



Our Year in Review 2017-18

Supporting individual & community wellbeing

UnitingCare Wesley Bowden (UCWB) has been serving the Adelaide community for more than 160 years.

UCWB's highly skilled and dedicated staff provide a range of services including child and family wellbeing, psychology, childcare, emergency relief, homelessness support, financial health support, as well as support for people who are aged, living with a disability or experiencing mental illness, and carers.

UCWB uses outcomes evaluation across our programs, including Results Based Accountability (RBA), to measure the effectiveness of services delivered to those who need help.

Our outcomes evaluation links closely with Collective Impact, a structured approach to collaborating with like-minded organisations to address complex social problems in the community.

→ **Our Aspiration**

Our aspiration is to be a leading provider of individual and community social services.

→ **Our Purpose**

Our purpose is to deliver innovative, tailored services that support individual and community well-being.

→ **Our Focus**

Our focus is vulnerable children and their families, older people, individuals who live with disability, and carers.

UCWB is a familiar face that provides services to the community based upon the following guiding values:

→ **Respect**

Having due regard for the feelings, wishes and rights of others

→ **Trust**

Building honest relationships

→ **Integrity**

Adhering to ethical principles

→ **Courage**

Having the strength to live our values and achieve our purpose

Contents

The Year in Numbers	2
Our Partners	2
Chair and Chief Executive Review	4
Our Board	6
Aged Care Services	8
Carer Services	9
Disability Services	10
SA Community Foodies	11
Psychology SA and CEDAS	12
Child and Family Services	14
Collective Impact	15
Child & Family Centre	16
Reconciliation Action Plan (RAP)	17
Inner Southern Homelessness Service	18
The Open Door	20
ConnectEd	22
Financial Health	23
Our People	24
Join our Community	25
Financial Statements	26
Auditor's letter	28

The Year in Numbers



Aged Care

- **791 people** received aged care assistance allowing them to continue living independently in their home
- **97 per cent of aged care customers** felt the service supported them to remain independent



Carer Services

- **7,500 hours** of carer sessions delivered
- **69 per cent of carer support** customers knew more about how to care for themselves (as a carer)



Financial Counselling

- **89 per cent of respondents** said that financial counselling addressed their needs
- **730 people** accessed financial counselling services



Nutrition Programs

- **Nearly 6,000 people** were informed about healthy eating through our events, workshops and cooking sessions



Homelessness Services

- **720 people** were assisted by Inner Southern Homelessness Service (ISHS)



Child Care Services

- **92 per cent of parents** stated that they would recommend Torrensville Child and Family Centre to others

Our Partners

- ac.care
- Adelaide Miethke Kindergarten
- Adelaide Primary Health Network
- Australian Executor Trustees
- Barry Stoodley Pty Ltd
- BCE & CJ Electrical
- Blair Athol North B-7 School
- Bunnings Warehouse
- CareWorks
- Carers SA
- Cheltenham Community Centre
- City of Charles Sturt
- City of Marion
- City of Onkaparinga
- City of Port Adelaide Enfield
- City of West Torrens
- Community Centres SA
- Dementia Australia
- Department for Communities and Social Inclusion (SA)
- Department for Education and Child Development (SA)
- Department of Education and Training (Commonwealth)
- Department of Health (Commonwealth)
- Department of Human Services
- Department of Social Services (Commonwealth)
- Department of Veterans' Affairs (Commonwealth)
- Dernancourt Uniting Church
- Eco-Wise Plumbing Group
- Family by Family
- Findon Community Centre
- Flinders University
- Foodbank SA
- G.O. Shelving
- Glenside Hospital



Child and Family Support

- **250 people** participated in the Family Support Program
- **98 per cent of people** who took part in the home visiting program found the service helpful



Emergency Relief

- **More than 2,200** received emergency relief through The Open Door
- **91 per cent of people** said they were better able to deal with their situation as a result of receiving emergency relief



Psychology SA/CEDAS

- **209 specialist** assessment services for children
- **600 people** provided with therapy services



Disability Services

- **88 customers** supported with disability services



Utilities Literacy

- **310 people** were reached through the ConnectEd program and assisted to manage the cost of their utilities

- Good Shepherd Microfinance
- Housing SA Authority (Marion)
- InComPro Aboriginal Association Inc
- Kalaya Children's Centre
- Keithcot Farm Children's Centre
- Kornar Winmil Yunti
- Life Without Barriers
- Little Big Parrots
- Lutheran Community Care
- MarionLIFE
- Mind SA
- Neami National
- Nunkuwarrin Yunti of South Australia Inc
- Primary Healthcare Network
- Renewal SA
- Renown Park Children's Centre
- Roxby Downs Council
- Rural Doctors Workforce Agency
- SA Health
- Sage Place Training
- Skylight Mental Health (formerly MIFSA)
- Sprout Cooking School
- State Signs
- Suez
- T & A Carpentry
- TAFE SA
- Target
- The Grove Uniting Church
- Together SA
- Uniting Communities
- UnitingCare Australia
- Uniting Country SA
- UnitingSA
- Vili's Family Bakery
- Westside Lawyers
- Woodville Gardens School B-7
- Woodville West Torrens Football Club
- The Wyatt Trust
- Zancott Recruitment

Chair and Chief Executive Review

It has been another busy year for UCWB. We have witnessed many changes to the way our services are funded, and consequently, the ways in which we provide support to our customers. However, throughout a period of change, one thing has remained constant: UCWB continues to stay true to its purpose, which is to deliver innovative, tailored services that support individual and community wellbeing.

UCWB's strength is largely due to the shared commitment staff have to that purpose. Across all levels and programs, staff 'walk the talk'. They work genuinely and consistently in their support of individuals and families, no matter what their circumstances, to become self-determining and to achieve their personal goals. UCWB is an organisation that is very much focused on building people's capacity and supporting their choices.

We want for others, what we want for ourselves; to have a life worth living. This will always sit at the core of what we do. If we are unable to assist someone directly then we create linkages to ensure that everyone who requires support is connected to someone who can assist.

This year, staff took part in our inaugural *UCWB My Voice 2018 Staff Culture Survey* which was conducted by Macquarie University. We were delighted that the results reflected what we observe every day; our employees are committed to our mission and values.

Values-driven organisations, with a clear purpose that is understood and embraced by all, are strong, successful and vibrant enterprises. This is just one of the factors that contributes to UCWB's strong identity and connection with the communities we serve.

During the year, the UCWB Board reflected on our history and future. It was determined that we would focus on strengthening our expertise and capacity to support: older people, individuals with disability carers, as well as vulnerable children and their families.

The expertise and knowledge that we have across our organisation, combined with the relationships we have with communities and individuals, will be the basis on which we strengthen

Values-driven organisations, with a clear purpose that is understood and embraced by all, are strong, successful and vibrant enterprises.

and build our capacity in these focus areas.

Measuring and evaluating outcomes remains extremely important to us. During our 160 year history, we have evolved from being an organisation with good intentions that did good things for people, to one that is accountable for what we do. It is vital that we can demonstrate, both qualitatively and quantitatively that what we do makes a difference. This is why we have a strong focus on evaluation and use approaches such as Results Based Accountability (RBA). We need to be able to clearly show that we deliver the intended outcomes for individuals and the community.

This year saw us continue to embrace the work we do in the ageing and disability services. We believe that the current transformation of the aged and disability sectors provides an opportunity for us to provide greater autonomy and choice for individuals and families. We are proud of our carer support and engagement programs that work alongside our other services to deliver a holistic response to individuals and families to ensure that their capacity for ongoing community living is enhanced and sustainable.

In the vein of providing holistic support, we supported community capacity building across the state in nutrition through our SA Community Foodies program. We also worked to empower individuals through our financial health programs. With the rising costs of electricity and other utilities, ConnectEd also remained a core service to help South Australians to better understand their electricity, gas and water bills, and find the help they need to keep their costs down and payments regular.

We also saw a continued demand for our emergency relief programs delivered through The Open Door. The Inner Southern Homelessness Service (ISHS) along with our Child and Family Services also assisted many vulnerable individuals and families in our community.

This year, we were particularly pleased with the performance of our social enterprise programs, Psychology SA and Children's Early Developmental Assessment Service (CEDAS), which have continued to grow. Our Torrensville Child and Family Centre also provides peace of mind to parents through excellent, accredited long-day child care services.

Partnerships underpinned a lot of the work we did. UCWB has formed strong working relationships and works together with other providers delivering clinical services and service coordination to adults with mental health problems through the Partners in Recovery and Links to Wellbeing programs.

We were proud of our leadership role in Collective Impact initiatives in the western and inner northern areas of Adelaide. These initiatives brought together community, service providers, local businesses and government to agree on priorities and approaches to address deeply entrenched and complex social problems.

The last 12 months UCWB took a new direction with the launch of our Reconciliation Action Plan (RAP). We thank the UCWB RAP Working Group, led by Wendy Radbone, in developing the RAP, which was endorsed by Reconciliation Australia in September 2017. This plan will provide a platform to enhance our services, employment and service partnerships to ensure that we respond in a culturally appropriate and respectful way.

To every single donor, supporter, funder, volunteer, partner, survey participant, referrer and customer we say *thank you*. Your support is invaluable 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.

Please enjoy reading Our Year in Review.



A handwritten signature in black ink, appearing to read 'Fiona Kelly'.

Fiona Kelly

Chief Executive



A handwritten signature in black ink, appearing to read 'Alison Kimber'.

Alison Kimber

Chair

Our Board



Alison Kimber, Chair

Alison is an experienced executive with almost 20 years' experience at senior levels in the South Australian Government and more than ten years' experience in banking and insurance. She has led major reform projects and successful cultural change across diverse organisations in the government and not-for-profit sectors and currently consults to government and not-for-profit housing providers through her business, ak advisory.



Kim Cheater

Kim brings strategic, financial, risk management and IT skills to the Board. He is the Adelaide managing partner at consulting firm PricewaterhouseCoopers. He has a Bachelor of Economics, is a Fellow of Chartered Accountants Australia & NZ and is a Graduate of the AICD. Kim stepped down from his position on the Board in June. UCWB would like to acknowledge Kim's service and contribution over the past five years.



Adam Bannister

Adam is a practising lawyer with over 30 years' experience in the areas of risk, regulation and controversy. Adam was appointed Managing Partner of MinterEllison Adelaide in 2012 and has been the lead partner in the Dispute Resolution section of the firm since 2004. In 2017, Adam oversaw the integration of the Adelaide and Darwin offices with MinterEllison Australia. In addition to his other leadership responsibilities, he is a member of the National Partnership Board.



Dianne Chartres

Dianne's experience in disability, mental health, justice and human services includes management, policy analysis and reform. Her most recent roles were executive assisting SA's Public Advocate and Guardian for Children and Young People (acting). Dianne is a Churchill Fellow, a SA Women's Honour Roll inductee and Fellow of the Governor's Leadership Foundation.



Aaron Chia

Aaron is the CEO of Guide Dogs SA/NT. Prior to his current appointment he was CEO of the Motor Accident Commission and Deputy CEO of SA Ambulance Services. In addition to UCWB, Aaron holds positions on various other boards and committees with a community impact focus.



Angela De Duonni

Angela is an experienced executive with over 20 years in senior management across a range of industries within the private sector including investment banking, financial markets, manufacturing and mining; federal government statistical and environmental agencies; and state government regulated industries. Angela has a strong interest in impact investing and has been a founding member of Social Impact Measurement Network Australia (SIMNA) in SA.



John Kouzaba

With almost 20 years' experience in the energy industry, John is the Director and Principal Consultant at Ground Up Solutions. John has held a number of commercial and marketing positions with Santos, Origin Energy and APA Group. John has been a member of a range of industry committees and forums and is also a Board Member of Electrotechnology and Water Skills Board of SA.



Erma Ranieri

Over a 30-year career, Erma has led major projects to help shape innovative and forward-thinking approaches. As Commissioner for Public Sector Employment, she prides herself on dynamic and values-based leadership. She was named a 2014 Telstra Business Woman of the Year as SA winner of the Telstra Community and Government Award for her role in leading transformational change throughout the public sector. With a key focus on diversity and gender equality in leadership, Erma continues to challenge cultural and structural barriers to drive innovative, collaborative and connected services for the community.



Caroline Rowe

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



Tim Sarah

Tim is joint managing director of Sarah Group, a South Australian construction business with operations in commercial and residential contracting, and plumbing sub-contracting. Tim has degrees in Economics and Master of Business Administration, is a member of the Institute of Chartered Accountants and a fellow of the Institute of Company Directors. He has an extensive career in for, and not-for-profit, board roles.

Aged Care Services

We understand that people want to live as independently as possible as they get older and this is a goal UCWB is committed to helping people achieve.

The introduction of consumer directed funding for aged care services such as home care packages, saw us continue to grow the provision of our customised aged care services.

Whilst the introduced changes have provided people with more choice in the services they receive and who delivers them, we understand that many people are confused about what aged care services they are eligible for and how to get the support they need.

UCWB helped to alleviate this confusion by making navigating and accessing aged care services easier to understand. To do this, a simple Aged Care Information Pack was developed so people were better informed about their aged care options. Since launching the pack in February, 170 people have been sent information about how to plan and manage their aged care services.

In June, more than 30 people attended a free information session to hear from our aged care experts about how to plan ahead for their own, or a loved one's, aged care needs. Over morning tea, attendees were provided with information to make talking about and planning their aged care less daunting.

Our focus has remained to provide a service that meets the individual's circumstances and goals, regardless of how the services are funded.



Some of our aged care services include:

- Personal care such as help with showering and dressing
- Helping to get to social outings and attend appointments
- Home help such as cleaning, shopping and cooking
- Gardening and minor maintenance
- Assessment and support to access stable and secure housing
- Support for carers and families
- Other services based on your individual needs



97 per cent of aged care customers felt the service supported them to remain independent

Carer Services

Almost 2.7 million Australians identify as carers, and of these 850,000 are primary carers (ABS 2016). Caring, especially over the longer term, can have significant impact on a person's physical health, personal wellbeing, family relationships, employment and income. Due to the additional responsibilities that carers have, this can also cause disconnection from community life, often leading to isolation.

We have over 2,400 registered carers who receive assistance, advice and support for their caring role from UCWB. Carer groups exist throughout the metropolitan area of Adelaide and provide a well-earned break and space to meet others in a similar circumstance, share stories and hear valuable information to assist them as carers.

This year we increased the amount of education within our community, providing more than 7,500 hours of carer sessions in the areas of:

- Education skills training
- Health and wellbeing
- Economic support
- Community capacity
- Counselling and support
- General information and activity sessions

The introduction of My Aged Care and the National Disability Insurance Scheme (NDIS), has seen a need to shift from providing general information and services assisting carers to gain a better understanding of the sector reforms and how they may impact them.

In addition to our general activities sessions, this year we started to include presentations by staff and expert facilitators so carers could expand their knowledge about how they can sustain their caring role. This work is making an impact with over two-thirds of our carers reporting that they knew more about how to care for themselves (as a carer) after attending these sessions.



Some of our services that support carers include:

- Flexible respite care options
- Transport assistance, domestic help or personal care at times when they are unable to provide this support
- Access to personal, financial or family counselling
- Access to social and recreational activities to keep carers connected to their community
- Education and wellbeing programs such as skills building and workshops
- Connecting people with other carers
- Providing information, links and referral to other services which might meet carers' needs in the long term

Nearly 70 per cent of our carers stated that they were more aware of services available to support their loved ones



Disability Services

The introduction of the National Disability Insurance Scheme (NDIS) has meant major changes to the way people living with a disability access the services and resources they need to enjoy fulfilled lives. The NDIS provides funding directly to individuals requiring disability support thereby giving them and their carers the ability to have choice and control over the support they receive, when they receive it and who provides it.

NDIS participants can use their funding to purchase support and services that will help them achieve their goals. Goals can include things like learning a new skill, making friends or participating in a local community activity.

South Australia was an NDIS trial site for children and the full roll out to adults with a disability commenced in South Australia in July 2016. The full transition, including people with psycho-social disability, is expected to be complete by July 2019.

During the last year we have worked with our customers who were accessing state-based services to transition their funding schemes to an NDIS plan. We have also been supporting people with a psycho-social disability who are currently receiving support through the Partners In Recovery program to access the NDIS. To assist further, we offer a supports coordination service to help people to navigate the NDIS and get the most value out of their NDIS plans. Our aim is to guide and support people – not to direct them.



The next 12 months will see a significant increase in adults accessing the NDIS, including people with psycho-social disability. As such, we are working directly with people living with a disability, their families and community organisations to ensure people are able to receive the services they require.

We will continue to strongly advocate for people who have not been able to acquire funding through an NDIS plan so they can access the services they need.

Our services are built around our customers, their networks and community. Some of our disability services include:

- Supports coordination
- Learning new skills
- Connecting to the community
- Personal care
- Help at home
- Specialist psychology services
- Support for carers

It is rewarding for our staff to work with people to achieve their goals at home and in the community



SA Community Foodies

The SA Community Foodies program aims to support disadvantaged and vulnerable adults and their children to increase their health knowledge and behavior using practical cooking demonstrations in a social setting. The program currently operates in the Adelaide metropolitan area and some country centres.

SA Community Foodies trains and supports volunteers ('Foodies') to deliver nutrition and cooking programs and reinforce key messages such as to eat breakfast every day, eat more fruits and vegetables, drink water (not soft drinks), and eat whole foods in place of processed foods.

This year we delivered nutrition and cooking sessions to 889 people across nine regions across metropolitan Adelaide as well as some country regions. In addition, we were involved in 15 larger community events where Foodies promoted healthy eating and offered tastings to about 5,000 participants.

One of the highlights of the year is the tailored Foodies training delivered to Aboriginal staff from Umoona Tjutagku Health Service in Coober Pedy.

Other highlights included:

- 83 per cent of participants of 3-6 week programs are confident to eat a healthy diet most days compared with 46 per cent before the program
- 75 per cent of participants of 1-2 week programs are more likely to make healthy food choices
- 96 per cent of volunteers attending training are confident in delivering healthy eating programs compared with 30 per cent pre training

Previously the SA Community Foodies program generously received funding through SA Health, however this funding has recently been reduced. Alternative funding models are being explored including trialling a fee for service model whilst we continue to build on our partnerships with other organisations wishing to deliver nutrition and cooking sessions.



*"I feel accomplished to have completed my project at UCWB and grateful to have met kind, encouraging and supportive people that have contributed to the positive experience of this placement."
Flinders University Student*



Nutrition Services

UCWB entered into a new partnership with Flinders University's Nutrition and Dietetics department for 2018. The aim of this partnership was to improve the nutritional health of vulnerable communities by embedding nutrition services within the not-for-profit sector. Student projects have involved enhancing UCWB's core services and helping to improve nutrition services provided by community organisations affiliated with UCWB.

UCWB has been a great place for students to experience what working in a community based service would be like.

Below are some of the highlights throughout the year that resulted from the partnership:

- A disability nutrition screening tool was developed
- Nutrition resources were created for people with autism spectrum disorder
- Nutrition training was provided to emergency relief volunteers from numerous organisations
- A young carers school holiday cooking session was delivered
- Nutrition support was provided to parents from our Torrensville Child and Family Centre

Psychology SA/CEDAS

Psychology SA/CEDAS (Children's Early Developmental Assessment Service) is a busy fee for service psychology practice which provides psychological assessment and treatment for children and adults. The practice operates as social enterprises of UCWB and all the clinicians are passionate about helping people to reach their potential. Over the last 12 months the practice grew and currently includes 11 psychologists and one speech therapist.

Assessments

The psychologists at Psychology SA/CEDAS conduct a wide range of psychological assessments to enable the identification of any issues which leads to the development of a plan to support the needs of our customers.

Throughout 2017/18 we provided 209 specialist assessment services for children including:

- Diagnosis of Autism Spectrum Disorder
- Developmental assessments
- Comprehensive educational assessments
- Diagnosis of specific learning difficulties
- Speech and language assessments

Developmental assessments to investigate whether a child presents with a particular diagnosis such as Autism Spectrum Disorder (ASD), are often conducted by psychologists in conjunction with a speech pathologist or paediatrician. The diagnosis of ASD is a complex process requiring very experienced clinicians to work together to undertake a comprehensive assessment of a child. This type of assessment has many benefits for the child and the family including supporting them to access the right type of targeted support for their child. The earlier a diagnosis is made the sooner a child can be linked in with assistive therapy.

Our psychologists also regularly undertake comprehensive educational assessments consisting of cognitive assessment (IQ) and a broad range of academic testing. These assessments mainly occur to help identify any specific learning difficulties including identifying dyslexia or dysgraphia. Again, finding out the reasons behind learning difficulties enables a range of strategies to be generated to support learning.

Therapy

During the last 12 months we provided therapy services to nearly 600 people with over two-thirds being children. Our psychologists provided evidence-based interventions to help people achieve positive change, reduce emotional distress, and lead rich and fulfilling lives.

We supported people to work on a range of things they needed assistance with including:

- Depression
- Anxiety
- Fears and phobias
- Grief and loss
- Regulating emotions
- Stress
- Substance use
- Career and work issues
- Parenting
- Behaviour concerns
- Carer issues
- Interpersonal issues
- Social skills
- Speech therapy services.



Psychology SA

cedas[®]
children's early developmental assessment service

Training & Group Activities

Throughout the year, we provided training and group activities on resilience, mindfulness, stress management and growth mindset. An example of one of these activities was our young carers' retreat where we hosted a group of 10 young carers between the ages of 12 and 18. Despite the fairly large age range, the participants formed a cohesive and enthusiastic group.

All of the young carers reported that they enjoyed the activities which included:

- Yoga and meditation
- Scavenger hunt in the garden
- Preparing healthy meals
- Team-building games
- Self-reflection

The day was a great success and we received lots of positive feedback from the young carers, who shared that they appreciated learning about managing stress, healthy and unhealthy coping strategies, and the importance of self-care.

Everything we did was great – Felicity

To conclude the retreat, the young carers shared their take-home messages from the day:

- Best thing I've ever done. Best thing I've ever been to – Chavi
- Everything we did was great – Felicity
- The cooking and relaxation – Molly
- Meditation and the games – Noah
- All the games, especially the scavenger hunt – Blade
- The whole day and meeting everyone – Kirilee



*Best thing I've ever done.
Best thing I've ever been to – Chavi*

Links to Wellbeing

Along with Neami, Skylight and Mind SA, UCWB is a member of the Links to Wellbeing consortium. Links to Wellbeing is funded by the Adelaide Primary Health Network (PHN), to provide free therapeutic treatment and support to people experiencing mental health issues. The services are available to people living in the central and southern Adelaide region and operate in seven locations including Aldinga, Morphett Vale, Marion, Wayville, Mile End, Glynde and Trinity Gardens.

As part of Links to Wellbeing, UCWB provides a specialist perinatal program at Trinity Gardens which provides psychological interventions for parents who are experiencing difficulties with anxiety, depression or other psychological concerns. The program works with parents in the antenatal period through to the first year of parenthood.

Next year we will be working in partnership with PHN, Helen Mayo House and Department for Education and Children's Services to provide a specialist therapeutic group program for mothers with borderline personality disorder who have a child under the age of three. The program combines dialectic behaviour therapy, an evidence-based program for people with borderline personality disorder, with additional support in relation to supporting mother-infant attachment.

Child and Family Services

UCWB's Child and Family Services team offers a range of free services and support to promote the health and wellbeing of children (0-18) and their families.

Our free services include:

- Child and Family Foundations Program is a service for children aged 0-12 years of age and their families to build on their strengths by utilising community supports and networks.
- Family Support Program assists with parenting skills, improving family relationships and helping children and young people in the western and inner northern suburbs to develop resilience and coping skills.
- Child and Family Mental Health Program assists children and young people (0-18 years) in the council areas of Tea Tree Gully and Port Adelaide Enfield who are at risk of developing mental health issues.
- Young Carers Program supports students attending primary or secondary school who are aged up to 18 years and who are in a significant caring role.

Understanding the factors that influence parenting and support good parent/child relationships requires a diverse range of responses. To respond to this need, we tailor our intervention based on individual family needs, which includes both practical and therapeutic support. We offer a suite of parenting workshops to assist parents to be more emotionally connected to their children and in turn enhance their relationship. This includes supporting the specific needs of culturally and linguistically diverse families from new arrival and refugee backgrounds.

This year UCWB's Family Support Program provided services to over 250 people in the inner northern and western suburbs of Adelaide. The program, which began in 2015, has been such a success that UCWB has secured funding for a further three years from the State Government through the Department of Human Services.



The program provides support and early intervention to families to strengthen relationships and wellbeing, enhance parenting knowledge, skills and resiliency, and increase the coping skills and resilience of children and young people.

Staffed by three social workers and a multicultural worker, it delivers a combination of parenting education workshops, groups for children and young people, as well as individual family support in the home.

We understand that making the services accessible for families is vital. As such, UCWB offers home visits and works closely with children's centres, preschools, schools and other services in the region.

54 per cent of families who engaged in the Family Support Program were from a culturally and linguistically diverse (CALD) background



Collective Impact

Collective Impact is a structured approach to facilitate and achieve large scale change on complex social issues. It enables community-led change through a collective of cross-sector organisations who focus on a common agenda with disciplined use of data to demonstrate change at the population level.

UCWB provides leadership and support for the Impact Inner North initiative, which works with the community to provide children with the best opportunities for them. The Impact Inner North project is currently focused on the suburbs of Kilburn, Blair Athol, Enfield, Clearview and Gepps Cross.

Australian Early Development Census (AEDC) shows that one in four children in our community were not as ready to start school as they could be. We are committed to providing our children with the same opportunities as children from other areas.

To achieve this, we are working to better understand community members' experiences, strengths, and knowledge in order to use this to increase children's confidence and readiness to start school. We are engaging with other service providers and community members to assist us to pursue this ambitious goal and to find out what is already working for the children in our community.

Over the past year, we have talked to many families with young children about the matters that affect them. We also launched a number of specific projects to increase the opportunity for children to attend playgroups. One of the highlights was the introduction of the Paint the Town REad program in the inner north. We were thrilled that community members were working closely with us in the progress of these undertakings.

Torrensville Child and Family Centre

Torrensville Child & Family Centre is a social enterprise of UCWB. The Centre offers a range of programs that provide the best quality care and education to all children in relation to the Early Years Learning Framework curriculum. Long term programs are developed by management, educators and parents to meet the changing needs of the Centre.

Children and parents were pleasantly surprised when they arrived at the Centre on a Monday morning in March to find it had undergone a makeover courtesy of a major effort by the local community.

About 20 players from the SANFL's Woodville West Torrens Football Club donated their time and skills along with 10 local businesses, who donated materials and other resources, worked all day on the previous Saturday to improve the play spaces for the children.

Staff from UCWB pitched in to install vegetable planter boxes and screening, paint the building's exterior and fences, replace doors, install shelving, and repair retaining walls. A feature was the construction of a cubby fort complete with climbing surface and slippery dip.

The cubby fort in particular has been a popular addition to our play spaces and will add considerably to the home-like environment at the Centre which caters for up to 77 children up to six years of age.

The makeover has expanded our play spaces, which will significantly improve the children's educational environment, allowing us to expand our focus on nature play, gardening and sustainability.



Thank you to our valued community partners that made this makeover possible including the Woodville West Torrens Football Club Playing Group, Zancott Recruitment, BCE & CJ Electrical, Barry Stoodley Pty Ltd., Vili's Family Bakery, Eco-Wise Plumbing Group, T & A Carpentry and Home Restoration, Bunnings Mile End, G.O. Shelving, State Signs, and Suez.



Reconciliation Action Plan (RAP)

UCWB marked a new direction for the organisation with the launch of our Reflect Reconciliation Action Plan (RAP) in January. To celebrate the launch, staff and guests enjoyed a touching Welcome to Country by Kurna Elder Uncle Lewis O'Brien along with music by Indigenous performers, Nancy Bates and the late John Baker.

The event's centrepiece was a specially commissioned painting *Looking across Kurna Plains* by Kurna/Ngarrindjeri man Paul Herzich, which now hangs in Bowden office with copies placed in the three other UCWB offices.

Our goal is to build a culturally competent organisation where reconciliation is embedded throughout UCWB by making changes from within.

The UCWB Reflect RAP has three key focus areas:

- Relationships
- Respect
- Opportunities

UCWB is taking action by focusing on making our services more accessible. We have been working to ensure we have culturally competent staff and that it is reflected in the way our programs engage with Indigenous peoples.

In addition, where possible, we will partner with Indigenous-controlled agencies in the development and delivery of services and intervention models. These partnerships will be based on mutual respect, shared learning and joint capacity building.

- Read the UCWB Reconciliation Action Plan at ucwb.org.au

*Reconciliation requires every one of us to give a personal commitment to understand what has gone before, what is occurring now and supporting in whatever way we can to achieve better outcomes for Aboriginal and Torres Strait Islander people and communities –
Rochelle Hay, Executive Manager, Child, Family & Specialist Services*

Special thanks to the Aboriginal Reference Group, led by Kurna elder and founding member of the Grannies Group, Yvonne Agius, for their guidance in assisting the UCWB RAP Working Group, led by Wendy Radbone, in developing the RAP which was endorsed by Reconciliation Australia in September 2017.

Vale John Bake 1955 -2018. We felt very fortunate that the lovely John Baker was able to perform at the launch of our Reflect RAP to support and encourage reconciliation. You will be missed.



Inner Southern Homelessness Service

Inner Southern Homelessness Service (ISHS) provides case management support to people who are homeless or at risk of homelessness.

The ISHS team offers support to people who are actively seeking housing and provides an outreach service that supports people to maintain their tenancy.

The ISHS team works with people to:

- Achieve self-reliance and independence
- Assist in resolving crises
- Re-establish their capacity to live independently of the service

It has been a busy year with more than 700 people being supported with support services such as:

- Intensive Tenancy Support Program that supported people in public, community and private rental housing.
- Supported Housing Program that supported vulnerable people with complex needs to secure and maintain safe, affordable and appropriate long-term accommodation.
- Boarding House Program that assisted single people seeking accommodation to be being supported in boarding houses.
- Workshops that assisted people prepare applications for private rental accommodation and assistance liaising with other housing providers.



Children are a strong focus and are remain central when supporting families with over 31 per cent children under 14 years being supported by case managers



Thank you to Share the Dignity for their wonderful donation to ISHS.

Although the number of homeless families seeking our homelessness services has decreased, the people presenting with a range of complex issues with varying support needs has intensified. We have been supporting more people with complex issues such as drug and alcohol misuse, gambling addiction, mental health issues, past sexual abuse and domestic violence. To ensure we can meet the needs of the people we assist, ISHS staff work within a trauma informed framework that guides our case management practices.

Over the last 12 months we have witnessed a five per cent increase in older women accessing our homelessness services which is a trend supported by recent homelessness statistics. To help address this with a systemic approach UCWB participated in a Flinders University research governance group that was investigating how older women access homelessness services. This resulted in an action plan being launched at the World Elder Abuse Awareness Day Conference and has led to an action group being formed which will be ongoing in 2019.

We built on our strong relationship with Flinders University; ISHS hosted nine nursing students and six social work students on placement throughout the year. In addition, this year has seen new partnerships formed with Indigo Women's Legal Service and Inner Southern Aboriginal Parents Group.



ISHS speaking to Radio Adelaide to speak about our available services.

The Open Door



Staff are always very helpful and thoughtful. I have never been made to feel inferior in any way and always treated with respect.

The Open Door, UCWB's emergency relief program, is a welcoming, accepting, safe place for anyone requiring help. It is staffed by caring, compassionate volunteers who donate their time to support people in times of need.

The number of people seeking advice and assistance under The Open Door program has increased during the past year. This year the team assisted over 2,200 people with a notable increase in the number of people facing difficulties due to increasing cost of rent and utilities.

People who accessed the service were invariably facing higher living costs with no income. There was also a high proportion of single people living in private rental accommodation. Many customers reported that they found our financial health programs helpful in setting longer term goals and managing bills.

Our goal is to assist people who may be in crisis to be in a better place than they were before they came to us. Our staff and volunteers see first-hand that people appreciate the opportunity to talk to someone about problems they may be facing and they appreciate being listened to in a non-judgemental and respectful way.

The Open Door has, on average, 20 people seeking assistance a day, between 10.30am to 2.30pm.



The Open Door is very grateful for the donations it receives throughout the year from organisations such as Knit4Charities who provided hand-knitted items and Team Telstra who donated two small bikes.

Thanks to the community's support, The Open Door is also able to provide gifts and hampers at Christmas time to people requiring assistance.



The Open Door can assist with a range of emergency relief options including:

- Food vouchers for use at the Community Foodbank Bowden (located onsite)
- Overnight parcels (in extreme hardship)
- Bus tickets
- Fuel vouchers (in certain circumstances)
- Telstra vouchers
- Prescription vouchers
- Phone cards
- Christmas hampers
- Money Mentors – assistance with budgets and managing bill payments
- Referrals to other UCWB services



ConnectEd

Hardly a day passes without utility costs and energy policy being mentioned in the news. Yet for most householders, it is their ability to afford to pay their bills that is the real issue. More than 10,000 South Australian households are disconnected each year for non-payment of electricity bills, with more than 16,800 enrolled in retailer hardship programs.

Since 2014, UCWB has helped people to be able to understand their electricity, gas and water bills better. We also work with people to find the help they need to keep their utility costs down and make regular payments towards their bills.

With a further three years' funding commitment from the state government's Department of Human Services, 2017/18 saw the transformation of the Utilities Literacy Program into ConnectEd, with UCWB leading a partnership with Uniting Communities and Uniting Country SA. The program has also started to expand to include supporting people with telecommunications bills.

ConnectEd continued to train community workers and volunteers in the skills and knowledge needed to provide better support to financially vulnerable utilities customers. This year we held four, two-day workshops, which were attended by 26 trainees.

UCWB's ConnectEd educators also spread the messages across the community. We reached



over 300 people across 20 sessions at libraries, community centres and group meetings across Adelaide's inner north, east and south. The program's website, connected.org.au, was also launched in May to provide knowledge and resources about these essential household utilities, and information about ConnectEd training and education events that people may wish to attend.

In addition to public sessions and online resources, financial counsellors also provided individual case management under the ConnectEd program.



We were proud to mark the transformation of the Utilities Literacy Program into ConnectEd with Uniting Communities and Uniting Country SA by hosting a launch event attended by Hon Zoe Bettison MP, Minister for Communities and Social Inclusion.

Financial Health

A person's financial health can be the key to their independence – without good financial health things can easily spiral out of control. UCWB's financial counsellors can explain how to manage financial problems and their consequences. They can assist by speaking to creditors, negotiating repayments or applying for hardship assistance, where appropriate.

We want to help people to achieve their financial goals and we run a number of programs aimed at helping people organise their finances and keep control of their lives.

Our UCWB financial health team conducts:

- Individual financial counselling for people experiencing financial difficulties
- Microfinance loans to provide safe credit options to people on low incomes
- Money mentoring to help people stay on track with their finances

The service is free, confidential, non-judgmental and available to anyone in financial difficulty. Our financial counsellors say people visibly relax when they explain the non-judgemental nature of what we do. Our staff make sure that they take the time to explain all the options and that people understand what their choices are.



Your service absolutely changed my life for the better. The extraordinary outcome from your staff that fought on my behalf when I no longer could. Extraordinary people and service.



Our People

This year, we conducted our first staff culture survey. The survey provided staff with the opportunity to give feedback about the quality of current work practices at UCWB.

The survey enabled us to measure our employee engagement and organisation progress. Research shows that more positive results on these outcome measures are associated with tangible outcomes such as turnover, absenteeism, safety incidents and performance.



"I love volunteering because it gives me a sense of belonging and I get to meet and assist a diverse range of people"
— Jo, Emergency Relief Volunteer

The survey revealed that staff see UCWB as a purpose-driven and values-led organisation. These results suggested that staff have a strong belief in the overall purpose and values of UCWB and feel that diversity and inclusion, work health and safety, and work/life balance are well supported and encouraged within the organisation. Many highly rated work practices in the survey were echoed in the text comments, with staff expressing that UCWB has a strong purpose, good values and an inclusive culture.

The My Voice survey was administered by Voice Project, an independent research and consulting company associated with Macquarie University. Voice Project specialises in survey methodology and results analysis, and has had over 15 years' experience administering staff surveys across more than 3,000 organisations.





Join our Community



Volunteers

We are extremely grateful to have nearly 100 volunteers who provide a collective total of over 6,000 hours of support. Volunteers work in a variety of roles including providing companionship to our aged care customers, assisting with administrative and IT tasks and assisting us to provide our emergency relief, Foodies and financial health programs.



- **Make a donation** – As a not-for-profit organisation, UCWB relies on community donations to assist us to deliver a wide range of services. Your donation will go towards supporting vulnerable and disadvantaged families and individuals in our community.
- **Volunteer** – Volunteers are the lifeblood of our community. At UCWB, we value our volunteers for their skills and their dedication in providing support for others. Volunteering puts you in touch with people from all walks of life and can lead to new and lasting friendships. We welcome your interest and invite you to contact us if you would like to become a UCWB volunteer.
- **Become a community partner** – We enjoy working with other like-minded organisations to make a positive impact in our community. If you would like to learn more about partnering with us contact us on 8245 7100.
- **Work with us** – A career with UCWB provides exciting challenges and rewards and offers an opportunity to work with a motivated team who share a united commitment towards making a difference to the community.
- **Donate goods** – The Open Door is always looking for donations of food and other essential items. If you would like to donate visit our website or call 8245 7100 for more information.
- **Make a bequest** – If you would like to leave a gift for us in your Will please call 8245 7100 to speak with one of our team.

Financial Statements

Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2018

	2018	2017
	\$	\$
Revenue from ordinary activities	13,997,342	13,351,013
Interest received	12,169	11,643
Distribution income	466,968	396,686
Other income	272,858	213,586
Gain / (Loss) arising on financial assets mandatorily measured as FVTPL	59,739	499,388
Gain / (Loss) on revaluation of investment property	–	1,500
Total Income	14,809,076	14,473,816
Employee benefit expense	(11,553,153)	(11,017,804)
Contract labour	(317,548)	(324,298)
Activity and program costs	(1,473,918)	(1,441,976)
Depreciation and amortisation	(236,824)	(244,284)
Repairs, maintenance and leasing	(212,423)	(176,450)
Occupancy expense	(280,318)	(269,545)
Overhead and other expenses	(1,136,334)	(1,136,292)
Total Expenditure	(15,210,518)	(14,610,649)
Surplus / (Deficit) for the year	(401,442)	(136,833)
Other comprehensive income		
Changes in fair value of property assets	798,088	–
Total other comprehensive income for the year	798,088	–
Total comprehensive surplus / (deficit) for the year	396,646	136,833

These statements should be read in conjunction with the accompanying notes

Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	1,023,060	1,170,277
Trade and other receivables	254,132	437,571
Prepayments	132,951	108,681
Total Current Assets	1,410,143	1,716,529
Non-Current Assets		
Financial assets	8,432,983	9,534,967
Property, plant and equipment	6,365,248	5,488,231
Intangibles	700,083	123,148
Investment properties	1,360,000	1,360,000
Total Non-Current Assets	16,858,314	16,506,346
Total Assets	18,268,457	18,222,875
Liabilities		
Current Liabilities		
Trade and other payables	1,222,343	1,823,094
Non interest bearing liabilities	526,700	526,700
Short term provisions	751,435	532,194
Total Current Liabilities	2,500,478	2,881,988
Non-Current Liabilities		
Long term provisions	224,797	194,351
Total Non-Current Liabilities	224,797	194,351
Total Liabilities	2,725,275	3,076,339
Net Assets	15,543,182	15,146,536
Equity		
Reserves	882,359	84,271
Accumulated Funds	14,660,823	15,062,265
Total Equity	15,543,182	15,146,536

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF UNITINGCARE WESLEY BOWDEN INCORPORATED****Report on the Audit of the Financial Report***Opinion*

We have audited the financial report of the UnitingCare Wesley Bowden Incorporated, which comprises the statement of financial position as at 30 June 2018, 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, and notes to the financial statements, including a summary of significant accounting policies, and the board members' declaration.

In our opinion, the accompanying financial report of UnitingCare Wesley Bowden Incorporated, is in accordance with 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 2018 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the entity, in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other information

The board members are responsible for the other information. The other information comprises of the information in the board members' report for the year ended 30 June 2018, but does not include the financial report and the auditor's report thereon.

Our opinion on the financial report does not cover the other information and we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of the other information we are required to report that fact. We have nothing to report in this regard.

Board Members' responsibility for the financial report

The board members of UnitingCare Wesley Bowden Incorporated are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as the board members determine is necessary, to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board members are responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the board members either intend to liquidate the entity, or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole, is free from material misstatement, whether due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit, 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.
- Evaluate the appropriateness of accounting policies used, the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of the board members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists, related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report, or if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

Auditor's responsibility for the audit of the financial report (Cont)

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the board members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Nexia Edwards Marshall

Nexia Edwards Marshall
Chartered Accountants

D. Pozza

Damien Pozza
Partner

Adelaide
South Australia

26 November 2018

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North East Office

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T: 08 8245 7100

Torrensville Child & Family Centre

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Psychology SA and CEDAS

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T: 08 8245 7300 | www.psychologysa.org.au

Visit us at www.ucwb.org.au | Find us on Facebook, facebook.com/UnitingCareWesleyBowden | Email us at ucwb@ucwb.org.au