

SACRED HEART MISSION

ANNUAL REPORT

2025-2026

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Cover: Art is an important part of Louise's life at our Rooming House Plus Program. Read her full story on p13.

Photo: Graham Denholm/Sacred Heart Mission



Acknowledgment of Country

Sacred Heart Mission acknowledges the Boonwurrung and Woiwurrung peoples as the Traditional Custodians of the lands and waterways where we work.

Our roots are in Euro-Yroke (St Kilda) and we extend our respect to the Yalukit Willam of the Boonwurrung, whose enduring custodianship and connection to Country, culture and knowledge continue to shape this place.

We honour the strength and leadership of First Nations peoples and extend our respect to Elders and communities across this continent, which always was and always will be the lands of First Peoples.



Statement of inclusion

People live better lives when they feel safe, respected and are able to participate.

Everyone belongs at Sacred Heart Mission and everyone's experience is important.

We proudly center the Pride flag in our spaces as a clear signal to Rainbow communities. It reflects our active allyship and our ongoing work to include and uplift marginalised voices and offer services that are fair, easy to use and welcoming to all.

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.

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.



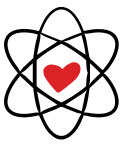
Kindness

- 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

A MESSAGE FROM OUR CHAIR AND CEO





At Sacred Heart Mission, we never stand still when it comes to delivering better outcomes for the people and communities we serve. This year was no exception.

Our services are helping more people to endure the current housing and cost-of-living crises. Demand for hot meals at our Central engagement hub increased by 11%. More than 440 women sought support through the Women's House or crisis and longer-term accommodation. We supported 338 people to sustain their tenancies and provided outreach support to a further 264 people while they waited for housing to become available.

Alongside our day-to-day services, we continued to implement Strategy 2030, our plan to serve more people and communities in response to growing need across Victoria.

This year marked the completion of Stage 1 of the strategy. Over the past two years, we have strengthened our foundations by investing in our people, systems and business functions, building the capability and resilience to respond to growing demand and complexity of needs.

Key milestones this year included:

- our organisation-wide response to one of the most significant aged care reforms in decades
- the opening of two new op shops in Brighton and Essendon, bringing our social enterprise network to 16 stores for the financial year in review.
- the development of a new Advocacy Strategy and delivery of our inaugural Advocacy Forum, bringing together the community sector, government and philanthropy to explore solutions to pressing social challenges
- achieving Bronze Foundational Status in Pride in Diversity's national Equality Indexes in our first year of participation

This latter recognition acknowledged our ongoing efforts to create workplaces and services where people feel safe, welcome and valued for who they are. Against the backdrop of an increasingly divided world and growing discrimination towards Rainbow communities, we remain deeply committed to Diversity, Equity and Inclusion.

This year also marked a renewal of our Board of Directors. With gratitude, we farewelled Board Chair Chris Stoltz AM after eight years of outstanding leadership during a period of significant growth and transformation. In April 2026, Sean Dempsey commenced as Board Chair.

Since joining Sacred Heart Mission, Sean has spent time with participants, volunteers and teams across the organisation. Through these experiences, he has seen firsthand the important role Sacred Heart Mission plays in building connection, belonging and security.

We are proud of what we have achieved together this year – and especially grateful for the guidance of Sacred Heart Mission's Executive Advisory Group on Lived Experience (EAGLE), whose expertise strengthens our services, advocacy and decision-making.

As we enter the next phase of Strategy 2030, we do so with confidence. The challenges facing our communities are becoming more complex, but so too is our ambition to deepen our impact and reach more people and communities.

Sean Dempsey
Board Chair

Hang Vo
CEO

Showing Up With Renewed Heart

> **Hello, You're still here. I haven't been here for many years, but I'm in need again."**

Recently, as I walked into the Sacred Heart Mission Dining Hall, one of our participants looked up and greeted me with those words. I welcomed him and replied, "Yes, I'm still here—and it's good to see you."

It was a brief, ordinary exchange, yet it has remained with me. People may move in and out of our lives; circumstances change, and need can return after many years. What matters is that, when someone crosses our threshold again, the welcome is still here.

After nearly 20 years, it remains a profound privilege to serve as Parish Priest alongside the Sacred Heart Mission community. Some time ago, a worker asked me what sustains me. I could offer no magical formula. I said simply: showing up and being present.

In the very act of showing up, our commitment to the people we serve is awakened and renewed. We do not always arrive with abundant energy or ready answers. Often, the encounter itself renews us—the courage of a participant, the dedication of a colleague, or a small gesture of trust that reminds us why this work matters.

Looking back over this past year, I see the life of our parish through that same lens. We have tried to show up in solidarity, allowing our hearts and lives to become more deeply intertwined with those experiencing homelessness and disadvantage.

Each day, people show up with extraordinary courage: to face another day after sleeping rough; to begin again after fleeing domestic or family violence; or to ask for help after realising that, once the rent is paid, there is not enough money left for food. Their resilience inspires us, but it must never become an excuse for the injustice they are forced to endure. It calls us to deeper compassion, stronger advocacy, and a community in which nobody is abandoned

As Sacred Heart Mission grows under the vision of the 2030 Strategic Plan, this faithful showing up presence remains essential. Our structures, systems, and new models of service must help us serve more people and more communities while preserving the deeply human character of every encounter.

I offer particular thanks to Acting Principal Natalie Cromie and the whole St Columba's Primary School community for their generous "showing-up hearts." This year, their fundraising event for our meals program raised almost $7,000. That achievement represents far more than a financial contribution: it is a sign of children, families, teachers, and parishioners discovering that when we bring our gifts together, practical hope becomes possible.

Our funeral ministry has also continued to receive the regular call to show up for people who may have no one else to show up for them at the celebration of their life. I thank Christine Mitchell, our Parish Ministry Leader, Jane Hearnes, our Parish Coordinator, and the parishioners and workers who create a welcoming and supportive community for those who grieve.

At such funerals, we become family, congregation, and witnesses. We show up so that a life does not pass unnoticed: a person's name is spoken, their story is honoured, and they are commended with dignity and love.

Our Spiritual Care Team—Karen Englebretsen, Melissa Paine, and myself—has continued to explore what faithful presence means for people living with dementia, trauma, and mental ill-health. We want to respect each person's story, and remain present even when there are no easy words or solutions.

To Hang Vo, our CEO, and all the staff and volunteers of Sacred Heart Mission: thank you for the courage, compassion, and perseverance with which you show up each day. To our new Chair Mr Sean Dempsey and my fellow Board members: thank you for your generous stewardship. Governance, too, is a way of showing up—accepting responsibility for our purpose, our culture, our resources, and the future entrusted to us.

As you read this Annual Report, I invite you to see more than programs, figures, and outcomes. See within it the many people who keep showing up: participants who summon the courage to ask for help; workers who listen and respond; volunteers, donors, school families, parishioners, partners, and Board members who refuse to turn away.

So let us keep showing up with renewed hearts. When someone returns after many years and asks, "You're still here?", may our common answer be: *Yes. We are still here—still listening, still welcoming, still learning, still changing, and still showing up to care.*

Fr John Petrulis
Parish Priest



GUIDED BY LIVED EXPERIENCE



The Executive Advisory Group on Lived Experience (EAGLE) ensures that the voices of people who use Sacred Heart Mission's services are not only heard at every level of the organisation – but valued, respected and acted on.

EAGLE's influence and involvement continues to grow. The group met 18 times during the year and contributed to innumerable decisions and projects.

Inclusive governance

EAGLE members Luke and Georgie joined the Quality Service Governance Committee of the Board. They completed a tailored training package to build their expertise in board and legal requirements – and are now developing a 'reverse training' module to build board member expertise in inclusive governance.

Advocacy

EAGLE shaped our Advocacy Strategy (see p18) by identifying priority issues – from supportive housing to mental health care. EAGLE members Luke and Lee also spoke at our inaugural Advocacy Forum, with Lee delivering a powerful speech on truly valuing lived experience.

Ethical storytelling

EAGLE helped create an informed consent and remuneration process for lived experience storytelling. Group members tested out the process, then worked with us on a set of principles to guide ethical storytelling.

Sector engagement

EAGLE members brought their experience to climate adaptation and consumer participation workshops organised by peak bodies in the community sector.

Sustainability

EAGLE worked on future-proofing the group: from new meeting formats to term limits, succession planning and recruitment strategies for new members.

> **"The work of EAGLE is just beginning, and it holds the promise of a better way. It's a model of genuine partnership where those with lived experience are not just consulted, but are co-creators and decision makers in the solutions that affect their lives and the lives of others.**
>
> **I believe this is how we create truly impactful and compassionate change."**
>
> - Lee Jwa, EAGLE member (Aug 2025)

Thank you to every EAGLE member: Luke, Catherine, Chris, Georgie, Geoffrey, Lee and Cliff. Your leadership, generosity, courage and commitment continue to make Sacred Heart Mission truly accountable to the people we support.



STRATEGY 2030
YEAR 2 ACHIEVEMENTS

We have now completed the first stage of Strategy 2030. We prepared for growth by strengthening our foundations and investing in our people and systems.

1 Grow our services to meet need

- Strengthened residential and in-home aged care programs in line with significant nationwide reform
- Expanded the Journey to Social Inclusion program through a consortium with leading homelessness service providers and Aboriginal Community Controlled Organisations
- Reviewed the Rooming House Plus Program and Central engagement hub, developing service models that can be replicated elsewhere
- Opened two new op shops, expanding our retail footprint into Brighton and Essendon

2 Influence fairer and more inclusive communities and service systems

- Increased the role of our experience advisory group (EAGLE) in governance and advocacy
- Released our advocacy strategy and hosted our first Advocacy Forum
- Partnered with RMIT University to evaluate the Continuum of Care project

3 Partner for long-term impact

- Engaged with federal, state and local governments to influence responses to homelessness
- Grew our community of donors, who range from lifelong philanthropists to young people with innovative fundraising ideas
- Collaborated with the Sacred Heart parish community and Catholic Social Services Victoria on shared advocacy

4 Evolve our organisation to be future ready

- Formed the Senior Leadership Group to grow leadership capabilities across SHM
- Made several enhancements to data security, including single sign-on and multi-factor authentication
- Achieved Bronze Foundational Status in Pride in Diversity's national equality index
- Refreshed our risk management framework, improved incident management tracking and reporting, and established a compliance register and calendar

SACRED HEART CENTRAL: A PLACE TO FIND COMMUNITY



Cost-of-living pressures and a shortage of social housing are driving a growing number of people to our Sacred Heart Central engagement hub, in search of a hot meal, a place to feel safe, and a path out of homelessness.

The hub comprises our much-loved Dining Hall; the Wellness Place, which offers activities, programs and allied health therapies to address the impacts of trauma, isolation and ill-health; and the Pathways Program, which offers case management, crisis response and connection to services.

The hub in 2025/2026

109,412 hot meals were served (up by 11% from last year)

There were **3,571 presentations** from people seeking support or case management

388 people supported at the Wellness Place

Volunteers gave **17,688 hours** to serve meals, facilitate groups, maintain the hub and provide care and conversation

People who came to the hub

48 years was the average age

70% of participants identified as male, **27%** female, and **3%** non-binary or did not say

16% identified as Aboriginal and/or Torres Strait Islander

Top 5 reasons people came to the hub

- Financial difficulties
- Housing crises
- Inadequate dwelling conditions
- Housing affordability stress
- Domestic and family violence



Challenges at the hub

Staffing

Severe staffing shortages over 11 months have forced us to temporarily reduce some services at the hub, including the information room and showers.

Funding

The Federal Government recently cut more than $600,000 of aged care funding to Sacred Heart Central.

To reinstate the funding, we would need to register every person of eligible age on My Aged Care and track every meal they get.

This is an impossible requirement for a low-barrier service whose participants often have no ID and no fixed address.

We are continuing to advocate with government for alternative funding. Meanwhile, the hub remains open thanks to the generosity of our donors and op shoppers.

The value of the hub

We commenced a service review of Sacred Heart Central in 2026, seeking insights from participants, staff and volunteers to determine what worked well and what can improve.

The full review will be available in late 2026. Initial findings show that:

- The hub is a vital anchor point for many participants, who come and go as their circumstances change over the years. While many initially came just for a meal, they returned because they felt recognised, respected and welcomed.
- Participants see the hub as a safe and welcoming community space.
- The low-barrier nature of the hub was valued. Participants did not have to register or provide identification to access a meal or wellbeing support.
- Participants described the hub as an entry point into the broader service system. Staff at the hub could help with referrals and handovers to other services, both those at Sacred Heart Mission and those managed by other providers.
- Service providers found the hub to be a useful place to find participants who are itinerant and may not attend office-based appointments.
- Staff and volunteers at the hub work in a complex environment, frequently supporting people in significant distress or crisis. Both security and psychosocial safety need to be continually monitored and strengthened.

SAFETY AND SUPPORT FOR WOMEN

446 women were supported through Women's Services

85 women stayed in our crisis and longer-term housing facilities*

Volunteers contributed **1,262 hours** to Women's Services

Inside the Women's House

Over the year
361 women were supported
5,084 visits were recorded

On an average day
23 people visit
22 meals are served

6.25% of participants identify as Aboriginal and/or Torres Strait Islander

From a safe space to a home for life

We support women at multiple points on their journey out of homelessness. Our services are inclusive of trans women and gender diverse folk.

- **The Women's House:** A safe, supportive and inclusive space that provides access to meals, showers, laundry and social connection. It acts as a low-barrier entry point for access to other services.
- **Homefront:** Statewide crisis accommodation in a safe and undisclosed location, for women who have experienced homelessness and family violence.
- **Bethlehem and Sophia's Place:** Long-term housing for women with complex needs and histories of homelessness. This includes mental and physical health conditions, drug and alcohol issues, histories of domestic and family violence and other forms of abuse or trauma.

"When I walked in, it was a beautiful, tasteful, feminine space. There were women laughing, comfortable couches, some food, a kitchen over there, and a shower over there. It was the energy of the house, the way it looked, and the way it was laid out (…) I thought, straight away, you're in the right place."

- Participant Grace* describing her first visit to the Women's House.

The growing need for family support

Increasingly, women are not arriving at the Women's House alone. In the last quarter of 2025, we were seeing an average of four women per month arriving with children. This number doubled in the following three months.

The families we see are navigating experiences of violence while also trying to manage their safety, housing, legal processes and the ongoing impacts of trauma.

Together with others in the sector, Sacred Heart Mission is advocating for a whole-of-government response to family violence and homelessness. Women and children should be able to get safe housing and wraparound support for as long as it takes to rebuild their lives.

*Figure includes all participants at Homefront, Bethlehem and Sophia's Place accommodation services

HOMEFRONT: A SAFE PLACE TO START AGAIN



Whether it's the Women's House or Homefront, our teams work hard to create safe and welcoming spaces. Photo: Graham Denholm

Many crisis accommodation services only allow women to stay for 6-12 weeks. Homefront is different.

"Women can stay while they work towards securing suitable long-term housing, whether it's weeks or months," says Panayiota, a Homefront case manager.

Her colleague Subha says the approach reflects the realities women face: "Homelessness is not only not having a place to live. Women might be dealing with family violence, health issues, mental health support needs, and many other challenges."

Still, shelter comes first. "When you're experiencing homelessness, you're constantly thinking about where you're going to sleep. You can't focus on other things to improve your wellbeing or your life," explains Subha.

"When you come to Homefront, you have support workers and case managers who listen, respect your choices, and support you at your own pace.

"One woman told us this is the first space that she had ever been where she felt no judgement at all."

Arriving in survival mode

Women often arrive at Homefront in survival mode.

"They can be feeling exhausted or intimidated," says Subha. Even arriving in a new environment can feel overwhelming.

Panayiota says women meet staff several times across the first week, which can be enough to see things shift: "Having a safe place to stay brings a sense of relief and stability, creating space to focus on what comes next.

"Women begin to feel comfortable in the house, settle into a routine and focus on what they need for themselves and their future."

Goals expand beyond housing: getting a driver's licence, re-starting hobbies, accessing counselling or mental health support, rebuilding confidence.

"It's like planting little seeds and then we help to support them as they grow," observes Panayiota.

Why ongoing housing support matters

Finding a home isn't the end of the journey.

"The real work begins after they move into stable housing," says Subha.

Homefront staff provide practical help contacting utility providers and housing offices, plus support to manage a tenancy.

"Our main thing is keeping women housed. We don't want them to return to the cycle of homelessness," says Panayiota.

She recalls helping one woman enrol her daughter in school, a process that was too confronting at first. Moving into community housing, exploring employment and obtaining citizenship followed.

Later, she told Panayiota: "You guys really care about me. I've never felt like anyone cares about me, but I know that you do."

Homefront is more than crisis accommodation. Here, women regain stability and strength and build a pathway to a future they choose.

FROM A ROOMING HOUSE TO A FOREVER HOME

Some rooming houses have a justifiably bad reputation. But a review of our Queens Road facility shows that a well-managed rooming house can become a forever home for people who need ongoing support.

Queens Road is the site of the Rooming House Plus Program (RHPP). It's a 66-bed facility managed through a partnership between Community Housing Limited (CHL), who looks after the housing and tenancies, and Sacred Heart Mission, who provides onsite support to residents.

This year, we engaged residents, staff and partner organisations in a service review to identify strengths and areas for improvement.

Key findings

For many residents, RHPP marked the end of chronic homelessness. Having onsite support 24/7 helped people maintain their tenancies, get timely healthcare, reduce the need for emergency services, and feel more secure.

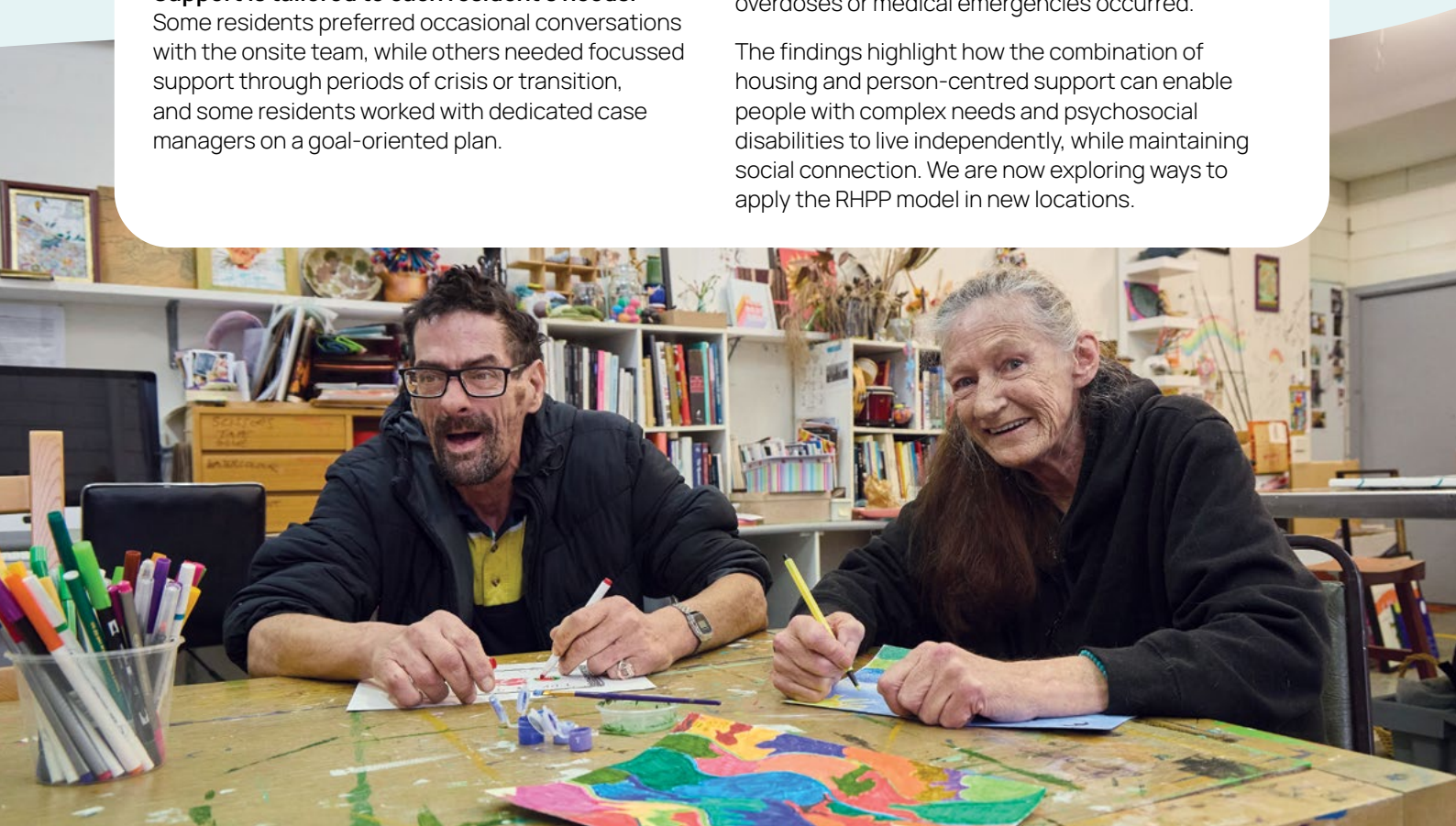
Partnerships were critical. Clear separation of roles ensured residents could approach CHL for tenancy matters and Sacred Heart Mission for their support needs. Partnerships with Alfred Health and a nearby pharmacy ensured that support was also on hand for people's mental health, psychosocial disabilities and medication management.

Support is tailored to each resident's needs. Some residents preferred occasional conversations with the onsite team, while others needed focussed support through periods of crisis or transition, and some residents worked with dedicated case managers on a goal-oriented plan.

Physical and emotional safety needs continual monitoring. Safety and respect were top priorities for residents, who recommended clear house rules. Group activities such as art and fitness were important to help maintain mental wellbeing and create a safe community environment. Overnight building security has also been strengthed, with positive feedback from residents and staff.

A supportive team culture helped in an occasionally volatile environment. RHPP staff valued the collegial and collaborative team they had built, as well as their connections with residents. This helped them cope when incidents of aggression, overdoses or medical emergencies occurred.

The findings highlight how the combination of housing and person-centred support can enable people with complex needs and psychosocial disabilities to live independently, while maintaining social connection. We are now exploring ways to apply the RHPP model in new locations.



THIS IS MY HOME.



“I thought I was 52 this year, but it turns out I’m actually 62!” Louise laughs. “I’ve lost count, but my daughter keeps reminding me.”

Louise has lived in the RHPP building on Queens Road for 14 years. Her studio apartment here has everything she needs: somewhere to sleep, space for her possessions, and the privacy of her own kitchenette and bathroom.

“This is the longest I’ve ever stayed anywhere in my whole life,” she says. “I can shut the door and be in my own home—what’s out there stays out there.”

Louise is a former truck driver and self-described ‘lonely old lady with hip problems’ after a failed hip operation left her with declining mobility.

“This was about eight years ago,” Louise says. “Now I’ve got a walker, and it’s held my life down.”

Despite the daily struggles of chronic pain, Louise still finds ways to connect with others.

“My favourite thing is just meeting people in the mornings, seeing that they’re still alive,” she says.

“It’s good to hear someone say hello back – to be acknowledged. In the lift I can spark a quick conversation.”

These small, everyday interactions can help foster a sense of belonging and community, alongside social inclusion programs which include group art therapy.

“I’ve come out of my shell a bit,” says Louise, reflecting on her weekly visits to the art studio.

The studio is where residents gather to connect through creative expression without judgement, receive support from fellow resident artists, and process emotions through art and conversation. They can meet with RHPP’s Art Therapist and Social Inclusion Worker Lyra for individual or group sessions.

“Creative arts therapy allows people to creatively express their lived experiences without words,” says Lyra.

“Sessions facilitated by a social inclusion worker who is a qualified arts therapist supports improvements in mental health, increase confidence, foster a sense of self, and help people explore their creative identity.”

For Louise, group art therapy has become a comfortable place where her warmth and humour shine through.

“We laugh a lot in the studio. It’s a place to interact with others, and I get to make stuff – that’s the fun part!”

Outside of the studio, Louise has built some solid friendships in the community around her.

“There’s a good tenant here who cooks for me every night. We moved here in the same month, and we’ve been friends for 14 years now.”

Knowing staff are onsite when she needs them has also helped her feel supported and settled here. “Staff make a big difference; they make me feel safe.”

RHPP’s central location gives residents the opportunity to stay connected to the wider community, with the places Louise knows and enjoys within reach. “Everything’s close: trams, the city, St Kilda, Prahran. It’s just so easy.”

And then there are places that hold special memories from earlier chapters of her life. “I’ve got good memories of Albert Park from my childhood. I’d like to have my ashes spread there.”

After 14 years in stable housing, Louise is clear about one thing: “This is my home.”



FINDING AND SUSTAINING A HOME

338 people sustained their tenancies this year with our support*

264 people received outreach support while waiting for housing**

Bringing innovation to a tried-and-tested program

Journey to Social Inclusion (J2SI) is Australia's pioneering Housing First program. Since its launch by Sacred Heart Mission in 2009, J2SI has helped more than 400 Victorians to break the cycle of homelessness, saving the government more than $2.20 for every $1 invested.

J2SI is now 18 months into its most ambitious iteration yet. Over three years, the program will support 240 participants across regional and metropolitan Victoria, through a consortium with leading homelessness services and Aboriginal Community Controlled Organisations (ACCOs).

Consortium partners in 2025/26

- Ballarat and District Aboriginal Co-operative Ltd
- Ngwala Willumbong Aboriginal Corporation
- Sacred Heart Mission
- The Salvation Army
- Uniting (Vic/Tas)
- Victorian Aboriginal Community Services Association Ltd
- VincentCare Victoria

The program aims to provide rapid access to safe long-term housing, alongside up to three years of support to help people sustain their housing and rebuild their lives. It is enhanced by:

- A central **Evaluation and Learning Centre** to manage the licensing and fidelity of the model, support housing partnerships, and lead evaluation and analysis
- **Partnerships with ACCOs** to support better participant outcomes through cultural safety and self determination
- **Outreach support** both pre-housing and after settlement
- **Peer support workers** with lived experience, who can help participants navigate life after homelessness
- **Workforce participation workers** to help participants explore economic participation outcomes such as volunteering, training, employment and other vocational opportunities

Eighteen months into the program, many participants are starting to flourish in their new homes and slowly tackle the health and social barriers that led to homelessness in the first place.

**Figure includes all participants in J2SI, GreenLight, ReStart and Homes First Outer East programs*

***Figure includes participants in J2SI and Homes First Outer East programs*

“This program has been absolutely amazing. The amount of support that I’ve gotten, the amount of stability that I feel like I have.

“Even just having a team that can help me manage the system has made a huge difference (…) The biggest barrier for people like me is that we don’t know what’s actually out there until we’re told, and this program has saved me from years of having to figure it out for myself.

“I’ve managed to complete more in 18 months than I have by myself in years.”

Zelda, J2SI participant, Dandenong region



Zelda values her privacy. So she picked a pseudonym and stock image for her story.

Managing statewide changes

During the year, Victorian Government funding for the GreenLight program came to an end after seven years, during which the program supported more than 1,500 people experiencing homelessness. This coincided with the commencement of a new Homes First program, building on Sacred Heart Mission’s existing delivery of this model.

While the new arrangements represent a reduction in funding and service targets, they enable us to continue providing intensive, longer-term homelessness support.

Some GreenLight participants transitioned to Homes First, while others were referred to alternative services.

Sacred Heart Mission now delivers two Homes First programs across Melbourne’s outer east and inner south, supporting people to access social housing and sustain their tenancies over a three-year period.

The impact of the housing crisis

Our programs have repeatedly proven that homelessness is solvable – as long as there are viable homes for people to go to.

But Victoria’s social housing stock is at an all-time low. When J2SI launched in 2009, we were able to secure housing for participants in less than six weeks. Today, many people on the ‘priority waiting list’ have been waiting for more than 18 months.

The housing crisis has affected most Sacred Heart Mission programs. More than half of our J2SI and Homes First participants remain unhoused, so we support them through assertive street outreach.

Our Continuum of Care project was also affected by the lack of housing - shifting focus from trying to find homes to helping people who were already housed to maintain their tenancies and avoid returning to homelessness. This project has now concluded.

Engagement hubs are increasingly critical to people’s ability to survive long periods without housing. These hubs help people to access daily essentials while they get through the most challenging times in their lives.

Meanwhile, our sector is advocating collectively with government to fix the housing system and rapidly increase the number of social homes. For more information, visit **everybodyshome.com.au**.

A YEAR OF CHANGE IN AGED CARE

Some of the biggest aged care reforms in decades happened this year. The reforms mean great choice and control for older people, while also requiring service providers to make rapid and significant changes to their operations.

Australia's new Aged Care Act took effect in November, alongside strengthened Quality Standards and a new Support at Home program, with quarterly budgets and needs-based service categories.

We welcome the principles at the heart of these reforms: strengthening the rights of older people and promoting dignity, choice, independence and greater control over the care they receive.

The impact of these reforms have been felt across two distinct aged care services: Sacred Heart Community, our specialist residential aged care service for people who have experienced homelessness and disadvantage; and Sacred Heart Local, which provides home-based aged care to people with a history of homelessness.

It has been a year of significant preparation and adaptation for both teams. Sacred Heart Community had to respond to new legislative, regulatory and quality requirements and strengthening our rights-based approach to residential care. At Sacred Heart Local, the transition to Support at Home has required the team to adapt to a fundamentally different funding and service delivery model. Throughout, both teams have remained focused on providing high-quality care and support to residents and participants.

The value of specialist aged care

Our experience has also reinforced the critical importance of specialist aged care for people who have experienced homelessness. Our participants often enter aged care with the cumulative impacts of trauma, poverty and social isolation, alongside complex physical and mental health needs. These experiences can make it difficult to access, trust and remain engaged with mainstream services.

Across residential and home-based care, our teams understand the impact of homelessness on ageing and the time, flexibility and persistence it can take to build trust, maintain engagement and coordinate care around complex needs. This specialisation is fundamental to making aged care accessible and effective for the people we support.

Improving resident experience

A year-long improvement program has led to higher resident ratings at Sacred Heart Community.

Do staff treat you with respect? *'Always'*

76% in 2026 26% in 2025

Do you feel safe here? *'Always'*

71% in 2026 58% in 2025

Do you get the care you need? *'Always'*

65% in 2026 42% in 2025

Unintended consequences of reform

As the reforms have been implemented, we have also seen some unintended consequences. The new fee-for-service model used in Support at Home can limit the flexibility needed to support people experiencing homelessness and disadvantage, while the new single assessment service has contributed to delays in accessing care and funding outcomes that do not always reflect the complexity of people's needs.

We want to see the promise of aged care reform realised for all older people. We will continue to adapt our services, contribute what we are learning, and advocate for the critical role of specialist homelessness aged care.

Fifty new friendships

This year, we matched 50 residents in aged care facilities with volunteers who provide friendship and conversation – exceeding our targets under the Australian Government's Aged Care Volunteer Visitors Scheme.

After a comprehensive interview and training process, volunteers are matched with a resident from one of 10 participating facilities.

Each connection leads to a shared story. The resident who lit up when someone outside his family spoke to him in his first language of Khmer. The volunteer who's helping her new friend write his memoir. Or Earl the therapy dog, who brightens every resident's day when he visits with his owner.

As one volunteer said: "It is not about having special skills or a lot of spare time, it is about showing up with kindness and a willingness to connect (…) In return, you gain perspective, connection, and a sense of purpose that stays with you long after each visit."

**Source: Resident Experience Survey, June 2026*

EIGHT MONTHS, TWO HAIRCUTS

Everyone at Sacred Heart Community knows Freddie by his nickname. "Nuisance," he says with a laugh."

The name comes from his habit of constantly asking staff to take him outside for a cigarette. "I'm a bloody nuisance for the nurses," he jokes. But behind the humour is a man whose life has been filled with rich experiences, hard-earned wisdom, and more than a few challenges.

Before arriving at Sacred Heart Community eight months ago, Freddie had spent years moving between hospitals and care facilities. "It was a bit of a relief coming here," he recalls. "This was the seventh place they moved **me** to in seven weeks. They kept transferring me from hospital to hospital, and then they said I could have a permanent spot here."

Time has passed quickly since Freddie settled in. "I've been here eight months," he says. "And the reason I remember eight months is because I've had two haircuts."

Life at Sacred Heart has given Freddie a sense of community during a period when his world had become much smaller. Living with chronic pain and increasing dependence on others has not been easy for someone who once ran successful businesses and travelled extensively across South-eastern Australia.

"I can live with the pain," Freddie says. "What I can't wrap my head around is depending on people."

Yet Sacred Heart has surrounded him with people who make that dependence easier to accept. Among them is Tammy, a staff member Freddie describes as "unbelievable." He admires her energy, her kindness, and the effort she puts into making residents feel included.

It was Tammy who introduced him to Harry, a volunteer who visits every Wednesday.

The two spend hours talking about everything from engineering and business to world politics and history. For Freddie, whose curiosity remains as strong as ever, these conversations have become a highlight of the week. "He keeps me active in my mind," Freddie says.

Other close friendships have formed among the smokers who gather outside to share stories, jokes, and companionship.

When one resident, Paul, passed away, Freddie attended his memorial service. Remembering Paul's generosity, he brought a cigarette case and asked for it to be placed with him in his final resting place.

"In case he wakes up and wants a smoke," Freddie told the priest.

The gesture reflected the quiet bonds that develop within Sacred Heart Community.

While Freddie often reflects on his past – his years running wholesale businesses, raising a family, and building a life in Australia – he remains deeply engaged with the present. He spends his days reading business and international news, discussing world affairs, sharing stories with staff and residents, and, of course, enjoying coffee and cigarettes.

"My advice to new residents? Respect the staff," he says. "The staff here are very, very conscientious. And attentive, I think. And I've got a sharp mouth – I can't help myself. I've always got to poke the bear."

Freddie's quick wit and remarkable memory have made him a much-loved figure at Sacred Heart Community. And although he has no plans to stop poking the bear or demanding to go out for cigarette breaks, no one ever wants him to change.



SPEAKING OUT

We can't end homelessness unless we speak out about the issues that cause it.

Our Advocacy Strategy was released in Q3 of this financial year. It was developed through a year of consultation and deep listening – with staff, with our sector and with EAGLE, our lived experience advisory group.

The strategy sets out the issues that matter and how we will address them through public policy, sector practice and community attitudes.

We have unique expertise in…

- **Flexible housing support** that helps people break the cycle of homelessness
- **Welcoming community spaces** for people experiencing homelessness
- **Aged care** for people who have endured chronic homelessness
- Recognising **intersectionality** in service design and provision

We will amplify the voices of those with expertise in…

- Safe housing for **First Nations peoples**
- Fairer **social security**
- **Climate extremes** and poverty

We will advocate collectively with our sector to…

- Prioritise more **social housing**
- Better support women and children experiencing **family violence**
- Improve **mental health care** for people experiencing homelessness
- Ensure the **community sector** remains sustainable
- **Embed lived experience experts** as decision makers
- Increase **empathy and understanding** for people experiencing homelessness



Read our Advocacy Strategy› ›



Photo produced pro bono by Fancy Films.

From root causes to real change: our inaugural Advocacy Forum

Our first-ever Advocacy Forum brought together sector leaders, policymakers, advocates and lived experience experts to explore the links between homelessness and systemic reform.

Federal MP Josh Burns delivered the keynote address before joining Mel Thomson AM (Windana), Maria Dimopoulos AM (Safe + Equal), Luke Mason (Co-chair of EAGLE) and Chris Middendorp (Sacred Heart Mission) for a panel discussion facilitated by the Hon Maxine McKew.

> **"We need to move from consultation to co-creation."**

These powerful closing words were delivered by Lee Jwa, an inaugural member of EAGLE. Lee explained the importance of co-designing services, avoiding tokenistic involvement, and ensuring genuine partnership and shared decision-making with lived experience experts.

Standing up to pointless cruelty

No one believes that the solution to homelessness is to take survival items away from people sleeping rough.

But the City of Port Phillip recently changed local laws to enable council officers to take away blankets, sleeping bags and anything else that might be considered 'encampment equipment'.

Sacred Heart Mission, Southside Justice and 17 other organisations joined forces to oppose the law change. More than 700 people responded to the Council's consultation, with 78% against the forcible removal of people's survival items.

Despite the clear wishes of the community, the council voted to change the law anyway. Now we are closely watching how this amendment will be implemented, while continuing to push for genuine ways to make our communities safer – like more street outreach programs, mental health care, services that provide meals and showers, and safe housing.



EAGLE member Catherine Aloise shared her personal story of sleeping rough and having her belongings taken by a council. Her words helped many people understand the human impact of the law change.

MOBILISING VOLUNTEERS FOR STRATEGY 2030



Volunteers put in 72,804 hours to keep our op shops running this year. Photo: Graham Denholm

Volunteers are a core part of Sacred Heart Mission's workforce and community presence.

The program has grown by ~25% over the past decade, but our operating model has not been comprehensively reviewed until now. This financial year we consolidated feedback from staff, volunteers and external peers integrating contemporary best practice to provide a clear pathway to a modern, scalable volunteer ecosystem aligned to Strategy 2030.

The review revealed 5 priority areas:

1. **Improving how we support volunteers day to day** by updating our strategy, systems, processes and the way we collect data. We'll support this work with a new volunteer program structure designed to provide the skills and expertise needed to deliver the review recommendations.
2. Implementing a modern **volunteer management system** to better support people across the volunteer journey.
3. Improving l**earning opportunities and strengthening safety and support** by developing new training in de-escalation and trauma-informed practice.
4. Strengthening our **recruitment and onboarding**, introducing screening and improved matching of volunteer capabilities.
5. Establishing a **volunteer advisory group** so volunteer voices are part of ongoing conversations and decisions about the program.

This work will take time. We want to get it right for our volunteers and staff, with the resources available to us. We are excited to develop a new volunteer strategy. We'll keep you updated as it develops in the next financial year.

Nat Capp, Director of People & Culture

1090 active volunteers

94,565 total volunteer hours

- 72,804 in op shops
- 17,668 in meals program
- 4,093 across other programs

"In National Volunteer Week 2026 we recognised volunteers with significant service milestones at Sacred Heart Mission. Their contribution of care, generosity and support for those doing it tough is remarkable. Each has given over 1000 hours of their valuable time, their commitment ranging from 4 to 17 years of volunteering at Sacred Heart Mission. Thank you for your incredible support over the years."

Marcus Valentini,
Volunteer Program Coordinator

PURPOSE-DRIVEN RETAIL

Sacred Heart Mission op shops continue to redefine what purpose-driven retail can be.

Every donation, every purchase and every volunteer hour helped fund essential services while creating welcoming places where people connect through sustainability, creativity and community.

As our retail network continues to evolve, our stores are recognised not only for the important role they play in supporting people experiencing homelessness, but also as destinations that inspire customers, celebrate circular fashion and bring communities together.

Stores that customers love to visit

We proudly opened two outstanding new locations in Brighton and Essendon, each bringing its own unique personality while remaining unmistakably Sacred Heart Mission. Brighton introduced our boutique concept, celebrating craftsmanship and timeless fashion, while Essendon transformed a beautiful heritage building into a vibrant destination for quality fashion, homewares and accessories.

Significant refurbishments at Fitzroy, St Kilda, Bentleigh and Cheltenham, together with improvements across several stores, refreshed customer experiences and celebrated each store's individuality. At North Fitzroy, 12 months after relocating to a larger home, the store has exceeded expectations, attracted new customers and firmly established itself in the community.

Memorable retail experiences

The iconic Chapel Street Sale once again attracted thousands of shoppers and generated more than $160,000 across three remarkable days. At Commercial Road, our annual Designer Fashion event welcomed more than 1,000 customers over a single weekend, raising well over $100,000 through an exceptional collection of pre-loved designer fashion. Elsternwick also introduced its first Winter Launch, further demonstrating the growing appetite for thoughtfully curated second-hand retail.

One of the year's defining achievements was our inaugural Melbourne Fashion Week runway event.

Selling out in just over a week, more than 250 guests celebrated Australian designers, sustainable fashion and the circular economy. Staff and volunteers proudly modelled curated collections sourced from across our stores, and the runway became the launchpad for continued sales through our Online Store, with featured collections released in the weeks following the event.

Strengthening the foundations

Behind every customer experience is an extraordinary team effort. Throughout the year we invested in logistics, operational systems, leadership capability, governance, health and safety, and consistent store standards. These improvements enable us to support 16 stores while creating a more connected, efficient, and resilient retail operation. Alongside this, our Online Store continued to evolve, creating new opportunities to showcase premium fashion, extend the life of curated collections and connect with customers well beyond our physical store network.

Nothing would be possible without the extraordinary commitment of our employees, volunteers, donors, and supporters. Together they transform generous community donations into inspiring retail destinations that strengthen local communities, champion sustainable fashion, and fund our work with people experiencing homelessness.



Our Melbourne Fashion Week event showcased curated collections from all our stores.

YOUTH IN ACTION: THE POWER OF THE NEXT GENERATION



People often talk about young people as the leaders of tomorrow. But that doesn't quite capture it. Young people are leading it right now.

Two young people saw an issue they cared about, decided they wanted to help and got moving. Their actions didn't need a huge team or an overly complicated plan; it was just two people with big hearts and the determination to make it happen

Meet Iha.



Iha performs at Sacred Heart Mission.

Iha, a young musician, had the opportunity to play at the recent Sorrento Solstice Festival. A moment she could have used to promote herself and collect some money. Iha's Mum told us "This is the first event where she will be earning in her life. She wanted to donate those earnings to something very close to her heart."

So, 15-year-old Iha decided to support women experiencing homelessness.

With her guitar, and a poster with a QR code to her fundraising page, she played to make a difference. Over one weekend she raised $542.

Then there's William.

William was given an assignment at school. The purpose was to learn how to design a project, understand time management, and launch their creation. The choices were endless – so where do you start?

Young William, at just 11 years of age, told his parents he wanted to "do something to support people experiencing homelessness in winter."

Then, guided by his teachers, began learning about Sacred Heart Mission. He made posters, hand-delivered flyers and made a speech to his school.

William raised $62 from his efforts – each dollar contributing to Sacred Heart Mission's services.

And while we at Sacred Heart Mission are eternally grateful for the funds raised by Iha and William – **it is only a fraction of their story.**

Fundraising totals are easy to measure. But we're also grateful for the things we can't put a number on.

When a young person speaks up about homelessness, people pay attention. Families talk about it around the dinner table, friends ask questions, and classmates learn something they didn't know before. Someone who may never have thought about homelessness begins to see it differently.

We may never know just how far those conversations led. Maybe someone began to understand that homelessness is happening in their own community, to people with families, hopes and plans for the future. People who deserve empathy and dignity.

Iha and William are the reminder that our voices have power. And they showed us that making a difference doesn't require waiting until you're older or coming up with the perfect idea. It starts with caring enough.

They're not waiting for change, they're creating it. That is youth in action.

To Iha and William: thank you for choosing Sacred Heart Mission. Thank you for your time, your courage and the heart you put into your fundraising. Most of all, thank you for reminding us that one voice (or two), can reach further than we think.



William's advocacy went a long way.

Recognising Visionary Philanthropy

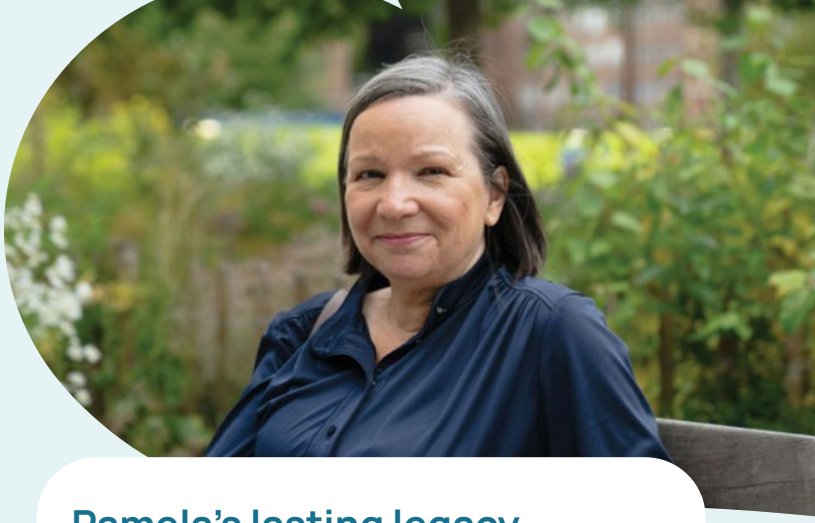
For many years, some of Australia's most influential philanthropists have quietly backed Sacred Heart Mission. In October, we made them our very first Lifelong Ambassadors, in recognition of their vision and generosity.

- **Paula Fox AO** and **Lindsay Fox AC** first danced together as teenagers in the church hall that would eventually become SHM's Dining Hall. As Patron of a capital funding campaign, Paula helped to raise more than $8 million for safe and sustainable housing and continues to donate to SHM.
- **Gerry Ryan OAM** and **Val Ryan** also supported the Dining Hall's refurbishment. Gerry also helped raise more than $8m to build safe facilities for women experiencing homelessness.
- **Peter White OAM** and the late **Lyndy White** provided seed funding for a foundation that has now generated $2.5m for our programs, as well as funding the pilot Journey to Social Inclusion program.
- **Derek Young AM** and **Caroline Young** provided apartments to be used as women's crisis accommodation, while also giving generously to support aged care facilities and women who need rental assistance. Derek now serves on our Board.

> **"It's just a very well-run organisation. We're very comfortable that every dollar we give is going to be well used."**
>
> Derek Young AM, Lifelong Ambassador



Derek and Caroline Young receive their Lifelong Ambassador Award. Photo produced pro bono by Fancy Films.



Pamela's lasting legacy

For more than two decades, Pamela was a valued supporter of Sacred Heart Mission. Having first donated in 2001, she formalised her commitment by including a gift to Sacred Heart Mission in her Will in 2004, ensuring her generosity would continue to make a difference for years to come.

Born in South Australia, Pamela embraced life with energy, curiosity and determination. An enthusiastic traveller and passionate motosport enthusiast, she combined her two passions by attending car races around the world.

Throughout her life, Pamela built a successful career in Australian corporations. Later, driven by a desire to continue helping others, she studied psychology and worked in the field during her later years.

After moving to a bayside Melbourne suburb, Pamela became engaged in her local community. She became an active member of local clubs and community activities, serving on committees and enjoying the friendships and connections she made along the way. She also had a love of gardening, creating a tranquil space where she could relax surrounded by water and nature.

A friend of many years remembers Pamela as someone who loved socialising, travelling and sharing experiences with those around her. Her independent spirit and sense of adventure left a lasting impression on everyone who knew her.

Today, Pamela's generosity lives on through the gift she included in her Will to Sacred Heart Mission. After providing for her loved ones, she entrusted the remainder of her estate, including her home, to Sacred Heart Mission. She did this to help others access the support and opportunity to build brighter futures.

We are deeply grateful to Pamela for her foresight, compassion and enduring commitment to our mission. Her legacy will continue to change lives for years to come.

Our friendly Gifts in Wills team welcome any questions or information you'd like to share. Contact Karen Wall on (03) 8530 8394 or **kwall@sacredheartmission.org.**

WITH HEARTFELT THANKS

Corporate Partnerships

Bean Alliance

Bega Group

Bright Sparqe

Davies Bakery

Epping Market

Fancy Plants

FareShare

Foodbank Victoria

FoodFilled

Lineage Logistics

Corporate and Community

Acmena Group Pty Ltd

Alpha-Truss

Asta

Ausign Signage

Catholic Development Fund

Doolan's Heavy Haulage

Erdi Group

Ern Jensen Funerals

Equity Trustees

Factory X Dangerfield

Fancy Films

Herbert Smith Freehills

Jimmy O'Neill's

Leonard Joel

Mother Prioress

Palais Theatre (Live Nation Australia Venues Pty Ltd)

Parish of Sacred Heart & St. Columba

Pinchapoo

Russell Kennedy Lawyers

Seed Heritage

Shameless Media

St. Thomas More Parish, Mt. Eliza

Thread Together

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

City of Port Phillip

City of Darebin

City of Knox

Individual Supporters

A Byrne AM

Alan and Clare Gruner

Andrea, Simon and Harry Fortune

Andrew and Natalie Ashdown

Barry and Faye Hamilton

Bill Burdett AM and Sandra Burdett

Bill Tenner

Charlotte and David Bradley

Chris Hartigan and Angela Scarfe

Christine Thevathasan

Derek Young AM and Caroline Young

Diana Gibson AO

Doug Hooley

Elizabeth Proust AO

Ellen Koshland and James McCaughey

Fiona Mason and James Kelly

Fr Terry Kean

Frank and Tracey Cooper

Glenn Lees & Lucy Nailon

Helen and Campbell Stewart

Howard Terrill

Jan Talacko and Jane Poletti

Jane Sims and Keith Greening

Janet Whiting AM and Phil Lukies

Jennifer Jobst

John and Barbara Ralph

John Bennetts and Ann Ryan

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Kate McLaren

Kathleen Canfell

Ken and Gail Roche

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

Morena Buffon

Myles Neri and Katrina Nossal

Paul Holyoake and Marg Downey

Paul Ryan

Paula Fox AC and Lindsay Fox AC

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

Sean Breen

Sharon Landy

Steve and Kate Kloss

Terry and Christine Campbell

The Ryan Family

Timms Holden

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

Constance Ackroyd Trust

Dick and Pip Smith Foundation

DOG Foundation

Drummond Foundation

Eirene Lucas 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

O'Donohue Family Foundation

Orcadia Foundation

Orloff Family Foundation

Scanlon Foundation

Senator Tadeusz Kobylanski Fund, a Giving Fund of Greater Melbourne Foundation

Senza Nome Charitable Fund, a Giving Fund of Greater Melbourne Foundation

Swann Family Foundation

Symons Family Charitable Trust

The Curragh Fund

The Fox Family Foundation

The Gray Family Charitable Trust

The Hogan Family Foundation

The Jack and Hedy Brent Foundation

The Peter and Lyndy White Foundation

The Peter Isaacson Foundation

Bequests and Estates

Anonymous

Estate of Ben Ashford

Estate of David Ian Bruce

Estate of Gerald (Gerry) Duck

Estate of Ian Lindsay O'Connell

Estate of Lesley Meredith Lesock

Estate of Jeanne T Gracie

Estate of Peter Taliana

Estate of Rodney John Ryan

In Loving Memory

Filippe Lebedev

Margaret Fengler

Olive Cameron

Sister Assumpta

Peter Owen

LETTER FROM TREASURER

The 2025-26 year marked the second year of 'Strategy 2030: Serving More People and More Communities' and a period of continued investment in Sacred Heart Mission's future. We maintained sound financial stewardship while strengthening the services, people and capabilities needed to deliver our strategy and support more people experiencing homelessness and disadvantage.

2025-26 Statement of Income

Revenue and other income increased by $3.5m to $55.0m, led by strong growth in op shop retail sales, which rose by $1.3m to $13.6m. Government contributions remained our largest source of income at $26.1m. General fundraising increased to $3.2m and bequests were $1.4m, reflecting the generosity of our supporters. Grant income increased to $5.1m, while interest income of $0.8m and dividends of $0.4m also contributed to the result.

Total expenses were $54.5m for the year, up $3.7m compared with last year. Employee benefits remained our most significant expense at $40.0m, an increase of $2.6m, driven largely by passing on a significant wage increase and the rise in the employer superannuation contribution rate to 12%. Client support and program costs increased by $0.3m to $5.0m, occupancy and office costs increased by $0.2m to $3.7m, and depreciation and amortisation increased by $0.4m to $3.8m.

Overall, our operating surplus for the year was $0.5m. In addition, a $0.8m gain from the revaluation of financial assets contributed to total comprehensive income of $1.4m for the year.



Christopher Sequeira Treasurer

2025-26 Statement of Financial Position

Our financial position remains sound, with current assets of $25.3m, an increase of $3.2m on the prior year. Cash and cash equivalents increased to $13.4m, and other financial assets, comprising term deposits, were $8.4m. These current assets provide a strong level of liquidity to support the delivery of our current services and our future plans. Overall, total assets increased to $72.6m.

Total liabilities increased by $1.9m to $25.8m. The main increases were in contract liabilities, employee benefit provisions and lease liabilities.

Overall, our net asset position improved by $1.4m to $46.8m. This strengthened financial position supports the continued delivery of services and gives Sacred Heart Mission the capacity to invest prudently to advance Strategy 2030.

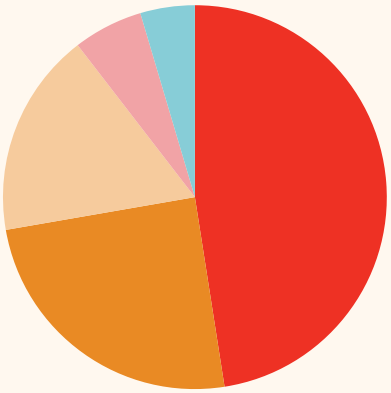
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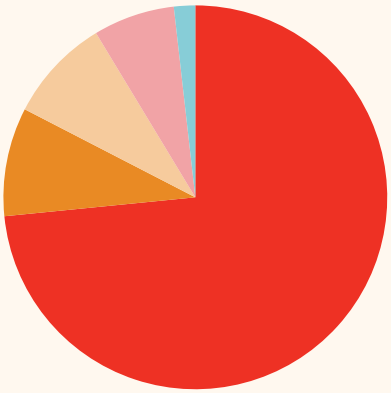
Underpinning this year's financial result is a shared commitment to ensuring Sacred Heart Mission continues serving people experiencing homelessness and disadvantage. I acknowledge our staff and volunteers, whose expertise and dedication sustain our services, op shops and fundraising activities throughout the year. I also thank our donors and supporters, particularly those who contributed through individual giving, major gifts and bequests, for the trust they place in our organisation. We are equally grateful to the Australian and Victorian Governments for their ongoing funding and partnership. This collective support enables us to deliver services today and invest in the future envisioned through Strategy 2030.

HOW MONEY WAS MADE AND SPENT

WHERE THE MONEY CAME FROM

Government contributions	47.5%
Op shops	24.7%
Other revenue	17.3%
Fundraising	5.9%
Client/resident fees	4.6%



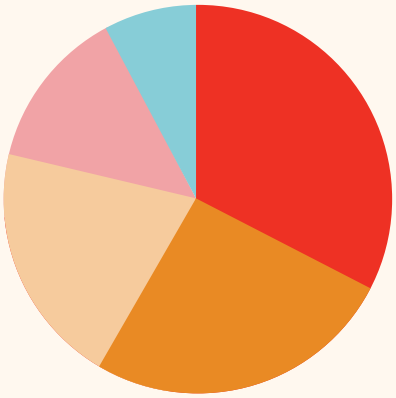


HOW THE MONEY WAS SPENT

Employee costs	73.4%
Client support & program costs	9.2%
Repairs, maintenance, depreciation & amortisation	8.8%
Occupancy & office expenses	6.9%
Other expenses & finance costs	1.8%

TO DELIVER OUR SERVICES

Sacred Heart Community	32%
Op shops	25%
Homelessness Services	21%
Organisation support	12%
Sacred Heart Local	9%



STATEMENT OF INCOME

Statement of profit or loss and other comprehensive Income	2026 Consol	2025 Consol
	$	$
Government contributions	26,132,562	26,377,289
Op shop sales	13,601,851	12,310,551
Fundraising	3,225,667	2,850,766
Participant/resident Fees	2,523,523	2,816,154
Other revenue	9,499,461	7,137,072
Total revenue	**54,983,064**	**51,491,832**
Employee benefits expenses	(39,983,929)	(37,372,587)
Participant support and program costs	(4,984,981)	(4,663,802)
Occupancy and office expenses	(3,737,687)	(3,496,110)
Repairs and maintenance expenses	(999,256)	(928,365)
Depreciation and amortisation expenses	(3,772,422)	(3,379,165)
Other expenses	(82,676)	(78,659)
Finance costs	(893,595)	(848,933)
Total expenses	**(54,454,546)**	**(50,767,621)**
Current year surplus before income tax	528,518	724,211
Income tax expense	–	–
Operating surplus	**528,518**	**724,211**
Fair value (loss)/gain on revaluation of financial assets	844,127	259,115
Other comprehensive income	**844,127**	**259,115**
Total comprehensive income	**1,372,645**	**983,326**

STATEMENT OF CASH FLOWS

Statement of cash flows	2026 Consol	2025 Consol
	$	$
Cash flows from operating activities	4,427,600	4,253,261
Cash flows from investing activities	(370,704)	(101,226)
Cash flows from financing activities	(1,913,769)	(1,518,589)
Net Increase/(decrease) in cash and cash equivalents held	2,143,127	2,633,446
Cash and cash equivalents at beginning of financial year	11,292,439	8,658,993
Cash and cash equivalents at end of financial year	**13,435,566**	**11,292,439**

STATEMENT OF FINANCIAL POSITION

Statement of financial position	2026 Consol	2025 Consol
	$	$
Current assets		
Cash and cash equivalents	13,435,566	11,292,439
Trade and other receivables	1,127,695	1,163,608
Contract assets	447,644	394,515
Other financial assets	8,368,943	8,187,170
Other assets	964,431	1,023,591
Non-current assets classified as held for sale	920,000	
Total current assets	**25,264,279**	**22,061,323**
Non-current assets		
Trade and other receivables	153,247	153,247
Financial assets at fair value through other comprehensive income	6,288,191	5,452,738
Property plant and equipment	30,801,415	31,799,440
Right-of-use assets	10,106,979	9,926,617
Intangibles	29,800	
Total non-current assets	**47,379,632**	**47,332,042**
Total assets	**72,643,911**	**69,393,365**
Liabilities		
Current liabilities		
Trade and other payables	7,250,633	7,215,894
Lease liabilities	2,045,812	1,941,121
Contract liabilities	2,922,742	2,166,094
Provisions	4,057,841	3,475,063
Total current liabilities	**16,277,028**	**14,798,172**
Non-current liabilities		
Lease liabilities	9,170,851	8,772,641
Provisions	392,703	391,868
Total non-current liabilities	**9,563,554**	**9,164,509**
Total liabilities	**25,840,582**	**23,962,681**
Net assets	**46,803,329**	**45,430,684**
Equity		
Contributed capital	1,000,000	1,000,000
Settled sum	10	10
Reserves	1,400,242	556,115
Retained surplus	44,403,077	43,874,559
Total equity	**46,803,329**	**45,430,684**

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: 25 November 2025

We are members of:

ACOSS Community Sector Climate Change Advocacy Network

Aging Australia

Australian Payroll Association

ACON Pride Inclusion Program

Catholic Social Services Victoria

Charitable Reuse Australia

Council to Homeless Persons

Diversity Council Australia

Everybody's Home Campaign

Fundraising Institute of Australia

Health Legal

Homelessness Australia

HR Daily

International Association of Business Communicators

Mental Health Victoria

Victorian Chamber of Commerce and Industry (VECCI)

Victorian Council of Social Services (VCOSS)

Volunteering Victoria

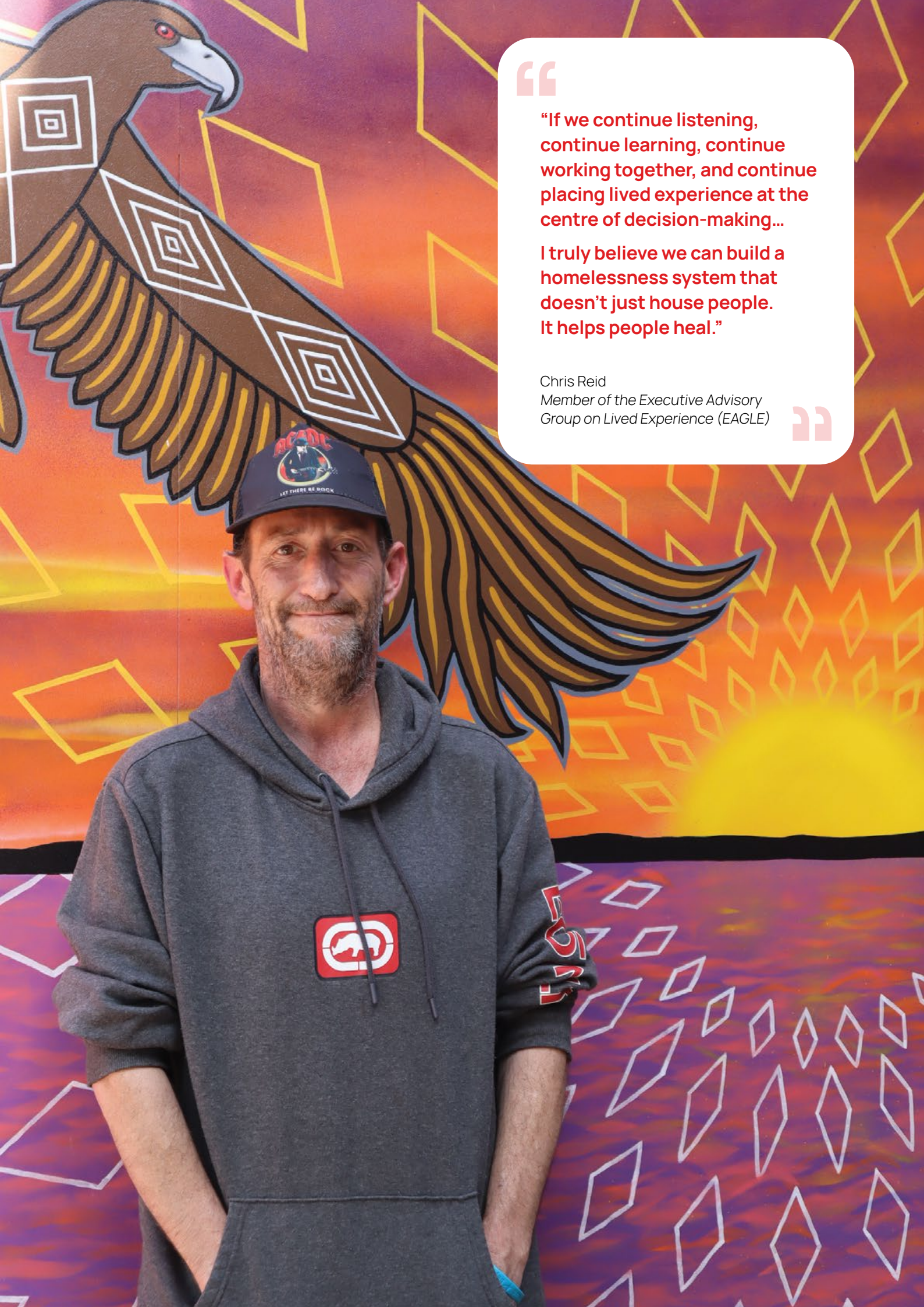
Government

We acknowledge the significant funding we have received from the Australian Government, Victorian Government and the City of Port Phillip.

VICTORIA State Government

Australian Government

CITY OF PORT PHILLIP



“If we continue listening, continue learning, continue working together, and continue placing lived experience at the centre of decision-making…

I truly believe we can build a homelessness system that doesn’t just house people. It helps people heal.”

Chris Reid
Member of the Executive Advisory Group on Lived Experience (EAGLE)

SACRED HEART MISSION

GET IN TOUCH

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