

Acting CEO Update

Welcome to the March edition of the SSO Newsletter, it has been over six months since the last one. There has been a great deal happening over the last few months and some of this is mentioned later on in this newsletter. I would like to start by thanking everyone for your support over the last few months and for the way people work together to achieve the Society's mission and vision. There have been many moments as the Acting CEO where I have been amazed at the commitment and passion of the people that work for the Society have to assist people in need.

Due to our reputation as a 'can do' organisation providing high quality support and services to those in need, we were invited to participate in a major new initiative in the disabilities services area, in this state as part of the National Disability Insurance Initiative which is being rolled out across the country. It is a testimony to the hard work and commitment of many of you that we were able at very short notice to put together a comprehensive application detailing how we planned to deliver this multi-million dollar project between April 2016 and June 2018 across five different parts of the state. Your hard work and efforts are much appreciated and I am confident that our delivery of our part of the program will help many people with disabilities who would not have otherwise had any support from the Society in this area and involvement in this program will enormously enhance our reputation in the community. We are now working hard to implement the new Local Area Coordination (LAC) program. A high level summary is in this newsletter and the second LAC newsletter is also being distributed with this newsletter.

Another major initiative which has been endorsed by the Board is that we 'put our hand up' and submit an expression of interest to participate in the NSW Government Social Housing Fund through Amelia Housing, which we have done and are awaiting to hear whether we will be invited to make a formal application. This is another very exciting opportunity to increase our work in the provision of social housing to those in need. A special congratulations to Brian Murnane and the team for putting the EOI together.

I am pleased that a number of major initiatives in the Member and Volunteer areas are well underway such as 'Unlocking Leadership Potential' involving the development of a toolkit for use by Members in leadership roles and 'Valuing Youth' involving the increased engagement and participation of young people in the activities of the Society. A new Member and Volunteer Advisory Committee has also been established and this will hold its first meeting over the next few weeks.

I know that there are many things happening at the moment, but I am confident that we are approaching and planning to address or implement each issue in a realistic and sustainable way and that we will continue to not only make a difference to those experiencing disadvantage but also strengthen the Society.

I wish you and your family and friends, a relaxing, and safe Easter.

Dianne Lucas



St Vincent de Paul Society
NSW
good works

State President-Denis Walsh

The last three months have certainly been very busy with a new beginning and role for myself as State President and Company Chairperson. Reading through this newsletter, it is truly amazing how many different activities and projects are now underway throughout the State Support Office and Support Services. I have been very impressed with the professionalism, commitment and expertise of all the colleagues I have met since being elected to this role.

I recently attended the Broken Bay Festival Day at the Caroline Chisolm Centre in Pennant Hills which was well attended by over 80 Members. There were a number of very interesting discussions about Good Governance and Good Works for faith based charities and there was a lively Question and Answer session. Hearing real life stories about the difference we make in many ordinary peoples' lives every day, always shows me that we are carrying out our founders' mission each and every day. It was also interesting meeting up with Members from a number of different Conferences.

Pastoral care is one of the most important aspects of what we do. In its simplest form it is being present to someone, listening to what they have to say especially when we are time poor and have lots of paperwork to deal with. Many people we assist are marginalised and have few people to listen to them and hear their story. Easter is a good time I think, to take stock and think how each of us might spend more time listening to someone else, to usher in the new beginnings of Easter time.

I am very proud of the many good works, we do every day and for the difference we continue to make for those in need.

I wish you a joyous, and happy Easter and look forward to continuing to work with you all to achieve the Society's mission and vision of giving "a hand up" to those in need.

Denis Walsh



Spiritual Reflection – Leo Tucker



“Who Wants to Life Forever?”

From the Gospel of Luke: *It was now about noon, and darkness came over the whole land until three in the afternoon, for the sun light failed. And the curtain of the temple was torn in two. Jesus called out with a loud voice, “Father, into your hands I commend my spirit.” When he had said this, he breathed his last.*

The celebration of Easter is the heart of the Church’s liturgical year and the source of life and faith for Christians. This may seem a bold statement especially in the light of our celebrations of Christmas, Easter tends to fall quietly in the shadows. James Hanvey SJ explains that the empty tomb is not like the manger: “if we go there we do not find the beautiful, serene mother with her newborn baby, and heaven and earth somehow caught in a silent moment of adoration. At the empty tomb there is, well, an absence, not a presence. So, Easter really invites us into something utterly new. It transgresses all our ways of thinking, what we know about the world and how we live in it.” Easter is a sacred moment in our faith journey. It is a time which captures hope, grounded in faith and continues to nurture love.

British rock group Queen produced a song titled “Who Wants to Life Forever”. The question seems fascial as life is the pulse of humanity; simply answered, who doesn’t? The song lyrics carries these beliefs that; “This world has only one sweet moment set aside for us”...but that in love, “we can have forever, and we can love forever”. The song certainly is not a religious rock anthem but these thoughts hold reflective truths in the Easter event. For this world holds but only a moment in time for each one of us and so this time is sacred and precious but through the profound unconditional love of Christ expressed in the Paschal Mystery; the life, death and resurrection of Christ, the existence of forever or eternal life is assured.

Fr Ron Rolheiser offers this final thought on another dimension of the mystery of this Easter moment. He suggests that Jesus in the crucifixion prepares for a shameful humiliation; a humiliation which “drove him to extreme depths, but these were depths of empathy, love, and forgiveness.” He continues to relate this experience to our own spirituality for “in our humiliations, do we give ourselves over to bitterness or love, resentment or forgiveness, hardness of heart or softness of soul? And we have to make that choice daily: Every time we find ourselves shamed, ignored, or taken for granted, we stand between resentment and forgiveness, bitterness and love. Which of these we chose will determine both our maturity (of spirit) and our happiness.”

May this time of Easter find hope for our journey, purpose in our faith and depth in our love for all we meet and celebrate life.



ACEO Update

1. Workplace Relations

WHS Update

There have been some recent changes in the way Work Health & Safety is being promoted and reviewed in the Society. Safety has recently been added as a regular agenda item at the SSO divisional managers meeting, while the 'steering' group for safety (WHS Advisory Committee) will now report into Governance as a sub – committee. This will provide some extra focus on safety and compliance activities at a strategic level.

L&D Update

The 2016 Training Calendar was released in February this year. The calendar includes a new Society Induction workshop for employees, as well as courses in the Society's Code of Conduct and Workplace Concerns Policy and the Stronger Together, Performance Development Process. New courses for employees also include Debriefing Skills, Supervising Remote Staff, Risk Management and WHS for Supervisors and Managers, Accidental Counsellor, Managing Difficult Calls and Introduction to Project Management.

We have also completed the first stage of the development of a Toolkit for Volunteer Management. A framework for the Toolkit has been developed through extensive research into best practice and through extensive consultation with Volunteer Managers at the Society. The Toolkit (to be piloted later this year) aims to support the professional development of employees managing volunteers and to provide them with effective tools and case studies along with legally compliant information.

Recruitment & Systems

Recruitment to roles in the new Local Area Coordination (LAC) program have now commenced, with District Manager, Training Coordinator, Team Leader and Local Area Coordinator positions being recruited to across the Central Coast, Hunter New England and South West Sydney regions. Details on these roles and instructions on how to apply are available at www.vinnies.org.au/nswjobs, along with all other vacancies.

HR Strategy

Our HR Strategy has been approved by State Council and we are now about to embark on the journey on implementing the strategy. Priority Projects have been identified for 2016 and project scopes have been drafted with teams already in place to start the ball rolling. We will aim to provide regular updates on our progress through this Newsletter.

Welcome to Serena

In February we welcomed Serena Dyce to our team in the role of HR Operations and Projects Coordinator, on a temporary 6 month basis. Serena will play a key role in supporting the implementation of our HR Strategy as well as supporting the Recruitment systems team to

continue their exceptional work. Serena will be covering Daniel Lucas' role whilst he supports the implementation of the Local Area Coordination (LAC) Transition Program.

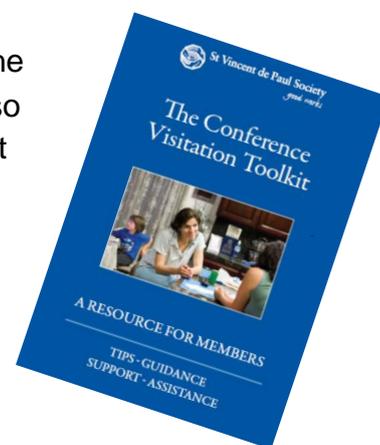
A Big Thank You to Payroll!

We would like to say a big thank you to the Payroll Team, Ron Burzacott and Frances Winrow, who have worked tirelessly to ensure a smooth transition into the new Fringe Benefit Year, with regular reminders to spend FB balances and also in providing important information on the changes to Accommodation and Meals and Entertainment from 1 April 2016.

Vyda Mowen

2. Policy and Member and Volunteer Services (MAVS)

- The Training and Development team have been distributing the Conference Visitation Toolkit throughout NSW. They have also been familiarising members with the resource by facilitating at 30+ Regional and Central Council Toolkit Conversation sessions.
- The Toolkit is available on Vintranet



<http://vintranet.vinnies.org.au/membershipdevelopmentservices/careandsupport/Conference%20Visitation%20toolkit/Forms/AllItems.aspx> OR search for 'Conference Visitation Toolkit'. If you have any questions about the Toolkit project please contact Kate Scholl, 9568 0209 or kate.scholl@vinnies.org.au

- The Annual Review and Plan will soon be distributed to Central Councils for circulation to Conferences. This revised resource provides a simple process for members to reflect on their conference experiences and strengths and agree on some areas of potential development. It is on Vintranet on this page: <http://vintranet.vinnies.org.au/MembershipDevelopmentServices/Msupport/default.aspx>
- Several members of the Policy and MAVS team supported the Broken Bay Central Council in their Festival Day on 19th March. With the theme of *Celebrating Joyful Service*, over 80 members gathered to hear Robert Fitzgerald speak about, "Good Governance for Good Works". The day also included an address and Q and A with Denis Walsh, NSW State Council President, a visit from Bishop Peter Comensoli, range of workshops, and display of resources.





Renewal is taking place in our Regions and Conferences

The Engagement and Support team is working with enthusiastic members across NSW to trial new outreach conference models and activities that are:

- **Responsive** to the needs of the local community;
- **Flexible** in the ways new people can get involved; and
- **Welcoming** of new members and volunteers of all ages.

The E&S team is working closely with a number of Central Councils to trial new Outreach Conferences:

- Sydney CC – first piloted the Outreach Conference in 2015 under the leadership of Liberty Plains Regional Council President Geoff Barrett.
- Wollongong CC – in the Campbelltown region has started two new Outreach Conferences under the leadership of Sarah Wright - the new Rendu Rhythms music outreach conference and the new Vincentian Visitors outreach.
- Broken Bay CC – Regional Council Presidents are currently identifying potential opportunities for new Outreach Conferences in their regions.

Since its launch this renewal initiative has led to the startup of 4 new Outreach Conferences and over 30 new members joining the Society!

To find out more about the Outreach Conference and how it can help bring renewal to your region please contact Lukas Rajnoch, Peter Bonwick or Claire Mercer in the Engagement and Support Team.



Vincentian Visitors



Visiting lonely and isolated people in nursing homes, at home and in aged care units

Rendu Rhythms



Bringing joy to people through music and song

Member and Volunteer Advisory Committee

On behalf of the Policy & Member and Volunteer Services Team, we are pleased to announce the new *Member and Volunteer Advisory Committee* will be holding its first meeting of 2016 next month.

In partnership with our Central Councils, this board-appointed committee will convene a diverse group of key stakeholders that develop sustainable strategies for recruiting members and volunteers. In addition, they will empower local efforts to ensure leadership roles are filled and supported, and enable the development of innovative, flexible initiatives that serve the most vulnerable members of the community.

The Policy & Member and Volunteer Services team recognizes that bringing together members and volunteers of all ages and backgrounds, we will be elevating the impact of the Society's critical work throughout NSW.

Christopher Wilborn



Executive Officer Systems and Development Update

Information and Communication Technology Team

ICT Architecture Group



The GOTE (Group of Technical Experts) was formed at the end of 2015 within ICT to discuss and brainstorm ICT projects, support and infrastructure from a technical point of view. The GOTE review some of the less “sexy”, behind the scenes and technical requirements and prerequisites for some of the larger projects such as Fundraising and SCIS.

An average day for the NSW Vinnies computer systems...

- We receive over 14,000 emails of which:
 - 60% will be SPAM
 - 4% will be viruses

ICT Projects

- 41 Projects currently in progress
- 20 Projects initiated in 2015
- 26 Projects completed in 2015
- Systems for Good initiated and tender process effectively completed for three projects including Fundraising, SCIS and Connect
- PMO established including Governance model
- Great Plains Upgrade successfully completed
- Assisted with technology and logistics support for CEO sleep out
- Migrated Support Services to better support mobile case work (55 Tablets)
- Added approximately 10 sites to the Vinnies domain; improving communication and site stability
- ShoreTel phone system upgrade benefiting over 1000 users with better communication services
- Implemented System Centre to begin monitoring our systems and begin to be proactive with issues
- We welcome a new member, Rajesh Waran, to the team, as ICT Test Manager for the Fundraising and SCIS projects
- Alex Marti and Kyle Hung successfully added Coniston to the Vinnies network and the site is now being supported by the ICT Service Desk.
- Sujoy Majumdar successfully developed and implemented the Truck Booking System for the Parramatta Central Council.



- Mike Tu and Kyle Hung successfully implemented the infrastructure network at the new Greenfield site at Wagga Wagga. This site incorporates the Vinnies Store, Central Council and Sorting area.
- Denise Wong and Kyle Hung successfully implemented a new site for Ability Links Metro South at Morisset.
- Katie Orme became certified in Portfolio, Program and Project Office (P3O) Foundation

ICT Support

- In 2015 the ICT Service Desk received over **11,500** calls, up from 5,600 in 2012!!
- Staff Movements
 - Ricky Leung joined as ICT Service Desk Team Leader
 - Manisha Halder went on maternity leave (baby Ashton was born 21/12/15, 4.5kg)
 - Herry Sutanto joined the team as a Systems Engineer and is now based in Chatswood, helping to look after the Broken Bay Diocese Central council sites
 - Isaac Ang has returned to the team as a Systems Engineer
 - Mathew Byrnes completed his traineeship and now has a job as a Servicedesk Analyst at the Department of Justice NSW.
 - John Nguyen joined the team as Systems Administrator (a Work Ventures trainee)

Nick Prior



Chief Financial Officer update

1. Management Accounting (Financial Reporting team)

- On 28 October 2015 the State Council and respective Boards signed off the general purpose statutory financial statements for The Trustees of the Society of St Vincent de Paul (NSW) (consolidated), St Vincent de Paul Society NSW and St Vincent de Paul Housing. It was a great achievement to achieve an unqualified audit opinion this year, the first time in the Society's history.
- A Financial Reporting working group was formed in November 2015, which is a sub-group of the Accounting Network. This working group has overseen the development of business requirements for a potential new system that will meet our existing and future reporting and forecasting needs. A proposal to proceed to the next phase of this project will be presented to the Audit Risk and Finance Committee at their meeting on 23 March.
- The Accounting Network met on 2 March and discussed a range of items, including the Connect POS upgrade, budget planning, internal audit, financial reporting, banking and other matters.
- The Finance team has been supporting the SVDP LAC team with the establishment of Finance foundations for the future operations of this exciting new service.

Key achievements in the last 12 months

- The implementation of the new Finance Structure at State Support Office and formation of the Financial Reporting team responsible for Consolidated, State Support Office, Support Services and Housing financial reporting.
- The successful completion of the Society's 2015 financial year audit and the achievement of a consolidated unqualified audit opinion for the first time in the Society's history.
- The positive outcome for the Society's insurance renewal program for 2015/2016 which saw again improved coverage terms, competitive premiums and an evolving insurance portfolio to meet our needs.
- The delivery of the 2016 consolidated budget for the Society to support financial management and planning.
- The ongoing support provided to Support Services Executive and Senior Operations Management team under the new Divisional reporting structure.
- Support provided to the Audit Risk and Finance Committee activities throughout the year.
- Continued to work closely with Central Council Finance teams and supported the Accounting Network.



Key focus areas for next 12 months:

- Continued work around the team's vision, goals and priorities over the course of the year, to ensure we are best placed to meet the growing financial information needs of the Society.
- The 2016/2017 budget preparation is now underway, the upcoming key dates are below.

Due date for submission of budgets to State Support Office	4 May	Executive Officers / Controllers
Circulate 2016-2017 draft budget to ARF for review	18 May	Matthew Barilla
ARF meeting – Review draft 2016-2017 budget	25 May	Tony Smith
State Council / Board meeting - Review / approve 2016-2017 budget	18 June	Tony Corkeron

- The Financial Reporting project will be a key focus this year, pending approval by the Audit Risk and Finance Committee at their meeting on 23 March, the next phase will look at engaging with the market seeking proposals.
- Supporting the 5 year plan development process, particularly regarding the high level financials which will be an output of the process.
- The external financial audit for the year ended 30 June 2016 will commence with a planning meeting with our external auditors Grant Thornton on 31 March. The target date for signing our statutory accounts is 22 October 2016.
- The 2016-2017 insurance renewal program will commence around May and we hope to continue enhancing and consolidating our portfolio coverage, along with ensuring all significant changes in the Society's activities are addressed.

Congratulations

- Ewan Zhang and his wife, on the birth of their daughter Lynlee in mid-December last year. We wish them all the best.

Matthew Barilla Financial Accounting

Great Plains

A training day on Great Plains (Originally Scheduled for November) is being planned for the first half in 2016 and details will be sent to Central Councils once we firm up some dates. Modules covered include Accounts Payable, Accounts Receivable, Cash Book Management



and general tips. If you have any suggestions on topics to be covered please email them to Roshan.naidu@vinnies.org.au.

If you have any issues with Great Plains please email your requests to servicedesk@vinnies.org.au. For the Holiday period if you could copy in Liz Wang (liz.wang@vinnies.org.au, (02) 9126 7909) **for any Great Plains Issues and she will assist and organize support as required.**

Reference materials for Great Plains can be found on the Vintranet at the following location.

<http://vintranet.vinnies.org.au/SS/IM/GP/Pages/default.aspx>

Connect Point of Sale Systems

Great Plains integration for the Connect Systems has now been implemented for the Pilot Sites successfully and is being rolled to the Centres in line with the Rollout Plan. This is a far more efficient process as it reduces a number of manual steps included in the previous system. A demonstration of the Great Plains integration was presented at our November 15 Accounting Network meeting.

Motor Vehicle Fleet

The motor vehicle fleet (Currently around 140 Vehicles) for Support Office, Support Services, Parramatta Central Council and Broken Bay Central Council has been outsourced to FleetPlus since January 2015 and includes acquisitions, disposals, servicing, roadside assistance, storage of vehicles etc. Fleet Reporting is an added benefit of this service and has provided the business with information on fleet that we previously didn't have or was not readily available. For more information on Fleet please head to our Fleet Page on the Vintranet

<http://vintranet.vinnies.org.au/SS/Finance/MotorVehicleFleetInformation/default.aspx> or give Roshan Naidu/Liz Wang a call at State Support Office.

Banking

For all your transaction banking needs at the Commonwealth Bank please email ibservices@cba.com.au including **ordering quick cash bags**. If you need to escalate any issues or have any banking product requests please give Roshan Naidu a call at State Office and we will discuss with Yvette Flynn our relationship manager at CBA.

Roshan Naidu Financial Controller

For the last six months, Internal Audit has performed audits to review the controls of the following areas:

- State Support Office - Wills and Bequests
- Frederic House - Payroll, personnel documentation, income and trust account
- Armidale Central Council - Donations and Conference Income
- SVDP Support Services – Payroll and personnel documentation



- State Support Office – Annual Leave / Long Service Leave Provision

Currently, Internal Audit is undertaking an audit project on Vincentian House at Surry Hills. The upcoming audit tasks will be conducted in accordance with the Internal Audit Plan.

The Internal Audit Plan for 2016 was approved by the Audit Risk and Finance Committee in February 2016. The plan included the locations, audited areas and associated risks as per the Risk Register. The plan is accessible in Vintranet with the following hyperlink:

<http://vintranet.vinnies.org.au/Governance/IARM/Pages/IAUsefulTips.aspx>

Thomas Law **Internal Audit and Risk Management**

Compliance

- Compliance with NFP legislations and regulatory requirements, met deadlines last 12 months in updating changes to responsible persons for the organisation, and Society submitted its group Annual Financial Statement for three entities: Trustees, SVDP NSW and SVDP Housing before the deadline.

Governance

- Conflict of Interest Policy were updated and approved by the Board
- Gifts Policy and Procedure were approved by the Board

Contracts

- The State Council Contracts Register was approved by the Board and are published for viewing on Vintranet

Sandra Sen **Governance and Compliance**

NSW Retail Development



By early December, Connect has been rolled out to all Shops in the Parramatta Central Council, bringing the total number of implemented shops to 27. The feedback from both the pilot and the Parramatta rollout has been very positive, and the project team is working to roll out Connect to the rest of our Vinnies Shops in NSW during 2016.

New retail merchandising was developed in late 2015, and is now finding its way into Vinnies Shops in NSW. The new signage promotes our Shops as an ideal shopping location to find both everyday and special treasures and looks great in store.

Jacqui Dropulic

Property

After many years of planning and delay, the Marian Centre at Lewisham is undergoing a comprehensive refurbishment to restore the integrity of the fine old building, as well as making it a much more pleasant place for our clients to stay. During April more workstations will be added to accommodate new people working in the building.

Andrew Morgan
State Property Asset

Local Area Coordination Transition Services update

Our work providing Local Area Coordination (LAC) for the rollout of the National Disability Insurance Scheme is proceeding at a cracking pace. The LAC project team is busily inspecting potential office space, car fleets and software solutions while our recruitment team has now advertised for a range of positions. You can find all the job descriptions [on the Vinnies website](#). Overall more than 500 people will be hired over the next two years!

The Executive team is also in place and is led by Executive Officer Katrina Armstrong who has nearly thirty years' experience in the disability sector across a range of operational and program management roles. Katrina brings with her a strong understanding of person-centred and contemporary approaches in the provision of disability services.

Central Coast Senior Operations Manager Rebecca Chivers started working as a Disability Support Worker in 1998 and has worked in a variety of roles with Family and Community Services (FACS), most recently as Community Pathways Manager for the Northern Sydney District.

Senior Operations Manager for Hunter New England, Kellie Gilbert has played a significant role in the delivery of the NDIS to date working for FACS alongside the National Disability Insurance Agency (NDIA) in the Newcastle trial site to ensure a smooth transition for existing users of disability services to the Scheme.

Sydney South West will be under the management of David Came who brings over 25 years of operational management experience across a number of government and non-government agencies. Most recently David was Director of Disability and Home Care in the Nepean Blue Mountains for Family and Community Services.

Katrina Armstrong



SVdP Support Services update

Support Services has been through a number of changes in this past six months. Matt Cleary moved on to Senegal to continue his work ensuring better outcomes for those in need and Christine Callaghan joined us as our new EO, with a passion for making a difference in the people's lives we assist.

We continued our work with our Outcomes through Excellence strategy ensuring better outcomes for clients and improvement in access and equity for all. This strategy has been seen in the number of new Policies and Procedures that have been rolled out, the Client Service Delivery Model Manual launch, the work achieved so far on the Society Client Information System (SCIS), the introduction of Quality Working Groups and achievements in Quality Accreditations for a number of Services and Programs.

CASE MANAGEMENT & ACCOMMODATION DIVISION

Inner City Case Management Team: Over the past year we have been able to widen and strengthen our partnerships with other services and be somewhat innovative with our practice. We have seen the Inner Case Management Team be invited to participate in FACS/NSW Corrections pilot, be a part of setting up a pilot with HNSW that address tenants at risk status with HNSW, working in collaboration with the SS health division to attach a community nurse to the casework team. This will revolutionize how we work in the community and provide real time health support to our clients, we are part of many working groups across the Inner City and work closely together with other SHS services.

Accommodation Team John Purcell House Nowra: Our team has shown an extremely high level of dedication and persistence during the relocation of staff and residents of John Purcell House. Our ability to work together to seek alternative accommodation for 13 men and 12 staff members was challenging to say the least but as a productive high functioning team we succeeded, giving us the opportunity to provide continuous outstanding services to our men.

COMMUNITY DEVELOPMENT & ACTIVITIES DIVISION

Ozanam & Castlereagh Industries: Ozanam Industries have been busy working on a new website that tells the story of Ozanam Industries with case studies and testimonials of the work we do. Do pay a visit at www.ozanam.org.au. A huge congratulations to the team of Ozanam and Castlereagh Industries for successfully completing their three year Reaccreditation Audit. In November they underwent a four day external audit of their services, assessed against the National Disability Services Standards. Of commendable mention was the Auditor's reflection on the quality journey Ozanam have been on in the last year, including: Partnering with the Indigenous Community to provide a more culturally relevant service experience.

OLC Resilience Film Challenge: The Resilience Film Challenge is an inter-agency community project supported by our very own OLC, Woolloomooloo in partnership with City of Sydney, St Vincent's Health Australia, Reclink Australia, Wesley Mission and Baptist Care Hope Street. The project aims to assist people who currently access inner city services to



creatively engage in the community by participating in a film making course to teach people how to tell a story, shoot footage and edit a movie to create a short film. The 2015 Resilience Film Challenge coincided with Homeless Prevention Week. There were an unprecedented 19 short films created and these inspirational stories were celebrated on the big screen at an awards ceremony held in Dendy Opera Quays, with industry representatives present on the night. Attendance was outstanding and included Dame Marie Bashir

HEALTH DIVISION

Both Frederic House and the Matthew Talbot Hostel Primary Health Clinic achieved three year accreditation this year. Frederic House achieved Aged Care Accreditation and has been accredited for many years. The Clinic achieved accreditation as a General Practice for the first time – demonstrating the very high standard of care.

The Governor General visited both the Woolloomooloo site (Matthew Talbot, the Clinic and the OLC) and Freeman House in Armidale in February. His Excellency and Lady Cosgrove have visited the Woolloomooloo site before and had specially requested to come back for a further visit, but their visit to Armidale was for the first time. They were both extremely impressed with both services; particularly the client-centred, holistic care offered those who come to our programs. Please find attached photo of the visit to the Matthew Talbot Clinic.



Fundraising and communications update

Christmas Appeal

Christmas period our appeal revolved around 'Restoring Hope', highlighting the work undertaken by committed Members, volunteers and staff. Thanks to our Conference and fundraising teams and the support of our donors, the Christmas Appeal raised \$2,069,049 to the end of January with donations continuing to be received.

Continuing in a new direction with our external agency, Fundraising and Communications team look forward to success with the 2016 Winter Appeal, due to launch in



Over the our the efforts generous

the similar early May.

Vinnies CEO Sleepout 2016

The annual Vinnies CEO Sleepout will take place on Thursday 23rd June. The event in Sydney will be held at the Carriageworks in Eveleigh. Now in its 11th year, this annual flagship event which raises funds for State Support Services.

Already 85 CEOs have signed up, including Alison Watkins (Coca Cola Amatil), John O'Sullivan (Tourism Australia). We have raised over \$30m across the country since it began in 2006 and this year we are hoping to raise \$2.5m in NSW alone.

Fundraising and Communications is involved in organising sponsorship, partnerships, suppliers, merchandise, ambassador support, media engagement and client involvement. The media launch on Thursday 7 April will promote awareness local and national media.

The website is up and running. Recently, the digital team has launched a new feature on the website for 2016 Vinnies CEO Sleepout: Executive Team Participation. CEOs can now participate as a group, great way to promote team building for corporates drive awareness and fundraising.



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Remember to spread the word across your networks – www.ceosleepout.org.au for more information.

Hotels Have Hearts

Planning is well underway for the Hotels Have Hearts Gala Dinner at the Hilton Sydney on 10 May. It was established by a committee of hoteliers and publicans in 2001 with the support of Brother Dan. Over \$3m has been raised to date.

We are once again managing all aspects of the event. The Committee takes the lead with the relationship management and is currently confirming a number of high-profile attendees,



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sponsorships and auction prizes. We hope it will be a sell-out success and raise over \$600,000. More information: www.hotelshavehearts.com.au or contact the Events Team on 02 9568 0243.

Vinnies Australia Facebook doubles fans to 100,000

After reaching a remarkable 50,000 people in March this time last year, Vinnies social media presence has doubled nationally. The community is a diversely active audience which is growing daily. If you haven't already 'liked' Vinnies Australia visit www.facebook.com/VinniesAU and join a strong likeminded community interested in raising awareness about social justice issues.

Vinnies NSW a local community growing in advocacy

On a localised level the Vinnies NSW Facebook page is an evolving community of fans providing a platform to talk about events, advocacy and Vinnies shops. The fan base is climbing to 3,000. Like us <https://www.facebook.com/VinniesNSW> for regular news and updates.

Corporate Partnerships

The second quarter of 2016 is shaping up to be a busy one for our corporate partnerships team. With less than 100 days until the Vinnies CEO Sleepout a lot of our focus is going into confirming sponsors and securing high profile CEOs to attend.

International Women's Day on 8 March saw 15 volunteers from St George and Westpac Bank participate in a complete makeover of the three gardens at Vincentian House in Surry Hills. Volunteers attended an in-depth workshop focusing on the wrap-around services that Vincentian House offers to its residents before spending the day labouring hard on the rooftop and courtyard gardens around the service to strip back the dead foliage and plant a number of flower beds and vertical herb gardens.

For the second year our partnership with TAFE NSW is blooming: it involves a competition for their students to design and landscape one of three Vinnies services in the Sydney Central Council, Parramatta Central Council and Wollongong Central Council areas. The designs are on display at the Royal Sydney Easter Show and the winner, as decided by Easter Show goers, will result in a \$10,000 upgrade for one of these services.

St George and Westpac Bank volunteers get stuck into renovations at Vincentian House.



Community Fundraising

City to Surf – Gold Charity and Team Vinnies

Team Vinnies is gearing up for Sydney's favourite annual fun run City2Surf on 14 August.

There are two ways you can get involved: Gold Charity runners and walkers are our VIP team members who commit to raising \$1,000 for Vinnies and enjoy special benefits while Team Vinnies welcomes all general runners and walkers to participate in the Vinnies spirit. Last year Team Vinnies and Gold Charity boasted a 50 member team and raised \$46,500. Our Team Vinnies captain is Joe Hildebrand, well known channel 10 TV personality.

Contact Zan.Schmidt@vinnies.org.au for details.

Sutherland Shire Regional Council Gala Dinner and Auction

St Vincent de Paul Sutherland Shire Regional Council is holding its inaugural gala dinner and auction on Saturday 29 April in Sutherland to raise funds for local Vinnies services. This fundraiser promises to be a great night of good food, prizes and local music hosted by Sydney weatherman Mike Bailey. Everyone is welcome to come along. For tickets:

www.vinnies.org.au/sutherlandgala.

Vietnamese communities generously support Vinnies good works

There has been a longstanding connection between Vinnies and Vietnamese communities in Australia since Vietnamese refugees began arriving in the late 1970s in the wake of the war. Vinnies members were often the first point of contact for recently arrived Vietnamese families and played a crucial role supporting Vietnamese with food, clothing and accommodation assistance. NSW Vietnamese communities have remembered Vinnies' kindness and have a strong commitment to supporting Vinnies with their financial support in return. In the last six months the Vietnamese Catholic community in Revesby held a community sleep-out raising \$13,000. In March the Cabramatta-based Vietnamese community held a fundraising dinner attracting 450 guests to raise almost \$13,000 for Vinnies. We acknowledge the ongoing generosity of our Vietnamese community.

Bequests

The Bequest Team has been very active since the last newsletter visiting some of our services with our wonderful supporters. Recently we sent Easter greetings to our many bequestors and donors.

Something you may not know is that 45% of people in Australia do not have a valid will. Making a will is the only way you can ensure your assets will be distributed according to your wishes when you die.

We have Honorary Solicitors available to assist you free of charge for basic wills if you include a gift to the Society.

Should you like to discuss this opportunity confidentially contact Brian Emms, Bequest Coordinator, on 9568 0252 or brian.emms@vinnies.org.au.



Customer Relationship Management project

The project has completed the “Analyse and Design” phase and is currently in the “Build and configure” phase. The project team has been working on doing data migration and testing prior to User Acceptance. We plan on going live at the end of July and the project team is working consistently to meet this deadline.

Yolanda Saiz

Staff Starters and Leavers

Leavers

Philip Carruthers
Julie McDonald
Joan Gennery
Fatma Onal
Michele O'Mara

Joiners

Phyllis Sakinofsky	F&C
Jennie Walker	F&C
Yolanda Saiz	F&C
Cang Hong Liu	F&C
Nicholas Wilson	Finance
Isaac Samuel Ang	ICT
Janice Jones	MAVS
Margarita Rivera Ospina	MAVS
Felix Delhomme	Social Justice
Marc Rerceretnam	Social Justice
Michael Feeney	Executive
Serena Dyce	HR
David Came	LAC
Katrina Armstrong	LAC
Kellie Gilbert	LAC
Rebecca Chivers	LAC

Thank you to everyone who provided content

EDITORIAL

We are planning to produce a SSO newsletter in future, every three months or so and in the next edition we would like to have include a ‘get to know you’ article about a member of staff. If you would like to be that person please contact Paul Wilkinson.

