UCWB | UnitingCare Wesley Bowden

23/24 ANNUAL REPORT

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 support the Uluru Statement from the Heart on the journey towards treaty and truth telling, with determination and hope.

Our commitment to reconciliation, includes commissioning a First Nations artwork, to form a key part of the UnitingCare Wesley Bowden identity.

We proudly acknowledge the First Nations artwork used in this Annual Report:

Artist: I am Keita Nam, and I am a proud Kuarna, Narungga and Maori woman
Artwork name: 'Connecting with community'
Artist Statement: "This artwork signifies UnitingCare Wesley Bowden as a team and their work within the community, creating strong relationships, and helping shape the bright future of Bowden."

ABOUT
UNITINGCARE WESLEY BOWDEN

UnitingCare Wesley Bowden has helped build connected and thriving communities since 1884.

Our personalised and inclusive approach encourages people to build their capacity and confidence, helping them create the future they want.

Our service delivery is shaped by our core values: bold & brave, connected & inclusive, and open & curious. These values guide our conversations, our relationships and the outcomes for those we support.

We believe that everyone has something worth contributing and each person's unique contribution helps our community to flourish and thrive.

We are a dedicated and passionate community of staff and volunteers who embrace inclusivity, celebrate diversity, respect lived experience, and are committed to reconciliation.

Our Purpose

Together we build connected and thriving communities

Our Values

Bold & Brave
Connected & Inclusive
Open & Curious

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INTRODUCING
OUR BOARD

Darren Button
Board Chair
Appointed 2024

Michelle Bentley
Board Member
Appointed 2023

David Hughes
Board Member
Appointed 2023

Nadia Mastersson
Board Member
Appointed 2023

Helen Smith
Board Member
Appointed 2023

Dianne Chartres
Board Member
Appointed 2014
Retired 2023

Erma Ranieri
Board Chair
Appointed 2017
Resigned 2023

Nicole Keller
Board Member
Appointed 2020
Resigned 2024

Stephanie Hoang
Board Member
Appointed 2021
Resigned 2023

Shaun Sweeney
Board Member
Appointed 2023
Resigned 2024

A WORD FROM OUR BOARD CHAIR & CHIEF EXECUTIVE

This year, UnitingCare Wesley Bowden celebrates a significant milestone - its 140th anniversary.

Since its founding in 1884, UCWB has seen many positive changes, yet we recognise that there is still much work to be done to create a fairer, more just and kinder world. Every day, our dedicated team strives to turn this vision into reality.

Our teams in Aged Care, Disability, Child and Family, Childcare, Mental Health and Financial Wellbeing have collaborated with our IT, Finance, People and Culture, Impact, and Customer Experience teams to make a meaningful difference.

As we reflect on our accomplishments, it's inspiring to see what we've achieved together:

- Our aged care services successfully passed two external audits and we're delivering our great quality aged care services to 20% more older people than last year.
- We introduced paid parental leave.
- We've celebrated NAIDOC week with a film festival and raised much needed funds for Children's Ground.
- We spoke to Parliament about the need for a Human Rights Act to protect people's basic rights in South Australia.
- We advocated for change to our justice system so young people who break the law get the support they need to stop offending and lead full and productive lives.
- We're listening deeply to the voices of children and parents at Torrensville Community Childcare Centre, based on the Early Years Framework and the philosophy that childhood is a time of "belonging, being and becoming".
- We secured new funding to deliver, with our partners InComPro and Lutheran Community Care, South Australia's Aboriginal Scholarship program for Financial Counsellors.

- We have new funding that builds literacy and healthy attachment for our youngest customers – babies and children – through our Little Kids and Books program.
- We've co-designed tools so that women over 50 can be capable and confident to manage their financial future in our Golden Years project.
- We now have five years of funding to deliver the Linker program across South Australia – assisting older women and single parents to be connected to the supports and services they and their families need to thrive.
- We have new resources that support our older customers make their choices about end of life clear to their loved ones.

This year, we also made the difficult decision to step away from delivering psychology services. With psychology practices growing across Adelaide to meet community need, we decided to focus on our work in early intervention and prevention, and on supporting carers of all ages. Our thanks to all who made Psychology SA such a success for so many years, and who continue to support wellbeing and great mental health in the South Australian community.

Over the past year, we've received unprecedented feedback from our customers, who have shared how our efforts to listen, communicate with kindness has helped enrich their lives.

We extend our heartfelt gratitude to our volunteers, staff, Board members, and partners who believe in the power of each individual's unique contributions to help our community flourish. Your passion for supporting people's freedom of choice and instilling hope for the journey ahead makes a profound difference.

Helen Sheppard
Chief Executive

Darren Button
Board Chair

OUR STRATEGIC PILLARS
THE VOICE OF OUR PEOPLE

1 Innovate and build thriving communities

Golden Years: Co-designing a financial toolkit for Ageing Well.

This project was initiated to address a need for targeted support to vulnerable ageing Australians who face financial barriers and challenges unique to their age group.

Initially the view was to design a toolkit for Financial Counsellors to support older people in financial distress. However, through the co-design process with older South Australians, what was needed to age well financially as they transition to retirement/pension years became clearer.

The turning point in the project occurred in analysing the responses to a survey regarding the barriers faced in ageing well financially and what was needed to overcome this. A pattern emerged in particular for older women seeking more support and information to help the build their financial capacity and resilience.

This group became the focus and through ongoing collaboration and focus groups, a facilitators guide was developed that can be used by workers to deliver group sessions covering topics that focus on their needs, and in a format that allows older women to share experiences and knowledge together.

2 Grow positive impact together with community

This year UCWB undertook the ambitious task of co-designing its impact measurement framework with our customers. The decision to develop the framework using a co-design approach was based on the understanding that people are experts in their own lives.

People with Lived Experience participated in workshops with the UCWB workforce and these valuable insights allowed us to define what matters to our customers and draft a Theory of Change that will overarch the Impact Measurement Framework.

The interviews asked people a range of questions relating to:

- experiences accessing services, through us, or other organisations
- what has worked well
- what was challenging
- what is most important
- any concerns about the future

We heard that in order to achieve our purpose as an organisation, our customers need to feel safe and secure, connected and included, healthy and well, and have strong relationships.

UCWB continues to use insights from customers to build the finer details of the impact measurement framework and expects to start implementing the framework in late 2024.

3 Mobilise our vibrant, engaged and learning organisation

This year the Employee Experience Survey was issued to the UCWB workforce. With a high response rate (80%) it has provided a great understanding of the staff thoughts and feelings around their experiences and the culture at UCWB.

There were outstanding results, particularly in the areas of Wellbeing (75%), Progress and success in delivering outcomes (74%), and high level of Job satisfaction and commitment (83%), an increase in favourable responses from the previous year's survey.

Our commitment to a diverse and inclusive workforce is a significant area of focus. It was pleasing to see this reflected in the results with 17% of the workforce speaking more than one language, 15% born outside of Australia and 2.5% identified as Aboriginal and Torress Islander. Along with this 8% identified as LGBTIQA+, 15% identified as living with a disability or being neurodivergent, 32% identified as carers and 57% identified as having a lived experience.

This data speaks to the strength of the alignment of UCWB's workforce with the individuals, families and communities we serve, a crucial measure of success in Strategy 2027.

STATISTICS

105%
increase in compliments from previous year

80%
compliments are about the high service quality

4.4
Average Star Rating on Google Reviews

OLDER PEOPLE

A YEAR IN REVIEW

23/24 Review

In December 2023, UCWB approached all aged care customers seeking expressions of interest to participate in a Quality Care Consumer Advisory Committee (QCAC). We received an overwhelming response. UCWB undertook a selection process to ensure representation on the Committee reflects the diversity of the aged care customer base, including funding type, gender, location, from an Aboriginal, culturally or linguistically diverse community, and the type and frequency of services they are receiving. Following the selection process, seven people accepted positions. The QCAC meetings are held every three months and have been an extremely positive addition to support review of services and promote improvements from a lived experience lens.

Building on our skills and knowledge, staff members attended a two-day session - 'Hoarding Unpacked', with New Zealand based Maire Joy Barron. Attending this training has improved our understanding and the specialised approaches required to support customers living with hoarding and squalor.

Our Bowden Social group continued through FY24, engaging people through a range of activities, conversations and meals. Group members reported they have taken up new hobbies on an ongoing basis as a result of the activities completed in the group.

Our services:

- Aged Care Volunteer Visitors Scheme
- Care Finder
- Commonwealth Home Support Program (CHSP)
- Home Care Packages (HCP)

"The client today spoke very appreciatively of all the care and efforts from your end, voicing that you are one of the few people that actually does what they say they will do... You are making a real difference to her."

"Client has severe hoarding issues after she moved from a big house to a small 2-bedroom unit. Bronya has been working with her, and supported her to make incredible progress in tidy-up. She is even able to invite church friends to her unit."

"It was a delight to have Judith doing the cleaning, she is very professional"

STATISTICS

1630
hours were spent connecting people with providers and services

635
customers were helped by the Commonwealth Home Support Program

94
people were eligible for the support of the Care Finder program

327
customers benefited from Home Care Packages

HIGHLIGHTS

Deanna* - A jump start to life

Deanna*, a 72-year-old woman, was referred to UCWB's Assistance with Care and Housing (ACH) program due to significant clutter in her home, which was affecting her health and safety. The clutter, combined with her chronic pain, made it difficult for her to move around and increased the risk of trips and falls. Additionally, Deanna* was caring for her husband, which left her with little time or energy to tackle her surroundings.

The ACH team stepped in to help by clearing walkways, sorting through items, and performing a deep clean of both her home and garden. This assistance made a huge difference for Deanna*, who described it as a "jump start in life." With the clutter cleared, she felt confident enough to have people over again, something she hadn't felt comfortable doing in years.

Thanks to the ongoing support from her level 2 Home Care Package, Deanna* continues to receive help maintaining her home. The assistance not only improved her living environment but also brought her a sense of relief, independence, and peace of mind.

Care Finder Success - A story of wrap around care

Mary* 70 years of age had previously experienced long-term homelessness (over 10 years) and was at risk of losing her current Housing SA property due to squalor. Due to poor past experiences Mary* had previously had a level 3 Home Care Package, but she had stopped.

Mary* had been receiving supports from the UCWB Financial Wellbeing program. As she had an established relationship with the financial counsellor, they were able link Mary* with our Care Finder team to discuss her options for support. Whilst Mary* was initially reluctant to engage with services, she received multiple short visits from the team and the housing practitioner, which helped to build trust. Mary* was able to be provided with a prompt service - which was essential.

Mary agreed to recommence her Home Care Package and the UCWB Care Finder team was able to support Mary* explore aged care service providers. Given Mary's* established relationships with UCWB she requested this be through UCWB Aged Care Services. As a result, Mary* was no longer at risk of losing her tenancy due to squalor and is now able to ensure she has the long-term support needed to maintain her tenancy.

NDIS

A YEAR IN REVIEW

23/24 Review

This year our NDIS Support Coordination service has made some great strides in improving participant experiences. We focused on enhancing our personalised approach to align with individual goals, leading to higher engagement and satisfaction. We also worked to expand resource availability by tapping into existing community services, giving participants a wider range of options that suit their needs.

Improving our internal communication helped our support teams coordinate more effectively, ensuring participants get timely support. We have successfully supported participants transition smoothly to better-suited service providers.

All these efforts reflect our unwavering commitment to providing high-quality Support Coordination, as we consistently strive to meet the unique needs of each participant, and we're excited to continue building on this momentum in the coming financial year.

Through our Core Support service, we were able to assist people with their daily living activities and increasing opportunities for community interaction. Many participants reported an increased feeling of independence and a greater sense of achievement.

Our services:

- Core Supports
- Specialist Support Coordination
- Support Coordination

"I would like to give the absolutely highest credit to my Support Coordinator, she has been absolutely amazing... I couldn't be were I am, in a positive mind set without her assistance... I thank her so much."

"The service is amazing and I was treated as an individual" and "Dannielle made me feel comfortable".

"Keath navigated a delicate situation with a customer whose guardian and family were providing funded supports, which was against NDIS guidelines. Keath turned this into a positive outcome by helping the customer open up to the idea of having safeguards in place"

STATISTICS

56
customers received Core Supports during the year

11,190
hours of individual community based supports were received

49
customers received Support Coordination support

1,490
hours of the Support Coordination service was delivered

HIGHLIGHTS

Andrew* - collaboration and advocacy

Recently a passionate UCWB Support Coordinator worked hard to support our participant, Andrew*, in having his administration order removed. This was achieved by assisting Andrew* in contacting SACAT for a review and coordinating with his Public Trustee officer to confirm his capacity for the order's removal.

The administration order had initially been put in place after Andrew* was involved in an accident that left him in a coma for several weeks. Upon awakening, his capacity was assessed, but due to the Traumatic Brain Injury, he had not yet returned to his baseline functioning.

Over time, with ongoing support, *Andrew's capacity gradually improved, which enabled the removal of the administration order. Since the order was lifted, Andrew* experienced a significant boost in self-confidence, and even successfully managed to save money, further validating SACAT's decision to remove the order.

Andrew's* story is a great example of UCWB working collaboratively with a participant to help him achieve his goals. It demonstrates the support provided to build his capacity and empower him to advocate for himself and the life he wants to live.

Helping Sally* Relive a Cherished Memory

Our client, Sally*, has a wide range of passions, from AFL football to birdwatching. Our Support Workers have always made it a priority not only to assist Sally* with her daily living tasks, but also to ensure she stays connected to the activities and community she loves. Whether it's joining her for a game or attending her monthly Budgie meeting, we've always aimed to support *Sally in what brings her joy.

Then, some exciting news arrived - Culture Club was coming to perform at the Adelaide Entertainment Centre! The last time *Sally saw them was in the 1980s when they played in Rundle Mall, and she was determined to attend the concert. To make the experience even more special, she wanted a Support Worker to accompany her and her friend.

So, how could we make this happen? We carefully considered the logistics, the safety of both Sally* and her friend, and the immense importance of this experience for Sally*. After thoughtful planning and coordination, we found a way to ensure her wishes were fulfilled. Sally* was able to attend the concert, enjoy the music she loved, and share the moment with those she cared about - reminiscing on a cherished memory while creating new ones. It was a truly unforgettable experience, and a perfect example of how we go above and beyond to help our clients achieve their goals.

MENTAL WELLBEING

A YEAR IN REVIEW

23/24 Review

The ROSC program completed another successful year delivering support to Carers of people with Mental Health challenges.

We continued to meet carers in their home, in the community and in acute settings when required.

Our promotional activities included engagement with Multicultural Communities Council of SA and Job Network providers like Job edge, as well as a 'Western Workers' alliance within a Youth Network to try to reach young carers.

Resulting from the feedback received from our customer feedback survey, we revamped the initial assessment and plan in our Onboarding Pack to include a 'review' date, ensuring we are formally checking in with carers.

The growth of 'Mates Breaks', our men's carer support group, was particularly encouraging, as it's a unique offering that provides valuable opportunities for connection, support, and camaraderie.

Looking ahead, ROSC remains committed to developing our services to meet the evolving needs of carers, ensuring comprehensive support and advocacy while promoting resilience and wellbeing in our community.

Our services:

- Resource Options and Support for Carers (ROSC)
  - Personal support
  - Practical assistance
  - Support groups
- Psychology SA

"I have been approved of my NDIS. I was so excited and relieved of this outcome. It has taken eight months of hard work and waiting, and without Jessica's support I would not have a clue of how to navigate this. I value her for supporting me all the time."

"I am so appreciative to have been able to attend the Anxiety meeting yesterday. It will help me with my issues. Thank you."

"My mental health and physical health is long term because of complex trauma and my stress limit has increased, but the support I have received has really helped me in a lot of ways and has meant a lot to me."

STATISTICS

94%
agreed that the service helps them feel supported in their role as a carer

97%
of carers were were 'satisfied' or 'very satisfied' with the support they receive

328
people attended support groups throughout the year

59
support groups were delivered across the year

HIGHLIGHTS

Basic support for a family in need

We proudly assisted an Iranian Daughter in a carer role living with her mother, who expressed to us distress at the increased costs for basic rent, petrol, and food. They needed essential yard work done to pass their inspection, and we were able to support then to access this assistance.

We also made use of ROSC Taxi Vouchers to ensure the carer could get her mother to multiple medical reviews to support her NDIS application, as they do not have a car and must use public transport. These support options made a huge difference to the mental state of this carer and her family.

Carers at Hamper Day

Over the Christmas period, UCWB organised a Hamper Day in which carers were invited to enjoy a BBQ, purchase a Hamper - only $5 for a single person or $10 for a family, and pick up additional donated food items of their choice.

UCWB staff also picked up and delivered 19 Hampers to carers that were unable to attend the event, which was a big but beneficial effort by 'Santa's helpers'.

Support for Phyllis*

Phyllis* is a 70-year-old Carer co-residing with her 42-year-old son diagnosed with Schizophrenia, and his teenage daughter who lost her mum in a car accident when she was 7 years old. This granddaughter experiences anxiety and tends to deny her dad's mental illness.

Phyllis* registered with the ROSC program as she felt she needed support, due to feeling overwhelmed and exhausted. When our staff first met with Phyllis* she was cautious and nervous to open up. However, after multiple visits, she began to relax and discuss her circumstances and after a few sessions started to feel comfortable enough to request specific help.

Little by little we were able to build a relationship based on trust. She accepted a referral to Financial Counselling to follow up with her queries regarding her current financial situation and she also attended a couple of 'Carers Connection' information sessions. She was very grateful for the peer support and the information provided. We keep in touch with her, and she knows UCWB is here to reach out to when needed.

FINANCIAL WELLBEING

A YEAR IN REVIEW

23/24 Review

Hamper Day in December 2023 was a huge success, helping over 140 people and families. This was made possible through collaboration with City of Charles Sturt, Prince Alfred College, Westminster School, OfficeWorks, Bakers Delight, Woodville Florist School, One Voice Choir and private donors.

Funding was secured to establish and run an African and Middle Eastern Women's Group, to create opportunities for community connections, reduce social isolation and promote physical, mental and financial wellbeing. Delivered by our existing multicultural worker, the format included chair yoga, information sharing and lunch and has seen an average of 23 women attending each fortnightly session, including carers.

We secured additional funding from the Department of Human Services by partnering with Lutheran Care and InComPro for an Aboriginal Scholarship fund, which has enabled the recruitment of Jayde Fraser, a proud Indigenous woman, to work toward completing her Financial Counselling Diploma. This funding is critical in increasing access to culturally responsive financial wellbeing services for Aboriginal and Torress Strait Islander People and communities in the North and Western Metropolitan area of Adelaide and the Adelaide Hills.

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Our Services:

- Emergency Assistance
- Financial Capability
- Financial Counselling
- No Interest Loans
- NIL's for Vehicles
- Escaping Violence payment

"...his reassurance and non-judgemental approach were very much appreciated and helped to focus the sessions on what was needed to be done, rather than why it was needed."

"Jayde's presence is comforting. I don't see her looking down on me but rather I see a friendly face and get a listening ear."

"We want to express our deepest gratitude for the immense impact you've had on our lives. Your unwavering dedication, expertise and guidance have been instrumental in helping us achieve a truly remarkable outcome - reducing our expenses and debt."

STATISTICS

$1,201,709
in successful grant applications, debt reduction and debt waivers

425
is the number of packages delivered for the Escaping Violence Payment

$577,000
worth of interest-free loans was provided - 149 loans approved

2920
clients were assessed and provided with Emergency Assistance

HIGHLIGHTS

& OTHER SUCCESS STORIES

Runner up, People's Choice Award

UCWB staff member, Fatma, was a runner up in the in the SA Community Achievement Awards, People's Choice Award, for the category of Office for Ageing Well Tackling Ageism Award.

This nomination was in recognition of her ongoing passion, and commitment with Culturally and Linguistically Diverse communities, and the support she provides to clients in the sector.

Hamper Day joy - December 2023

In conjunction with other organisations and donors, we were able to provide hampers to: **103 families and 32 singles.** There were also 8 walk-ins on the day that were provided with pantry packs. Over 300 people attended the day.

Education for the future

UCWB staff member, Baba, attends UniSA each semester to work with their Law students. Baba explains the role of a Financial Counsellor/Capability Worker and general financial wellbeing services.

The aim is for students to develop an understanding of how financial wellbeing and community lawyers work together.

CHILDREN & FAMILIES

A YEAR IN REVIEW

23/24 Review

Our team continue to deliver programs strengthening parenting and cultural connection as key factors in keeping families safe, strong and connected.

The 'Understanding Aboriginal Cultural Practices' program was developed by InComPro and Martinthi Kinship and is being delivered to the Department of Child Protection, Kinship carers and staff.

Our Little Kids and Books program, designed to support early literacy skills and enrich caregiving, continues to grow and develop with booked out sessions.

Dwayne Harvey was awarded as joint winner of the Kinship Carer of the Year Award 2023, in the Department of Child Protection Awards, as part of Child Protection Week. Dwayne, a single father of five daughters was nominated by his Martinthi Aboriginal Kinship Care support worker for his efforts in caring for his two-year-old niece, who joined his family as an eight-month-old.

The Family Mental Health team had a focus on therapeutic group work for younger children and this has seen a substantial increase in supporting emotional literacy, understanding and managing feelings, lessen anxiety and increase resilience.

Our services:

- Family Mental Health Support Service
- Martinthi Kinship Care Programs (led by InComPro)
- Parenting Groups and Workshops
- Strong Families, Strong Communities
- Walking Together Intensive Family Support

"Children often talk to their peers relating to Kimochis to help each other and to manage different emotions. The most beautiful part is that it's all done without any adults support as children are using the language of Kimochis themselves."

"Make me feel very supported, they advocate, listen and understand Aboriginal families and how we work."

"He did an awesome job walking us through the course, providing lots of day to day examples and opportunities for group discussions. A dad-oriented version of the course helps fathers connect and resonate at a level that would have not been achieved in a mixed group."

STATISTICS

276
families and children participated in workshops and groups

375
children and young people underwent family mental health sessions

122
First Nations children were supported by the Martinthi Aboriginal Kinship program

100%
of people would recommend the Little Kids and Books program to others

HIGHLIGHTS

Little Kids & Books Sessions

New partnerships with the libraries & community centres, through the support of the City of Charles Sturt, have enabled collaborations with mobile libraries to be integrated into our Little Kids and Books sessions across Western suburbs. These sessions aren't just about reading and singing, but also allows parents to connect with their children, as well as other parents and the community.

Contribution to the Words Grow Minds program is supported by UCWB through incorporating their messaging in our marketing of the Little Kids & Books sessions.

Celebrating cultural events

The Martinthi Kinship team actively supported cultural events across the year. This year during National Reconciliation week, the team attended film screening 'Where the wild flowers grow' – about children living in out-of-home care, their hopes and dreams.

Activities were also undertaken for:

- Department for Child Protection cultural connection days
- National Aboriginal Torres Strait Islander Children's Day
- NAIDOC week
- Reconciliation in the West event where we provided a stall, in partnership with Raising Literacy, distributing books by Indigenous authors or illustrators

Other key highlights

- We delivered a Kimochis Program - targeting education to 154 children at Blair Athol North Intensive English Language Unit, supporting understanding of development emotional literacy and strategies to support wellbeing.
- We were innovative with funding to provide the Multicultural Women's Group with additional creche services supports so they could attend the group - allowing for women to connect to services information and support, as well as social interaction. It also provides the children with an opportunity to experience quality early learning care.
- Three Kinship carers and One Kinship Support Worker attended the National Kinship permanent Foster Carers conference Melbourne, providing space for carers to share their experiences with the systems designed to support them.
- Secured a small grant for Salisbury Communities for Children (Salvation Army), to grow our Little Kids and Books sessions in the North over school holidays. This is also a warm introduction to our new program team, Strong Families Strong Communities.

CHILDCARE

TORRENSVILLE COMMUNITY CHILDCARE CENTRE

A YEAR IN REVIEW

23/24 Review

With the arrival of our Assistant Director, Poonam, we have established a consistent program that is proactive in supporting children's development.

We said farewell to 24 children as they transitioned to school in January 2024.

Family connections have strengthened over the 12 months – as we have taken them on our journey with celebrations such as Mothers and Father's Day, cultural dates, Halloween and Christmas.

We continued to develop community connections with weekly excursions around our neighborhood and monthly visits to Torrensville preschool.

For first time users of childcare, we have refocused our transition by inviting families to be present in the room for the first visit. We offer families the opportunity to have a coffee in our lounge area, then when we are ready to start, the parent will enroll their child for half days and build on this as their child becomes accustomed to care. We have found this more targeted approach has decreased the amount of time it takes for a child to settle into their new routine.

Torrensville Community Childcare Centre (TCCC)

A community-based childcare centre created by UnitingCare Wesley Bowden.

"Your educators are the BEST! They are so caring and loving people, helping our children grow and thrive in a safe environment and I really appreciate their support for looking after my children. They are the greatest assets of the centre..."

"My child often speaks about daycare and the educators at home... they play a big role in my child's world.

"The Educators define the Centre. They are all passionate and committed to the care that they give to the kids. The Educators makes the Centre a "community".

STATISTICS

95
children are enrolled at the centre

55
hours per week are dedicated to children's development

84%
of families are 'satisfied' or 'very satisfied '

HIGHLIGHTS

Visits from those that keep our community safe

Our Kindy kids were lucky to have SA Police visit, who communicated road safety rules to help keep us safe, as well as the different types of police officers. They also received a visit from the local fire department, who talked around fire safety and how to protect themselves... but the highlight of course was the fire truck!

First aid training for the team

We are active and passionate about always exploring opportunities to engage in professional development - both as individual workers and a team.

The safety and wellbeing of the children in care is always a top priority, and as such, we ensure that the team stays up to date with essential life-saving skills and knowledge.

A first in South Australia

TCCC was the first in South Australia to receive this resource - a moulded, bendable track that supports children's development. This construction helps with social interaction, negotiation, turn taking, problem solving, collaboration, and active listening to each other. It can be tested with different mediums, such as water, slime, mud, balls and cars.

PARTNERSHIPS IN ACTION

WOMEN'S SAFETY EDUCATION

Through partnering with staff from the Women's Safety Service SA (WSSSA) we were able to co-deliver the evidence-based Shark Cage® program this year.

The Shark Cage® is a seven-week group program which helps women to increase their knowledge around healthy and unhealthy relationships, address how to recognise when someone is using abusive behaviours, and is relevant for women who have experienced some form of abuse in their lives.

This program also provides value by sharing the skills and knowledge needed to model healthy boundary setting for their children, empowering them to create a supportive and respectful environment at home where both emotional wellbeing and effective communication can thrive.

CULTURALLY RESPONSIVE SERVICES

We have grown our partnerships with InComPro Aboriginal Association, who we're now collaborating with in not only in the Martinthi Kinship Care program, but also in our Stronger Families and Communities programs and our Financial Wellbeing services.

Having dedicated Aboriginal Workers supports the ability to provide culturally respectful services to families while increasing the cultural competency of our Non-Aboriginal staff.

FINANCIAL SUPPORT FOR OUR COMMUNITY

The Spare Room Café at Grange always has a donation tree at the café in the lead up to Christmas, and for the last six years, the owner Jason has come and dropped off donations to UCWB. Christmas 2023 Jason dropped off a carload of food, toiletries and some gifts that were distributed to clients over the holiday period who would have missed out otherwise. The picture (right) is of Jason and our helpful elves (placement students).

Our Financial Wellbeing team continue to work with Registered Training Organisations such as Tafe SA, AIPC, FCA STEPS and Torrens University, providing placement for Financial Counselling students at UCWB, as well as students providing placement in Emergency Assistance where they are completing their Certificate IV to a Bachelors degree in Community Services.

We support the wider sector and address systemic issues by participating in state and national systemic advocacy platforms, such as the SAFCA Advocacy Advisory Group, AFCA CALM Group, national working groups with ANZ, CBA and Westpac.

AGED CARE - PARTNERING FOR END OF LIFE SUPPORT

Successfully securing a small grant from the Department of Health and Aged Care, our UCWB aged care team took part in the ELDAC (End of Life Directions for Aged Care) linkages program. This has not only enhanced our knowledge of palliative care and advanced care planning, but has improved our understanding of what high-quality end-of-life care for older people in home care settings can look like, refining and strengthening our services. It has fostered a deeper connection between our aged care team, specialist palliative care providers, primary care professionals, and other local service networks, allowing for more effective ability to coordinate end-of-life care, should it be required.

We have gained access to evidence-based strategies, practical tools, resources, and activities that have strengthened our inter-organisational collaborations. Additionally, the training and capacity-building initiatives have equipped our staff with the skills, confidence, and knowledge needed to facilitate meaningful conversations about palliative care and advance care planning, with customers at an earlier stage of their aged care journey.

CONNECTING OUR YOUTH TO NATURE

Through a partnership with the Torrensville Community Centre, we will be establishing a dedicated garden space where children can actively engage in planting native trees, connecting with nature, and learning about Australia's rich diversity of native flora.

THANK YOU
TO EVERYONE FOR THEIR SUPPORT

Funders & grant providers

- Adelaide Primary Health Network
- Department for Child Protection
- Department for Education
- Department of Health
- Department of Health and Aged Care
- Department for Health & Wellbeing
- Department for Human Services
- Department of Social Services
- SA Power Networks
- Wyatt Trust

Supporters & donors

- Adelaide Furniture Electrical
- Animal Rescue Coop
- Backpack for Kids
- Bunnings Prospect
- Dernancourt Uniting Church
- Henley-Fulham Uniting Church
- Prince Alfred College
- Prospect Rd Uniting Church
- Rosefield Uniting Church
- Rotary Club
- Share the Dignity
- Treasure Boxes
- Uniting Church Woodville Gardens
- Westminster School
- WestSide Lawyers

And many other individual donors to whom we are extremely grateful.

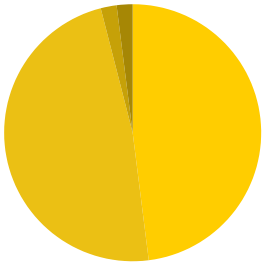
Partners

- Aboriginal Community Connect
- Australian Refugee Association
- Australian Taxation Office
- Carers SA
- CareWorks
- Cheltenham Community Centre
- City of Charles Sturt
- City of Marion
- City of West Torrens
- Findon Community Centre
- Flinders University
- Foodbank SA
- Forbes Children's Centre
- Glandore Community Centre
- Good Shepherd Microfinance
- Headspace
- Housing SA (Sturt, Croydon Park, & Port Adelaide)
- InComPro Aboriginal Association
- Junction Australia
- Kornar Winmil Yunti (KWY) Aboriginal Coroportation
- Life Without Barriers
- Lutheran Community Care
- MarionLIFE
- Mind Australia
- Mission Australia
- Neami National
- Plympton Community Centre
- Relationships Australia SA
- Skylight Mental Health
- Tiraapendi Wodli
- Torrens University
- UnitingCare Australia
- UnitingCare South Australia
- Uniting Communities
- Uniting Country SA
- Uniting SA
- University of South Australia

FINANCIAL STATEMENTS
2023-2024

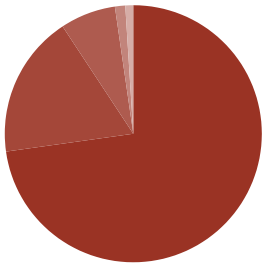
Revenue

$17,958,766



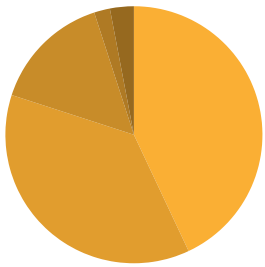
Expenses

$17,692,618



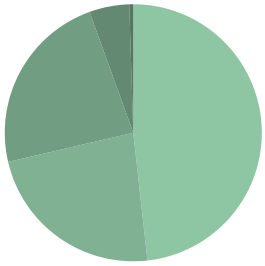
Assets

$22,681,425



Liabilities

$4,076,148



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