



ANNUAL REPORT

2024-2025


SACRED HEART MISSION
Hope. Heart. Home.

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Acknowledgment of Country

Sacred Heart Mission respectfully acknowledges the cultural heritage and enduring strength of the Traditional Custodians of the lands and waterways where we work, the people of the Boonwurrung and the Woiwurrung.

Our roots are in St Kilda and we acknowledge and extend our respects to the Elders and community of the Yalukit Willam people of the Boonwurrung and we are grateful for their guidance, wisdom and partnership.

Our work is deeply inspired by values that define First Nations peoples – community, respect and resilience. We are committed to fostering an inclusive and culturally safe environment, honouring the cultural significance of the land, waterways and its people. We extend our respect to all First Nations peoples.



Statement of inclusion

Sacred Heart Mission celebrates people's diversity. We offer a safe and inclusive culture where everyone is welcomed for who they are. We apply an intersectional lens to all our work. We recognise there are many dimensions to one's identity including gender, age, ethnicity, religion, sexuality and ability.

VALUES

Shaped by staff and the board, our values and behaviours define our culture. They express how we think, feel and act. They are the standards to which we hold ourselves and each other to account. We strive to provide a consistent experience of our culture at every touchpoint with us.



Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.



Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.



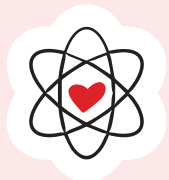
Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.



Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.



Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

VISION

An inclusive and fair society where everyone can live a fulfilling life.

OUR PURPOSE

To end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

A MESSAGE FROM OUR CHAIR AND CEO

A year ago, we launched our new Strategy 2030 and committed to serving more people and communities in response to the growing need we are seeing across Victoria.

In our first year, we have focused on strengthening our foundations and preparing Sacred Heart Mission for our ambitious strategy. Our new leadership team has brought fresh perspectives and capabilities to this journey, and it has been a pleasure to collaborate with them as we build on the passion and expertise of our staff, volunteers and partners.

At the core of a strong, future-ready organisation is a strong culture. Together with staff, we are deepening our culture of care and collaboration. A new network of staff Culture Champions guide this ongoing effort, grounded in our values of Welcome, Community, Kindness, Integrity and Courage. In striving for a culture of excellence, we have uplifted our services and will continue to enhance safety, care and quality, working in line with major reform across the social services sector.

This year, we also launched our Homes First program in Melbourne's outer east. Funded by the Victorian Government, this expansion has strengthened partnerships with local networks and enabled us to better support the outer east community for the first time.

In another major milestone, we scaled our Journey to Social Inclusion (J2SI) program across Victoria, in collaboration with sector partners, Aboriginal Community Controlled Organisations and Homes Victoria. The program is led by our J2SI Evaluation and Learning Centre and guided by the Victorian Aboriginal Housing and Homelessness Framework (Mana-na woorn-tyeen maar-takoort), ensuring our services are culturally safe and self-determined.

As real change only happens when lived experience meaningfully informs our work, we are committed to designing programs with people – not for them. We are grateful for our Executive Advisory Group on Lived Experience (EAGLE), whose work has strengthened both our programs and governance – including two members joining the Board's Quality and Service Governance Committee.

In sad news, we farewelled a much-loved resident and friend, Graham Townsend. Drawing on his lived experience, and through his work as a social worker and resident representative at our residential facility, Sacred Heart Community, Graham was a tireless advocate for people experiencing deep disadvantage. Recognised with the Victorian Senior of the Year Award, his kindness, dedication and legacy continue to inspire us.

Thank you, Graham. We thank all the incredible people in our community – staff, volunteers, participants, supporters, partners and friends. Through your heart, generosity and advocacy, people have a safe place where they belong and can build a fulfilling life.

**Chris Stoltz AM, Board Chair
and Hang Vo, CEO**



A REFLECTION FROM FATHER JOHN

"I have got something to show you John," said one of our participants with excitement. He pulled out about twenty photos he had taken of the empty apartment he had obtained with the faithful support of Sacred Heart Mission support workers. As he spoke, his imagination was opening to all different possibilities of where he going to put his bed, and then a table and chair, until his new home was ready for stable ongoing living.

Looking back over the year, it's been one of opening our imagination once again to new possibilities, and together to make a difference to those in most need from our partnership as a Parish with Sacred Heart Mission.

Once again, our students and teachers under the imaginative leadership of our Principal Daniella Madalenna from our St Columba Parish Primary School, have been using all their creativity to bring and receive new life on their visits to our Sacred Heart Community, our residential aged care home.

Over the year our Spiritual Care Team consisting of Karen Englebrechtsen, Melissa Paine and myself, have been imagining the best ways to care for and guide participants in their personal searches for meaning and belonging.



Participation in a recent conference on spirituality and wellbeing helped us to imagine new ways of accompanying others living with dementia, trauma and other forms of mental unwellness, from a spiritual perspective.

To my Parish coworkers Christine Mitchell, our Parish Ministry Leader and Jane Hearnese, our Parish Coordinator - my heartfelt thanks, for all their creativity, care and organisation that enriches and supports this work.

To Hang Vo, our CEO, and all the staff - I give thanks for the many gifts and talents in imagining new ways to meet the need of serving more people and more communities with our 2030 Strategic Plan.

To our Chairman, Chris Stoltz, and my fellow directors on the Board - my thanks from the Parish and wider church for your tireless efforts of using your imaginations to ever enrich our care for those we serve.

To all of us taking up this Annual Report, may we all be inspired and renewed in our efforts to help those in need, and encourage imagination for new life and opportunities.

Fr John Petrus, Parish Priest

STRATEGY 2030: YEAR 1 ACHIEVEMENTS

Despite facing a significant housing supply shortage - with public housing wait times blown out to an average of 19.8 months - we continued to support hundreds of people with meals, therapy, access to services, crisis accommodation and household necessities.

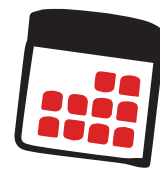
96,977

Number of meals served during the year for participants.



2,477

Number of therapy appointments, attendance at group activities and pop-up events at the Wellness Place.*



296

Number of participants receiving aged care services from Sacred Heart Local.



513

Number of people receiving support from Sacred Heart Mission Outreach Programs, including (GreenLight, Greenlight Plus, J2SI, General Supportive Housing Program, Women's Supportive Housing Program)



1,357

Number of individual presentations at Women's House.



3,504

Number of recorded times pathway workers at Sacred Heart Central provided support.**



100%

Capacity maintained at Homefront crisis accommodation.***



522

Across SHM, 522 people were provided with Emergency Relief to support people with rent, whitegoods, medication, removal costs, household necessities and groceries.



*This is the participation rate for skills development and complimentary therapies such as optometry, osteopathy, drawing, music group, IT literacy training, flu vaccinations.

**A 15% increase. Pathways Workers at Sacred Heart Central have at least 10-15 significant conversations with clients each day. For confidentiality reasons, we only record conversations if we receive clients' consent.

***Homefront houses 18 women in crisis when at full capacity.

OUR PARTICIPANTS

Top 5 reasons people present to us

1.

Homeless and need assistance to access housing

16%
2.

Assistance with physical health issues

12%
3.

For material and/or financial assistance or support

10%
4.

Support to remain living in own home

10%
5.

Assistance with mental health issues

10%

Gender Identity

FEMALE

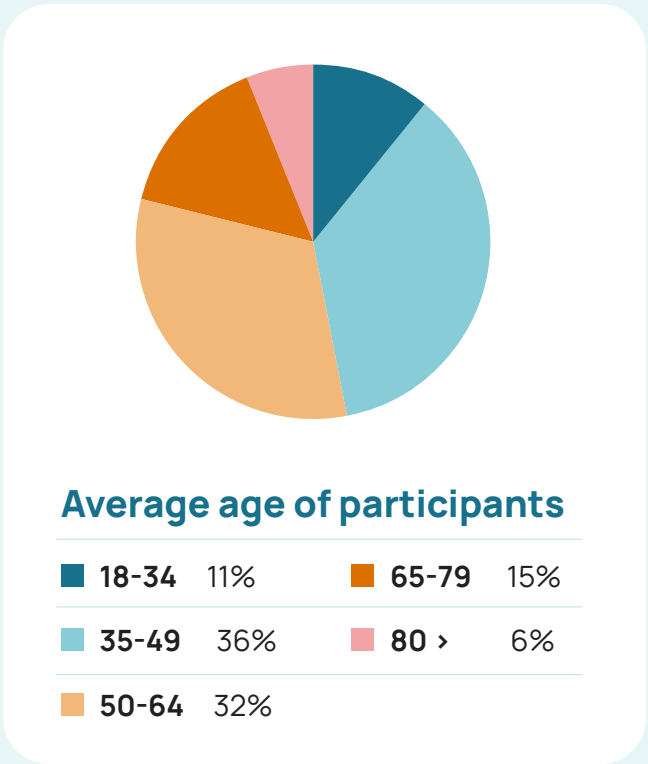
44.5%

MALE

54.5%

NON-BINARY OR TRANSGENDER

<1%



Demographics

Percentage of participants who identify as Aboriginal and/or Torres Strait Islander

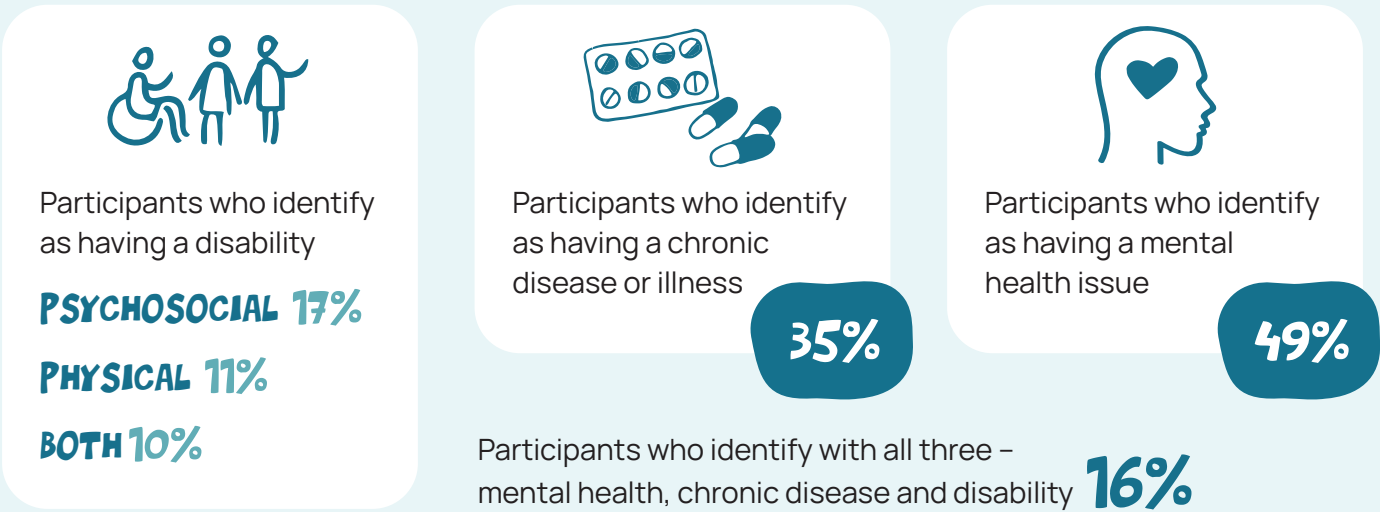
	Aboriginal	7.56%
	Torres Strait Islander	0.30%



16.65%

Born outside of Australia

Health Profiles



A LETTER FROM EAGLE

On behalf of EAGLE, it is an honour to share our reflections on a truly transformative year. The establishment of EAGLE in 2023 was a pivotal moment for Sacred Heart Mission, bringing together ten deeply passionate individuals who wanted to make services and systems better for others.

EAGLE was formed to ensure lived and living experience expertise is included in the future planning of SHM, and in many ways this was truly groundbreaking.

Within the first nine months of being established, EAGLE was kept very busy as we consulted and advised on Strategy 2030 and also the development of the LEAF (Lived Experience Advisory Framework) and the LEAP (Lived Experience Action Plan). The LEAF lays out the 'AIM HIGH' principles which are a guide for staff to achieve the highest level of participation and empowerment in their practice.

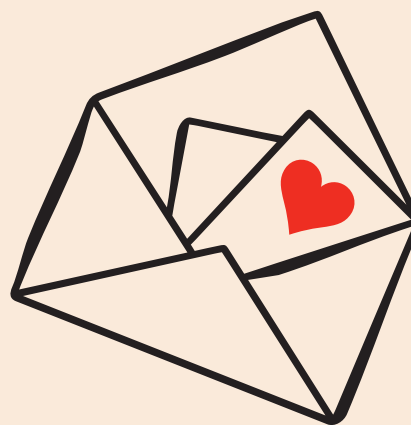
The names chosen for both EAGLE and LEAF are not only acronyms – they carry deep meaning. EAGLE symbolises freedom, hope and pays respect to the Wedge-tailed Eagle Bundjil, who is the Boonwurrung creator and LEAF symbolises the power and importance of a tree – every leaf is important to build strong limbs and deep roots.

This deliberate symbolism integrates cultural respect and SHM's deep commitment to First Nations people.

This year, to truly embed lived experience voices at SHM, EAGLE received training in organisational governance and legal obligations. This led to EAGLE members joining internal working groups (for the first time), including joining the Quality and Service Governance Committee, a board subcommittee, also a big first for the organisation.

Since we started working together EAGLE has helped to shape decisions right across SHM and we have been engaged by external organisations to share our expertise and advice including RMIT University, the Victorian Electoral Commission and the Victorian Council of Social Services.

EAGLE started as a group of individuals seeking a better life for others and we are now a family united, strong, driven and determined, turning our trauma into systemic change. Our successes are supported by dedicated staff members at SHM, who ensure that EAGLE members are supported in a genuine way, provide meeting preparation and debriefs, demonstrating a commitment to the long term sustainability of the group.



Sadly, this year we lost one of our foundational EAGLE members, Tim. He had struggled with chronic health issues since birth, but his resilience and determination to make life better for others was truly inspiring. He will be sadly missed but never forgotten.

This year the membership of EAGLE will be growing, and we will undertake our first recruitment since we started working together. We want to ensure we have diverse representation in the group, so we will be focusing on recruiting First Nations members, younger people and those from the Rainbow Community to make sure our voices are current and representative of our community.

On behalf of EAGLE members, I extend my heartfelt gratitude to Sacred Heart Mission's leadership, staff, volunteers, and supporters for embracing this journey together. We all play a part in making this world a fair and equal place for all.

Sincerely,

Luke Mason, Co-Chair of the Executive Advisory Group on Lived Experience (EAGLE) together with Hang Vo, Sacred Heart Mission's CEO.



ARTWORK BY TIM

OUR VOLUNTEERS

1,085

active volunteers



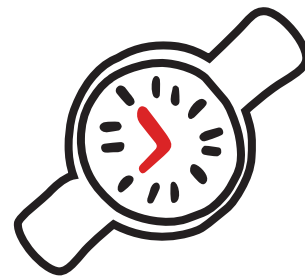
84,995

total volunteer hours

79% in op shops

17% in meals program

4% across other programs



“

“Volunteering is no small commitment, and we acknowledge the time, energy, and flexibility it requires. Your ongoing support, sometimes in challenging circumstances, demonstrates a clear dedication to our shared values. This collective effort has come to define the Sacred Heart Mission community and drives meaningful change for the people we serve.”

”

CHRIS MIDDENDORP, HEAD OF HOMELESS SERVICES

If Sacred Heart Mission has a heartbeat, it's our volunteers. Every year, we're reminded of this truth in the most moving ways. This year was no different.

At our annual Sacred Heart Day event, volunteers from across our programs came together to share what volunteering means to them. A simple whiteboard became a canvas for deep and heartfelt reflections: “To nourish your soul feed others,” one person wrote. Another, “To feel a part of everyone’s journey.” And a favourite simple message: “Taking care of each other.”

This year has also been about deep connection to our values. Volunteers immersed themselves in Sacred Heart Mission life - not just in their roles, but in community events. From proudly walking under the Sacred Heart Mission banner at the Midsumma Pride March, to

participating in the Womindjeka Ngargee - Welcome to Country & Smoking Ceremony, our volunteers are an integral part of the culture that makes Sacred Heart Mission so special.

Twenty two volunteers achieved significant service milestones ranging from 1000 hours of service to more than 3000! We wish to recognise Robert Bull, Deborah Elson, Susan Kellock, Bill Dallas and Jo Maher who all clocked up over 3000 hours of volunteering with Sacred Heart Mission.

At Sacred Heart Mission, volunteering isn't just something you do. It's something you live. And this year, through shared stories, moments of kindness and empathy, our volunteers have once again reminded us what it means to serve with heart. Thank you - for everything.

TRANSFORMING OUR STORES & STRENGTHENING COMMUNITIES

Sacred Heart Mission's op shops continue to generate up to 30% of our service funding, providing essential support for our programs while leading the way in sustainable and second-hand retail. Beyond their financial contribution, our stores bring communities together through volunteering and fundraising, inspiring donors and shoppers alike to participate in the circular economy.

In April, our Elsternwick store expanded to twice its original size, creating a bright, spacious, and inviting environment. The results were immediate - sales increased by 46%, and customer purchases rose by 33%. The larger space attracted a new wave of shoppers, cementing Elsternwick's status as a much-loved local destination.

Our North Fitzroy store relocated from Nicholson Street to the heart of the North Fitzroy Village. This move was a true team effort, with staff and volunteers collaborating to create a store that reflects the area's creative and community spirit. The relocated store offers a carefully curated selection of clothing, homewares and unique treasures, resonating strongly with locals.

The most successful Commercial Road Winter Designer Fashion Event was held in June, with sales up 50% on previous years. Tailored for fashion-savvy customers passionate about sustainability, the event drew over 250 people queuing before the store open time, braving the winter weather for a chance to explore an exclusive collection carefully curated by staff and volunteers.

The Chapel Street store once again hosted its much-loved antique and collectable sale. The event generated over \$100,000 in sales equating to an average of \$100 spent per minute, offering everything from vintage furniture to designer clothing.

Our Online Op Shop celebrated a standout collaboration with Australian textile retailer Tessuti and long-time customer Suzy Cato-Gashler, who generously donated her collection of vintage sewing patterns. The entire collection sold out within 48 hours, raising more than \$4,000 to support our Women's Services.

These achievements were made possible by the collective efforts of our entire organisation - from Executive team members helping to sort and hang donations, to Store Support teams curating items for specific audiences and in-store staff designing creative visual merchandising displays that capture the unique personality of each location.

Above all, our success rests on the dedication and passion of our volunteers. Their generosity of time, skill, and spirit ensures our stores remain welcoming, inclusive spaces that connect communities and create meaningful social impact.



ESTHER HANIBELSZ – A LOVING FRIEND TO THE WOMEN'S HOUSE

If you have ever walked down Robe St in St Kilda during the week, there is a good chance you would have passed Esther on her way to the Women's House. For over 20 years Esther Hanibelsz was a constant visitor, filling the Women's House with her joy and warmth. She visited nearly every day until she passed away in January 2025 at the age of 87.

"She was so cheeky and so stubborn but also so incredibly generous," says Jess, Women's House Coordinator. "I started at the Women's House three years ago and I would see her every single day. She brought so much light and happiness."

Esther first started coming to the Women's House in search of community and support. While the Women's House is a hub for women experiencing homelessness and in need of housing support, it also plays a vital role in building connection for women experiencing social isolation. It is a community hub for women who may not have anyone else to lean on.

Esther's daughter Amelia shared just how special the Women's House was to her mother: *"She found her tribe - people who loved her as much as she loved them. They became her lifeline, her purpose, and her extended family."*

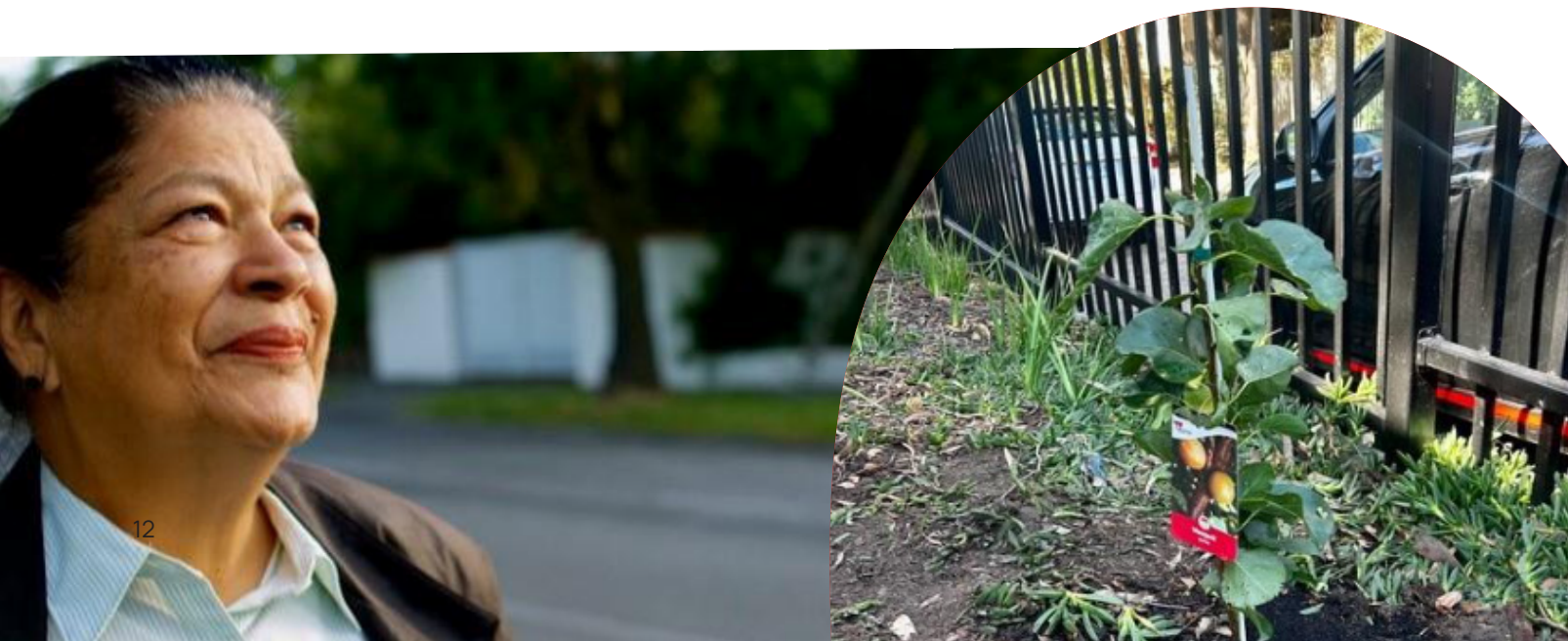
Esther was born in Matara, Sri Lanka, into a family of eleven. From a young age she would often join her mother who volunteered to visit patients at the local hospital. These early experiences helping others played an integral part in shaping Esther's future.

Esther moved to Australia in the 1980s with her husband Kenneth. In 1999, Kenneth sadly passed away from cancer, with Esther as his primary carer, by his side until the end. After his passing she dedicated herself to helping others. She worked with numerous Melbourne charities, including Meals on Wheels and the Australian Red Cross. She also cared for the sick and elderly nearing the end of their lives

The Women's House was not only a place for Esther to receive community support, but also a place where she spread her joy and warmth to others. Esther loved to feed people and would always come with something in hand to share with the other visitors at the Women's House or at Sacred Heart Central where she would sometimes go for lunch. *"Her mission was simple and unwavering,"* says her daughter Amelia, *"It was to bring joy to others."*

Amelia continued her mother's legacy by donating a sewing machine, along with arts and crafts materials, and \$3,606 was raised for the Women's House in lieu of flowers. With these funds, the Women's House purchased a new coffee machine for their weekly 'toasties and special coffee Fridays' and a worm farm. These gifts will continue to support women in crisis, offering tools, creativity and community to those who need it most.

An apricot tree was also planted in Esther's memory in the garden at the Women's House. It is our hope that one day the apricot tree will grow its own fruit so that it can be picked and shared with the visitors of the Women's House, in the true spirit of Esther.



SHARON'S VISION TO TRANSFORM LIVES IN THE FUTURE



Sharon has volunteered at Sacred Heart Mission for eight years and is a regular monthly donor inspired and driven by our vision of ending homelessness. Sharon has generously pledged a gift that will define her legacy – a gift in her Will to Sacred Heart Mission. Creating a lasting impact that will bring hope, dignity and tangible change to the lives of individuals facing homelessness.

Sharon has a long history with St Kilda and Sacred Heart Mission and loves being part of the community. Her family attended the local school and parish and has great memories of growing up in St Kilda and its surrounds. Through their school, her daughters and their classmates attended healing Masses, which provided an opportunity for them to sit and talk with people in the community. The adults shared the wisdom and experience that comes with age and faith and the children would then share these stories at home.

Sharon's connection with Sacred Heart Mission started in 2011 when she first volunteered at the Hands-on Health Clinic, now known as The Wellness Place. This is a place where individuals experiencing trauma, isolation, addiction and chronic illness can find healing and hope. Sharon was a valued volunteer at reception for many years welcoming participants with compassion and only finishing due to COVID lockdowns.

Sharon remembers the feeling of warmth in the clinic. For many of the clients, a visit to the clinic offered an opportunity for conversation, human touch and interaction that may not have been a regular part of their week. She has always loved the respect that is shown to people, whether it be in the Dining Hall, The Wellness Place, Central Services – everyone is valued and treated with kindness. These genuine interactions have meaning for both participant and volunteer.

Knowing firsthand the practical support and life changing work Sacred Heart Mission offers to those most in need, Sharon was inspired to include a gift in her Will. She knows that by including a gift she is establishing a lasting legacy. We are truly grateful for Sharon and this admirable decision that will build hope for our community at Sacred Heart Mission.



LEAVE A LEGACY GIFT IN YOUR WILL

Including a thoughtful gift in your Will to Sacred Heart Mission is a wonderful way you can support our work, so we can continue caring for people experiencing homelessness and deep disadvantage well into the future.

Please get in touch with Karen Wall, Relationship Specialist in our Gifts in Wills program on (03) 8530 8394 or kwall@sacredheartmission.org She would be delighted to hear from you.

WE LAUNCHED THE SOCIAL JUSTICE HUB!

It can be difficult to comprehend how homelessness can exist in a wealthy country like Australia, especially for young minds. In 2023, a team across Sacred Heart Mission brought together their expertise to build a program that opens the conversation about homelessness and deep disadvantage with students.

The result is the Social Justice Hub, an educational platform that builds student engagement and understanding of critical social issues like disadvantage, poverty and homelessness.

"We wanted to make the most of our existing relationships with Star of the Sea College, St Michael's Grammar School, and Wesley College, and co-design something with their students which would be meaningful, educational and have a lasting impact for any school groups wishing to engage," says Wade Piva, Engagement & Development Director at Sacred Heart Mission.

"We want to help to grow our community of supporters and develop future leaders, advocates and employees who will shape our sector and work towards one day putting an end to the poverty and disadvantage that is prevalent on our very own doorstep."

The challenge with building an educational platform for schools was ensuring that it would be engaging to students who are digital natives. Co-design, collaboration and guidance from students has been an essential part of the process.

Year 12 Wesley student Ethan Russell was involved in the early stages of brainstorming for the hub over 2 years ago.

"It was a really cool process to be a part of," says Ethan. "We worked with a big group of students from a couple of different schools, who all had varying levels of experience with Sacred Heart Mission. But more than that, varying levels of experience with the concept of homelessness and some of the issues that we see every day in Melbourne but don't necessarily comprehend."

Ethan says that one of the biggest ways we can combat this is through awareness and education. But the challenge was figuring out a way to convey these concepts, one that was easy to comprehend and engaging for students.

"Often the programs we use as students have been designed primarily by adults who aren't doing the actual learning and they're guessing how the learners will learn. I think being able to give insight and input into that from a student perspective was really valuable."

For Ethan, the opportunity for students to learn about homelessness is incredibly valuable as it not only allows young people to learn about homelessness and breakdown stereotypes but set them up for the future.

"I think for young learners, they're the next generation of people that will help develop solutions. It's really important to cultivate a group of people who are moving into that capacity and are educated around the issue and have an understanding of what's going on," says Ethan.



In April 2025 the Social Justice Hub was launched to the public after 18 months of testing and trial in our partner schools. The program is now being used in classrooms across 5 schools - Star of the Sea College, St Michael's Grammar School, Wesley College, Strathmore Secondary College and Brighton Secondary College – with great success.

Leonie Abbott has been teaching the program to year 9 students as part of their religion subject at Wesley College.

"Ultimately, our goal and Sacred Heart Mission's goal is to change the story and perception of homelessness and I saw that happen in my classes. The students had their own perceptions of homelessness and that changed. We saw a real shift in students understanding that anyone can end up homeless."

"They also built empathy for the situations that may cause someone to become homeless. So that has been quite revealing for the students and I feel that if they see someone experiencing homelessness they're not going to make assumptions."

Leonie also feels that she has also learned and taken a lot away from the lessons herself.

"I think it's changed my attitude too. I definitely have more empathy for the people I see. And the situations that people might find themselves in. At any age we can benefit from having a greater understanding of the plight people find themselves in."

The team is excited to now be working on the third phase of the project. This includes working with web developers Straight Out Digital to add further interactive features into the online platform. The team is also working closely with field experts to build new modules aimed at senior students. These will explore the relationship between poverty and homelessness and First Nations persons, LGBTQIA+ individuals, mental health and family and domestic violence.

Sacred Heart Mission hopes that the Social Justice Hub will not only educate students on the topic of disadvantage but equip them with the tools and confidence to be positive change makers within their communities and empower them as future leaders.



Image produced pro bono by Fancy Films

PHILANTHROPY CREATING IMPACT

Emma Harrison, Director of Gourlay Charitable Trust

For over 12 years, Emma Harrison and her family have provided significant support to Sacred Heart Mission programs, and most recently contributed to the further development of the Social Justice Hub. Emma, who is the Chair of the Gourlay Charitable Trust, reflects on her family's philanthropic journey and their enduring relationship with Sacred Heart Mission.

"It all began 20 years ago," she shares, when her parents established a Professorship of Ethics in Business, encouraging ethical leadership and responsible action. This initiative laid the foundation for the Gourlay Charitable Trust, which has since evolved into a family-led philanthropic effort focused on grassroots organisations that create long-term impact.

"We're not a big foundation," Emma says, *"but we build relationships with organisations whose values align with ours - integrity, empathy, fairness and courage. We want to help enhance lives, so individuals and communities can achieve their potential. Sacred Heart Mission does this with diligence and compassion."*

Emma's introduction to Sacred Heart Mission came through the Women for Women network. *"It was the Women's House that really drew me in,"* she recalls. *"It was clear that this was a place offering not just shelter, but holistic support- medical, social, emotional, and practical. You walk into the Women's House and feel the love and care. That's what makes it so special."*

The Gourlay Charitable Trust has supported initiatives including the Journey to Social Inclusion (J2SI) program, The Wellness Place and now the Social Justice Hub, *"We commit funds knowing that they will be used effectively and we're proud to have been a small part of something like J2SI that's now recognised by government and replicated elsewhere,"* she says.

"We're now supporting the Social Justice Hub, which is extending social justice concepts to today's students to learn about homelessness and poverty in Australia, as well as showing ways they can contribute through volunteering, advocacy and fundraising in their own community."

"This compliments our purpose to advance the journey of learning and lift the human spirit."



WITH HEARTFELT THANKS

Supporting the Meals Program

Bega Group
Bright Sparque
Davies Bakery
Fancy Plants
FareShare
Foodbank Victoria
FoodFilled
Lineage Logistics

Corporate and Community

Acmena Group Pty Ltd
Alpha-Truss
Asta
Assign Signage
Catholic Development Fund
Community Bank Windsor (Bendigo Bank)
Doolan's Heavy Haulage
Dunlop Flooring
Erdi Group
Ern Jensen Funerals
Equity Trustees
Fancy Films
Harris HMC
Herbert Smith Freehills
Leonard Joel
Melbourne Angels Inc
Merinath Pty Ltd
ModTech Group Electricians
Mother Prioress
Palais Theatre (Live Nation Australia Venues Pty Ltd)
Pinchapoo
Pullman Melbourne City Centre
Russell Kennedy Lawyers

Seed Heritage
Shameless Media
Thread Together
Treasury Wine Estates
Toorak Ecumenical Churches Opportunity Shop
Underwear for Humanity
Yarra Capital Management

Schools

Caulfield Grammar School
De La Salle College
Elwood College
Koonung Secondary College
Loreto Mandeville Hall
Mentone Girls Grammar
Mickleham Primary School
Santa Maria College, Northcote
St Columba's Primary School
St Michael's Grammar School
Star of the Sea College
Wesley College, Melbourne
Xavier College
Xavier College Parents' Association

Government

Australian Government Department of Health & Aged Care
Australian Government Department of Social Services
Victorian Government Department of Families, Fairness and Housing (including Homes Victoria)
Victorian Government Department of Treasury and Finance
Victorian Government Department of Transport and Planning
City of Port Phillip

Individual Supporters

Alan and Clare Gruner
Andrew Brown
Andrew Stobart and Eliza Strauss
Ann Byrne
Barry and Faye Hamilton
Bill Burdett AM and Sandra Burdett
Bill Tenner
Charlotte and David Bradley
Chris Hartigan and Angela Scarfe
Christine Thevathanan
David O'Brien and Victoria Shannon
Derek Young AM and Caroline Young
Diana Gibson AO
Doug Hooley
Elizabeth Proust AO
Edward and Ann Miller
Ellen Koshland and James McCaughey
Fiona Mason and James Kelly
Fr Terry Kean
Frank and Tracey Cooper
Helen and Campbell Stewart
Jan Talacko and Jane Poletti
Jane Sims and Keith Greening
Janet Whiting AM
Jason C
Jenny Jobst
Joanne and Paul Rafferty
John F Martin
John and Barbara Ralph
John Bennetts and Ann Ryan
Judith Grealish and family
Kate McLaren
Kathleen Canfell
Ken and Gail Roche
Kerry Gardner AM and Andrew Myer AM
Kerry Gillespie

Keryn and Stephen Nossal
 Kim Burnett
 Krystyna Campbell-Pretty AM
 and the Campbell-Pretty Family
 Lady Marigold Southey AC
 Lesley and Robin Jeffrey
 Liz Martell and Stephen Howard
 Margaret Fengler
 Morena Buffon
 Myles Neri and Katrina Nossal
 Paul Holyoake and Marg Downey
 Paul Ryan
 Paula Fox AO and Lindsay Fox AC
 Peggy Knight
 Peter and Denise Murphy
 Peter Wilson and Toby Sullivan
 Robert and Irene Gilbert and Family
 Robyn Duff and Noel Renouf
 Rosemary Southgate
 Royce and Beverley Jackson
 S Cain
 Sally McCutchan and Grant Powell
 Sarah and Eamon Spillane
 Sean Breen
 Sharon Landy
 Simon and Andrea Fortune
 Steve and Kate Kloss
 Sue Wood and Gary Edwards
 Susan Kimpton
 Terry and Christine Campbell
 The Ryan Family
 Timms Holden
 Tracey and Jason Cheeseman
 Victor Yu

Trusts and Foundations

Australian Philanthropic
 Services Foundation
 Bagot Gjergja Foundation
 Bellwether Foundation
 Burns Family Endowment Fund, a
 giving fund in the APS Foundation
 Collier Charitable Fund
 Constance Ackroyd Trust
 Dick and Pip Smith Foundation
 DOG Foundation
 Drummond Foundation
 Eirene Lucas Foundation
 Erica Foundation
 Gaudry Foundation
 Gourlay Charitable Trust
 Hotel Care Foundation (VIC)
 Igniting Change
 Insurance Advisernet
 Australia Foundation
 Isaacson Davis Foundation
 Jane Harper Trust
 Jenkins Foundation
 Joe White Bequest
 John Xavier Charnley Trust
 JTO Endowment
 Kilfera Foundation
 Lord Mayor's Charitable Foundation
 Sir Wilfred & CH (Roger)
 Brookes Charitable Foundation
 (managed by Perpetual)
 O'Donohue Family Foundation
 Orcadia Foundation
 Orloff Family Foundation
 Pepe Gurry Foundation
 Pimlico Foundation
 Scanlon Foundation
 StreetSmart Australia
 Swann Family Foundation
 The Symons Family Charitable Trust

The Fox Family Foundation
 The Gray Family Charitable Trust
 The Hogan Family Foundation
 The Curragh Fund
 The Jack and Hedy Brent Foundation
 The Myer Foundation
 The Peter and Lyndy
 White Foundation
 The Peter Isaacson Foundation
 The Vizard Foundation
 Walter & Eliza Hall Trust
 William Angliss (Vic) Charitable Fund

Bequests and Estates

Estate of Barbara Hook
 Estate of Carmel Quantock
 Estate of David Ian Bruce
 Estate of Jeanne T Gracie
 Estate of Lawrence Larmer

In Loving Memory

Esther Hanibelsz
 Olive Cameron
 Sr Assumpta
 Tina Mennillo and Livia Dal Piai

A MESSAGE FROM OUR TREASURER

The start of the 2024-25 year saw the launch of our new strategic plan: 'Strategy 2030: Serving More People and More Communities'. Our focus this year has been on ensuring our organisation's financial discipline and achieving a strong financial result for this intentional and purposeful shift towards growth.

2024-25 Statement of Income

Our revenue was \$51.5m, up \$2.7m compared with last year, with growth in funding from government and also retail sales at our op shops. Government funding increased to \$26.4m, growing \$2.2m across both Aged Care and Homeless Services. Importantly, our op shops continue to be a significant contributor to our financial results, delivering sales of \$12.3m this year, an increase of \$0.6m for the year. The fundraising environment was challenging, but our team worked hard and raised almost \$2.9m to support our services and programs. Interest earned on our cash (\$0.9m) and dividends earned from our Foundation (\$0.35m) also contributed to this year's positive result.

Total expenses were \$50.8m for the year, up \$2.7m compared with last year. The increases arose from staffing costs (\$1.9m), participant/program costs (\$0.6m) and occupancy/office costs (\$0.5m), all reflecting growth in our services, particularly a year of consistent higher occupancy in our residential aged care facility, and also from new programs scaling up in Homeless Services. Our people are our most important and significant resource, and we passed on the Fair Work Australia wage increase of 3.75%, and the mandatory employer superannuation increase of 0.5% to 11.5% from 1 July 2024.

Overall, our surplus for the year was \$980k, a healthy financial result in line with what we delivered in the 2023-24 year.



2024-25 Statement of Financial Position

Our financial position remains sound, with current assets of \$22.1m, an increase of \$2.3m on the prior year. Cash and cash equivalents are \$11.3m, and other financial assets are \$8.2m. These current assets provide a sound level of liquidity for the organisation, its ability to deliver on current services, and position us well for our growth strategy. Overall, total assets are \$69.4m.

Total liabilities were up by \$0.8m, primarily due to lease liabilities and provisions for employee benefits, both of which are due to our larger span of operations, across more properties, and delivering more services.

Overall, our net asset position improved \$1m to \$45.4m. This is a robust and healthy financial position which sees us well placed to actively consider growth opportunities in the years ahead as a part of Strategy 2030.

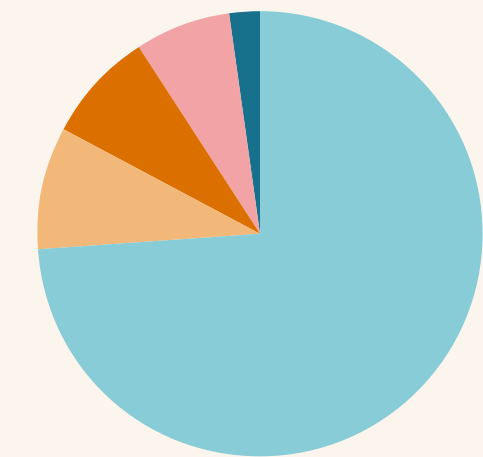
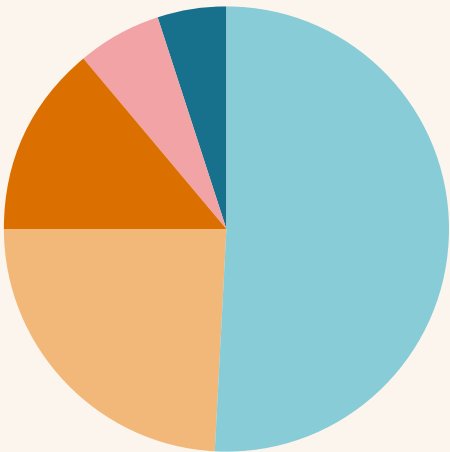
Thank You

Our strong result for the 2024-25 year could only be accomplished with the collective support of many important stakeholders who believe in the importance of our work. Thank you to our staff, and volunteers for your contributions to providing services to our participants, and for delivering revenue from our op shops and through fundraising. Thank you to our donors who support us through individual giving, major gifts, and bequests. Your generosity is vital to our work. We also thank the Federal and Victorian Governments for their confidence in us with their ongoing support through funding and grants.

HOW MONEY WAS MADE AND SPENT

WHERE THE MONEY CAME FROM

Government grants	51%
Op shops	24%
Investments, interest & other	14%
Fundraising	6%
Client/resident fees	5%

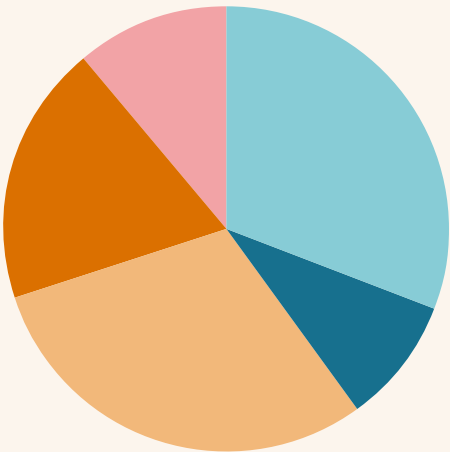


HOW THE MONEY WAS SPENT

Employee costs	74%
Participant support & program costs	9%
Property, plant & equipment costs	8%
Occupancy and office expenses	7%
Other expenses	2%

TO DELIVER OUR SERVICES

Sacred Heart Community	31%
Homelessness Services	30%
Op shops	19%
Organisation support	11%
Sacred Heart Local and other residential	9%



STATEMENT OF INCOME

	2025 Consol	2024 Consol
	\$	\$
Government grants	26,377,289	24,157,594
Op shop sales	12,310,551	11,754,161
Fundraising	2,850,766	3,406,233
Participant/resident fees	2,816,154	2,285,725
Other revenue	7,137,072	7,157,684
TOTAL REVENUE	51,491,832	48,761,397
Employee benefits expenses	(37,372,587)	(35,480,566)
Participant support and program costs	(4,663,802)	(4,087,391)
Occupancy and office expenses	(3,496,110)	(3,016,575)
Repairs and maintenance expenses	(928,365)	(858,613)
Depreciation and amortisation expenses	(3,379,165)	(3,977,976)
Other expenses	(78,659)	(134,925)
Finance costs	(848,933)	(545,313)
TOTAL EXPENSES	(50,767,621)	(48,101,369)
Current year surplus before income tax	724,211	660,038
Income tax expense	-	-
OPERATING SURPLUS	724,211	660,038
Fair value (loss)/gain on revaluation of financial assets	259,115	194,821
Other comprehensive income	259,115	194,821
TOTAL COMPREHENSIVE INCOME	983,326	854,859

STATEMENT OF CASH FLOWS

	2025 Consol	2024 Consol
	\$	\$
Cash flows from operating activities	4,253,261	4,087,654
Cash flows from investing activities	(101,226)	(5,594,451)
Cash flows from financing activities	(1,518,589)	462,053
Net Increase/(decrease) in cash and cash equivalents held	2,633,446	(1,044,744)
CASH AND CASH EQUIVALENTS AT BEGINNING OF FINANCIAL YEAR	8,658,993	9,703,737
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	11,292,439	8,658,993

STATEMENT OF FINANCIAL POSITION

	2025 Consol	2024 Consol
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	11,292,439	8,658,993
Trade and other receivables	1,163,608	687,655
Contract assets	394,515	1,309,157
Other financial assets	8,187,170	8,284,247
Other assets	1,023,591	775,629
TOTAL CURRENT ASSETS	22,061,323	19,715,681
NON-CURRENT ASSETS		
Trade and other receivables	153,247	-
Financial assets at fair value through other comprehensive	5,452,738	5,193,623
Property plant and equipment	31,799,640	32,707,915
Right-of-use assets	9,926,617	9,999,121
TOTAL NON- CURRENT ASSETS	47,332,042	47,900,659
TOTAL ASSETS	69,393,365	67,616,340
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	7,215,894	7,205,040
Lease liabilities	1,941,121	1,376,534
Contract liabilities	2,166,094	2,176,326
Provisions	3,475,063	2,855,638
TOTAL CURRENT LIABILITIES	14,798,172	13,613,538
NON- CURRENT LIABILITIES		
Lease liabilities	8,772,641	9,355,901
Provisions	391,868	199,543
TOTAL NON- CURRENT LIABILITIES	9,164,509	9,555,444
TOTAL LIABILITIES	23,962,681	23,168,982
NET ASSETS	45,430,684	44,447,358
EQUITY		
Contributed capital	1,000,000	1,000,000
Settled sum	10	10
Reserves	556,115	297,000
Retained surplus	43,874,559	43,150,348
TOTAL EQUITY	45,430,684	44,447,358

REGISTRATION & LEGISLATION

SHM’s endorsement as a deductible gift recipient under Subdivision 30-BA of the Income Tax Assessment Act 1997 is provided as detailed below:

Name: Sacred Heart Mission Inc
Australian Business Number: 62 843 874 179
Endorsement date of effect: 1 July 2000
Provision for gift deductibility: Item 1 of the table in section 30-15 of the Income Tax Assessment Act 1997
Item(s) in Subdivision 30-B of the Income Tax Assessment Act 1997: 4.1.1 public benevolent institution
SHM’s registration number for VIC Consumer Affairs is: FR0008178
SHM’s Annual General Meeting was held on: 19 November 2024

We are members of:	Aged and Community Care Providers Association (ACCPA) ACOSS Community Sector Climate Change Adcocy Network Catholic Social Services Australia Catholic Social Services Victoria Council to Homeless Persons Charitable Recycling Australia Everybody’s Home Campaign Fundraising Institute of Australia Health Legal Homelessness Australia International Association of Business Communicators Mental Health Victoria National Disability Services Victorian Chamber of Commerce and Industry (VECCI) Victorian Council of Social Services Volunteering Australia
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Government	We acknowledge the significant funding we have received from the Australian Government, Victorian Government and the City of Port Phillip.
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CONTACT

Get in touch

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info@sacredheartmission.org

Find us online

sacredheartmission.org

Instagram

@SacredHeartMission
@SacredHeartOpShops

Facebook

Sacred Heart Mission
Sacred Heart Mission Op Shops

Donate

1800 443 278
sacredheartmission.org/donate

Shop

sacredheartmission.org/op-shops
shmonlineshop.org

Volunteer

0400 497 139
volunteer@sacredheartmission.org





SACREDHEARTMISSION.ORG