | |
| Donations | 79,330 | 190,525 |
| Bequests | 30,681 | 471,601 |
| Capital grants from trusts and foundations | - | 704,794 |
| Interest and dividend income | 2,481,659 | 3,840,104 |
| Net gain on sale of non-current assets classified as held for sale in previous period | 9,653,216 | 1,582,006 |
| Net gain on assets classified as fair value through profit or loss (FVTPL) | - | 851,634 |
| Total revenue | 46,712,935 | 39,682,465 |
| EXPENDITURE | | |
| Accommodation and support services | -30,781,002 | -25,986,619 |
| Disability employment services | -1,593,932 | -2,171,524 |
| Community housing services | -6,778,435 | -6,652,937 |
| Impairment expense | | -89,109 |
| Net loss on financial assets classified as fair value through profit or loss (FVTPL) | -2,789,881 | |
| Total expenditure | -41,943,250 | -34,900,189 |
| SURPLUS FOR THE YEAR | 4,769,685 | 4,782,276 |
| Other comprehensive income | | |
| Net gain on assets classified as at fair value through other comprehensive income | - | - |
| TOTAL COMPREHENSIVE SURPLUS FOR YEAR | 4,769,685 | 4,782,276 |
| Surplus attributable to: | | |
| Owners of the organisation | 4,769,685 | 4,782,276 |
| Total comprehensive surplus attributable to: | | |
| Owners of the organisation | 4,769,685 | 4,782,276 |

Consolidated statements of financial position as at 30 June 2020.

| | 2020 \$ | 2019 \$ |
|--|--------------------|--------------------|
| CURRENT ASSETS | | |
| Cash and cash equivalents | 11,329,961 | 5,179,003 |
| Trade and other receivables | 1,437,481 | 1,975,799 |
| Other assets | 327,326 | 324,768 |
| Financial assets | - | 4,000,000 |
| | 13,094,768 | 11,479,570 |
| Non-current assets classified as held for sale | - | 1,842,479 |
| TOTAL CURRENT ASSETS | 13,094,768 | 13,322,049 |
| NON-CURRENT ASSETS | | |
| Financial assets | 49,467,056 | 63,634,243 |
| Property, plant and equipment | 57,278,770 | 58,874,409 |
| Intangible assets | 266,004 | 355,630 |
| Right of Use Assets | 2,217,160 | - |
| TOTAL NON-CURRENT ASSETS | 109,228,990 | 122,864,282 |
| TOTAL ASSETS | 122,323,758 | 136,186,331 |
| CURRENT LIABILITIES | | |
| Trade and other payables | 1,643,837 | 2,853,868 |
| Provisions | 2,571,821 | 2,677,242 |
| Other liabilities | 7,627,338 | 8,578,283 |
| TOTAL CURRENT LIABILITIES | 11,842,996 | 14,109,393 |
| NON-CURRENT LIABILITIES | | |
| Provisions | 299,959 | 300,770 |
| Borrowings | - | 18,000,000 |
| Lease liabilities | 1,634,950 | - |
| TOTAL NON-CURRENT LIABILITIES | 1,934,909 | 18,300,770 |
| TOTAL LIABILITIES | 13,777,905 | 32,410,163 |
| NET ASSETS | 108,545,853 | 103,776,168 |
| EQUITY | | |
| Contributed equity | 34,347,401 | 34,347,401 |
| Reserves | 4,822,702 | 4,822,702 |
| Accumulated funds | 69,375,750 | 64,606,065 |
| TOTAL EQUITY | 108,545,853 | 103,776,168 |

Contact

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Quin House | Fitzroy

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E: michael.peacock@vincentcare.org.au

Northern Metropolitan

Northern Community Hub | Glenroy

T: (03) 9304 0100

E: community.housing@vincentcare.org.au

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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T: (03) 5831 1840 (Hume/Lower Hume region)

Social Enterprises Hub

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VincentCare Community Housing

Head Leasing Services

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VincentCare

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