



UnitingCare Wesley Bowden

Annual Report 2019-20

**We acknowledge the traditional owners of Country throughout South Australia
and pay respect to elders past, present and emerging.**

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

Our history

We were founded in the mid-1880s, as an outreach of the Methodist Church and later renamed UnitingCare Wesley Bowden (UCWB) to reflect the formation of the Uniting Church through the union of the Methodist, Congregation and Presbyterian churches.

Today, we are a team of over 300 staff and volunteers operating under the leadership of a board and team of executive managers.

1800s

founded as
Methodist Mission

1993

renamed Wesley Uniting
Mission Incorporated

2002

renamed UnitingCare
Wesley Bowden

2020

located at Bowden
Marion, Sefton Park and
Torrensville

About Us

We are a diverse network of professionals and volunteers who believe that everyone should be valued and respected, connected to their communities and in control of their lives.

We deliver essential community services that help create positive futures built on independence and esteem. Our customer-focussed approach is underpinned by sound practice frameworks and informed by lived experience. Our services span aged care, child and family services, emergency assistance, financial health, food and nutrition, homelessness, mental health and mental health carer support, including specialised support for young carers, and NDIS services.

As a not-for-profit organisation we reinvest all surplus funds into the services we provide. We operate two social enterprises, Psychology SA, and Torrensville Community Childcare Centre, which enable us to provide wraparound community support, maximise our social impact and ensure our financial sustainability.



228
staff members



35
languages spoken



82
volunteers gave
3,850 hours



38
student placements
hosted



8%

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



22%

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



26%

of our customers
are from culturally and
linguistically diverse
backgrounds



4 sites

located at Bowden,
Marion, Sefton Park and
Torrensville

Member of

7

consortiums:

- Community Visitors Scheme
- ConnectEd
- Emergency Relief
- Financial Health Network
- Kinship Care
- Links to Wellbeing
- Partners in Recovery

From Alison and Fiona



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

It is impossible to reflect on the past 12 months without acknowledging the devastating impact of the COVID-19 pandemic on our clients, staff, and community. COVID-19 and the associated government restrictions that were introduced in March 2020 required a mammoth shift to the way our services were delivered to ensure clients continued to receive support.

Our corporate staff invested in technological solutions to support staff working from home as many of our teams adapted their services to be delivered online.

Our aged care and disability workforces adapted quickly to minimise the service disruption to vulnerable clients, in particular older people and people with disability who were isolated from their friends and families.

These teams undertook assessments of over 1,000 clients to identify need and risk and ensure that home-based services and supports are directed to those most in need.

For many of these clients, our workers were the only support providers to continue to provide in-home support across this period. We sincerely thank all staff members for their resilience and professionalism throughout the pandemic.

The unwavering commitment shown by all UCWB staff members to their clients is something that we can all be proud of as we reflect on our achievements in the past 12 months.

The events of this year have demonstrated the vital role that skilled front-line workers play in supporting the community during times of adversity.

As a leading provider across a broad range of social services, we are committed to mentoring and guiding the next generation of front-line workers.

In the 2019-20 financial year, we supported 22 social work students from Flinders University with placements in our child and family, financial wellbeing, homelessness, aged, disability, and emergency assistance teams. Four of these social work students found employment with us.

Through our partnership with Flinders University, our Food and Nutrition team supported 16 dietetics students who assisted in teaching people how to cook healthy, budget friendly meals.

Our financial wellbeing team supported two financial counselling students from ICAN Learn and provided South Australian Financial Counsellors Association (SAFCA) approved supervision to four financial counsellors. In addition, the team trained 20 professional supervisors across South Australia and the Northern Territory on behalf of SAFCA.

Student placements and sector supervisory roles are an immeasurable benefit to our teams and organisation, and we hope to continue these programs in years to come.

Despite the challenges that the past 12 months has brought, it has also been a time of opportunity, partnership, and innovation for us.

In December 2020, the Hon Stephen Wade Minister for Health and Wellbeing launched our Nurse Practitioner Clinic – a partnership between UCWB and Flinders University School of Nursing and Health Sciences.

The clinic offers free health check-ups to children experiencing homelessness in southern Adelaide. These families often face barriers to engaging with and accessing traditional health services, which can result in developmental delays, under-immunisation and chronic health conditions for children. Since the launch, the clinic has provided 41 children with medical check-ups and referrals to specialists including dentists, mental health services, and general practitioners.

We have strengthened relationships with service partners to support the most vulnerable in our community. In our Emergency Assistance program, we partnered with Kura Yerlo to provide home delivered meals to Aboriginal Elders throughout COVID-19.

We also formalised our long-term relationship with The Welcoming Centre to provide food relief to refugee families and recently arrived migrants within western suburbs.

We proudly joined with InComPro Aboriginal Association and Bookyana Cultural and Community Services to deliver Martinthi Aboriginal Kinship Care Service, a program that supports kinship carers of Aboriginal and Torres Strait Islander children and young people.

Martinthi, (pronounced mar-ten-di), is a Kaurna word meaning to embrace, to clasp, to hold.

The program trains, supports and advocates for Aboriginal and non-Aboriginal kinship carers so they can ensure children and young people feel safe, and grow up well cared for, connected to Aboriginal culture, kin, identity, and community and empowered to reach their full potential.

The program delivers our strategic commitment to support the growth of Aboriginal community-controlled organisations.

This year we farewelled Aaron Chia, John Kouzaba and Adam Bannister from our Board. Their combined 25 years of experience has contributed greatly to the organisation we are today. We are grateful for your service and offer our heartfelt thanks.

In their places, we welcome Darren Button, Stephen Faulkner and Nicole Keller who bring valuable experience and knowledge and with whom we look forward to working as we continue to respond to community need.

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



Alison Kimber,
Board Chair



Fiona Kelly,
Chief Executive

Our Board

Alison Kimber, Chair

Appointed in 2016, Chair since 2017

- Remuneration Committee, Chair
- Board Nominations Committee, Member

Tim Sarah, Deputy Chair

Appointed in 2017, Deputy Board Chair since 2018

- Finance, Risk and Audit Committee, Chair

Adam Bannister, Member

Board Member 2014-2020

- Board Nominations Committee, Chair

Dianne Chartres, Member

Appointed in 2014

- Clinical Governance Committee, Chair
- Finance, Risk and Audit Committee, Member
- Remuneration Committee, Member

Caroline Rowe, Member

Appointed in 2012

- Finance, Risk and Audit Committee, Member (2015 to 2020)
- Clinical Governance Committee, Member

Erma Ranieri, Member

Appointed in 2017

- Board Nominations Committee, Member
- Remuneration Committee, Member

Aaron Chia, Member

- Board Member 2016-2019
- Remuneration Committee, Member

Angela De Duonni, Member

Board Member 2017-2020

- Finance, Risk and Audit Committee, Chair

John Kouzaba, Member

Board Member 2007-2019

- Board Nominations Committee, Member
- Finance, Risk and Audit Committee, Member

Darren Button, Member

Appointed in 2020

- Finance, Risk and Audit Committee, Member

Stephen Faulkner, Member

Appointed in 2020

- Finance, Risk and Audit Committee, Member

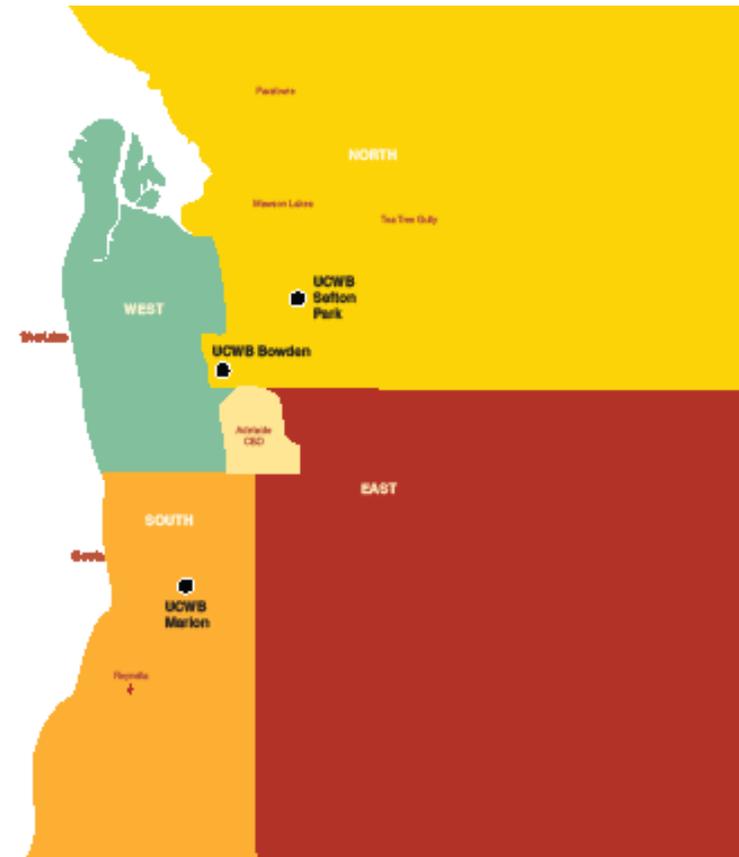
Nicole Keller, Member

Appointed in 2020

- Clinical Governance Committee, Member

Our Service Areas

North	South	East	West	
●	●	●	●	Aged Care
●	●	●	●	Carer Support
●			●	Children and Families
●	●	●	●	Food and Nutrition
●	●	●	●	Disability and Mental Health
●			●	Emergency Relief
●	●		●	Financial Health
	●			Homelessness
●	●	●	●	Psychology SA
●	●	●	●	Torrensville Community Childcare Centre



Aged Care

We support older people to live well in their own homes and remain in control of their lives by providing help around the house and garden, transport and social support and assistance with personal care.



823
older people supported



17,948
hours of domestic assistance provided to **505** customers



13,588
hours of social support provided to **491** customers



4,449
hours of gardening and home maintenance provided to **331** customers



4,455
hours of personal care provided to **50** customers

Carers

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

227



carers supported, including
45 young carers



2,791

services provided



6 young carer events
were held during school
holidays



86 adult carers engaged in
91 group activities



119 CALD carers including **6** young carers

6 ATSI carers including **3** young carers

Children and Families

We help children and families improve their social and emotional wellbeing, strengthen relationships and live positive lives.

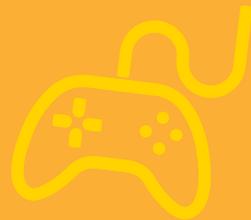
We do this in collaboration with children's centres, schools and community



325 people supported to improve mental health outcomes for children and young people via the Family Mental Health Support Service



224 families supported to strengthen their relationships and increase their resilience and coping skills via the Family Support Program



22 Unplugged internet gaming disorder workshops attended by **380** participants



215 children attended **10** Baby Disco events



4 children's centres and **6** schools partnered with us to provide free parenting programs



128 families supported through Communities for Children activities

Disability and Mental Health

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



20 customers with severe and persistent mental illness were supported through the Extended Transition Program



13,604 hours of support provided to **102** NDIS customers



11 customers completed the 26-week Mother Infant Dialectical Behaviour Therapy group sessions



38 customers with enduring mental illness were supported with one-to-one coaching and group activities through the National Psychosocial Support Measure

Psychology SA

A multidisciplinary clinical team who provide a range of assessment and intervention services to children and adults. A UCWB social enterprise.



6,686 hours of service provided to **970** customers



80% of customers received therapy services



32% of customers supported through NDIS funding

14% of customers received assessment and diagnostic services



13 psychologists
2 speech pathologists
1 paediatrician

27% of customers bulk billed under Medicare



90% of customers were satisfied with the service



58% of customers aged 17 and under



89% of customers would recommend the service to others

Torrensville Community Childcare Centre

A community-based child care centre that provides early childhood care and education
A UCWB social enterprise.

26 Early Childhood Educators



Provided childcare to **220** children



80 families in our centre

21

children with additional needs were supported to engage with specialist agencies



Financial Health and Resilience

We provide free, confidential and non-judgemental support for people who are experiencing financial difficulty through our financial health and emergency relief services.



\$206,203
distributed in emergency relief payments



\$1.37M of customer debt reduced or removed through financial advocacy services for **127** customers



78 people supported to access **\$137,561** in ethical finance



660 people provided with financial counselling services



650 people supported to better understand their utility usage and billing community education sessions



180
Christmas hampers delivered

Homelessness

We provide support to help people find a place to live and make a home and free professional medical services for children and families.



9,588 support services provided to **612** people who were homeless or at risk of homelessness



96% of customers supported to exit into secure housing



41 children experiencing homelessness received health check-ups and referrals to specialists via our co-located Nurse Practitioner service – a partnership with Flinders University launched in December 2019



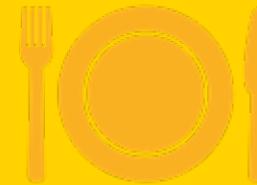
1,282 intensive tenancy support services provided to public and social housing tenants at risk of eviction

Food and Nutrition

Our food and nutrition service promotes healthy eating and supports people to make healthy food choices with activities within community centres, workplaces and pre-schools and schools.



3,131 people attended
179 nutrition sessions



225 meals provided to families
in emergency accommodation
due to domestic and family violence

Partners and Supporters

Funders

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

Grant Providers

- Fay Fuller Foundation
- Wyatt Trust

Donors

- Ascot Community Uniting Church
- Broadview Uniting Church
- Brougham Place Uniting Church
- Colonel Light Gardens Uniting Church
- Hare St Uniting Church
- Henley-Fulham Uniting Church
- Kingston Uniting Church
- Rosefield Uniting Church
- Western Link Uniting Church
- Findon Fabric Pieces Quilting Group
- Prince Alfred College
- Woodville Academy of Floral Design

Consortium Partners

- Australian Refugee Association
- Bookyana
- Careworks
- Incompro
- Life Without Barriers
- Lutheran Community Care
- MarionLIFE
- MIND SA
- Mission Australia
- Neami National
- Skylight Mental Health
- Uniting Communities
- Uniting Country SA
- Uniting SA

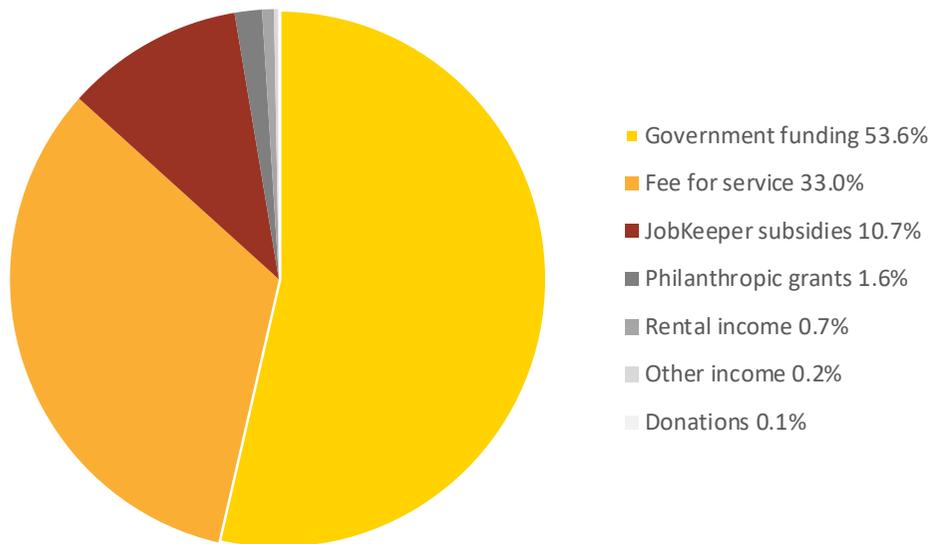
Program Partners

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

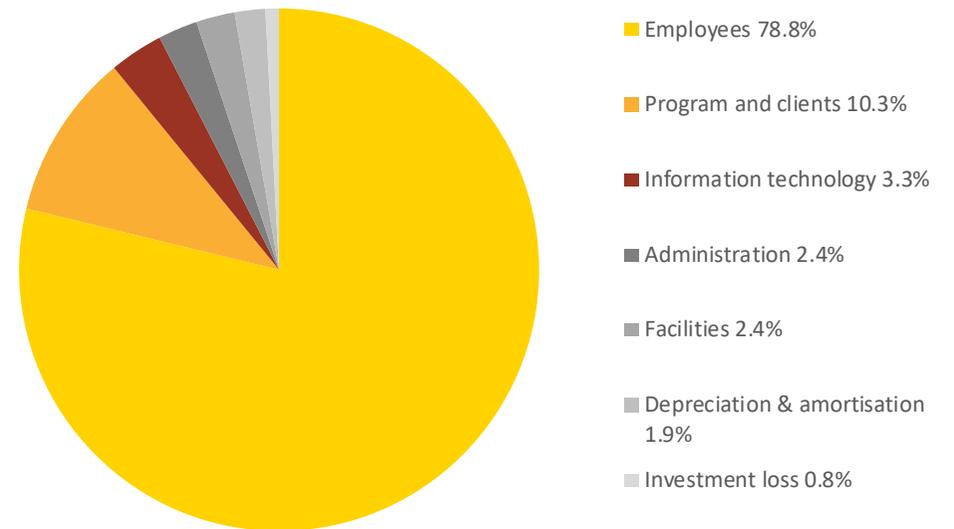
In-kind Supporters

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

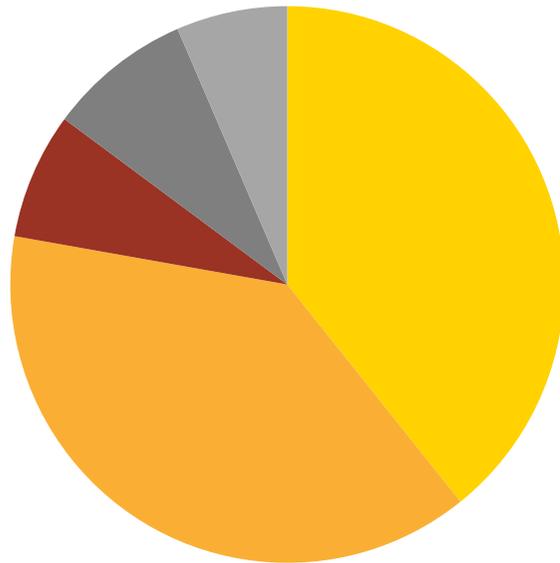
Income



Expenses

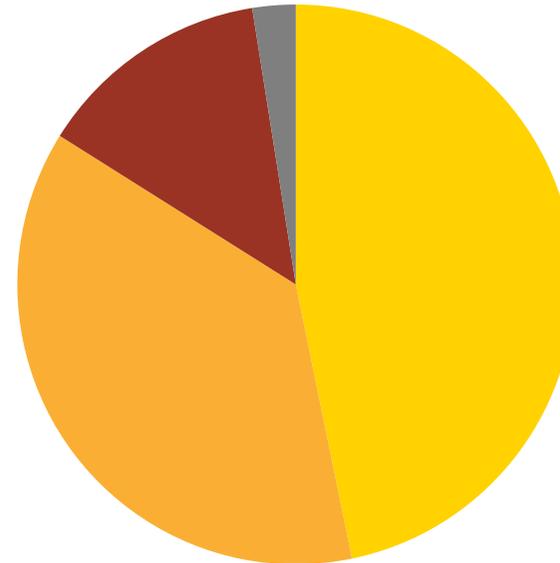


Assets



- Financial 39.2%
- Property, plant & equipment 32.9%
- Investment property 7.3%
- Trade and other receivables 8.4%
- Cash and cash equivalents 6.5%

Liabilities



- Trade and other payables 46.8%
- Employee leave provisions 37.1%
- RFU loan liability 13.6%
- Lease liabilities 2.5%



UnitingCare Wesley Bowden