



ST VINCENT'S



Annual Impact Report
2024-25



ST VINCENT'S



**From fear and isolation to
empowerment, independence and
connection – Compassion in Action.**

Acknowledgement of Country

Open Support acknowledges the traditional custodians of the lands on which we work, and in particular the Gadigal, Bidjigal and Darug people of the Eora Nation.

We acknowledge that they have occupied and cared for country over countless generations and we celebrate their continuing contribution to the life of this region.

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Our Story

St Vincent's Open Support (Open Support) is a Sydney-based charity committed to assisting the most underserved people in our communities. We provide best practice recovery model programs and services to women and children escaping domestic and family violence and people experiencing social isolation and loneliness. We support people to experience life free from fear and loneliness where they can be independent and thrive.

Open Support was founded by the Sisters of Charity as the Sisters of Charity Outreach in 1990, with a unique vision to build a social outreach arm at St Vincent's Clinic. In line with the Sisters' unwavering belief in dignity, compassion and justice, Open Support was born from a mission to reach out to people too often overlooked and at a higher risk of disadvantage. Since then, we have worked tirelessly taking this compassionate mission into action.

In September 2025 we celebrate 35 years of this work. As we reflect on our history, we honour the vision of the Sisters of Charity, and celebrate the courage of the people that we are privileged to work with and serve. Through three decades of compassion in action we have identified some of the most urgent needs, and responded strategically and efficiently with resources available.

Governance

St Vincent's Clinic is a facility of St Vincent's Health Australia, under the stewardship of Mary Aikenhead Ministries. The Clinic Board is supported by an Advisory Committee, which provides advice to the CEO of the Clinic and the Open Support leadership team relating to the conduct of the Open Support activities. Membership includes at least one of the Directors of the Clinic, the CEO of St Vincent's Clinic and other members as nominated by the St Vincent's Clinic Board. The Open Support team reports to Katie Viviers, CEO of St Vincent's Clinic.

Open Support receives funding through private donations and grants. This year we proudly partnered with the St Vincent's Curran Foundation to amplify our funding efforts to reach as many people as possible. Following the successful pilot project we are thrilled that our partnership will continue, helping ensure we can continue to serve our communities effectively.

We are always incredibly grateful to all of our supporters who keep the mission of the Sisters alive and enable us to continue to provide critical services.

At Open Support our services are unique.



Our Vision, Mission, Values and Purpose

Open Support acknowledges that people feeling isolated, vulnerable, or unsafe, can slip through the gaps of a fragmented and complex system that is difficult to navigate. Culturally and linguistically diverse people for whom English is not their first language, can find barriers to safety and healing almost insurmountable. This can result in poor health and wellbeing outcomes across generations. It is for this reason that we ensure our teams have the skills to help people navigate these complexities helping create a more equitable access to services that they need.

“Compassion in Action”.

Our mission is to provide specialist comprehensive services to meet increasing needs, that foster safety, empowerment, permanent independence and connection, with an emphasis on breaking the cycle of violence and of social isolation and loneliness.

We are a high impact team, committed to delivering excellence in all our programs and services.

Chair of the Board Message

Dear Supporters and Friends,

The very first thing I want to do is thank you for your ongoing support. We are deeply grateful, and we could not operate without you. Your generosity, encouragement, and trust in our work continue to make an extraordinary difference for those we serve.

This year has been one of gratitude and progress for Open Support. While securing ongoing operational funding remains a challenge and the service need remains high we have also seen important and inspiring achievements that give us great hope for the future. This year, Open Support has helped people develop a sense of belonging and connection with community and has helped women and children escaping

violence on their recovery journey from fear to safety, hope and independence.

The changes we made to our programs in 2024 were the right ones for our future. While it was difficult to reduce capacity in our social isolation program and in parts of our domestic violence program at that time, these decisions have allowed us to stabilise our operations, focus on the highest-impact areas, and position ourselves for sustainable growth. These changes were not taken lightly, but they have strengthened our foundation for the years ahead.

One of the most exciting developments this year has been the formation of a new philanthropic partnership with St Vincent's Curran Foundation. The Foundation has committed to leading large-scale fundraising on our behalf—tapping into networks, resources, and opportunities that would otherwise be out of reach for us. Their efforts will allow us to plan for growth with confidence, knowing that we will have

the capacity to expand our services and meet more of the need in our community. This partnership is a powerful example of how aligned vision and shared commitment can create transformational impact.

The Board of St Vincent's Clinic remains committed to strong governance and clear strategic direction. In the coming year, we will focus on maximising the efficiency of our operations—ensuring that every dollar and every hour of effort goes as far as possible—while also building our funding base to extend our reach in combating domestic violence and addressing social isolation.

On behalf of the Board, I want to thank our Advisory Committee for their ongoing wisdom and support. I also extend my gratitude to the many people across the greater St Vincent's family, including Clinic doctors, who give so generously both financially and in kind.

Finally, I must acknowledge the commitment, compassion and skill of our CEO and our small but mighty team. Though the challenges are constant, the needs immense, and the resources few, they persist with exceptional dedication to continue the work started by the Sisters of Charity.

You make our work possible, and together we are creating real change.

Gail Hambly
St Vincents Clinic Board



CEO Message

This year has been one of real impact, innovation, and optimism for the future. I am filled with gratitude for you, our incredible donors, our team and our community.

Every day, we see the difference our work makes for individuals and families. We have helped women and children find safety, supported people experiencing isolation to reconnect with their communities, and stood beside clients as they rebuilt their lives. The numbers tell part of the story, but the true measure is in the lives transformed: the mother who now sleeps without fear, the older man who feels part of a community again, the children who are safe and supported to go to school while they heal. These are the moments that remind us why our work matters.

Our financial results this year have been strong, allowing us to plan with greater confidence. This stability is due to disciplined management, the generosity of our community, and the momentum created by our new philanthropic partnership with St Vincent's Curran Foundation. Their large-scale fundraising efforts on our behalf are already opening doors to new opportunities for growth, ensuring we can meet more of the need in years to come.

We also made a significant operational leap forward

with the introduction of a new case management system. More than just a technology upgrade, it is key to transforming how we understand and demonstrate our impact. With improved data collection, real-time reporting, and deeper insights into client outcomes, we are able to refine services, demonstrate results to funders, and advocate more effectively for the people we serve.

None of these achievements would be possible without our extraordinary team. From our frontline staff and volunteers to our leadership and governance groups, our culture is built on compassion, justice, integrity, and excellence. This year we continued to invest in that culture, supporting staff wellbeing, encouraging collaboration, and celebrating the commitment that drives our mission forward.

In 2025, we celebrate a remarkable milestone:

35 years of compassion in action. From humble beginnings to a trusted and vital community service, our journey has been guided by respect, empathy, and an unwavering belief in the dignity and potential of every person. This anniversary honours everyone who has walked before us and alongside us – Sisters of Charity, staff, volunteers, board members, partners, clients and supporters like you.

Looking ahead, our focus is on staying responsive to our community's evolving needs, strengthening our impact, and making every contribution count. With your continued trust and partnership, we will keep changing lives. One person, one family, and one community at a time.

Thank you.

Katie Viviers

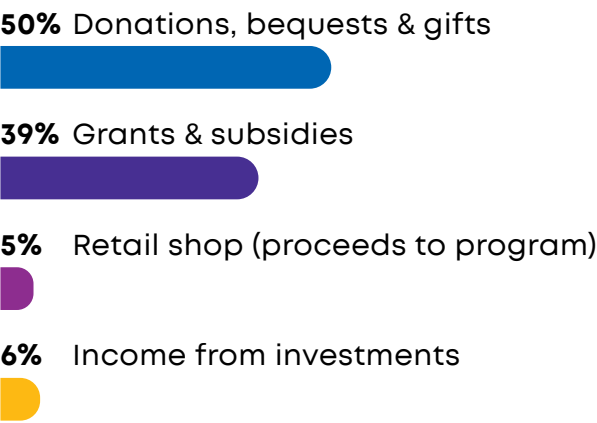
CEO St Vincent's Clinic and St Vincent's Open Support



Financial Highlights 2024-25

How you have helped us

Revenue \$3.4M



Net Asset \$9M

72% of funds go directly to programs

How your donation have supported us

Expenses \$2.2M



100% Private funding Government funding 0%

34% Recurring revenue Non-recurring revenue 66%

In 2025, we upheld our commitment to delivering high-quality core services while investing in fundraising to build a sustainable and recurring revenue base for the future.

Despite receiving no government funding during the year, total revenue increased by \$1.4 million compared to 2024, and we achieved an operating surplus of \$1.23 million, a significant turnaround from the prior year’s \$577,000 operating loss.

We made a strategic investment in fundraising during FY25 which temporarily reduced the percentage of funds allocated directly to programs.

This ratio is expected to rise again in FY26 as the benefits of this investment begin to flow, supporting long-term growth and stability.

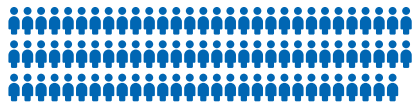
Our programs operated at full capacity throughout the year, meeting high service quality standards and continuing to make a measurable difference in the lives of those we support.

Looking ahead, Open Support remains focused on strengthening its financial foundation to expand and enhance our social isolation and domestic violence programs, ensuring we can respond to community needs and deliver impact well into the future.

Your Impact

Thanks to the generosity of our supporters and volunteers we have been able to make a significant difference in the lives of so many people.

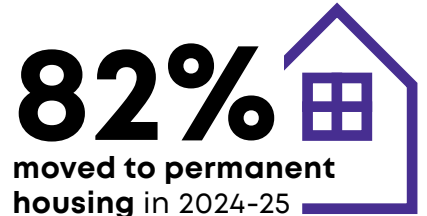
Domestic and Family Violence



89 people were supported by us in 2024-25



Only 1 woman returned to the perpetrator in 2024-25



82% moved to permanent housing in 2024-25



For every dollar spent, we return \$5.30 in community benefit

“My children came in as mice and are leaving as lions”

Community Connections Program

2,839

hours of direct support in 2024-25



x

154

individuals supported

31

countries of birth.

Supporting people from diverse backgrounds

21-85

supporting people of all ages



581+

volunteer calls were made

For every dollar spent,



we return \$4.20 in community benefit

100% of clients reported improvements across the following areas;

- A sense of connection to [their] community
- A sense of being connected, accepted, and valued by society
- An increase in culture and participation in cultural events
- Access to social supports and activities
- Ability to find meaningful and enjoyable activities that give [them] a sense of purpose and self-worth
- Ability to develop skills to support [their] future

“I’m happy with the service and grateful for the support they provided. I’m glad that there is a service like Open Support in the community.”

“I think it is a valuable and essential component to the community, especially for the people in need. I found doing the confidence and connections modules very helpful and practical.”

“I have become more open and receptive, I am comfortable to talk to people, liaise with people and build connection. Hence, my social bubble has been expanding since.”

Domestic and Family Violence Programs and Services

Domestic and Family Violence (DFV) remains a serious and complex challenge in our community, yet every year we see lives transformed through compassion, care, and practical support.

“Your support helps mothers and children move from fear to freedom.”


In the past year, we supported 89 women and children on their journey to safety and independence. While our target was 100, several clients had high and complex needs requiring more time and resources to take the next step.

When one client returned to a perpetrator our staff acted swiftly to develop a plan, helping her stay safe. While we hope everyone can move away from violence the first time, we know that for many this journey can take five or

more attempts, influenced by factors such as fear, financial dependence, concern for children, emotional manipulation, and a hope for change.

Despite the ongoing housing crisis, 82% of our clients moved to permanent accommodation, the majority to private rentals. The remaining clients went to other refuges in an area of their choice. Finding a home is harder than ever, with clients now attending an average of 40 inspections, more than double the number of previous years. Employment also remains a hurdle, with many eager to work but lacking experience. We would warmly welcome more employer partnerships to open doors to new opportunities.





*“Together,
we’re turning
stories of
survival into
stories of
thriving.”*

Our recovery model is a trauma-informed, client-centred program and remains a cornerstone of our success, with 100% of participants reporting it has been beneficial. From counselling and child psychology sessions to art therapy, group outings, movement and bonding classes for mothers and children, and weekly children’s craft activities, every element is designed to restore confidence, trust, and connection. Safe touch therapy—such as massage and facials—plays a vital role in helping survivors reconnect with their bodies and sense of safety. Birthdays and special occasions are celebrated, reminding clients that joy and normalcy can return.

Every client is supported by a Case Manager and all staff are trained and available to assist any client when they need it. Our culturally diverse team - fluent in six languages

– are dedicated and, compassionate and do their very best for every client. We are very grateful for each and every one of the them.

Our strong network of partners, including government agencies, hospitals, allied health professionals, and community organisations, amplifies our impact.

One family’s recent story captures the unique value and heart of our mission. A mum, her two children and her new baby, born shortly after securing their new home had been to seven different refuges that had been unable to support their particular needs before finding Open

Support’s DFV program. With our help, she was able to secure permanent residency, income, a private rental and a \$5,000 victim services payout. Today, they are safe, happy, and thriving.

We are deeply grateful to our donors, whose generosity makes every one of these stories possible. Looking ahead, we seek your continued support to sustain and expand this essential work. Our scalable recovery model is proof that, with the right care and resources, we can break the cycle of violence and give survivors and their children the chance for a safe, hopeful future.

Community Connections Programs and Services

The Community Connections Program is a no-cost initiative providing social support to people experiencing social isolation or loneliness across Inner

City, Eastern Suburbs, and South Western Sydney. The program helps participants establish and maintain meaningful community connections, leading to reduced isolation and improved wellbeing.

For 35 years Open Support has run services for people who are socially isolated or lonely recognising the cost that it can have to both individuals and to society. The program continues to evolve to meet our communities' needs.

Why we are needed

- **26.1%** of Australians feel persistent loneliness.
- **41.1%** of 18–24-year-old Australians feel persistent loneliness.
- **23.8%** of people working full time are experiencing loneliness.
- People who are severely lonely are **2.2x** more likely to have chronic disease than people who are not severely lonely.
- People who are severely lonely are **4.6x** more likely to have depression than people who are not severely lonely.
- Social Isolation and loneliness cost the Australian economy **\$2.7billion per year***

*Ending Loneliness Together - State of the Nation Report - Social Connection in Australia 2023.





Areas of Support

We offer a social bridge to those feeling disconnected, helping them build lasting relationships and regain confidence. Our skilled staff and trained volunteers deliver tailored support through:

- Individualised case planning and social navigation
- One-on-one social support
- Capacity and confidence-building
- Group events and activities
- Phone-based support

Program Reach

In the last financial year we supported 154 clients with our skilled staff and volunteers providing a total of 2,838 hours of service.

Outcomes

All clients (100%) reported improvements in key wellbeing areas, including:

- Increased sense of community connection and social acceptance
- Greater participation in cultural and social activities
- Enhanced purpose, confidence, and self-worth
- Improved access to meaningful and enjoyable experiences
- Development of skills supporting long-term independence

In September 2024, we were pleased to host a Breakfast Forum focused on the important topic of Social Isolation and Loneliness.

The event featured two distinguished guest speakers: Charlotte Jameson from Wellbeing Gets Real and Dr Daniel Surkalim from the World Health Organization, alongside our own Fiona Doyle, Case Manager.



Thank You to Our Supporters

As we reflect on the past year, one thing is certain, the progress we have made has only been possible because of our supporters. Whether you have contributed your time, expertise, financial support, or your voice, your commitment has ensured our services reach people who might otherwise be overlooked. You have played an essential role in ensuring our services reach those who might otherwise fall through the cracks. For this we are truly grateful.

Your generosity is the foundation of our Domestic and Family Violence and Community Connections programs, ensuring we can deliver safety, healing, connection today while building the capacity to expand these services in the future. Your trust enables us to respond to urgent needs, plan with confidence, and deliver services with measurable impact. Every contribution directly supports people at

some of the most difficult times of their lives, offering a pathway to a better future. With your financial support we are able to ensure our vital programs are sustainable. We are so grateful to everyone including those who have sponsored a room at the Cottage, who have joined the Giving Group, who have donated throughout this year and in the past, or who regularly support us through monthly donations. Every gift is appreciated and put hard to work.

Some of you have hosted fantastic events raising awareness of the work that we do, and much needed funds. The conversations sparked in these spaces also deepen public understanding of these important issues and help us advocate for change. You have created valuable opportunities for others to connect with our mission, strengthening support for the challenges our clients face.

We are grateful to the wonderful people who have created the gorgeous knitted goods for sale in





the Shop - thank you. Each hand made item tells a story of community spirit and kindness – their value exceeds the monetary.

Thank you to our corporate supporters for your professionalism and practical care. Through pro bono services, donations and gifts in kind you have helped drive social purpose. Your collaboration with Open Support has helped extend our reach and your commitment to social responsibility sends a powerful message.

To our friends and advocates, thank you. Your willingness to share our message, connect us with others, and champion our cause has extended our influence far beyond our own networks.

Thank you to our volunteers whose dedication is extraordinary. Whether it is through your work with clients in the Community Connections program, in our gift shop or on the raffle table, you have given your time and skills unstintingly and with care. Your commitment

has strengthened our capacity and enriched our service delivery. Your selfless enthusiasm and commitment is crucial to our work.

Your impact is felt every day. Families are safer, people are more connected, and communities are stronger because of you. Your belief in our mission and the mission of the Sisters of Charity drives us forward and reminds us that lasting change is only possible through collective effort.

On behalf of our Board, leadership team, staff, and, most importantly our clients - the women and children whose lives are no longer shattered by domestic violence and the individuals who have formed meaningful social connections - thank you. So many people's lives have been touched by your generosity. Your contribution is valued, your commitment is recognised, and your partnership is essential as we continue this work together.





Our Volunteers

Since our early beginnings in 1990, Open Support volunteers continue to play an important role, helping us care for the vulnerable people in our community through fundraising activities and program delivery.

Volunteer Roles

Community Companion
Phone Support volunteers connect with people experiencing social isolation and loneliness. They interact with clients in a sensitive, non-judgmental way, empowering them to regain social confidence.

Group Facilitator volunteers support the Community Connections program, hosting group sessions for adults seeking social support. Attendees enjoy the caring, open format, and are encouraged to participate in other connection-based activities.

Shop Assistant and Raffle volunteers support the Gift Shop and raffle activities, delivering outstanding customer service whilst

raising awareness of Open Support. Proceeds go directly to our Domestic Violence and Social Isolation programs.

Board and Open Support Advisory Committee volunteers play a key role, providing strategic direction and support to guide the direction of our programs.

Participation

Volunteer numbers peaked at 50 over the last financial year, seven more than the previous year. Seventeen new volunteers joined the team, more than the year before. Volunteer activity increased by 175 hours this year, with 2656 hours of dedicated support. We provide training and support for our volunteers to help equip them with the tools to undertake this important work.

Diversity and Inclusion

Open Support's Volunteer program is equitable, diverse and inclusive. We have volunteers of at least 12 nationalities, with an age range of 24 – 94 years. Our volunteer community is connected through social events and celebrations which recognise their valuable contribution.

Recognition

In October 2024, we honoured Raffle volunteer Gloria Muller, chosen from nationwide finalists to win the St Vincent's Everyday Hero Volunteer of the Year award.

During National Volunteer Week 2025 we acknowledged and celebrated the impact our volunteers have on building thriving, inclusive communities.

We awarded 10-year service pins to Gift Shop volunteers Patricia Newsome and Pauline Wright, and a 5-year pin to Gift Shop volunteer Mary Lowing.

Feedback

Why people want to volunteer with Open Support:

"I want to get back to volunteering to keep nourishing myself."

"Empathy... is about putting yourself in the shoes of someone who doesn't have anyone to talk to or has been abandoned by society."

"I'm friendly, love a chat, and believe in the values of Open Support"

Why Open Support volunteers dedicate their time to us:

"Our phone calls also offered me the opportunity for connection."

"Volunteering is its own reward."

"The wonderful conversations and connections I had with people from different walks of life. How, even in difficult circumstances, people are so keen to connect, so engaged in the world around them and so kind & warm."

Thank You

We extend our heartfelt gratitude to all Open Support volunteers for taking Compassion into Action, making a difference, and having a positive impact on people's lives.

The Open Support Gift Shop

The gift shop, often referred to as the face of Open Support, is located in the foyer of St Vincent's Clinic and has been in operation since 1990.

The shop is constantly stocked with new and exciting items. Especially unique to the Open Support Gift Shop are hand knitted blankets, beanies and baby clothes created and donated by the Sovereign Hospitaller Order of St John of Jerusalem Craft Group.

The success of the shop is due to a very dedicated, passionate and caring team of staff and volunteers, some of whom have been with us for more than 10 years, and a loyal clientele base made up of repeat customers.

The team also run a raffle four times a year from the foyer of the Clinic. Great prizes are donated by generous supporters.

Proceeds from the shop and the raffle make a valuable contribution to the Open Support's Domestic and Family Violence and Community Connections programs.



Our Team

At Open Support, our people are at the heart of every story of change you'll read in this report. Guided by compassion and a shared belief in the power of community, they bring skill, care, and determination to everything they do.

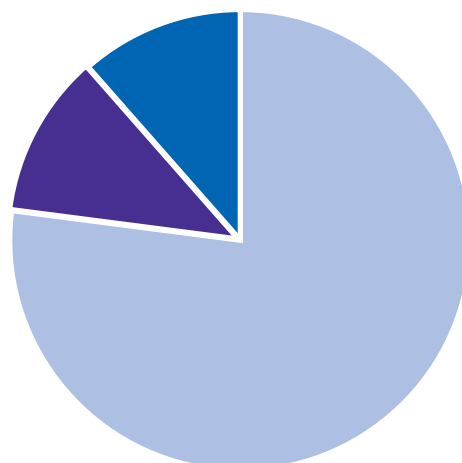
In 2024, our team's average tenure was 5.7 years – a reflection of the deep commitment they have to our mission and the trust we build together. This experience gives us both stability and the courage to innovate, blending hard-

earned wisdom with fresh ideas to meet evolving needs.

"Our people are the heart of every story of change. They bring skill, care, and determination – creating safety, connection, and opportunity every day."
Katie Viviers, CEO

Our annual engagement survey tells a story of pride and purpose: our people would recommend our care to friends and family, feel safe being treated here themselves, and know that safety – for both clients and staff – is always a top priority. Most importantly, they connect their work

directly to making a real difference in our community.



2024-25 staff numbers

- 7 Full time
- 7 Part time
- 47 Volunteer

Together, We Can Do More.

At Open Support, our work is powered almost entirely by the generosity of people who believe in creating safer, more connected communities. In the last financial year (FY25), we received no

government funding - and none of the 2024 NSW domestic violence funding announcements apply to our existing programs and services.

Yet, the need has never been greater. Every day, we stand beside people experiencing domestic and family violence, help those living in isolation reconnect, and create opportunities for lives to be rebuilt. This work is only

possible because of the philanthropic support we receive.

To secure a stronger future, we are delighted that our partnership with St Vincent's Curran Foundation will continue – helping to create sustainable funding streams for both our domestic and family violence initiatives and our social isolation programs.

Guided by the enduring mission of the Sisters of



Charity, Open Support and St Vincent's Curran Foundation are united in our commitment to providing compassionate care for the most vulnerable and disadvantaged in our community.

St Vincent's Curran Foundation is the fundraising organisation for St Vincent's Hospitals and Facilities in New South Wales and is driven by the desire to provide everyone with access to excellent healthcare.

By partnering with the St Vincent's Curran Foundation, we enhance our fundraising activities and ensure Open Support can grow our domestic and family violence and social and isolation programs to meet increased need. Our primary goal remains to help change lives from fear and isolation to empowerment, independence, and connection.

Our partnership also helps connect Open Support programs more closely to St Vincent's Hospitals Health Equity program, including the Urban Health Hub at

Green Park Hotel, Homeless Health, Mental Health, Alcohol and Drug Services.

But sustainable doesn't mean sufficient — to increase our impact now, we need your help.

Your donations are the lifeblood of our work. They make it possible for us to act with compassion and courage, to be there when people need us most, and to grow our reach so that no one is left behind.

Every contribution, no matter its size, helps us build socially stronger communities. Together, we can make a lasting difference.

***Join us.
Give today.
Create change.***

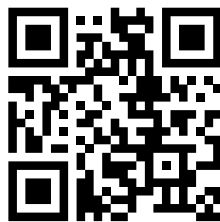


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Help us deliver care and support where the need is greatest

You have the power to make an impact. By donating to Open Support, you help us to assist those most in need – and to go beyond.



St Vincent's Open Support

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