2020-21
ANNUAL REPORT
UnitingCare Wesley Bowden

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Acknowledgement of Country

We acknowledge the Kaurna people as the custodians of the Greater Adelaide region and that their cultural, spiritual, and heritage beliefs are still as important to the living Kaurna people today.

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

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, and mental health support.

Guided by the values of respect, integrity, trust, and courage, we strive to deliver innovative, tailored services that support individual and community wellbeing.

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

Letter from our Board Chair & Interim Chief Executive

Alison Kimber
Board Chair

Stephen Faulkner
Interim Chief Executive
Dec 2020 to Sep 2021

The past 12-months have seen significant change for UCWB as an organisation, with the loss of long-term programs and staff occurring alongside the development of new, innovative services and partnerships.

In December 2020, we farewelled our Chief Executive, Fiona Kelly. Fiona joined UCWB in 2011 as General Manager, stepping into the Chief Executive role in 2016. On behalf of the UCWB Board, we would like to thank Fiona for her contribution and service to UCWB and wish her all the best on her future endeavours.

Following Fiona's departure, Board member Stephen Faulkner was appointed as UCWB Interim Chief Executive to lead the organisation through a transformative restructure and change program. The restructure allowed UCWB to focus on its goal of achieving long-term positive outcomes for individuals and communities.

A streamlined executive and management structure was implemented with the appointment of two General Managers and four service delivery managers to build our Aged Care, Allied Health, Child and Family, and Social Programs divisions.

Under Stephen's guidance, UCWB launched several organisational-wide projects focused on service improvement and long-term sustainability. We commenced the procurement of a new Client Management System, which will improve client interaction and provide timely, accurate, and meaningful reporting at all levels. As part of the UCWB Strategic Asset Plan, we divested from ancillary properties that were no longer servicing a need for the organisation.

Operational staff commenced preparation for upcoming accreditations including Aged Care, NDIS, and Service Excellence and reviewed existing process, practice, and service offering to better align to client need. This review has resulted in the expansion of our home care service offering to include the delivery of in-home nursing services for our aged care and NDIS clients.

Throughout this period of continued change, we have been impressed with the passion, dedication, and resilience of UCWB staff. Staff have maintained an exceptionally high level of service, delivering tailored supports that respond to community need.

In particular, we would like to acknowledge the efforts of the Inner Southern Homelessness team. Over the past decade, this team have supported thousands of people to access safe and sustainable housing. At the end of June 2021, UCWB regrettably closed our Marion office, after an unsuccessful consortium bid to continue delivering homelessness support services across Central and Southern Adelaide. The professionalism and dedication demonstrated by the Inner Southern team during this time of transitioning clients to new providers was exceptional and we thank them for their commitment to the Southern Adelaide community.

Strengthening collaboration and partnerships with other not-for-profit agencies was a focus for UCWB in 2020-21. We secured additional funding and commenced new programs with consortiums including Financial Health Network Emergency Relief, Links to Wellbeing, Martinthi, Walking Together, and Wellness Connect. We value our ongoing partnerships with these agencies and the opportunities they provide for continual improvement, shared learning, innovation, and improved outcomes through wrap-around service delivery.

Our service innovation was also recognised this year, with Flinders University evaluating our Unplugged program. Unplugged was developed by UCWB in 2018 and is a school-based psychoeducation and gambling prevention program that involves a 2-hour workshop facilitated by Child and Family team social workers. Unplugged aims to provide students and parents with accessible and practical information about gaming and gambling activities, as well as strategies for managing their online activities.

The independent Flinders University evaluation findings were extremely positive, with both parents and students reporting significant increases in their understanding of gambling activities, as well as rating the workshops at a consistently high level in terms of content, engagement, and speaker quality. The Child and Family team are using valuable client feedback from this evaluation to refresh Unplugged with additional funding secured from the Office of Gambling to deliver more workshops in 2021-22.

As we continue to refine our service offering, UCWB is ensuring client voice and experience is at the forefront. During the year, UCWB engaged the Lived Experience and Leadership Advocacy Network (LELAN) for guidance on how to meaningfully involve clients and people with lived experience in our service design, service delivery, and governance. LELAN facilitated a series of co-design workshops which captured the thoughts and experiences of UCWB clients, as well as staff members, and management. We will continue to work with LELAN in the coming year to develop a blueprint for embedding client voice and lived experience across the organisation.

We are very excited that this work will be spearheaded by our newly appointed Chief Executive, Helen Sheppard, who commenced in September 2021. Helen has 25 years senior leadership, operations, and business development expertise in the health, disability, and community sectors. Helen's passion for client experience and outcomes-driven practice will continue to see UCWB achieve its aspiration.

As we look ahead to the opportunities that 2021-22 has in store, we would like to thank our staff, volunteers, funders, donors, and partners who have supported UCWB throughout the last 12-months. Your contributions and commitment are greatly appreciated, and we look forward to your continued support into the future.

Meet our Board members

Alison Kimber
Board Chair
Appointed 2016

Tim Sarah
Deputy Board Chair
Appointed 2017

Darren Button
Board Member
Appointed 2020

Dianne Chartres
Board Member
Appointed 2014

Stephen Faulkner
Board Member
Appointed 2020

Nicole Keller
Board Member
Appointed 2020

Erma Ranieri
Board Member
Appointed 2017

Caroline Rowe
Board Member
Appointed 2012

Meet our leadership team

Stephen Faulkner
Interim Chief Executive

Rosa Hulm
General Manager
Corporate Services

Carol Shard
General Manager
Service Delivery

Sue Turner
Manager
People & Culture

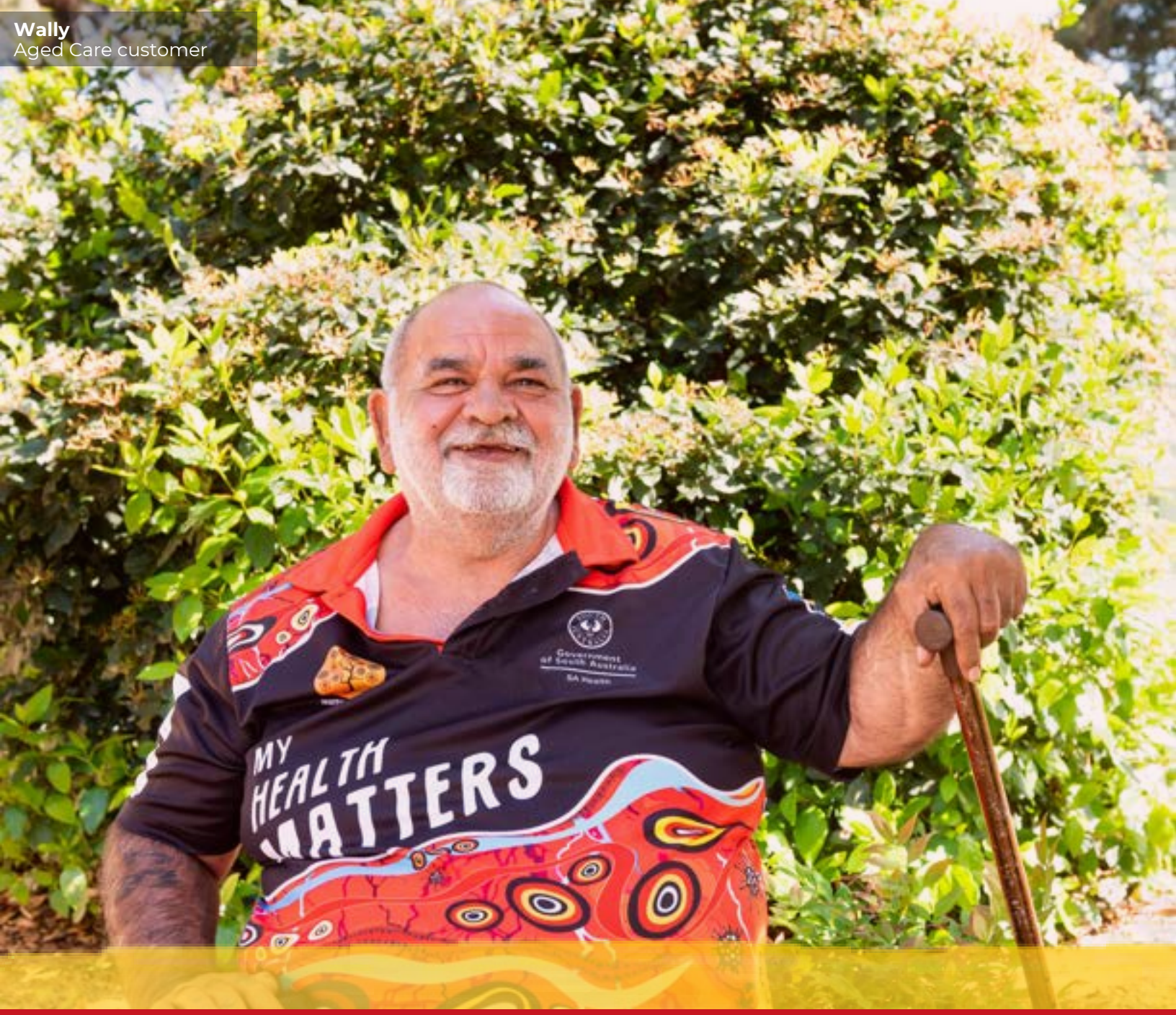
Georgina Johnson
Manager
Child & Family

Angie Felekis
Manager
Allied Health

Sheryl Maung
Manager
Social Programs

Melissa Monkhouse
Manager
Aged Care

Matt Strapps
Manager
Information Services



Wally
Aged Care customer

Aged care services

How we help

Our Aged Care team support older people to live well in their own homes and remain in control of their lives. They provide help around the house and garden, transport, social support, and assistance with personal care.

The team also provide home care services for people with disability or mental health concerns.

2020–21 services

In 2020-21, our Aged Care team assisted people in these programs:

- Commonwealth Home Support Programme
- Community Support Scheme (Mental Health)
- Community Visitors Scheme
- Home Support Package
- NDIS Core Supports
- Veterans Home Care
- NDIS Core Supports

766
people received aged care services allowing them to continue living independently in their home

21,135
hours of social support provided to 146 people

23,530
hours of domestic assistance provided to 545 people

11,875
hours of personal care provided to 79 people

5,904
hours of home and garden maintenance provided to 336 people

Allied health services

How we help

Our Allied Health team provide disability, mental health, and carers support to people of all ages across Adelaide.

We are a registered NDIS Provider and a member of the Wellness Connect and Links to Wellbeing consortiums. We also deliver therapy and assessment services through our social enterprise - Psychology SA.

2020–21 services

In 2020-21, our Allied Health team assisted people via these programs:

- Continuity of Supports
- Impacted by COVID 65+
- National Psychosocial Support Measure
- NDIS Supports Coordination & Positive Behaviour Supports
- Psychology SA therapy and assessment services
- Resource Options and Support for Carers

1,906

services provided to carers including 681 education and support group services

4,172

hours of support delivered to NDIS Support Coordination clients (Levels 2 and 3)

35

people with severe mental health conditions supported with goal-focused psychosocial community support

67

people aged 65+ years who were impacted by COVID-19 supported with focused psychological counselling

90%

of Psychology SA clients would recommend the service to others

Child & family services

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 case management services and a suite of supported playgroups, parenting programs, and in-school educational workshops.

2020-21 services

In 2020-21, 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

294

OutcomeStar assessments completed to help children, young people, and families set goals and track progress

304

children, young people, and parents attended Family Support Service group workshops and sessions

35

Aboriginal kinship carers received targeted support and training through the Martinthi program, along with the 35 children placed in their care

91%

of parents were satisfied with their experience with Torrensville Community Childcare Centre

Social programs & services

How we help

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

In 2020-21, we also supported people who were homeless or at risk of homelessness in Southern Adelaide.

2020-21 services

In 2020-21, our Social Programs team assisted people via these services:

- Access to ethical finance options (NILS, Step-Up)
- ConnectEd Utilities Literacy
- Emergency Assistance
- Financial Counselling & Capability
- Inner Southern Homelessness
- Money Mentors
- Tax Help

$1.037m
in debt waived for financial counselling clients

17
community outreach locations where clients can access UCWB financial health services

39
utilities literacy education sessions held for members of the public

3,100+
instances of emergency assistance provided to people in financial distress

509
people who were homeless supported with intensive case management, 22% of which were children

Client voice & experience

We're striving to involve clients in decisions on how our services are delivered. Here's what some of our clients had to say in 2020-21.

Young People First, Carers Second research

In 2019, UCWB received a two-year Discovery Grant from the Fay Fuller Foundation to undertake lived experience research with young people who provide care for family members.

The Young People First, Carers Second Research Project followed 52 young South Australians, aged between 9 to 26, across a two-year journey of change. The young people took part in a series of workshops and forums, culminating in a three-day 'Caring Camp'. The Caring Camp empowered 20 young people aged 15 to 18 to take on the roles of peer educators, co-researchers, and policy influencers.

With the support of UCWB's Lived Experience Researcher, the young people explained how services, systems, and the sector shifted for them as a result of the National Carers Reform. They identified strengths and shortcomings of viewing young people from a carer lens, in addition to service gaps that exist across the lifespan.

Based on these findings, UCWB has committed to adapting, evolving, and changing the way we do things to do right by young people who provide care. Read the **Young People First, Carers Second Research Report** at ucwb.org.au.

A carers guide to navigating the NDIS for her sons

In November 2020, the Allied Health team started a series of lived experience information sessions. The first presentation was by Pat Sutton, a carer who regularly attends our Resource Options and Support for Carers groups.

Pat shared her experience of navigating the NDIS and supporting her two sons with psychosocial disabilities, her role as a disability advocate, and the importance of consumer empowerment and choice.

Other clients found the session extremely supportive, with one carer stating that “hear[ing] someone else’s experience dealing with the NDIS system gives me hope to strive and get more help for my child”.

Thank you for sharing your experience with us, Pat!

Financial health clients share their experiences

On 1 June 2021, a stakeholder session was held at the Marion UCWB office to discuss financial counselling services from the perspective of clients accessing support.

In attendance were the South Australian Financial Counsellors Association (SAFCA) and Nat Cook MP, the Shadow Minister for Human Services.

UCWB financial health clients shared their experience of financial hardship with Ms Cook and SAFCA representatives and explained how financial counselling services have helped in their recovery.

Our clients also shared their perspective on how the system could be improved to be more accessible and better support financially vulnerable people.

Thank you volunteers

In May 2021, UCWB held a special lunch at Jarmer's Kitchen in Bowden to say thank you to our wonderful volunteers. In 2020-21, we were supported by 38 volunteers who gave hundreds of hours of service. We were able to offer eight former volunteers paid employment. To all of our amazing volunteers, thank you for your contribution! We couldn't do what we do without you.

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
- Department of Veterans Affairs
- Fay Fuller Foundation
- Office of the Chief Psychiatrist
- Office for Problem Gambling
- South Australian Housing Authority
- 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

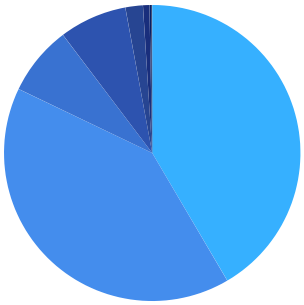
- Aboriginal Community Connect
- Australian Refugee Association
- Bookyana Cultural Services
- Carers SA
- CareWorks
- Cheltenham Community Centre
- City of Charles Sturt
- City of Marion
- City of West Torrens
- Findon Community Centre
- Flinders University
- Foodbank SA
- GameQuitters
- Good Shepherd 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
- SA Power Network
- Skylight Mental Health
- Tiraapendi Wodli
- UntingCare Australia
- Uniting Communities
- Uniting Country SA
- Uniting SA
- WestSide Lawyers

2020-21 Financial Overview

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 2021.

Income

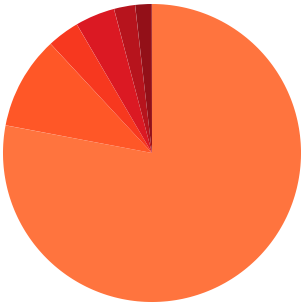
Total income
$19,670,521



- 41.6% Government funding
- 40.6% Fee for service
- 7.6% JobKeeper subsidies
- 7.4% Investment income
- 1.9% Philanthropic grants
- 0.7% Rental income
- 0.2% Other income
- 0.1% Donations

Expenses

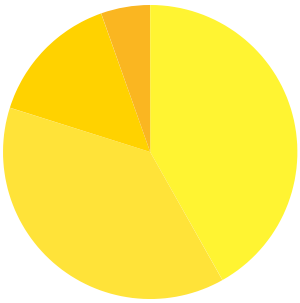
Total expenses
($18,404,394)



- 77.9% Employees
- 10.1% Program and clients
- 3.5% Information technology
- 4.3% Administration
- 2.3% Facilities
- 1.8% Depreciation and amortisation

Assets

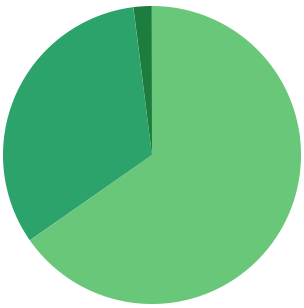
Total assets
$22,369,749



- 41.8% Financial
- 38.0% Property, plant, and equipment
- 14.7% Cash and cash equivalents
- 5.4% Trade and other receivables

Liabilities

Total liabilities
$3,340,368



- 65.3% Trade and other payables
- 32.7% Employee leave provisions
- 2.0% Lease 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