2021-22 ANNUAL REPORT

UnitingCare Wesley Bowden

Acknowledgement of Country

We commit ourselves to the reconciliation journey and to walking together with the First Nations people of these lands, waters, and skies.

We recognise that the land we work on is the land of the Kaurna people, and that this land was never given up.

We honour the wisdom, knowledge, and skills of the Kaurna people and we pay our respects to Elders past and present.

We commit ourselves to a just, equitable, and reconciled Australia, through listening, learning, and action.

Created for Martinthi Aboriginal Kinship Care, this painting by Derek Newchurch encourages us to embrace and connect with ourselves, and to follow our dreams within our culture.

About UnitingCare Wesley Bowden

UCWB has been supporting the Adelaide community for more than 160 years.

Today, we are a team of over 180 staff and volunteers providing essential community services including aged care, childcare, disability services, emergency assistance, family support, financial health support, kinship care, and mental health support.

Our purpose
Together we build connected and thriving communities

Our values
Bold & Brave
Open & Curious
Connected & Inclusive

Letter from our Board Chairperson & Chief Executive

Alison Kimber
Board Chair

Helen Sheppard
Chief Executive

We have witnessed many changes over the past twelve months, but one thing remains constant – UCWB continues to deliver innovative, tailored services that build thriving communities.

We welcomed two new Board members in October 2021, Stephanie Hoang and Paul Sherlock. Their contributions to the Board have been greatly appreciated. We also farewelled long term Board members Caroline Rowe and Tim Sarah. Caroline served from November 2012 to October 2021, and Tim from September 2013 to June 2016, returning for August 2017 to March 2022. We sincerely wish to thank Caroline and Tim for their ongoing commitment, support, and guidance over the years.

Our new Chief Executive, Helen Sheppard, commenced in September 2021. With 25 years senior leadership, operations, and business development expertise in the health, disability, community, employment, and training sectors, Helen is passionate about customer experience, outcomes-driven practice, and establishing strategic business partnerships that deliver social impact. She has applied this passion to UCWB, working closely with our Board, leadership team, and partners to strengthen UCWB's service offering and practice.

Helen streamlined service delivery into two portfolios, Capacity Building and Care and Wellbeing. The Capacity Building division is led by Georgina Johnson as Senior Manager and includes our financial health, child and family, and NDIS support coordination services. The Care and Wellbeing division is led by Mark Perry as Senior Manager and encompasses our aged care, mental health, and other disability services. This restructure has encouraged strong cross collaboration and information sharing between teams.

We invested in collaboration at the organisational level, commencing our implementation of a new customer management system that will enable more effective and efficient joined-up ways of working across the business. The new system, Visual Care is a South Australian product and is due to be fully implemented by December 2022.

We strengthened our collaborative partnership with the UnitingCare Network, joining an Australia-wide bid to deliver the Department of Social Services Escaping Violence Payment trial. Along with our Uniting partners across Australia, we have delivered this program since 19 October 2021, supporting people leaving a violent relationship to access a one-off payment of up to $5,000 in financial assistance, goods, and services to establish a life free of violence. In 2021-22, our Escaping Violence Payment workers have supported over 400 people leaving a violent relationship to access financial support and other services, with thousands more supported by our Uniting partners across Australia.

Our Financial Health and Wellbeing team also secured additional funding from SA Power Networks to assist people experiencing financial distress due to the continued rise in the cost of living. The grant provides financial assistance to people on very low incomes who are at risk of energy instability and poverty. Our team have supported people to purchase essential items including energy efficient fridges and washing machines, as well draught stoppers, rugs, heaters, and blankets to increase the warmth of their homes.

This year has been one in which the achievements and successes of our programs, staff and customers have been recognised and celebrated. The Martinthi Aboriginal Kinship Care program we deliver with InComPro Aboriginal Association was named as a finalist in the 'Aboriginal and Torres Strait Islander Child Placement Principle' category of the SA Child Protection Awards held in September 2021. Our Martinthi program provides targeted training, education, and support to kinship carers and has supported the placement of 71 children this year. Congratulations to the Martinthi team on the nomination!

We congratulate Karen Bailey, a customer of our Resource Options and Support for Carers program, who was nominated in the Mental Health Coalition of South Australia's Lived Experience Awards held in November 2021. The Resource Options and Support for Carers program is funded by the Office of the Chief Psychiatrist and provides group education sessions and one-on-one assistance to help carers of people with mental illness navigate the sector and secure appropriate services and supports.

In November 2021, we were honoured at the Adelaide PHN Primary Health Care Awards 2021, winning the 'Outstanding Achievement for Primary Mental Health Care' award for our Wellness Connect Continuity of Support group program. We deliver this program as part of the Wellness Connect consortium, providing non-clinical community-based groups that work in partnership with people experiencing severe mental illness to achieve their recovery goals. UCWB's Community Mental Health Practitioners run many of these programs, and we would like to sincerely congratulate them on this outstanding achievement!

Recognising the diversity of our staff, clients, and community was a core focus for UCWB in 2021-22. Working groups were established to create a new Accessibility Action Plan, LGBTQIA+ Action Plan, and Reconciliation Action Plan. We were impressed at the excitement of staff in volunteering to participate in these groups and contribute to shaping what kind of organisation UCWB intends to be.

In 2021-22, we also commenced work to refresh our organisational values, purpose, and develop a new five-year strategy to be launched in 2023. We thank the Board, leadership, and staff for their contributions to this process. We are pleased to share that our new purpose is "together we build connected and thriving communities" guided by the values of Bold and Brave, Open and Curious, and Connected and Inclusive.

As we work to embed these values across the organisation and look ahead to the opportunities that 2022-23 has in store, we would like to thank our staff, volunteers, funders, donors, and partners, including our Board members, who have supported UCWB throughout the last 12-months. Your contributions and commitment are greatly appreciated, and we look forward to working with you to build strong, vibrant communities into the future.

Meet our Board members

Alison Kimber
Board Chair
Appointed 2016

Darren Button
Board Member
Appointed 2020

Dianne Chartres
Board Member
Appointed 2014

Stephen Faulkner
Board Member
Appointed 2020

Stephanie Hoang
Board Member
Appointed 2021

Nicole Keller
Board Member
Appointed 2020

Erma Ranieri
Board Member
Appointed 2017

Paul Sherlock
Board Member
Appointed 2021

Meet our leadership team

Executive

Helen Sheppard
Chief Executive

Rosa Hulm
Executive Director
Corporate Services

Sue Turner
Director
People & Culture

Georgina Johnson
Senior Manager
Capacity Building

Mark Perry
Senior Manager
Care & Wellbeing

Management

Michael Abbott | Director, Growth & Impact | Corporate Services
Monika Blacker | Manager Community Programs | Care & Wellbeing
Marija Mudri | Team Leader, Business Services | People & Culture
Nikki Russ | Director, Torrensville Community Childcare Centre | Capacity Building
Rell Semmens | Manager, Child & Family Services | Capacity Building
Juliet Sheppard | Manager, Financial Health Services | Capacity Building
Matt Strapps | Director, Information & Improvement | Corporate Services
Kylie Venables | Manager Quality & Clinical Care | Care & Wellbeing
Andrew Zeuner | Director, Finance | Corporate Services

Children & families

How we help

Our Child and Family team offer a diverse range of services to strengthen family relationships and support the social and emotional wellbeing of children, young people, and caregivers.

We deliver high-quality early childcare via our social enterprise, the Torrensville Community Childcare Centre, as well as therapeutic case management services, in-home practical supports, evidence-based parenting programs, and in-school educational workshops.

2021–22 services

In 2021-22, our Child and Family team assisted people in these programs:

- Communities for Children
- Family Mental Health Support Service
- Family Support Program
- Intensive Family Support
- Martinthi Aboriginal Kinship Care
- Torrensville Community Childcare Centre
- Unplugged

1,059

one-on-one case management sessions held with 53 families in our Family Support Program

272

children, young people, and parents participated in 17 group workshops and evidence-based programs

308

therapeutic sessions delivered to 100 families in the Family Mental Health Support Service

71

Aboriginal children and their kinship carers received targeted support and training through the Martinthi program

Fresh new look for Torrensville Community Childcare Centre

It's been a big year for Torrensville Community Childcare Centre, with our centre renovations nearing completion and Nikki Russ joining the team as the new Centre Director.

Nikki joined us in March 2022 bringing 20+ years experience as an early childhood educator and centre director.

Find out more about the changes at the Centre by calling Nikki and the team on (08) 8408 9700 or visiting torrensvillechildcare.com.au

Disability & mental health

How we help

Our Disability and Mental Health teams provide individualised and tailored support services to people living with disability or mental illness, as well as their carers. Our services include in-home supports, group programs, one-on-one case management, and service coordination.

We also deliver therapy and assessment services through our social enterprise - Psychology SA.

2021–22 services

In 2021-22, our Disability and Mental Health teams assisted people via these programs:

- Community Support Scheme - Mental Health
- NDIS Core Supports
- NDIS Support Coordination
- Psychology SA therapy and assessment services
- Resource Options and Support for Carers
- Wellness Connect Continuity of Support Groups
- Wellness Connect National Psychosocial Support Program

1,884
information, education, coordination, and referral services provided to individual carers

95%
of carers attending our education and support groups were satisfied or extremely satisfied with the content and activities

3,000+
hours of support delivered to 110 NDIS Support Coordination customers (Levels 2 and 3)

9,225
hours of in-home support provided to 36 NDIS core customers

401
hours of social support provided to people via the Community Support Scheme - Mental Health

100%
of Psychology SA customers felt that they were making progress toward their goals

Outstanding achievement in primary mental health care

The Wellness Connect consortium were honoured at the Adelaide PHN Primary Health Care Awards 2021, winning the 'Outstanding Achievement for Primary Mental Health Care' award for our Wellness Connect Continuity of Support group program.

The Wellness Connect consortium comprises Neami National (lead), UCWB, Mission Australia, Life Without Barriers, and Community Access and Services SA.

The Continuity of Support program provides non-clinical community-based group workshops and activities that work in partnership with people experiencing severe mental illness to achieve their recovery goals. The groups aim to build skills, resilience, and connection with peers.

Along with our consortium partners, UCWB's Community Mental Health Practitioners, Kerry and Geoff, run more than 20 groups each week across metro Adelaide including bowling, walking, fishing, equine therapy, martial arts, DBT, skills and coffee groups.

Congratulations Kerry and Geoff!

Financial health & wellbeing

How we help

Our Financial Health and Wellbeing team provide free, confidential support for people who are experiencing financial difficulty through financial health and emergency assistance services.

In 2021-22, we started offering Escaping Violence Payments of up to $5,000 in financial assistance, goods, and services for people leaving domestic violence situations.

2021–22 services

In 2021-22, our Financial Health and Wellbeing team assisted people via these services:

- Access to ethical finance options (NILS, NILS4Vehicles)
- Access to grants (SA Power Networks, Wyatt Trust)
- ConnectED Utilities Literacy
- Emergency Assistance
- Escaping Violence Payments
- Financial capability
- Financial counselling
- Tax Help

$1.065m

in debt waived for financial counselling customers in our state funded programs

401

people experiencing domestic violence supported with up to $5,000 in Escaping Violence Payments

560+

people received the ConnectED BULB e-newsletter, providing information about energy, water, and telecommunications in South Australia

3,097

instances of emergency assistance provided to people in financial distress

$225,000+

in NILS4Vehicles applications approved, supporting people on low incomes to purchase a vehicle for essential use

Winter warmers

In June 2022, the Financial Health and Wellbeing team launched the 'Winter Warmers' project to support customers through winter.

Our team found out that people were avoiding using their heating due to rising electricity costs, which was severely impacting on their health and quality of life. The team launched the 'Winter Warmers' project to purchase winter essentials to be given out for free to people in need, including:

- **$22,814** on 400 Oodies
- **$17,800** on 200 electric throw blankets
- **$3,364** on 283 pairs of bed socks

Here's how our Winter Warmers project helped our customers:

Wendy advised our staff that she was going to bed at 5pm because she was afraid of the cost of heating on her tight budget, and her bed was the only warm space in her home. Wendy received an Oodie and an electric throw blanket through the Winter Warmers project. She is very grateful to our team, saying that the Oodie lets her move around her house in the evening, while the electric throw provides her with a cost effective heating option that means she can sit on her couch and once again enjoy her television programs.

Enas is a carer for her husband and three sons. They lost $14,000 to a phone scammer and have been struggling to buy food and clothing and manage their bills. Enas told our team that her kids love their Oodies and socks, and that the Winter Warmers project has helped her better care for her husband by reducing his asthma symptoms.

Support for older people

How we help

Our Aged Care team support older people to live independently in their own homes and remain in control of their lives. We provide the following service types:

- Domestic assistance
- Personal care
- Nursing
- Home and garden maintenance
- Respite services
- Social supports
- Transport
- Meal preparation
- Plan management and coordination

2021-22 services

In 2021-22, our Aged Care team assisted people in the following programs:

- Assistance with Care and Housing
- Commonwealth Home Support Programme
- Home Care Package

662
people received aged care services to support them live independently at home

19,191
hours of domestic assistance provided to 483 people

5,460
hours of home and garden maintenance provided to 313 people

8,430
hours of personal care provided to 70 people

1,407
hours of respite provided to 39 people

16,158
hours of social support provided to 182 people

160
hours of nursing services provided to 24 people

New services to support older South Australians

In 2021-22, the Aged Care team introduced nursing and community connection services.

Nursing
Our team of qualified nurses provide in-home support to help customers manage ongoing health conditions or assist in recovery after an injury or medical procedure. Services include:

- Wound care
- Compression stockings
- Medication management
- Assistance with continence
- Stoma therapy
- Diabetes care
- Post-operative care
- Pain management
- Clinical services such as hearing and vision
- Health assessments

Community connection groups
In February 2022, the Aged Care team ran a co-design session with customers to help design our new social groups to ensure they would be meaningful and create opportunity for community connection. From this feedback, our 'Thursdays at the Lounge' community groups were established. The groups are run on the second and fourth Thursdays of each month, and include games, quizzes, art activities, and social lunches.

To find out more about our aged care services, contact the Aged Care team on (08) 8245 7196 or visit ucwb.org.au

Our commitment to participation & influence

At UCWB, we celebrate the power of difference and the strength that harnessing our differences creates.

We value the experience and expertise of people from all cultures, ages, spiritualities, disabilities, genders, sexualities, thinking patterns, caring status, bodies, and backgrounds.

We are committed to action that makes our organisation and the wider community welcoming, safe, and inclusive.

In 2021-22, we commenced work on the following organisational-wide plans to achieve this commitment:

- Accessibility Action Plan
- LGBTQIA+ Action Plan
- Lived Experience Blueprint
- Reconciliation Action Plan

Accessibility Action Plan

UCWB's Accessibility Action Plan will set out our aims, actions, and planned outcomes for creating an accessible environment for customers, staff, and volunteers.

Developed by the Accessibility Action Plan Working Group, the Plan includes the following goals to be implemented into 2022-23:

- Reviewing our recruitment process to make reasonable adjustments to support people who identify as disabled
- Seek feedback from customers on how accessible UCWB services are and identify accessibility issues
- Increase disability awareness training for UCWB staff the broader community
- Improve the physical accessibility of both Bowden office and TCCC
- Improving understanding of the accessibility aids and alternative formats made available by UCWB
- Undertake an assessment of our printed and digital materials, and increase accessibility across both
- Make reasonable adjustments to support an accessible work environment for staff

LGBTQIA+ Action Plan

UCWB recognises everyone is unique and deserves to be heard, feel safe and valued. We are committed to cultivating an environment where LGBTQIA+ employees and customers can work and live as their authentic selves, without judgement, without discrimination, and free from harassment.

We celebrate the power of difference and the strength that harnessing our differences creates. We value and welcome the experience and expertise of all those of diverse sexual orientation, gender identity, and sex characteristics.

We know that to make lasting, meaningful change for our LGBTQIA+ employees and customers requires honest reflection, transparency, and real action.

The LGBTQIA+ Working Group is developing UCWB's first LGBTQIA+ Action Plan, guided by the Rainbow Tick guidelines and focused on the following activities over the next 12 months:

- Building and strengthening our organisational capability
- Supporting our workforce by offering a range of training and development tools and resources
- Creating a welcoming and accessible organisation by committing to inclusive practice

Lived Experience Blueprint

At UCWB, we truly value lived and living experience, expertise and knowledge as an asset. We believe direct and indirect expertise, knowledge, and insights of managing life adversity or societal barriers can be used to positively inform our services, decision making, and behaviour to improve outcomes for our customers.

UCWB engaged the Lived Experience Leadership and Advocacy Network (LELAN) to develop a lived experience blueprint to enable us to successfully embed lived experience across our service design, delivery, and governance.

The blueprint identifies the following five steps to embedding lived experience that we will be working towards in 2022-23:

1. Genuine organisational commitment to, investment in, and resourcing for lived experience
2. Capable staff are backed by comprehensive policies, procedures, processes, and practices that enable lived experience to thrive
3. Meaningful opportunities for people with lived experience are available across the organisation and at all levels
4. A diverse, valued, and well supported peer workforce is a given
5. UCWB has capacity to sustain and grow their journey of transformation

Reconciliation Action Plan

UCWB commit ourselves to the reconciliation journey and to walking together with the First Nations people of these lands, waters, and skies.

We recognise that the land we work on is the land of the Kaurna people, and that this land was never given up. We honour the wisdom, knowledge, and skills of the Kaurna people and we pay our respects to Elders past and present.

We commit ourselves to a just, equitable, and reconciled Australia, through listening, learning, and action.

To put these words into action, the UCWB Reconciliation Working Group have been working with Reconciliation Australia to develop a Reflect Reconciliation Action Plan for UCWB.

In National Reconciliation Week between 27 May 2022 and 3 June 2022, the group and the Martinthi team participated in events and activities related to the theme “Be Brave. Make Change”. These included:

- Reconciliation in the West, where UCWB and Martinthi hosted a stall
- National Reconciliation Week breakfast on 27 May 2022, attended by members of the working group and UCWB leaders

Thank you funders, partners & supporters

Funders & grant providers

- Adelaide Primary Health Network
- Department for Child Protection
- Department for Education
- Department of Health
- Department for Health & Wellbeing
- Department for Human Services
- Department of Social Services
- Office of the Chief Psychiatrist
- Office for Problem Gambling
- SA Power Networks
- Wyatt Trust

Supporters & donors

- Adelaide Furniture Electrical
- Ascot Community Uniting Church
- Broadview Uniting Church
- Brougham Place Uniting Church
- Colonel Light Gardens Uniting Church
- Dernancourt Uniting Church
- Hare St Uniting Church
- Henley-Fulham Uniting Church
- Kingston Uniting Church
- Meals on Wheels
- Prince Alfred College
- Rosefield Uniting Church
- 'Toy Boys' of Rotary Club of Charles Sturt Grange
- Treasure Boxes
- Western Link Uniting Church
- And many other individual donors to who we are extremely grateful for your support

Partners

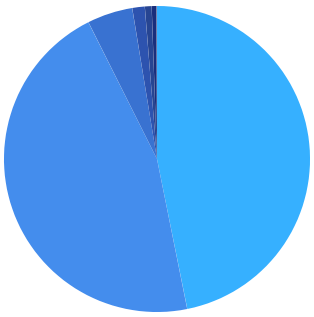
- Aboriginal Community Connect
- Australian Refugee Association
- Bookyana Cultural Services
- Carers SA
- CareWorks
- Cheltenham Community Centre
- City of Charles Sturt
- City of Marion
- City of West Torrens
- Findon Community Centre
- Flinders University
- Foodbank SA
- GameQuitters
- Good Shepherd Microfinance
- Headspace
- InComPro Aboriginal Association
- Junction Australia
- Kornar Winmil Yunti
- Life Without Barriers
- Lutheran Community Care
- MarionLIFE
- Mind SA
- Mission Australia
- Neami National
- Plympton Community Centre
- Relationships Australia SA
- Skylight Mental Health
- Tiraapendi Wodli
- UntingCare Australia
- Uniting Communities
- Uniting Country SA
- Uniting SA
- WestSide Lawyers

2021-22 Financial Statements

The financial information presented in this Annual Report has been extracted from the audited financial report for UnitingCare Wesley Bowden Incorporated for the year ended 30 June 2022.

Income

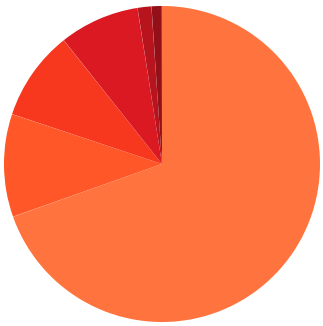
Total income
$15,404,831



- 46.83% Fee for service
- 45.78% Grant funding
- 4.81% Investment income
- 1.31% Other income
- 0.72% Rental income
- 0.50% Sale of assets
- 0.05% Donations

Expenses

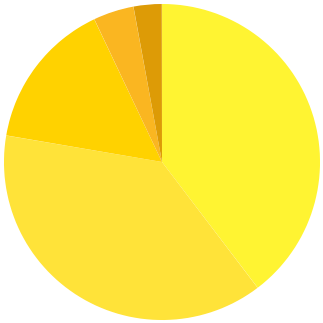
Total expenses
($16,255,004)



- 69.59% Employees
- 10.52% Program and clients
- 9.22% Administration
- 8.19% Loss on financial assets
- 1.43% Facilities
- 1.05% Depreciation and amorisation

Assets

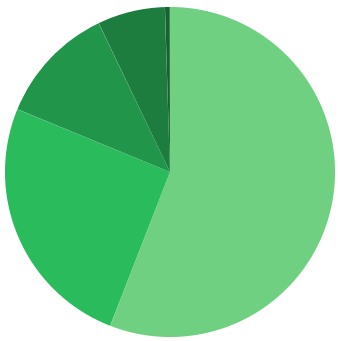
Total assets
$21,580,905



- 39.66% Financial
- 38.04% Property, plant, and equipment
- 15.26% Cash and cash equivalents
- 4.16% Other assets and intangilbles
- 2.88% Trade and other receivables

Liabilities

Total liabilities
$3,401,697



- 55.90% Contract liabilities
- 25.32% Short term provisions
- 11.67% Trade and other payables
- 6.63% Long-term provisions
- 0.48% Non-interest bearing liabilities

UCWB
77 Gibson Street, Bowden
(08) 8245 7100
ucwb.org.au

Psychology SA
77 Gibson Street, Bowden
(08) 8245 7300
psychologysa.org.au

Torrensville Community Childcare Centre
80 East Terrace, Torrensville
(08) 8352 5800
torrensvillechildcare.com.au

UnitingCare Wesley Bowden Incorporated
ABN 65 440 352 199