

Annual Report 2018-19

Acknowledgement of Country

UCWB acknowledges the traditional owners of Country throughout South Australia and pays respect to elders past, present and emerging.

We recognise their spiritual heritage, living culture and our walk together towards reconciliation.

Contents

About Us	4
From The Board Chair and Chief Executive	6
Our Board	8
Our Service Areas	10
Older People	12
Carers	13
Children and Families	14
Disability and Mental Health	15
Social Enterprises	16
Social Wellbeing	18
Partners and Supporters	19
Financial Snapshot	20
Testimonials	22

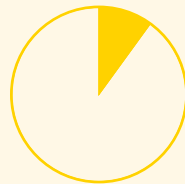
About Us

We work alongside people to enrich potential and create positive futures by providing individual and community support services that build independence and esteem.

Mid
1800s
founded as
Methodist Mission

In
1993
named Wesley United
Mission Incorporated

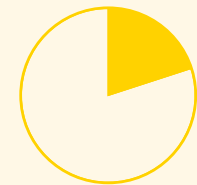
In
2002
renamed UnitingCare
Wesley Bowden



10%
of our total customers are
Aboriginal and/or Torres
Strait Islander



26%
of our homelessness
customers are Aboriginal
and/or Torres Strait Islander



20%
of our customers
speak a language other
than English



230
staff
members



113
volunteers gave
5,000 hours



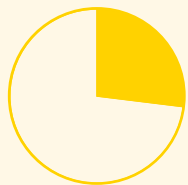
2,500
hours of professional
training and development
undertaken by staff and
volunteers

Member of

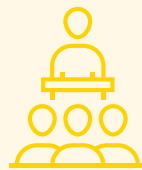
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consortiums:

- Communities for Children
- Community Visitors Scheme
- ConnectEd
- Emergency Relief
- Financial Health Network
- Links to Wellbeing
- Partners in Recovery



27%
of our staff speak
a language other than
English



35
student placements
hosted



3 sites
located at Bowden,
Marion and Sefton Park

From the Board Chair and Chief Executive



Alison Kimber, Board Chair (left) and Fiona Kelly, Chief Executive (right)

On behalf of the UCWB combined team of Board Members, staff and volunteers, we are pleased to share with you our 2018-19 Annual Report.

As a team, we have reflected on how we can apply our skills and experience to best support vulnerable children and their families, older people, individuals who live with disability and carers. We have continued to adapt and learn from our research, evaluation and, importantly, lived experience. Our work remains guided by our strategic directions, which place our customers at the heart of what we do.

For over 160 years, we have been helping older people with a range of support services, earning a reputation for being friendly, respectful and reliable. Today, our individual, tailored Home Care Services give older people the choice and control to live well in their own homes and remain in control of their lives. This year, we established a Customer Relationship Team to support people who are not familiar with all the key terms, acronyms, services and processes required to access services and navigate the aged care system. Members of our team hosted a number of information sessions in various community settings where they offered valuable advice.

The past 12 months have seen a considerable change to the disability sector as we continued to assist customers receiving state-based services transition to the National Disability Insurance Scheme (NDIS). We increased our workforce in anticipation of an increase in the number of adults accessing the scheme and undertook person-centred training to ensure we recognise and support the individual needs of people. We also provided advice, evidence and analysis to inform service development as a member of the South Australian State Committee of the National Disability Services and SA NDIS Psychosocial Disability Transition Taskforce, and continued to advocate for people unable to access the NDIS.

It is estimated that there are 14,800 young people in South Australia under the age of 18 years who take on a caring role in their family. Through our work, we recognise this group is vastly under-recognised and highly vulnerable. With the help of Fay Fuller Foundation, we have commenced a Young Carers project that directly involves young people with lived carer experience in the design of services to best support them. The outcomes of this research project will inform the way forward for all service providers working with young carers.

We are proud to have assisted our customers with the reduction or removal of \$1.4M of personal debt through our financial counselling and advocacy efforts. This includes assisting 83 people in accessing \$163,000 in ethical, no-interest and low-interest micro-finance loans.

On the theme of financial health, as the lead agency of the ConnectEd consortium, we continued to help people understand their utility usage and billing through a series of community workshops. This was supported by our response to the Review of the Retailer Energy Efficiency Scheme, which we submitted to the South Australian Government, and our role as a member of the SACOSS Essential Services Group, where we contributed to a number of other submissions to government relating to energy, water, gas and telco issues.

We are recognised as a leader in enabling children and their families to access safe and stable housing. With early intervention the key to preventing homelessness, we reformed our homelessness service and introduced a new service delivery model that realigned our responsive housing program. This enables us to, even more effectively, identify and respond to women and children who are experiencing homelessness, and reduce the demand on motels.

This year we introduced 'Unplugged', a free workshop to assist parents to identify when their child is at risk of internet gaming addiction and provide strategies for recovery. Developed in partnership with GameQuitters and CGI Clinic, Unplugged was presented at a large number of schools where it was enthusiastically received.

We are very aware that we exist within a multicultural community, and are proud to have offered a culturally and linguistically diverse program to support those caring for people with mental illness; of whom, many are refugees and have experienced trauma. As a member of the Multicultural Family Services Network, we hosted regular information and connection sessions to help those who have recently arrived in Australia, and founded a Women's Circle of Diversity, where a group met weekly to offer support while

learning how to navigate Australian systems and settle into the community.

During NAIDOC Week, we enjoyed an Aboriginal language workshop with proud Kurna and Narungga man, Jack Buckskin. During his entertaining session, Jack taught us many words, including how to ask "Niina Marni?" and respond "Marni'ai". Jack's workshop supported the intensive cultural awareness training we are undertaking, allowing us to enhance our understanding of Aboriginal and Torres Strait cultures to ensure we deliver our services in culturally appropriate ways.

We hosted 35 students throughout the organisation. Of these, 16 were hosted in partnership with Flinders University in our Community Foodies program. The students helped people cook healthy food as part of our Healthy Food and Finance program, and financial counsellors also provided advice on how to shop and cook on a budget. On completion of their placement, four students were offered employment with us.

As part of National Volunteer Week, we thanked our valuable volunteers who kindly donated over 5,000 hours of their time. These wonderful people showed dedication and commitment, and reminded us of our purpose with a contribution we are truly grateful for.

It is testament to the quality of our team and operations that we achieved four major accreditations this year:

- Australian Service Excellence Standards
- Aged Care Quality Standards
- National Standards for Mental Health Services
- NDIS Practice Standards

As each accreditation is preceded by a rigorous audit that measures our performance against a thorough set of requirements, we are proud of these and the people who worked diligently to achieve them.

In closing, we would like to offer our thanks and gratitude to our funders, donors, partners and supporters, as well as the members of our Board. Your knowledge and assistance are invaluable, and we greatly appreciate your generosity and loyalty.



Alison Kimber,
Board Chair



Fiona Kelly,
Chief Executive

Our Board

Chair: Alison Kimber, BSc Mathematical Science (Hons), FAICD, FIAA

Board Member since 2016 and appointed Chair in May 2017, Chair of Remuneration Committee, Member of Nominations Committee

Alison has 30 years' experience leading major reform in the government and not-for-profit sectors. With a background in international banking and capital markets, she also has considerable experience in public policy and the delivery of community services.

Deputy Chair: Tim Sarah, EMBA, BEcon, FAICD

Board Member since 2017 and appointed Deputy Chair in 2018, Member of Finance, Risk and Audit Committee

Tim is a Joint Managing Director of the construction business, Sarah Group, which has operations in commercial and residential contracting and plumbing sub-contracting.

Adam Bannister, LLB

Board Member since 2014, Chair of Board Nominations Committee

Adam is a lawyer and the Managing Partner of MinterEllison Adelaide, where he is the lead partner in dispute resolution. His broad experience extends across a diverse range of industries for public and private clients. He is also a member of the National Partnership Board.

Dianne Chartres, BA, CF, GLFF

Board Member since 2014, Member of Finance, Risk and Audit Committee, Member of Remuneration Committee

Dianne is an SA Women's Honour Roll inductee with experience leading service development, quality improvement, policy analysis and reform spanning the South Australian Government's disability, mental health, justice and human services sectors. In addition, she has undertaken sector-wide strategic planning for the Solomon Island Government.

Aaron Chia, BEcon, FCA, MAICD

Board Member since 2016, Member of Remuneration Committee

Aaron is the Chief Executive Officer of Guide Dogs SA/NT. He was previously the Chief Executive Officer of the SA Motor Accident Commission and the Deputy Chief Executive Officer of SA Ambulance Service. In these roles, he has led cultural change and reformed service delivery.

Angela De Duonni, MIWM, MIM, BEcon, SIMNA

Board Member since 2017, Chair of Finance, Risk and Audit Committee

Angela is an economist and Director of Access Management IQ. Her diverse career spans multiple industries encompassing her interest in entrepreneurial dynamism, the attraction of private capital and improving the provision of public services.

John Kouzaba, PgCertMmt, BMgmtMktg, BBusSys

Board Member since 2007, Member of Board Nominations Committee, Member of Finance, Risk and Audit Committee

John is Director and Principal Consultant of GroundUP Solutions, where he builds workforce capability and achieves a sustainable return on investment in the national and international resources sector. His experience extends to managing the network assets owned by an energy infrastructure business and establishing a national technical training group. He is also a qualified auditor.

Erma Ranieri, IPAA

Board Member since 2017

Erma is the South Australian Commissioner for Public Sector Employment. Her role focuses on optimising productivity and employee wellbeing in the South Australian public sector.

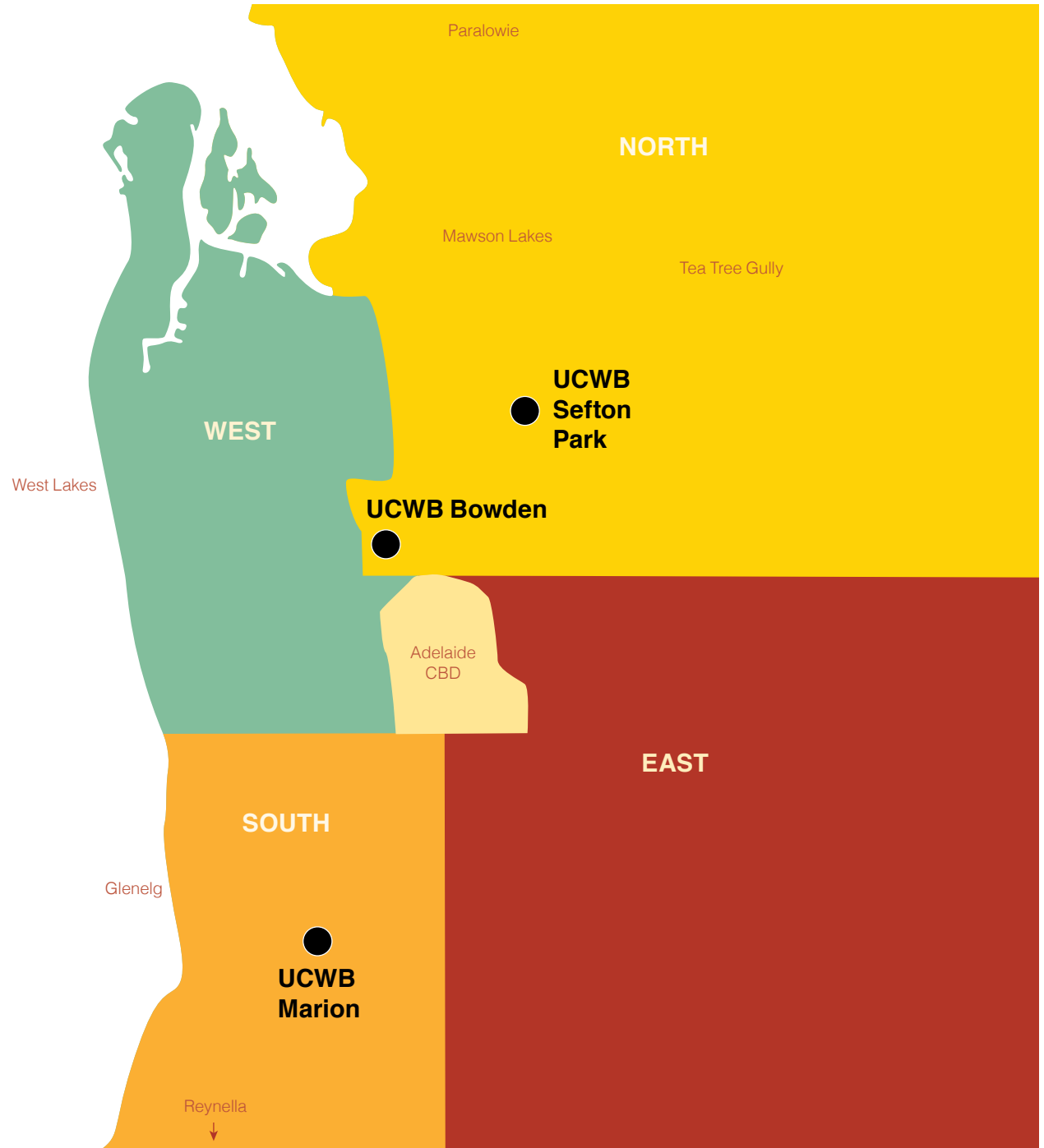
Caroline Rowe, MBusResearchMktg, BBusMktg

Board Member since 2012, Member of Finance, Risk and Audit Committee

Caroline has 25 years' experience teaching in the university sector and has authored a number of professional publications. She is currently a tutor at the University of South Australia's School of Management and a marketing consultant.

Our Service Areas

At UCWB, we are committed to supporting the wellbeing of individuals and the greater community, with a range of support services available across South Australia.



North	South	East	West	
●	●	●	●	Aged Care In-home care, community access, information and advice.
●	●	●	●	Carer Support Support, assistance, advice, respite and social connection activities.
●			●	Children and Families Intensive in-home support, case management, parenting programs and supported playgroups. (inner north, inner west and the City of Tea Tree Gully).
●	●	●	●	Community Nutrition Supporting people to make healthy food choices on a budget.
●	●	●	●	Disability and Mental Health Providing disability and mental health support, including psychosocial support. (Partners in Recovery delivered in east, west and hills areas).
●			●	Emergency Relief Providing essential items, including food relief to people experiencing financial crisis and referrals to support services.
●	●	●	●	Financial Health Financial counselling, budgeting, advocacy, access to ethical finance and support to understand utility use and billing information.
	●			Homelessness Supporting people who are homeless or at risk of homelessness to access housing. (Cities of Marion, Mitcham and Holdfast Bay).
●	●	●	●	Psychology SA Psychological therapy and allied health services.
●	●	●	●	Torrensville Community Childcare Centre Long day child care.

Older People

We give older people the choice to live well in their own homes and remain in control of their lives through individually tailored packages that can include help around the house and garden, transport, social support and assistance with personal care.



32,938

hours of in-home care provided



3,833

hours of gardening and home maintenance provided



964

older people supported



709

volunteer hours of connection provided through our Community Links Telephone Club



7,700

hours of social support provided to connect older people with their local communities




3,020

hours of support provided to older people at risk of homelessness

Carers

We provide practical support, social connection and respite for carers of older people and people living with disability, mental illness, and young people who are caring for a parent or sibling with medical, mental health or disability support needs. We also provide education and information for carers of people with dementia.

1,108 
carers supported, and
63 young carers supported


5,756
services provided

121 
carers actively engaged in
peer-support activities


7 young carer events were
held during school holidays


12% of young
carers provided with
intensive family support
through our Child and
Family Specialist Services

238 carers of people with
mental illness (including
dementia) supported by
16 tailored capacity
building workshops



Children and Families

We offer a range of services including intensive in-home support, case management, parenting programs and supported playgroup that focus on helping children and families improve their social and emotional wellbeing, strengthen relationships and live positive lives. We work in close partnership with children's centres, schools and community services to ensure best outcomes for children and families.



365 hours of parenting, play and connection groups provided families with support to develop positive social and emotional skills



115 families provided with support through our intensive home visiting

22 Unplugged internet gaming disorder workshops provided



10 children's centres and **25** schools partnered with us to provide free and accessible family programs



17 Women's Circle of Diversity sessions supported women with Egyptian, Afghani, Singaporean, Filipino, Indian, Persian, Vietnamese and Chinese backgrounds

Disability and Mental Health

We provide tailored disability and mental health support through our roles as a registered NDIS provider and partnership with Links to Wellbeing and Partners in Recovery consortiums.



69 people provided with **12,169** hours of tailored disability and mental health support as NDIS and Disability SA customers



78 hours of intensive individual and group intervention provided through the 26 week Mother-Infant Dialectical Behaviour Therapy Group



36 people with severe and persistent mental illness with complex needs, and their carers and families, were supported



234 people provided with access to free mental health counselling from mental health clinicians

Social Enterprises

UCWB operates two social enterprises that complement our services and enable us to provide wraparound community support.

PSYCHOLOGY SA

Our multidisciplinary clinical team is passionate about helping people achieve their potential. We do this by providing a range of high-quality assessment and intervention services to children and adults.



4,129 hours of service provided to **777** customers



35% of customers supported through NDIS funding

42% of customers referred under Medicare



21% of Medicare services were bulk-billed



84 assessments provided to metropolitan school children as part of our contract with the Department for Education



Increased team by **1** paediatrician, **2** speech pathologists and **3** psychologists

TORRENSVILLE COMMUNITY CHILDCARE CENTRE

Torrensville Community Childcare Centre is a community of educators and families who are committed to developing each child's full potential by providing high-quality care and individually tailored education. The centre operates as a UCWB social enterprise.



Provided
childcare to
224
children



86
families
supported

10

children were supported with additional needs by providing resources and engaging specialist agencies



Provided intergenerational care program in partnership with Seaton Aged Care



Social Wellbeing

As a multi-skilled team, we provide comprehensive, wraparound support to people in crisis through emergency relief, referral to intensive services, assistance to find a place to live as well as counselling and mentoring to achieve better financial health and community nutrition.

5,000 responses made through our homeless services and emergency relief

100% reduction of debt for clients in community housing who received financial counselling



\$1.4M of customer debt reduced or removed through our financial counselling services with **637** people provided with financial counselling services



83 people supported to access **\$163,000** in ethical finance



1,310 people supported to better understand their utility usage and billing through training and education



500 people attended **66** community nutrition sessions



488 people supported into secure housing



380 Christmas hampers provided

Partners and Supporters

Funders

- Department of Home Affairs
- Department of Social Services
- Department of Veterans Affairs
- Department of Human Services
- South Australian Housing Authority
- Department for Health and Wellbeing

Grant Providers

- Fay Fuller Foundation
- Wyatt Trust

In-kind Supporters

- City of Charles Sturt
- City of West Torrens
- WestSide Lawyers

Consortium Partners

- Australian Refugee Association
- Careworks
- Commonwealth Financial Counselling and Financial Capability
- Life Without Barriers
- Lutheran Community Care
- MarionLIFE
- MIND SA
- Mission Australia
- Neami National
- Skylight Mental Health
- Uniting Communities
- Uniting Country SA
- Uniting SA

Program Partners

- Café Enfield Children's Centre
- CGI Clinic
- Dernancourt Uniting Church
- Flinders University
- Foodbank SA
- GameQuitters

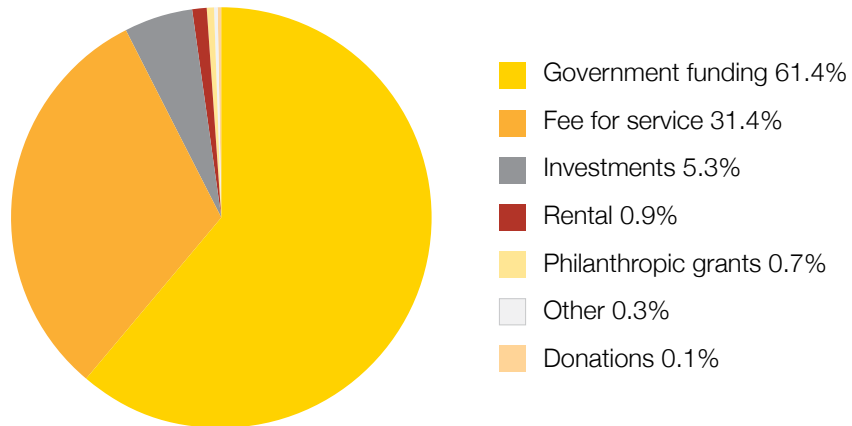
- Good Shepherd Microfinance
- Helen Mayo House
- Junction Australia
- Pennington Children's Centre
- Raising Literacy Australia
- Seaton Aged Care
- Women's Safety Services South Australia

Donors

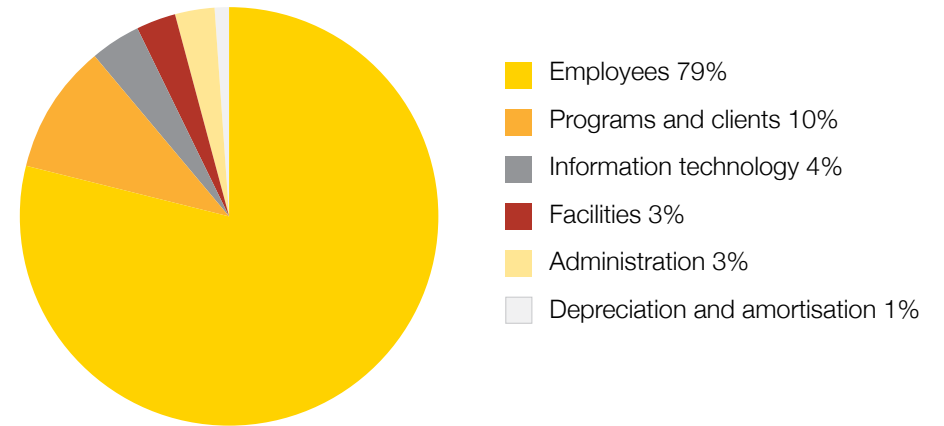
- Colonel Light Gardens Wednesday Evening Fellowship
- Prince Alfred College
- Rosefield Uniting Church
- UCA Croydon Park Friendship Group
- Uniting Church Henley – Fulham Adult Fellowship
- Uniting Church Rosefield Day Fellowship
- United Church Royal Park Day Fellowship
- The Grove Uniting Church
- Scots Church Adelaide Uniting Church in Australia
- Woodville West Torrens Football Club Inc
- And many other individual donors to whom we are truly grateful

Financial Snapshot

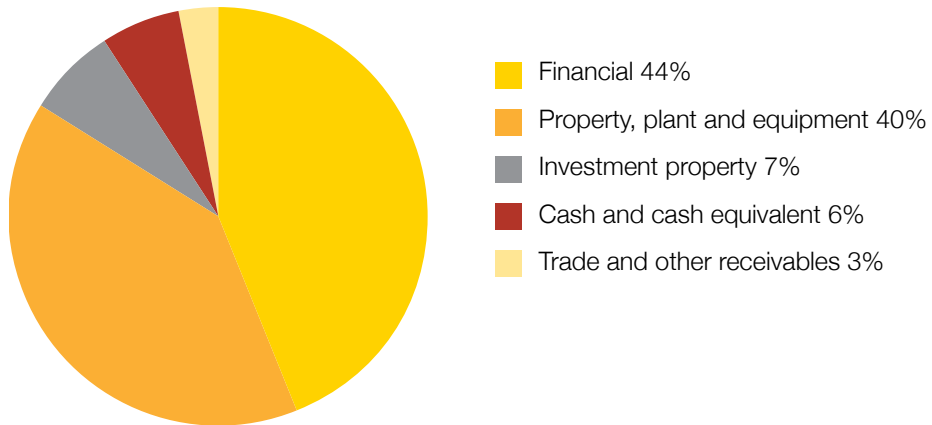
Income



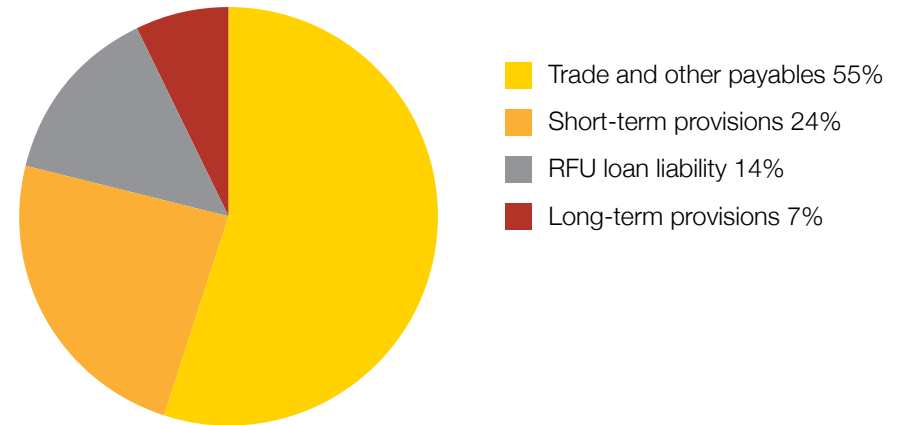
Expenses



Assets



Liabilities



Testimonials



“Thanks again for advocating for me, you will probably never know how much my family and I appreciate it. Your organisation literally saves lives.”

“The manner, knowledge and experience that you displayed was a credit to you. I have been able to maintain my dignity and manage my affairs thanks to your intervention. I can remain in my present rental place and enjoy its environs. It takes some prudence and thrift, but the future looks brighter than it did prior to your assistance.”

“As a single mum on a disability pension, my heart soared seeing my child so happy and learning new things.”

“Anne is wonderful and always goes the extra mile to help.”

“Wonderful, very helpful and understanding.”

“For what you have achieved so quickly I wanted and needed to let you know how much this means and I appreciate your support and hard work for me to be financially free. Today is a good day with this result. Thank you so much. I will always be grateful.”

“Thank you so much I am crying with happiness - your help has come at a much needed time.”

“Caring, considerate and patient staff.”

“Damien is the best garden help in the southern hemisphere!”

“UCWB services have given me another life.”

“Exceptionally good. Lots of attention to detail.”

Aged Care
Carer Support
Child and Family Services
Community Nutrition
Disability and Mental Health Support
Emergency Relief
Financial Health
Homelessness
Psychology SA and CEDAS
Torrensville Community Childcare Centre

UCWB BOWDEN | MARION | SEFTON PARK

Contact details for individual services are available online from www.ucwb.org.au