

 UCWB breaking barriers, building lives  
UnitingCare  
Wesley Bowden

## ANNUAL REPORT 2015-2016



Hold your  
head high.



At UCWB we do two equally important things.

We help people and families of all backgrounds to acquire the life skills and support they need to confidently and proudly create a fulfilled and stable future for themselves.

We enable those who are experiencing personal, social or financial distress, to cope with their immediate situation with strength and dignity.

The most tried and true way to deliver these outcomes is to follow the three Ps – **programs, people and participation**.

We use evidence-based programming, reach the people who need the help and foster and encourage participation with a highly skilled and dedicated staff. Our programs, our people.

Please read on to find out how this three pronged approach helps the community ...

*hold its head high.*

**OUR PARTNERS** Our partners help us make a difference. They include:

- ac.care
- Adelaide Primary Health Network
- Australian Executor Trustees
- Care Works
- Carer Support
- City of Port Adelaide Enfield
- Community Centres SA
- Department for Communities and Social Inclusion (State)
- Department of Education (State)
- Department of Education and Training (Commonwealth)
- Department of Health (Commonwealth)
- Department of Housing (State)
- Department of Social Services (Commonwealth)
- Department of Veteran Affairs (Commonwealth)
- Family by Family
- Flinders University

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- Foodbank SA
- Good Shepherd Microfinance
- Housing SA
- Kornar Winmil Yunti
- Life Without Barriers
- Lutheran Community Care
- MarionLife
- MIFSA
- MIND SA
- NEAMI
- Northern Carers

- Renewal SA
- SA Health
- TAFE SA
- Together SA
- UnitingCare Australia
- UnitingCare SA
- UnitingCare Wesley Country SA
- UnitingCare Wesley Port Adelaide
- Western Futures
- Wyatt Trust

# 2015–2016 Review



## LIVING LEADERSHIP – not your typical leaders

We know that the success of UCWB lies squarely with our people. That's why this year we purposefully invested in developing our leaders. Not just in Managers with their obvious responsibilities and accountabilities, but leaders throughout the organisation who will alert us to the emerging needs of our clients, inspire their colleagues and find solutions where they seem impossible.

Our staff are responsible for our good achievements this year, and they will be responsible for our great achievements in the future.

## COLLECTIVE IMPACT AND COLLABORATION – *we're shaping the future*

There are 750 registered charities in South Australia and while we're all 'fighting the good fight' for our specific causes, are we actually wasting our precious resources rather than maximising them? UCWB is following a different path, enthusiastically adopting the Collective Impact framework and collaboration opportunities across the sector.

Collective Impact goes beyond collaboration or partnership work; it involves a highly organised plan, all parties hold accountability for delivering actions and a measurement system that is informed by the data.

This year we have worked with countless like-minded organisations and individuals. The full impact of these collaborations may only come into focus in the future, but already we can see that our alliances are helping us to lead the way in making comprehensive social change in our communities.

## **CHANGING SECTOR – challenge or opportunity?**

The community services sector is experiencing some of the most significant changes we have seen in decades. The continuing roll-out of the National Disability Insurance Scheme and the announcement of the Living Longer Living Better aged care reforms have challenged us all. The Board and Executive Team have thoughtfully worked through the intricacies and implications of these changes to ensure UCWB will be a leading provider of social health and wellbeing services in Australia.

## **EXCELLENCE IN SERVICE – Australian Service Excellence Quality Standards**

This year UCWB once again achieved both the Certificate and Award Level of the Australian Service Excellence Standards (ASES). ASES are internationally accredited standards that recognise the unique characteristics of the Community Services Sector. It provides our clients with a greater level of confidence that they will receive the best possible services, opportunities to provide feedback, be informed of all their options, and their privacy guaranteed.

The standards are essential guides to helping achieve our purpose to deliver innovative, tailored social health and wellbeing services that enable people to have choice, live with dignity and hold their heads high.

## **FAREWELL**

Regretfully our Chief Executive, Julian Sawicki, tendered his resignation after nine years at the helm of UCWB.

Julian joined us in 2007, and has effectively led the organisation through a number of significant changes. In that time UCWB has grown in breadth of service, geographical footprint and financial security. We now offer more tailored services, to a broader range of clients, using the most up to date service delivery models. He certainly leaves the organisation in a much better position than at his commencement, and for that we sincerely thank him! We are extremely pleased that Fiona Kelly, General Manager, has agreed to act in the position of Chief Executive while the Board progress the recruitment process for a new CE.

Tim Sarah has resigned from the Board. He has been a highly valued member of the Board and we thank him for his contribution.

## **THANK YOU – we couldn't do it without you!**

To every single donor, supporter, funder, volunteer, partner, survey participant, referrer and client we say THANK YOU! Your support is invaluable to us and we greatly appreciate your generosity, enthusiasm and loyalty. We look forward to being able to bring you more success stories and exciting innovations in next year's annual report.

**Louise Miller Frost Chair**

# Our Board



## **LOUISE MILLER FROST Chair**

Louise's career reflects her commitment to bettering outcomes for the community through a focus on health, social welfare and education. Louise has managed public, private and NGO agencies in the human-services sector in SA and has developed a strong grounding in effective and ethical governance. Louise is a Fellow of the AICD and holds an MBA from the University of SA.



## **KIM CHEATER Deputy Chair**

Kim brings accounting, risk assessment and management skills to the Board. He is a managing partner at consulting firm PriceWaterhouseCoopers in Adelaide. He has a Bachelor of Economics, is a Fellow of the Institute of Chartered Accountants Australia and NZ, Member of the AICD and Chair of the SA Chapter of the Institute of Internal Auditors in Australia.



## **ALISON KIMBER**

Alison is principal of AK Advisory, an affordable housing strategy and governance consultancy. A former actuary, Alison has led major reform projects and successful cultural change across diverse organisations with multiple stakeholders. Alison has a strong focus on risk management, policy and advocacy, financial modelling, service delivery and good governance.



## **CAROLINE ROWE**

Caroline has a 25 year history in teaching in the university sector, marketing for major corporate brands and for many years successfully operated her own marketing consultancy undertaking projects for a range of corporate clients. Caroline holds a Bachelor of Business (major in marketing), a Master of Business by Research (marketing).

## **AARON CHIA**

Aaron is the CEO of the Motor Accident Commission in South Australia. Prior to his current appointment he was the Deputy CEO of the SA Ambulance Service. In addition to UCWB, Aaron holds positions on various other Boards and Committees with a community impact focus.



## **DIANNE CHARTRES**

Dianne has over 30 years' human services experience in a variety of sectors. More recently she worked with SA's Public Advocate to research mental health and disability issues and was acting Guardian for Children and Young People in 2012. Recognitions include a Churchill Fellowship, SA Women's Honour Roll and Fellow of the Governor's Leadership Foundation.



## **WENDY TEASDALE-SMITH**

Wendy's Board experience includes membership of the Australian College of Educators National Board and the Australian National Council on Drugs. Wendy also received the Telstra Business Women of the Year (Community Category) and National Principal of the Year award, is a Fellow of the Australian College of Educators and Patron of the Home Economics Institute of Australia – SA Division.



## **JOHN KOUZABA**

John has held a number of high profile commercial and marketing positions within South Australia as well as membership on a range of industry committees and forums and is also a Board Member of the Electrotechnology and Water Skills Board of South Australia.



## **ADAM BANNISTER**

Adam is the Managing Partner of Minter Ellison SA/NT. A highly recognised Adelaide litigator with over two decades of experience in public and private litigation, Adam is regarded for his ability to provide clients with a clear assessment of their position, the options available and for recommending how to best achieve a timely, pragmatic and cost-effective solution.



# What our clients say about UCWB ...



feel supported  
by staff



feel  
respected



feel satisfied with  
the services they  
were offered



**91% of clients**

feel they had developed the skills to identify possible solutions for their situation after accessing UCWB's Inner Southern Homelessness Service

**70% of young carers**  
feel they were better able to manage their caring role after accessing our services





**93% of our clients**  
would recommend  
our services to others



**of clients**  
who accessed  
our Financial  
Counselling  
Service had  
increased  
confidence  
in managing  
their personal  
finances



**of clients**  
attending a  
UCWB Financial  
Literacy workshop  
felt they had  
increased  
confidence  
with money  
management  
as a result



**of community  
workers**  
attending  
our Utilities  
Literacy training  
felt that the  
information they  
received would  
assist them  
in their work

**And more than 2000 people**  
were provided emergency assistance  
through our Open Door in 2015-2016



## SOME OF OUR PROGRAMS





# SA COMMUNITY FOODIES

**SA Community Foodies, funded by SA Health, is a state-wide initiative that supports disadvantaged and vulnerable adults, and their children, to increase knowledge and improve behaviours in relation to healthy eating.**

SA Community Foodies, delivered in partnership with ac.care and UCW Country SA, uses volunteer peer leaders to provide activities that deliver four key messages, in line with the Australian Dietary Guidelines and the Australian Guide to Healthy Eating. Those messages are:

- Eat more fruit and vegetables;
- Eat more whole foods (less processed);
- Drink more (tap) water instead of sugary drinks and juices;
- Eat breakfast every day.

Over the past 12 months new Foodie volunteers have been trained in Hackham West, Parafield Gardens, Roxby Downs and Adelaide Hills/Fleurieu regions.

This has brought our number of volunteers across the state to 132.

The Foodies have provided 345 nutrition sessions to 3513 participants in a combination of three – six week programs, ongoing programs and one – two week sessions.

Cooking is a popular element of these programs. Participants are reporting that they are confident to choose healthy foods over unhealthy ones and are familiar with healthy foods to eat every day.

In partnership with the City of Charles Sturt's OPAL program, and Community Foodbank Bowden, SA Community Foodies helped develop budget conscious, healthy food packs that use minimal utensils and easily accessible foods. These also include step-by-step picture guides on how to prepare the recipe.

The initiative has partnered with a number of councils and NGO's to expand the reach of the nutrition messages to the community. In partnership with the Roxby Downs Council and Royal Flying Doctor Service we were even able to reach the community of Roxby Downs this year and train 12 new Foodies.



# Making Community Links

**UCWB Community Links is a friendly, weekly ‘peer-to-peer’ phone call, connecting older people across communities from home-to-home.**

Community Links was piloted in 2014 in collaboration with Kapara Residential Care (ACH Group) to form an innovative and socially inclusive program that is tailored to provide a meaningful activity for older people.

Sharing experiences of living in a residential setting also helps to demystify it to those living in the community who may be considering it as a future accommodation choice. This can make transitioning to living in a residential facility less scary or challenging.

The network has continued to grow and now involves over 200 older people across the community, with a dedicated team of 50 volunteers that make calls from three major residential aged care facilities including Kapara and Milpara (ACH Group) and Marten Aged Care (Allity). Most recently, it has been nominated for a National Aged Care Better Practice Award 2016.

The telephone club builds friendships, social interaction and a sense of belonging to a valued community group. Keeping connected promotes health and wellbeing, a sense of purpose and is another example of how UCWB is building stronger communities.

*“Daphne is now a very good friend and we talk every week and I love getting to see her in person at the social events especially the Christmas one. We always have a good laugh and it makes me feel happy.” Joan*

*“I know that I am doing something very useful every week and I help older people out there that may be lonely and looking forward to a phone call from me. I like to feel useful and it keeps me busy and gives me something to look forward to.” Hilda*



# Results Based Accountability continues

In 2014 UCWB chose to implement the Results Based Accountability (RBA) framework across a number of its services as part of its Strategic Direction Toward 2017.

RBA has been endorsed as an organisational priority as it has the ability to impact on all strategic objectives including our ability to deliver long term outcomes for clients, our organisational reputation, our capacity to demonstrate leadership and our ongoing sustainability as an organisation in the sector.

A recent survey of our staff shows a positive trend towards a broader understanding and value that RBA can bring to the organisation.

Staff reported that they:

- are more familiar with the RBA principles and terminology;
- better understand UCWB's rationale for adopting RBA;
- better understand how RBA works;
- can more easily see the benefits of using RBA;
- more regularly use RBA in their work area;
- can use RBA unassisted.

*“It is good to have a tool that makes us accountable for the work that we do, it is also useful for guiding our practice.”*

*“The number of client surveys being delivered has meant that UCWB is genuinely interested in understanding how well we are doing and whether the client is better off from the CLIENT'S PERSPECTIVE rather than from the worker's perspective.”*



# Impact Inner North

**UCWB is leading the way in large-scale social change to make a positive impact on those who hold our future in their hands.**

UCWB has invested heavily in this work, identifying an in-house Collective Impact champion and attracting a highly qualified employee to drive the process. We also host Masters of Social Work students who help support these two critical roles.

The 2015 Australian Early Development Census results highlighted that one in four of the children in the inner northern suburbs of Adelaide were not as ready to start school as they could have been.

In response, UCWB is helping shape ***Impact Inner North***, a Collective Impact Initiative which was formed to work directly with the community to provide these children with the best opportunities to start school ready to learn.

We are doing this by targeting these five areas:

- Preparing caregivers for parenthood
- Children are physically and mentally healthy
- Children live in supported and supportive homes
- Children are living in safe homes
- Children's developmental and educational needs are met

By acknowledging that families are the experts in their own lives, we will as a collective ensure equity for all children in our region, that the work is community driven and owned, and that we turn the curve on this important social problem.

To make this a reality, UCWB with the support of Together SA, is working collaboratively with:

- Blair Athol North B-7 School/ Children's Centre
- Port Adelaide/Enfield Council
- Lutheran Community Care
- Family by Family
- A parent representative
- Housing SA
- Wyatt Trust
- Department of State Development
- Department of Education and Child Development
- UnitingCare Wesley Port Adelaide

The number and diversity of these partners continues to grow.

**“If you want to go fast, go alone. If you want to go far, go together.”**  
*African proverb*



The screenshot shows the homepage of the 'It's up 2 me' website. At the top, there is a navigation bar with links for Tenancy, Wellbeing, Budget, Cooking, Cleaning, and Employment. Below this is a large image of a woman in profile. To the right of the image, the text 'Learn Living Skills' is displayed, followed by a paragraph about the program's mission to promote access to learning modules designed to assist in the development of living skills and social participation. A yellow button labeled 'View our introductory video' is present. Below this section, there is a heading 'Our Learning Modules' followed by six colored boxes, each containing an icon and a module name: Tenancy (blue), Wellbeing (red), Budget (green), Cooking (orange), Cleaning (teal), and Employment (purple). At the bottom of the page, there is a 'Our Partners' section featuring logos for 'Partners in Recovery' and 'UnitingCare Wesley Services'. The footer contains links for Home, Learning, Support, Workers, News, Contact, Terms and Conditions, Privacy Policy, and UCWB.



# It's up 2 me



**UCWB's It's Up 2 Me has changed the way in which consumers are supported by their family and friends, carers, support workers and professionals. At the same time, professionals, support workers, carers and families are supported to access a range of new and innovative ways of presenting ideas, information and resources, with a whole of life approach to wellbeing.**

The way in which this information has been traditionally delivered, has changed with the innovation of It's Up 2 Me. This resource delivers information in flexible and more accessible modes than ever before, including a mobile App.

It's Up 2 Me provides community members with tangible resources that can be accessed to support and promote self-management and decision making in their every day living and life challenges. It builds their capacity, learning and capability through the provision of choices in the level of information, transfer of knowledge, learning styles and accessibility.

The expansion of the modes of delivery has also resulted in a growth in audience, with the resource being accessed by a wide cross-section of the community.

This innovation has drastically changed attitudes in delivering a mental health and wellbeing toolkit, such as It's Up 2 Me to the community. This approach drives participation in the development of services by the community for the community.

It's Up 2 Me ([www.itsup2me.com.au](http://www.itsup2me.com.au)) includes a number of modules including Tenancy, Budget, Wellbeing, Employment, Cooking and Cleaning.

The website and App provides users with the opportunity to build skills to become better connected with our community and have the opportunity to make real choices about the life skills building resources, that fit within their lifestyle choices.



# BOOST YOUR MOOD *Naturally*



**Throughout the year we provide countless social and educational events for our carers. In addition to providing them with information, advocacy support and respite, the event calendar provides opportunities throughout the year for carers to come together, seek specialised support and learn or expand their skills.**

Boost Your Mood Naturally was an event for Carers and professionals working in mental health to learn more about the impact of nutrition on mental health.

Dr Natalie Parletta a Senior Research Fellow and Accredited Practicing Dietitian/Nutritionist at the University of South

Australia, shared her findings about including healthy, Mediterranean-style diets into rehabilitation programs with people who have mental illness.

Celebrity Chef Simon Bryant then cooked up a storm demonstrating how easy it is to cook healthy, quick and delicious meals at home.

*“This was the best event I have ever attended with any organisation.”*

*“Very entertaining and informative afternoon. Simon Bryant – what a privilege to be in the same space.”*

*“Learned heaps today about nutrition and healthy eating.”*





# UCWB's Maintenance Team

**Sometimes we all need a helping hand around the house. But if the ability to stay in your own home or live independently depends on it, it can be life-changing!**

UCWB's Maintenance Team works with a range of clients to reduce the stress of maintaining their own home. They clean gutters and windows, paint and pave, mow and weed, but they also specialise in making homes safe. Fitting hand rails, access ramps, anti-slip mats and replacing screens and locks can make all the difference for those living alone, or feeling vulnerable.

In the last year the Maintenance team spent 2170 hours delivering services to UCWB clients that needed an extra pair of hands, or some specific expertise.

They are one of the most highly commended teams (based on client feedback) in the organisation!

**“Nick helped me and made so much of a difference when I needed it the most. He went out of his way to make me feel better about my house when I was in need of support.”**

**“Hans is a wonderful man and a true gentleman. He also did a good job of cleaning the windows!”**



# Support Worker Pre-Employment Training Initiative

Getting back into the workforce after a break is hard. Sometimes people just need a helping hand. Since 2014, UCWB along with partners Renewal SA Works and TAFE SA, have been providing a helping hand to people seeking to become a Support Worker.

The UCWB pre-employment training initiative provides five units from the Certificate III in Aged Care and Community Care and a week of work experience. 76% of participants go on to get a job at UCWB as a Support Worker.

## MEET ... NGAREE DAY

### How did you hear about the pre-employment training initiative?

A friend of mine participated in the first pre-employment course in November the previous year and really enjoyed it. When my Job Network Provider told me that another course was running in March, I asked him to put me in contact with Heather so I could put my name down.

### Did the training help you?

Before I participated in this training, I knew I wanted to be a Home and Community Care Worker but needed extra guidance to help me perform my job at my best.

### Why did you choose to become a Support Worker?

After working in finance for seven years, I wanted to do something which would make me feel good about myself and felt this would be the perfect position for me. Being a Support Worker, every day is different and I love the challenges it brings.

### What do you enjoy about being a Support Worker?

I love helping my clients with their daily activities whether it is with their cleaning, shopping or personal care. I begin and finish my day with a smile on my face and feel like I'm making a difference in my clients' lives. Not only do I enjoy what I do for my clients, I love the satisfaction I get from helping other people. I hope I can make their lives a little easier and help them gain back their independence and freedom.

# Tracy and Tye

"Our son Jay had severe disabilities as a result of a brain haemorrhage at age two. Sadly he didn't quite make it to his 21st birthday."

"Within a week of Jay's passing, my husband went into hospital. Ian died of liver failure not long after."

"When he passed, Tye and I were left with nothing."

"I had to sell Ian's car to pay for Jay's cremation. There was no money to pay the bills, let alone the funeral costs."

"David, a UCWB Financial Counsellor, took care of everything. It was such a relief. When he called, I was in tears."

"I've always done everything on my own. This is the best support I have ever received in my life."

“I've always done everything on my own. This is the best support I have ever received in my life.”





## Some of the Community

*"I look forward to it every week. The telephone club has made such a difference to my life and even my doctor can see how happy it makes me and said it was a good thing for me and I agree. I have never had so many friends".*

Delores, Kapara resident

*"I have always been very active volunteering in the community and only recently had to give up some of my duties due to my health so I love being able to be part of this group because I still feel I am doing something worthwhile for the community and have made some beautiful friends that I enjoy talking to and getting to meet up with at the social events. It has been a very rewarding experience and I hope to continue for as long as I can."*

Coralie, UCWB Volunteer



# Links participants

*"Talking to the ladies at Kapara has been a joy for me and I made a very good friend when I met Vanda. We chatted about our gardens and had so much in common. I have loved being able to host social occasions in my home and getting to meet the other ladies that are in the telephone group. It lifts my spirits and my daughter has also said that she has noticed a difference since I have been doing this. I just love it".*

Bette, UCWB Volunteer

*"It has been the best thing since coming in here and I love it. I love talking to my friend Eileen over the phone and we have had wonderful long chats and we talk about everything and we got to meet in person which was the most wonderful experience. She has become a dear friend."*

Melva, Kapara resident

# Anna

**Anna and her 15 year old daughter, Maria, were living in a two story private rental but were finding it really difficult to sustain. Anna struggled to use the stairs due to her disability, Maria's mental health was deteriorating and they were finding it almost impossible to keep up with the bills. The family had no supports and Maria was displaying self-harming behaviours.**

The family was referred to our Inner Southern Homelessness Service (ISHS) by Housing SA who were worried for their welfare. Our Intake and Assessment Team were able to secure short-term crisis accommodation for the family, as well as some immediate GP medical support.

Working with our Child and Family team they also accessed support from a UCWB Financial Counsellor, and were provided assistance to enroll Maria into a school that provides a program specifically tailored for adolescents with challenging behaviours.

Our staff are experts in knowing where and how to access supports for every client's situation including the vast array of supports that can be found within our own organisation. Anna was linked into Carer's Support to help her with her caring role, they attended a planning session with the National Disability Insurance Scheme, and Maria was linked into the Sammy D Foundation.

At Sammy D young people are mentored by highly trained and motivated role models in either a group or one-to-one relationship. Maria has now been enthusiastically working with her mentor for over a year.

Anna and Maria are just a couple of the almost 900 clients that came to ISHS looking for our help in 2015-2016. They have now found long-term, stable housing through Junction Australia, and thanks to UCWB and every one we partnered with, are feeling very optimistic about their future!

**For more information about our  
Inner Southern Homelessness, and  
other emergency assistance services  
please visit [www.ucwb.org.au](http://www.ucwb.org.au) or  
call 08 8245 7100.**



Anna and her daughter  
are just a couple of the  
almost 900 clients that  
came ... looking for  
our help in 2015-2016.

## MEET SOME OF OUR STAFF

# Gavin Mudaly

### What is your role at UCWB?

I am a Social Worker in Child, Family and Specialist Services. I provide early intervention parenting support and education to parents. I work directly with children who present with behavioural issues at home or at school. My role also includes linking families to relevant support services within the community.

### How long have you worked at UCWB?

I have worked at UCWB for the past 15 months. I was also previously employed at UCWB five years ago as a Social Worker. This was a temporary contract that ended after six months.

### What type of clients do you work with?

I primarily work with parents who have children under the age of 18 years. I also work directly with children under the age of 18 years. Our clients present with a variety of issues ranging from homelessness, financial difficulty, mental health issues, behavioural conditions, domestic violence and substance addiction.



“... we are supportive of each other.”

### What gives you job satisfaction at work?

I have a good team and we are supportive of each other. I get job satisfaction from seeing clients make progress and change in their lives. Sometimes it could be something like a client getting a house via a housing association or it could be a child's behaviour improving at school and home.

**For more information about our range of Child, Family and Specialist Services please visit [www.ucwb.org.au](http://www.ucwb.org.au) or call 08 8245 7100.**

# Sandee Othams

## **What is your role at UCWB?**

I deliver the StepUP Loan. StepUP Loan is a Good Shepherd/National Australia Bank initiative that offers low interest loans to people receiving a Centrelink or Veteran Affairs income. I work closely with my clients, undertaking a thorough financial assessment to ensure they are not put under any financial stress by taking out a loan.

## **How long have you been working at UCWB?**

I began volunteering at UCWB in 2004, and secured a paid job not long after the StepUP Loan program began in 2008.

## **What type of clients do you work with?**

I am privileged to work with clients from a very broad range of backgrounds, including many refugees from Afghanistan, Iran and Africa. I have heard some quite harrowing tales of their escape from their homelands. I also often work with single mothers, age pensioners, Youth Allowance and Newstart recipients.



**“I am privileged to work with clients from a very broad range of backgrounds . . .”**

## **What gives you job satisfaction at work?**

The majority of clients I meet for a StepUP Loan application need the loan to purchase a vehicle. Only recently a client said that having the loan approved is 'life changing' and as most of us know, living without a car can be really challenging. Other uses for the loan are car repairs, home maintenance, furniture, white goods, computers, health and dental needs.

**For more information about our Social Health, Wellbeing and Community Capability Services please visit [www.ucwb.org.au](http://www.ucwb.org.au) or call 08 8245 7100.**

# Paul Thomas

## **What is your role at UCWB?**

As the Facilities Manager I manage a team that provide maintenance services to a range of clients, as well as being responsible for the maintenance of all UCWB capital assets (eg. buildings, vehicles, equipment etc).

## **How long have you been working at UCWB?**

I started working at UCWB in 2008.

## **What type of clients do you work with?**

Our team works with a range of UCWB clients, from the frail aged to those living with a disability or mental illness.

## **What gives you job satisfaction at work?**

I love helping our clients feel safer, more secure and more confident in their own homes. I also enjoy redeveloping our worksites to make them a more useful, welcoming, and inspiring place to be. No two days are the same for me or my team, so we never get bored and enjoy the challenges that each day brings!



**“I love helping our clients feel safer, more secure and more confident in their own homes.”**

# Coralie Griffiths

## **What is your role at UCWB?**

Project Officer.

## **How long have you worked at UCWB?**

I have been working at UCWB since 2011.

## **What type of clients do you work with?**

I work with older people living in the community and in residential care facilities, and more recently our carers.

## **What gives you job satisfaction at work?**

My project position has enabled me to be part of something extraordinary and has put me in constant communication with our older people that are well into their 80's, 90's and even one lady who has now reached 106 years old. To have the opportunity to spend time with this generation of Australians, many of which are war veterans and widows, is a privilege that I never take for granted.

**For more information about our  
Community Carers and Social Inclusion  
Services please visit [www.ucwb.org.au](http://www.ucwb.org.au)  
or call 08 8245 7100.**



**“My project  
position has  
enabled me  
to be part of  
something  
extraordinary”**

...



# UCWB's Living Leadership

A good leader is someone who can make sound decisions and inspire others to perform well. But UCWB doesn't need good leaders, it needs great leaders! Great leaders are those that achieve challenging goals, tackle difficult situations, are innovative, and are resilient.

This year UCWB invested in developing leaders within the organisation through the Living Leadership Program. This program equipped our leaders with the tools, knowledge and confidence to demonstrate the behaviours of a great leader:

- Courage, to be able to make tough decisions and take tough actions that are in the best interests of UCWB
- Confidence in their role as a leader. To be able to argue their perspective, push their ideas and to not give in when being challenged
- Be optimistic and positive about our future. They have to believe that what they and their teams are doing is for some greater good. Being positive is also about challenging negative thinking in the workplace, and taking people on the journey
- Focused, and be able to not only plan their work and that of their teams, but to exceed their targets and help their teams to exceed theirs
- Take responsibility and are accountable for their work and that of their teams. They don't blame others when things go wrong, instead they own the problem and take steps to fix it. They share success openly
- They are humble and not driven by personality or status, but by their contribution and that of their teams' to UCWB's mission
- They are ethical and honest in their dealings with everyone they come in contact with. They form partnerships and develop relationships that enable themselves and UCWB to be successful
- They are inspirational. They are a complete package, easy to communicate with, talk about the things that can be, they develop, they motivate, they support and become the best that they can be

The future for UCWB is one that is going to be challenging, but also one that will bring it many opportunities. And it will be the leaders who will tackle these challenges head on, and seize the opportunities, all for the common good of UCWB. This is reflected in our values of respect, trust, integrity and courage.

Leadership is an integral part of our strategic plan. By ensuring our leaders have the skills and capability to meet the challenges that go with their roles, our leaders will make UCWB a dynamic, 'go to' organisation.

# Financials

**UNITINGCARE WESLEY BOWDEN INCORPORATED. ABN 65 440 352 199  
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2016**

	Note	2016 \$	2015 \$
Revenue from ordinary activities	2	13,138,641	11,641,747
Interest received	2	13,917	179,075
Distribution income	2	491,312	770,736
Other income	2	263,467	380,980
<b>Total Income</b>		<b>13,907,337</b>	<b>12,972,538</b>
Employee benefit expense	3	(9,972,965)	(8,526,873)
Contract labour	3	(166,304)	(333,202)
Activity and program costs	3	(1,671,777)	(1,884,240)
Depreciation and amortisation	3	(254,629)	(271,915)
Repairs, maintenance and leasing	3	(190,923)	(195,403)
Occupancy expense	3	(263,052)	(266,164)
Overhead and other expenses		(1,086,962)	(956,255)
Loss on revaluation of investment property	3	(5,000)	(31,250)
<b>Total Expenditure</b>		<b>(13,611,612)</b>	<b>(12,465,302)</b>
<b>Surplus for the year</b>		<b>295,725</b>	<b>507,236</b>

## OTHER COMPREHENSIVE INCOME

Changes in fair value of property assets	-	4,353
Changes in fair value of available-for-sale investments	(333,586)	(477,181)
<b>Total other comprehensive income for the year</b>	<b>(333,586)</b>	<b>(472,828)</b>
<b>Total comprehensive income for the year</b>	<b>(37,861)</b>	<b>34,408</b>

*This is an extract only of UCWB's full financial position.*

**UNITINGCARE WESLEY BOWDEN INCORPORATED. ABN 65 440 352 199**  
**STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016**

	Note	2016	2015
		\$	\$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	185,971	242,564
Trade and other receivables	5	784,049	582,935
Prepayments	6	76,658	32,674
<b>Total Current Assets</b>		<b>1,046,678</b>	<b>858,173</b>
<b>NON-CURRENT ASSETS</b>			
Financial Assets	7	9,946,940	10,378,357
Property, plant and equipment	8	5,428,862	5,394,882
Intangibles	9	11,458	23,958
Investment properties	10	1,345,000	1,350,000
<b>Total Non-Current Assets</b>		<b>16,732,260</b>	<b>17,147,197</b>
<b>TOTAL ASSETS</b>		<b>17,778,938</b>	<b>18,005,370</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	12	1,342,041	1,583,693
Non interest bearing liabilities	13	513,000	506,200
Short term provisions	14	434,846	408,496
<b>Total Current Liabilities</b>		<b>2,289,887</b>	<b>2,498,389</b>
<b>NON-CURRENT LIABILITIES</b>			
Long term provisions	14	205,682	129,756
<b>Total Non-Current Liabilities</b>		<b>205,682</b>	<b>129,756</b>
<b>TOTAL LIABILITIES</b>		<b>2,495,569</b>	<b>2,628,145</b>
<b>NET ASSETS</b>		<b>15,283,369</b>	<b>15,377,225</b>
<b>EQUITY</b>			
Reserves	15	(40,014)	349,567
General Reserves	15	-	15,184
Accumulated Funds		<b>15,323,383</b>	<b>15,012,474</b>
<b>TOTAL EQUITY</b>		<b>15,283,369</b>	<b>15,377,225</b>

**INDEPENDENT AUDITOR'S REPORT  
TO THE BOARD MEMBERS OF  
UNITINGCARE WESLEY BOWDEN INCORPORATED**

**Report on the Financial Report**

We have audited the accompanying financial report, of UnitingCare Wesley Bowden Incorporated ('the Association'), which comprises the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Board Members declaration.

***Board Members' Responsibility for the Financial Report***

The Board Members of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards, the *Australian Charities and Not-for-profits Commission Act, 2012* and the *Associations Incorporation Act 1985* and for such internal control as they determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### ***Auditor's Responsibility***

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report.

The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board Members, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

**INDEPENDENT AUDITOR'S REPORT  
TO THE BOARD MEMBERS OF  
UNITINGCARE WESLEY BOWDEN INCORPORATED (CONT)**

*Opinion*

In our opinion, the financial report of UnitingCare Wesley Bowden Incorporated is prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including

- i) giving a true and fair view of UnitingCare Wesley Bowden Incorporated's financial position as at 30 June 2016 and of its performance and cash flows for the year ended on that date; and
- ii) complying with Australian Accounting Standards, the *Associations Incorporation Act 1985* and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

*Nexia Edwards Marshall*

Nexia Edwards Marshall  
Chartered Accountants



Damien Pozza  
Partner

Adelaide  
South Australia

26 September 2016

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“This is an organisation  
that still has a strong  
sense of community,”

...

CORALIE GRIFFITHS,  
PROJECT OFFICER AT UCWB

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