



# OUR WORKS

ANNUAL REPORT  
2020-2021



**VincentCare**  
Engage. Enable. Empower.

Following a year that changed the world, one thing remained the same – VincentCare Victoria never once wavered from its mandate of extending the “Christian mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians”.

With a view to strengthening our capacity to do this, and to ensure our longevity in serving people who need us in Victoria, in 2020 we committed to bringing closer together the operations of VincentCare Victoria (including VincentCare Community Housing) with our parent organisation, the St Vincent de Paul Society Victoria.



# EMPOWERING MORE VICTORIANS

We believe that, together, we can do more. We believe that uniting the strength, experience and agility of our staff working in our homelessness, family violence and housing services with that of our local volunteers and membership will provide enhanced support to individuals and families trying to rebuilt their lives.

I appreciate that continuing to deliver essential services to our clients during a period of change – all whilst responding to this global pandemic – has not been without its significant difficulties.

Change always brings its share of challenges as well as opportunities, and I am buoyed by our hardworking teams never once losing sight of our main priority – ensuring that we are ready and prepared to better serve and look after the many people in the community who call on us for assistance.

This is the thread that connects our work to the people we have assisted – and will continue to assist for many more years to come. This thread is also what can be found in our new three-year Strategic Plan, which will enable us to maximise our combined strengths to work towards a common goal of ‘empowering more Victorians’.

The plan reflects our commitment to create opportunities for individuals to achieve lasting change through our services provided by all members, volunteers and employees.

We are approaching our next season, honouring our strong history and traditions while also paying close attention to today’s challenges and looking towards the future to plan how we will innovate to remain relevant and work in ways that best serve people in need.

With more than 3 million Australians living below the poverty line, we know our work is needed and we are committed to bringing our best and working together to empower more Victorians.

We could not have made this transition without the full support of our board. I thank each one of you for believing in us and our vision in coming together.

I would also like to thank the Federal and State Government departments, local government, and our donors and supporters, and, finally, our employees – it would be hard to find a group more dedicated and committed to our cause.

I look forward to working with our leaders and employees to build upon the excellent work already being done at VincentCare so we can support even more clients on their journey towards better life outcomes.

A handwritten signature in black ink that reads "Sue Cattermole". The signature is written in a cursive, flowing style.

**Sue Cattermole**  
Group CEO

# OUR WORKS

Who we are and what we stand for:

## VINCENCARE VICTORIA

VincentCare Victoria was established in 2003 to extend the Christian mission of the St Vincent de Paul Society Victoria by supporting people experiencing homelessness and providing care, hope and advocacy for the most disadvantaged Victorians. Its purpose is to create opportunities and lasting change for the most marginalised.

VincentCare provides a range of accommodation and social services to people who are experiencing hardship throughout metropolitan and regional Victoria. VincentCare has developed service delivery through hubs which comprise a different mix of accommodation, support and health services driven by the needs of the catchment population. These include:

- Hume Community Hub
- Inner Melbourne Community Hub
- Northern Community Hub

## OUR PURPOSE

To create opportunities for lasting change for the most marginalised.

## OUR ASPIRATION

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



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.

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# EMPOWERING VICTORIANS

Our plan is for the next three years, and we recognise that it needs to be flexible enough to be adjusted if needs demand changes to our priorities.

Its main priority is to ensure that we are ready and prepared to better serve and look after those many people in the community who call on us for assistance, in so many ways.

It is underpinned by our mission and values, and emphasises the importance of retaining our lay Catholic heritage and commitment to developing the spirituality of members and volunteers.

## STRATEGIC PRIORITY AREAS TO BE...

## OUTCOMES FOCUSED



### Strategic Goals

As an organisation...

Respond to the need for immediate assistance and enhance the work of conferences and other services, by creating initiatives that support people to achieve longer-term outcomes, by advocating for change and by a greater focus on the provision of social housing.

### Objectives

We will achieve this by...

#### Person-centred improvements to our immediate and longer-term impact

- **Integrated delivery:** Design and implement an integrated service delivery model that enables our current services to work together in responding to immediate and long-term need through information sharing, referral and partnership across the group and with external partners.
- **Long-term outcomes:** Research and pilot ways to use a proportion of our resources in areas such as housing, employment and education to support people to build and improve their capacity to participate as fully as possible in society.
- **Measuring impact:** Create meaningful ways to measure the impact and outcomes of everything we do so that we more deeply understand people's needs and can continually improve our ability to address all types of poverty.
- **Influence:** Maximise our trusted brand through research to inform, design and drive our advocacy which underpins our social justice aim to create a more equitable, just and compassionate society.

#### Preparing for the future

### Outcomes

What does tomorrow look like if we achieve all of these things?

- More Victorians:
- Have access to the essentials of everyday life.
  - Are safely housed.
  - Feel socially connected.
  - Can more confidently participate in society.

## VALUES DRIVEN



Attract people with the right skills, who have aligned values and are committed to helping people. We provide a welcoming, supportive and safe place for everyone.

### Valuing our people, culture and mission

- **Mission and spirituality:** Create meaningful opportunities for all of our people to engage with our lay Catholic traditions, our mission of living the Gospel message, and our aspiration to offer 'a hand up' to people in need.
- **Sustainability of membership and volunteers:** Attract and retain increased numbers and greater diversity of members and volunteers and improve engagement through innovative participation methods.
- **Group identity and culture:** Work together to align our group identity and culture. This will enable us to be person-centred, values driven, embracing of diversity and bring up excellent and commercially smart.
- **Capability building:** Develop a workforce plan to improve our capability to deliver excellent services, including investment in leadership across the group.

## OPERATIONALLY EXCELLENT



Improve how we work to enable ease of experience, access for people obtaining our services and ease of service delivery by our people.

### Enhancing operational effectiveness and efficiency

- **Technology:** Invest in and adopt user-friendly technology, to improve the experience for people accessing our services and the efficiency of delivery by our people.
- **Improve efficiency:** Reduce overheads, realising efficiencies and cost savings through systems design and integration, process re-design and capability improvements so we can divert more funds to assistance.
- **Governance:** Invest in strong governance structures to become as effective and efficient as we can.
- **Environmental sustainability:** Do more of our work in a way that is environmentally friendly.

The experience of people receiving our services is improved.

## COMMERCIALLY SMART



Excel at being commercially smart without moving away from our charitable roots. We maximise our strong, trusted brand and reputation to create greater opportunities for sustainable revenue generation.

### Ensuring financial sustainability

- **Retail growth:** Development and execution of a retail strategy that expands our presence in the community and increases our available resources.
- **Fundraising growth:** Growing our donor base and our corporate partnerships to deliver greater support for our work.
- **New income streams:** Explore opportunities for new streams of income generation.
- **Government funding:** Attract additional government funding where opportunities align with our strategic goals.

More resources are available to assist more people who come to us for help.

Honouring our history and tradition, we look towards the future and plan how we will innovate to remain relevant and work in ways that best serve people in need. *{Innovate: Update, renew, modernise, revolutionise, transform, renovate, be flexible.}*

Across the group – members, volunteers and employees, are more engaged, diverse and connected to our values.

## CARE IN THE TIME OF COVID

During 2020-2021, Ozanam House, Quin House and the Homelessness Resource Centre (HRC) continued to deliver their essential services in a COVID-safe environment.

For Ozanam House and Quin House this meant enhanced infection control procedures, health screening of residents, visitors, employees and volunteers, and supporting people to get the COVID-19 vaccine as soon as possible.

For HRC this meant delivering our services in a contactless way through the O Café Window Service. In an average month over that period, we provided people experiencing homelessness with more than 1,000 lunch packs, 1,200 cups of coffee, 500 surgical facemasks and 300 material aid packs.

The Volunteers and Participation programs continued to deliver critical community and client volunteer support to our clients and residents. This included COVID-safe planned activities such as remotely delivered yoga, meditation and choir.

Ozanam House Intake and Initial Assessment and Planning made sure almost all beds at Ozanam House were turned over within 48 hours, maximising the number of vulnerable people we were able to assist.

The health and treatment teams continued to provide their pivotal services remotely to clients in the community via telehealth. This was very well received by clients and has opened up the ability for a more flexible type of service delivery in the future.

The health platform at Ozanam House expanded by introducing a new partnership between VincentCare and The Cairnmillar Institute, a registered health promotion charity. This allowed for experienced Masters of Psychology students to undertake their placement at Ozanam House and provide brief and short-term therapeutic interventions to residents.

Ozanam House provides accommodation for GreenLight Supportive Housing Project, a Victorian Government-funded program that identifies and supports people experiencing chronic homelessness.



The program pivoted resources to support approximately 120 clients who had been placed into emergency accommodation hotels due to COVID.

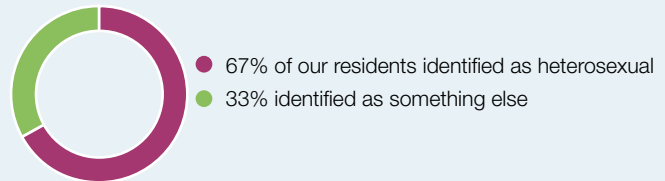
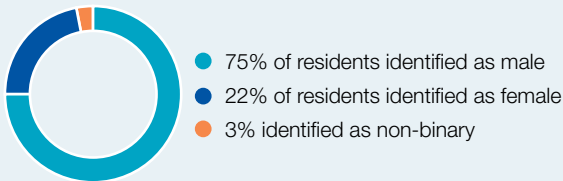
An additional \$1.7 million was allocated to VincentCare from the Department of Families Fairness and Housing during the pandemic to be utilised for emergency housing response and private rental options. This assisted with a 16% increase in people seeking short-term options, which were the provision of hotels. More than 937 households were assisted into hotels during the July 2020 to June 2021.

Northern Community Hub (NCH) currently allocates \$28,000 per week on hotel

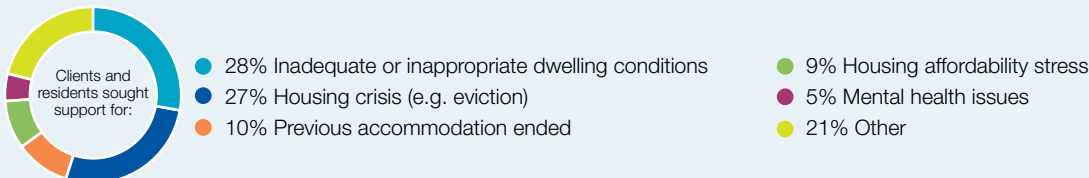
accommodation, which is in addition to the \$35,000 per month in emergency accommodation, with families, singles and couples being assisted. The majority of people assisted were single males and females between the ages of 26 and 45.

The Victorian Government's From Homelessness To a Home (H2H) program will provide 1,845 people across Victoria with access to stable medium and long-term housing and support packages, targeted towards people experiencing homelessness. These clients are residing in hotels due to the COVID-19 pandemic.

## DURING 2020–2021, OZANAM HOUSE PROVIDED ACCOMMODATION AND SUPPORT TO 351 PEOPLE:




## OUR CLIENTS AND RESIDENTS SOUGHT OUR SUPPORT FOR A DIVERSE RANGE OF REASONS, BUT THE MOST COMMON WERE:



15,343 

THE NUMBER OF HOURS OF SUPPORT THAT OUR VOLUNTEER AND PARTICIPATION PROGRAMS DELIVERED TO OUR CLIENTS AND RESIDENTS

1,300+ 


THE NUMBER OF TREATMENTS PROVIDED BY THE SUBSTANCE TREATMENT AND RECOVERY TEAM (STAR) FOR CLIENTS NEEDING ALCOHOL AND DRUG SUPPORT

96 

CLIENTS SUPPORTED IN THEIR ALCOHOL GOALS THROUGH QUIN HOUSE AND OUR RECONSTRUCTING LIFE AFTER DEPENDENCY (RLAD) PROGRAM

5,338 

HOURS OF SUPPORT PROVIDED TO OZANAM HOUSE RESIDENTS AND REMOTELY IN THE COMMUNITY THROUGH THE COMMONWEALTH HOUSING SUPPORT PROGRAM

\$24,000 

WORTH OF EMERGENCY RELIEF CARDS PROVIDED BY OZANAM HOUSE AND THE HRC

72 

CLIENTS SUPPORTED IN THEIR DRUG RECOVERY GOALS THROUGH QUIN HOUSE AND OUR RECONSTRUCTING LIFE AFTER DEPENDENCY (RLAD) PROGRAM

- Glenroy and Hume Moreland Region • Homelessness Access Point
- Olive's Place • Family Violence Crisis Accommodation and Support
- Outreach support

# HEART AND HOMES

The emergence of COVID led to a large number of vulnerable people being placed in hotels across Melbourne. At one point, there were 2,500+ people in hotels, many of whom had experienced chronic homelessness, have mental health concerns and/or substance use challenges.

Many of the people supported into emergency accommodation have experienced long-term homelessness and disadvantage and have a range of complex support needs; this investment provides the affordable housing and support they need to promote their health and wellbeing, and help prevent homelessness.

The H2H program incorporates property acquisition (including identification and securing of dwellings and property management), support services and flexible brokerage. A range of organisations have been working in partnership to deliver a seamless and quality service to the shared clients receiving support through the H2H program.

The northern suburbs were offered a total of 625 H2H packages. The packages were allocated with the assistance of the access points of Launch Housing, Haven Home Safe, Greenlight – Salvation Army and VincentCare. VincentCare Glenroy secured 90 packages for our clients.

The majority of people (67%) assisted were single men, with 17% identifying as Aboriginal.

## A 'HEART' RESPONSE

When the State of Emergency was declared in Victoria due to the COVID outbreak, the homelessness service system was asked to respond in housing and supporting people experiencing homelessness, including rough sleeping. To ensure that households were accommodated and supported throughout, and for the duration of the public health measures, the Victorian Government planned localised coordinated responses to support vulnerable households.

The Homelessness Emergency Accommodation Response Team – HEART – emphasised a client-focused, collaborative response between all homelessness-funded services in Melbourne's north and, in so doing, enabled broad-scale and unified engagement with clients.

A HEART comprising of a chairperson, regional access points (i.e. the programs tasked with providing 'entry' to the homelessness service system), case management providers and representatives from local DFFH were established to lead the response. The Northern HEART response aimed to prevent a return to homelessness for people currently in emergency accommodation and prevent a return to unsafe, low amenity, private rooming houses.

The majority of households experiencing homelessness in Melbourne's north were engaged by the service system, and then accommodated. The coordination of housing and homelessness service providers at a local level is a crucial element in an effective response to people experiencing homelessness that require access to, or have been placed in, purchased crisis accommodation during the pandemic.



## BIG BUILD. BIG POSSIBILITIES

VincentCare Community Housing (VCCH) is a registered housing provider, managing a range of property and tenancies, including approximately 175 transitional housing properties across Victoria. We began our tendering process to deliver new social housing dwellings in partnership with the Victorian Government and its ambitious 'Victoria's Big Build' project. In August 2021, VCCH was successful in securing \$78 million worth of Victorian Government funding via the Social Housing Growth Fund.

Over the next three years, VCCH, will provide affordable housing in metropolitan Melbourne (Footscray and Epping) and Bendigo. The first project, commencing in early 2022, will be the construction of 92 units in Footscray. The new units will be available to eligible Victorians on the Victorian Housing Register, in need of public or social and affordable housing. The development will meet all contemporary design requirements and aim to achieve 7-star energy ratings.

VCCH will make a \$20 million contribution to the development. financed through a combination of existing equity, borrowings and cash.

VCCH's participation in Big Build is unique with a commitment to responding to the needs of vulnerable Victorians. We know this project will go some way to easing the housing stress across the State and we look forward to working with the Victorian Government on this project.



# OLIVE'S PLACE: BRANCHING OUT DURING COVID

Olive's Place provides refuge accommodation and case management support to adult and child victim-survivors from all backgrounds who are escaping family violence.

The service aims to support and empower adult and child victim-survivors to rebuild confidence and self-esteem, establish a life without family violence and achieve a maximum level of self-reliance and independence.

Due to the COVID-19 pandemic, client placements in refuge were reduced to mitigate the risk of transmission. This resulted in the Olive's Place program expanding our services to provide brief intervention and case management support to victim-survivors residing in crisis accommodation in partnership with safe steps and local homelessness services.



Stock image used.

## REFUGE



Olive Place's core business is offering refuge accommodation and case management for victim-survivors and their children. During 2020-2021, Olive's Place provided accommodation and case management to 32 adult victim-survivors and 47 children victim-survivors. Five adults and six children identified as Aboriginal and/or Torres Strait Islander and 12 adults/families identified as culturally and/or linguistically diverse.

## SAFE STEPS



In partnership with Safe Steps Family Violence Response Centre, Olive's Place provided essential outreach to victim-survivors who were in immediate crisis and had been relocated to crisis accommodation. The team provided brief intervention support to 17 adult and nine children victim-survivors residing in motels after fleeing from the person who uses violence.

## HEART



As a part of the Homelessness Emergency Accommodation Response Team (HEART), Olive's Place provided intensive case management to victim-survivors who were experiencing homelessness through the pandemic to secure safe housing pathways out of emergency motel accommodation. The team supported 13 adult and four children victim-survivors in partnership with homelessness services located in the Bayside Peninsula and South Melbourne LGAs (local government areas). Four adults and one child identified as Aboriginal and/or Torres Strait Islander and six adults identified as culturally and/or linguistically diverse.

# O CAFÉ: A WINDOW OF OPPORTUNITY

Ozanam House’s café – O Café — is a vital resource for VincentCare’s clients and people experiencing homelessness in the community.



The Café Crew during coffee service.

Outreach window service during Covid lockdown.

Housed inside Ozanam House – accommodation and homelessness resource centre – the O Café provides people experiencing homelessness with a space to remain connected with the community. The team of employees and volunteers provide a safe and supportive environment for people to start up a conversation over a hot cuppa.

Before the pandemic, a normal day at the O Café began with a self-serve breakfast from 8.00am–10.00am for our drop-in clients, as well as time to charge their phone, visit the health services, and attend activities and connect with others, including employees. From 10.30am–1.00pm, clients could sit and order a free barista-made coffee made by client volunteers who are a part of the Client Volunteer Program (CVP).

CVP is an opportunity for VincentCare clients to participate positively in our community through volunteering. The program is a platform for meaningful and purposeful participation within the organisation and in the wider community. In February 2021, we reopened the ‘O Café Coffee Service’ providing a barista coffee to Ozanam House residents. In April 2021, six clients were trained as new baristas extending our in-house coffee service to three days a week.

During lockdown we adapted the O Café to provide an outreach window service for our Homeless Resource Centre clients supporting more than 50 people every day. This essential service, run by dedicated employees, allows vulnerable people access to lunch packs, coffee, tea, masks, hand sanitiser, and hygiene packs, and welfare support information – all through a window keeping clients connected and informed.

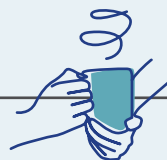
## DURING 2020–2021 O CAFÉ PROVIDED:

10,209



LUNCH PACKS

11,149



COFFEE/TEA

1,949



MASKS

1,986



MATERIAL AID

**Hume Community Hub**

- Marian Community Specialist Family Violence Services. Primarily available in the City of Greater Shepparton, Moira and Strathbogie\* • Financial Counselling and Capability Program. Outreach to Kyabram, Yarrawonga, Benalla and Wangaratta.
- Home Care Packages within the City of Greater Shepparton with outreach to Wallan, Alexandra, Yea, Cobram and Kyabram.

# MARIAN COMMUNITY: 'SAFE, SECURE AND SUPPORTED'

In 2020, the Marian Community, which provides 24/7 immediate crisis responses to victim survivors at risk of or experiencing family violence, marked 40 years of providing support and services to family violence survivors.

A team of specialist family violence practitioners provide client-centred supports, focusing on managing immediate risk and supporting clients to live safely and independently in the community.

Vulnerable clients such as Chelsea\*. Chelsea is a 28-year-old family violence survivor, who was referred to the Marian Community, following a serious family violence incident. She has two children both under the age of seven.

Leaving a family violence relationship is never easy. Chelsea had to flee her property with only the clothing she had on, no shoes, no phone, and no identification. She and her children were transferred to emergency accommodation – ensuring they felt safe, secure and supported – and provided with clothing, food and other essentials. Within two weeks, longer-term, stable and safe housing was made available to Chelsea in a new area where she felt safe. She could now focus on building a secure life free from violence.

Before closing out the support period, Chelsea spoke about her journey and the support she received from Marian Community and continues to receive from her current case manager, saying that “without it she would never have made the break away from the relationship”, further sharing that “the family violence education provided around risk and safety were always consistent and Marian Community were always there for her and her children when she needed support”. Over 2020-2021, Marian Community Specialist Family Violence program supported 716 victim survivors, including 410 children.

A free and confidential financial counselling and capability service is available to all eligible clients to assist them in relieving financial stress, exploring options, and teaching strategies to build capacity to manage finances. Marian Community referred Camille\* to the Financial Counselling and Capability Program (FCCP) at Hume Community Hub where she was receiving supports to rebuild her life after leaving an abusive relationship.

While she was working, Camille couldn't shake the nagging worry of the debts she held with a credit agency. A mother of three, Camille was living with her children in a rural town and also needed assistance with school fees arrears.

During intake and assessment with FCCP's financial counsellor, Camille shared that with only her salary to keep the household running and ends meet, she was feeling the financial strain. The financial counsellor was able to suggest

a range of options for Camille to consider that could assist with her situation, including selling one of her two vehicles to reduce insurance costs and opt for a cheaper internet provider.

In July, the financial counsellor submitted a well-supported debt waiver request to the credit company for four debts totalling more almost \$19,000 and was able to successfully have them waived.

For Camille, these outcomes have been life-changing: “It's so wonderful, I can't believe it! I did a happy dance around my lounge room. I have hope – hope that I can be independent and can work towards an awesome life for my kids and me. What you guys do is give independence, courage and hope to us women.” Over 2020-2021, the FCCP assisted 304 clients and has successfully negotiated a remarkable total of over \$224,000 in debt waivers for clients.

## IN 2020-2021, MARIAN COMMUNITY SPECIALIST FAMILY VIOLENCE PROGRAM SUPPORTED:

716

VICTIM SURVIVORS



410

CHILDREN INCLUDED IN THE 716 VICTIM SURVIVORS



304

CLIENTS ASSISTED



\$224,000

SUCCESSFULLY NEGOTIATED DEBT WAIVERS FOR CLIENTS



\*Names changed to protect the person's identity

\*With after-hours crisis responses to family violence provided in an expanded area that includes Mitchell and Murrindindi.

Note: Intake, assessment and outreach services and supports are provided via phone during COVID-19 restrictions.

# FROM HOMELESS TO HORTICULTURE

Supporting people to recover from an experience of homelessness starts with a return to housing, but continues with support to develop or regain personal capacity and community connections. Based on that belief, the Homelessness Recovery Model at Ozanam House was initiated to create opportunities for people to reconnect with their communities and establish new pathways that enable recovery and growth.

Garry – a former Client Volunteer, who himself experienced homelessness – has been one of the biggest advocates for creating an inclusive culture to enable and empower people experiencing homelessness. He strongly advocates that focus on housing alone is not enough for people who have experienced homelessness.

He says, “(At VincentCare) I’ve accessed and learnt to use meditation and mindfulness and dietary – things that are healthy for me instead of just going for the easy option. They’re all helping you build yourself back up.”

He adds: “I’d access just about everything, the Client Volunteer Program that helped me reengage with people, the art therapy and fitness program – they all helped me. These were all ingredients in making me who I am today.”

Garry is now a qualified horticulturist and volunteers his time as a Community Volunteer by hosting Gardening Groups and Guided Meditation Sessions with residents at Ozanam House. Talking about the Gardening Group session, he says, “The participants were very receptive and engaged, with their eagerness demonstrated by their questions and comments.” His sessions promote positive, helpful interactions and self-care tips while incorporating fun, light-hearted elements along the way.

In a heart-warming interview, he talks about his experiences at VincentCare and volunteering at Ozanam House. You can watch the whole interview here: <https://bit.ly/3nhnZMR>



# OZANAM ENTERPRISES

Ozanam Enterprises, which provides work and training opportunities to individuals living with a disability, was established in 1976 by a consortium of parents of children with disabilities. Employees are its greatest asset, and Lee Buchanan has been a cherished member of the Ozanam Enterprises family since inception – having worked there for 45 years!

“I started here (Ozanam Enterprises) in October 1976, right after I finished school – the very next day,” says Lee with a proud smile.

In the last 45 years, Lee has been engaged in several activities including assembling boxes and pulling switchboards apart. But her favourite activity is helping with laundry: “I really enjoy working here,” she says. “We generally clock in at 9.00am and do warm-ups at 9.30am. I enjoy doing warm-ups with the team. Then we work and have a morning tea together. We have the ‘Employee of the Month’ every month and I love that everyone gets together for that. Sometimes we have special lunches – like Soup Day. Pumpkin soup is my favourite!”

Despite the disruption of the pandemic over the past 18 months, Lee says that she fondly looks back on her time at Ozanam Enterprises, the great bunch of people she has worked alongside and the marvellous friendships she has formed – with joy and gratitude. She chuckles and adds, “My support worker here says ‘see if you can do 55 more’ and I smile each time!”



## RAINBOW TICK



In 2019, VincentCare received a Rainbow Tick accreditation in recognition of the contribution from all parts of the organisation to a more inclusive practice and service delivery and diversity.

Our employees are sensitive to the lived experience of LGBTIQ+ people and understand the complexities and challenges they face when accessing services.

We held many events and initiatives, including: Creating a new ‘queer space’ at Ozanam House; Clients, volunteers and employees joining Pride March (between lockdowns); and Celebrating IDAHOBIT, Wear it Purple, Trans Awareness and Bisexual visibility throughout the hubs.

John, pictured above, a client volunteer at Ozanam House notes: “In the two and a half years I’ve been with VincentCare, I have witnessed the organisation make massive gains by raising awareness supporting and celebrating its LGBTIQ+ clients, employees and volunteers. What a joy to be part of an organisation that provides genuine and unconditional support to the LGBTIQ+ community. Being part of the VincentCare team at the Victorian Pride March was a very powerful experience and display of support.”



## RECONCILIATION ACTION PLAN

In late June, we marked an important milestone when we held our first joint Reconciliation Action Plan (RAP) meeting – the first such initiative since VincentCare became part of the broader St Vincent de Paul Society Victoria. We are very proud to have taken this important step towards reconciliation together.

Proud Gunditjmara woman, teacher of culture, artist and former VincentCare client Karen Lovett (pictured, above, with her artwork) has partnered with us to help us better understand what true reconciliation means.

“Education is the key to not doing things for Aboriginal people anymore, but doing things with Aboriginal people,” says Karen. “If you really want to connect with the issue and the First Nations people, the best way you can do that is to be seen at events... to be seen at community.”

“Be prepared to challenge in your community. Always talk to people and spread the truth.”

“You absolutely must get the trust of the Aboriginal people. Involve us in stuff... keep reaching out to Aboriginal people.”

## CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME


For the Year Ended 30 June 2021

	Consolidated		Parent	
	2021 \$	2020 \$	2021 \$	2020 \$
<b>REVENUE</b>				
Fundraising activities	93,767	110,011	93,767	110,011
Government grants	31,882,609	28,082,453	30,078,858	23,210,992
Sale of goods – disability employment services	243,160	482,737	243,160	482,737
Net gain/(loss) on sale of property, plant & equipment	(36)	9,653,216	(36)	9,653,216
Net gain on financial assets classified as fair value through profit or loss (FVTPL)	5,057,069	-	5,057,069	-
Other revenue	9,145,044	8,384,519	9,205,243	11,683,176
<b>Total revenue</b>	<b>46,421,613</b>	<b>46,712,936</b>	<b>44,678,061</b>	<b>45,140,132</b>
Disability employment services costs	(1,132,516)	(1,593,933)	(1,100,428)	(1,593,933)
<b>Gross surplus</b>	<b>45,289,097</b>	<b>45,119,003</b>	<b>43,577,633</b>	<b>43,546,199</b>
<b>NON-RETAIL EXPENDITURE</b>				
Accommodation and support services	(40,425,327)	(37,559,443)	(38,940,090)	(35,571,535)
Net loss on financial assets classified as fair value through profit or loss (FVTPL)	-	(2,789,881)	-	(2,789,881)
<b>Total non-retail expenditure</b>	<b>(40,425,327)</b>	<b>(40,349,324)</b>	<b>(38,940,090)</b>	<b>(38,361,416)</b>
<b>Surplus for the year</b>	<b>4,863,770</b>	<b>4,769,679</b>	<b>4,637,543</b>	<b>5,184,783</b>
Other comprehensive income	-	-	-	-
<b>Total comprehensive surplus for the year</b>	<b>4,863,770</b>	<b>4,769,679</b>	<b>4,637,543</b>	<b>5,184,783</b>


### OUR REVENUE (2020-2021):

0.2%   
DONATIONS & BEQUESTS

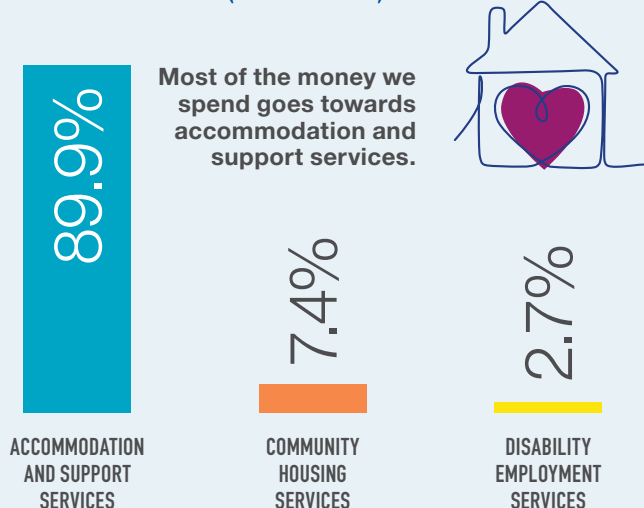
1.3%   
DISABILITY EMPLOYMENT SERVICES

75.3%   
ACCOMMODATION AND SUPPORT SERVICES

6.6%   
COMMUNITY HOUSING SERVICES

16.6%   
OTHER

### OUR EXPENDITURE (2020-2021):



# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

As at 30 June 2021

	Consolidated		Parent	
	2021 \$	2020 \$	2021 \$	2020 \$
<b>ASSETS</b>				
Current Assets				
Cash and cash equivalents	10,018,504	11,329,961	8,654,103	10,625,490
Trade and other receivables	2,624,788	1,437,482	2,429,422	1,299,782
Other assets	317,119	327,328	314,213	326,024
<b>Total Current Assets</b>	<b>12,960,411</b>	<b>13,094,771</b>	<b>11,397,738</b>	<b>12,251,296</b>
NON-CURRENT ASSETS				
Financial assets	56,114,096	49,467,049	56,114,096	49,467,049
Property, plant & equipment	55,905,850	57,278,770	55,380,902	57,278,770
Intangible assets	164,097	266,004	164,097	266,004
Right-of-use assets	1,353,014	2,217,158	1,353,014	2,217,158
<b>Total Non-Current Assets</b>	<b>113,537,057</b>	<b>109,228,981</b>	<b>113,012,109</b>	<b>109,228,981</b>
<b>Total Assets</b>	<b>126,497,468</b>	<b>122,323,752</b>	<b>124,409,847</b>	<b>121,480,277</b>
<b>LIABILITIES</b>				
Current Liabilities				
Trade and other payables	4,012,761	1,643,834	4,464,239	4,444,955
Provisions	2,867,263	2,571,821	2,867,263	2,571,821
Lease liabilities	1,244,936	1,420,032	1,244,936	1,420,032
Other liabilities	3,880,317	6,207,305	3,434,622	4,429,886
<b>Total Current Liabilities</b>	<b>12,005,277</b>	<b>11,842,992</b>	<b>12,011,060</b>	<b>12,866,694</b>
Non-Current Liabilities				
Provisions	380,253	299,959	380,253	299,959
Lease liabilities	702,318	1,634,951	702,318	1,634,951
<b>Total Non-Current Liabilities</b>	<b>1,082,571</b>	<b>1,934,910</b>	<b>1,082,571</b>	<b>1,934,910</b>
<b>Total Liabilities</b>	<b>13,087,848</b>	<b>13,777,902</b>	<b>13,093,631</b>	<b>14,801,604</b>
<b>Net Assets</b>	<b>113,409,620</b>	<b>108,545,850</b>	<b>111,316,216</b>	<b>106,678,673</b>
<b>EQUITY</b>				
Accumulated funds	74,239,514	69,375,744	72,146,110	67,508,567
Contributed equity	34,347,404	34,347,404	34,347,404	34,347,404
Reserves	4,822,702	4,822,702	4,822,702	4,822,702
<b>Total Equity</b>	<b>113,409,620</b>	<b>108,545,850</b>	<b>111,316,216</b>	<b>106,678,673</b>



**VincentCare**  
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**VINCENTCARE VICTORIA** ABN 53 094 807 280 | ACN 094 807 280

**VINCENTCARE COMMUNITY HOUSING** ABN 45 135 646 687 | ACN 135 646 687

📍 43 Prospect Street, Box Hill VIC 3128

☎ 03 9895 5800 ✉ [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

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

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