



a *compassionate, respectful*
and *just community*
in which all people
participate and *flourish*.

Annual Report 2013-2014



About Us	2
Our Year by Numbers	3
Our Operating Environment	4
Aged Care	4
Community	4
Chair's Report	6
CEO's Report	7
Our Consumers	10
Total number of lives touched by UCWPA	10
Service quality and operational compliance	11
What makes UCWPA a good place to work?	11
Our People	12
Employee profile and statistics	12
Our Company	14
Meet our Board of Directors	14
Meet our Leadership Team	16
Our Board Committees	18
Our Organisation's Structure	19
Our Service Footprint	20
A Few Highlights	22
\$40 million dollar Aged Care Re-development	22
Aged Care & Community Services Conferences	25
Hang it up for Poverty	26
Financial Statement	28
Thank You	35



About Us

We are an internationally accredited organisation that delivers innovative, quality and person centred services to people and communities across South Australia.

Since our establishment in 1919, our vision has always been to create a compassionate, respectful and just community in which all people can participate and flourish.

We boast a diverse portfolio of services and offer support and solutions across many disciplines and sectors including aged care, community welfare and employment services.

Every year our 800 staff and a network of over 160 volunteers support more than 25,000 people including the elderly, young people, adults and families, people with mental health disabilities, individuals seeking employment and people from culturally and linguistically diverse backgrounds.

Our clients always remain at the centre of what we do.





29,354

occassions of
community
services

10,463

occasions of
emergency assistance



Our Year by Numbers

*Based on statistics collected over
the 2013-14 financial year.*



817

people cared for
across **7** aged care
homes



160

volunteers



815

employees

Our Operating Environment

AGED CARE

Australia's older population is increasing in size. By 2020, it is estimated that 2.07 per cent of the population will be aged over 85 (532,000 people). By 2050 this number is expected to be 5.09 per cent (1.8 million people).

Understandably, this will lead to more older people wanting to stay at home, wanting to pay towards their care and accommodation and wanting new approaches to address health and wellbeing. Given that the proportion of in-home care is projected to increase by more than 60 per cent by 2021, the demand for aged care services that can provide choice, innovation and flexibility will grow significantly.

Dementia is becoming more common as people age. One in four people over the age of 85 have dementia. According to Alzheimer's Australia, dementia is the third leading cause of death in Australia. Currently there is an estimated 321,600 Australians living with dementia and this number is expected to increase by one third to more than 400,000 in less than 10 years. It is set to more than double again by 2050.

COMMUNITY

2.55 million Australians (13.9% of all people) live below the poverty line. (ACOSS) 603,000 are children; 620,600 have a disability.

Community sector organisations are reporting a significant increase in the number of households seeking financial and related support. Families from high risk groups such as Indigenous families, migrant families, low income earners and single mothers are the most vulnerable. Barriers such as lower educational attainment, greater family responsibilities and low income potential mean that many within these groups will spend sporadic to long term periods living below the poverty line.

Alarmingly, social exclusion is the new reality for millions of people in casual and low-wage jobs, which is a fast-growing section of the Australian workforce. In 2011 389,600 of the Australian labour market were categorised as working poor, a 9.4 percent increase since 2003 of which 59 per cent of these households were couples with children. For many, low paid work means poverty in retirement, long term social exclusion and intergenerational poverty.

Furthermore access to affordable and stable accommodation compounds household vulnerability. This is particularly concerning for low income households. Reports show that between 700,000 to 1 million households live in unaffordable housing, with affordability problems within the private rental sector accounting for just below 20 per cent of all Australian households. Research has clearly demonstrated that while housing provides shelter, it also influences a raft of non-shelter outcomes for individual households, such as workforce participation, access to jobs and services, family stability and educational attainment. Achievement in these domains leads to alleviation of poverty and reduction in costs to the community.



R U OK? Day

We joined millions of people across the country on 12 September 2013 for R U OK? Day.

Our event in Rundle Mall provided an opportunity for over 300 people to join together in conversation. Hundreds of people shared their tips for staying healthy and happy on giant smiley faces that were displayed on a community wall of inspiration. Fairy floss, balloons and music created a fun and energetic atmosphere.

Chair's Report

It has been a great honour to Chair the Boards of UnitingCare Wesley Port Adelaide and Portway Housing Association over the past seven years and am pleased to report that both organisations are in good health and continue to effectively strive to develop a compassionate, respectful and just community in which all people participate and flourish.

The past seven years have seen significant changes in respect to human services across Australia in particular the change in the role of the consumer. The importance of placing the consumer and their goals in the centre of our relationships with those with whom we work is central to everything we do but has been a particularly focus of services for the elderly and our partnering with people coping with mental illness. As this welcome development is progressively translated into consumer enabling payment systems organisations such as ours will, however, face new challenges to maintain quality staffing and services.

The centrality of Consumer Directed Care within the Commonwealth Government's "Living Longer Living Better" Aged Care reform has provided an important context for our long-term planning within our services for the elderly. This has resulted in the Board's decision to completely rebuild Wesley House Aged Care Facility to provide quality accommodation and facilities to meet contemporary expectations with the flexibility required to respond to demographic and service delivery changes over the next 30 years.

Our business case for the rebuilding of Wesley House embraces the Board's priority, fundamental for all we do, to ensure that access to quality services and facilities is available to people on low income or special difficulties.

Looking back over my 20+ years of involvement with UCWPA I particularly acknowledge the vision and leadership of the Board, senior management and staff. They and our wonderful volunteers have made a big difference to the lives of many thousands of people. I especially acknowledge the value-based leadership of our CEO, Libby Craft, and wish the organisation, under the guidance of Gael Fraser, our incoming Board Chair, God's blessing for the future.



A handwritten signature in red ink, appearing to read 'P. Bicknell'.

Mr Peter Bicknell
Board Chair

CEO's Report

It has been an exciting year at UnitingCare Wesley Port Adelaide. With your help we have supported more individuals and families than ever to overcome barriers to living life to the full and enabling them to participate and flourish in our community.

In August the organisations' Strategic Plan 2013 -16 was completed. Our Board set objectives and strategies that aligns with our vision: a compassionate, respectful just community which all people participate and flourish; we will build strong and socially inclusive communities; be an influential advocate for positive social change; deliver person centred, quality services that make a positive difference; grow the capacity of the organisation to innovate; ensure organisational sustainability.

All of our aged care services have maintained full accreditation and were recognised for the positive and professional services provided for elderly members of our community. Some of the feedback that we received from the assessors this year included that staff have positive interactions and provide attentive support to residents, are clear on roles and responsibilities, and that they promote resident choice and decision making. We have been successful in securing an additional 20 home care places under the new consumer directed care model.

We allocated additional resources to our admissions process for elderly people. An admissions team has been established that will assist community members to access our range of caring and compassionate services.

Community Services held their first internal organisational conference "Connection, Collaboration and Communication" this year. This is a great initiative that enables staff to further develop and learn from each other, get to know each other and share their experiences.

We celebrated the 10th Anniversary of the Communities for Children Program at Seaton Central in May. Over 230 people attended the event, families and friends from the region came together from a wide range of cultural backgrounds. It was a wonderful event.

We were successful in securing the tender for the delivery of Building Family Opportunities in Playford. This new service assists families to overcome multiple and complex barriers to employment.

Our community services are working closer together to provide a seamless service to our community.

This winter we initiated a special campaign "Hang it up for Poverty" which aims to alleviate poverty and homelessness in Adelaide. The campaign is multi-faceted including community education, options to donate (financially and/or in kind) and enables the community to join us and take action.

Our staff are very important and we aim to provide a positive work place for all. With the support of Employers Mutual Limited (EML) we have been able to provide training across the organisation on bullying and harassment, emphasising the importance of having a positive code of conduct and systems in place to support positive staff behaviour.

This year we have conducted a rigorous business systems review involving consultation with key stakeholders, staff and management. As an outcome we have agreed to implement a new IT business system that will provide essential support to all of our services. This will be tendered later this year.

We will continue to work collaboratively with families, community members, all levels of Government and businesses to be innovative and responsive and build community capacity and resilience.

Our focus over the next year will be on building our capacity to respond to needs in our community. To be a flexible, responsive, and innovative organisation. To do this we will be investing in our staff, our organisational development role, our infrastructure, in particular in business systems and measurement tools.

Thank you to our donors, sponsors and funding bodies for their ongoing support. Your assistance adds real value and meaning to the services we provide.

I wish to express my sincere thanks to our staff, volunteers, and the Board of Directors who work tirelessly every day to help people in need. Your commitment and dedication to our organisation is invaluable.

I would like to thank the Chair of the Board, Peter Bicknell for his ongoing commitment, his values, wisdom and experience.

We look forward to working with you in 2014 / 15 to make a positive difference to peoples' lives.



Libby Craft

Ms Libby Craft
Chief Executive Officer



Sprucing up for the 'Royal Visit'

The suburb of Elizabeth was 'the place to be' in April when The Duke and Duchess of Cambridge – and baby Prince George – visited as part of their Australian tour.

Prior to the Royal visit, the Playford City Council engaged the Wesley Social Enterprises gardening teams to spruce up the streets. Over 30 WSE supported employees and staff provided some 12 days of hard work – cleaning street signs, roadways and pathways and tidying public gardens in the Playford Council area – in readiness for the special guests. A great job by everyone involved!



*"This place is the reason
I get out of bed in the morning.
It makes my life worth living."*

Wesley Social Enterprises Supported Employee

Our Consumers

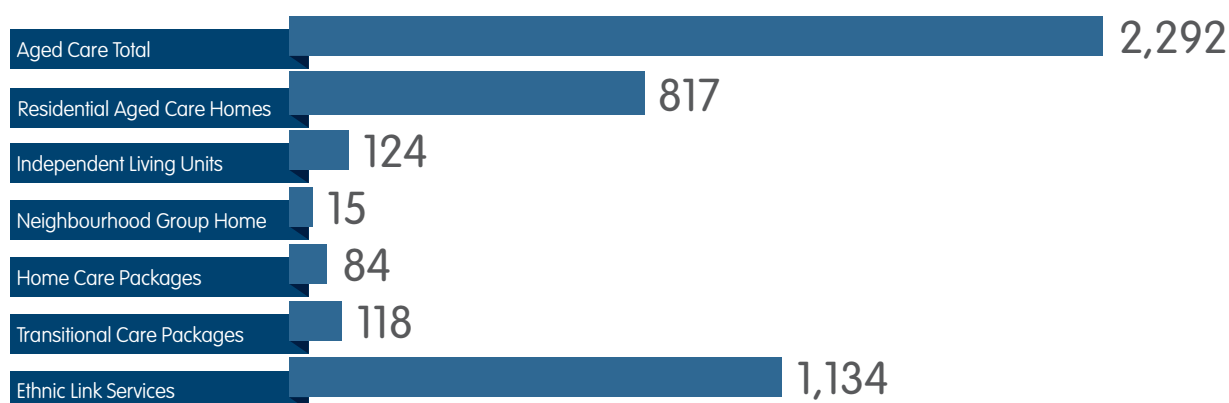
TOTAL NUMBER OF LIVES TOUCHED BY UCWPA

Combined Totals



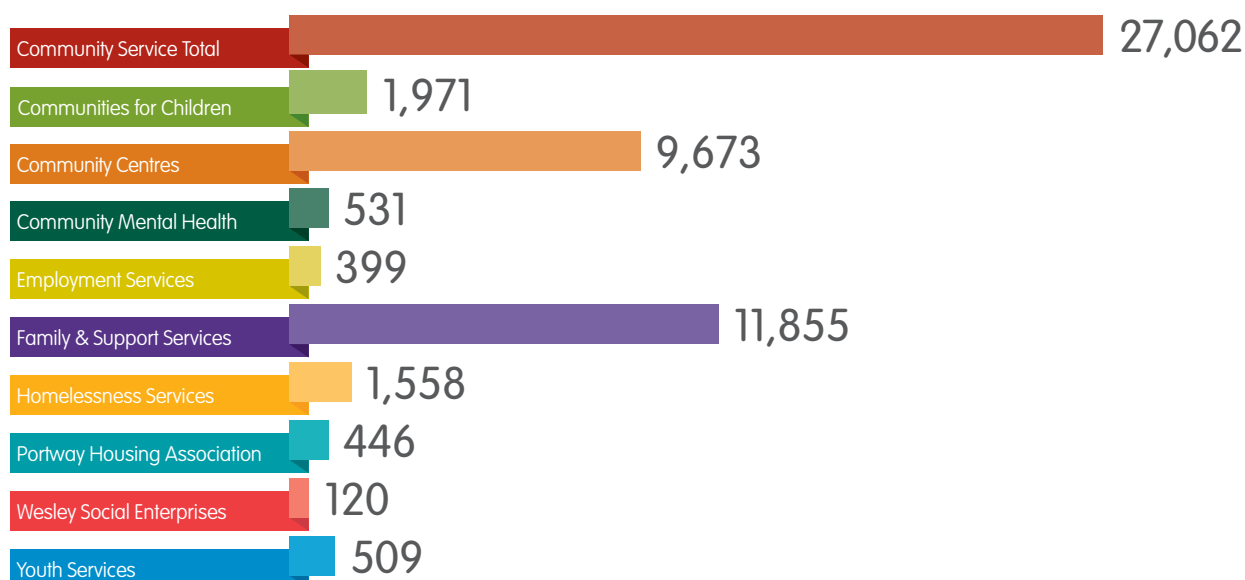
Aged Care Totals

This year we provided flexible, holistic and person-centred care for 2,292 people.



Community Service Totals

This year we provided 27,062 occasions of community services to people, many who face a multitude of barriers.



SERVICE QUALITY AND OPERATIONAL COMPLIANCE

Meeting benchmarks and exceeding expectations are important to UCWPA. This year we maintained accreditation with the Australian Service Excellence Standards at Award level and met externally recognised standards and accreditation for all our services.

This year we:

- » maintained accreditation across all aged care facilities.
- » maintained Disability Employment Services Quality Assurance certification.
- » successfully completed the annual Port Youth 24-hour Residential Facility Licence Review.
- » successfully completed the Psychosocial Rehabilitation Support Service Standards Review for our Community Mental Health Services.
- » successfully completed Community Common Care Standards, previously Home and Community Care Standards, across our Ethnic Link and Community Mental Health (Metro Options) Services.

We continued to operate with robust systems in corporate governance, organisational management and risk management and our commitment to continuous improvement ensured 'best practice' outcomes for our clients and employees. Our organisational policies, procedures and guidelines were reviewed and updated in accordance with changes in legislation and our quality systems.

"Staff across all areas were fully aware of the challenges and barriers that individuals faced, were not judgemental and clearly were committed to finding the best solutions for individuals."

Auditor, Disability Employment Services Quality Assurance

WHAT MAKES UCWPA A GOOD PLACE TO WORK?

In November 2013 all UCWPA employees were provided with an opportunity to share their views on what makes UCWPA a good place to work. 43% of employees responded to an Employee Survey and overall, the results were positive:

- » 92% of employees are generally satisfied with their job.
- » 99% are strongly committed to do what they can to contribute to the best outcomes for clients and customers.
- » 84% observed that their supervisor is generally fair and consistent, while 83% indicated that their supervisor generally communicates effectively with them.
- » 89% believe that their teams are committed to achieving common goals.
- » 99% showed a strong sense of belonging to their team, with cooperation between team members across the organisation at 87%.
- » 93% believe that UCWPA is committed to providing a safe and healthy work environment, with 92% also confident that their health and safety concerns would be addressed.
- » 83% observe that fairness and equity is supported in the workplace. 98% believe UCWPA is supportive of employees with a disability, while 97% believe it is supportive of employees from different cultural backgrounds.
- » Satisfaction with information received from management on what's going on in UCWPA is high, with 83% satisfied with the information they receive. 76% also report that there are opportunities to express their ideas to all levels of management.
- » 86% perceive UCWPA to be continuously attempting to improve itself.
- » 88% agree that UCWPA operates in a manner consistent with its Vision, Values and Goals.
- » 94% report that their own values are congruent with the UCWPA's Vision, Values and Goals.
- » 91% would like to have a long term future with the organisation. A further 75% are happy to stay and want a career at UCWPA.

Our People

During 2013/14, UCWPA continued its goal to be an Employer of Choice. As at 30 June 2014, we employed 815 people throughout our organisation in a range of positions.

We continued to offer opportunities for personal, professional and career development and remained dedicated to encouraging a progressive and motivating work environment for our people. This was supported by the results of our 2013 Employee Survey which indicated that 85% of employees believe UCWPA is committed to the development of its workforce, with 91% agreeing that they are able to put their training into practice.

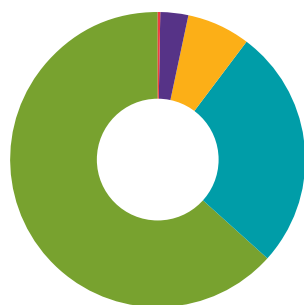
This year we invested 10,462 hours into training and development, enabling our employees to increase their skills and expertise. A total of 685 people engaged in learning opportunities throughout the year which ranged from refresher courses to accredited training.

At a special recognition ceremony this year we acknowledged the outstanding loyalty of 106 people who have worked at UCWPA for a long time. 86 employees received special thanks for their 5 to 10 years of service while 20 were congratulated for reaching their 15 to 25 year milestone. Collectively, these employees have given more than 950 years of service to UCWPA and its consumers.

On Wednesday 14 May 2013, during National Volunteer Week, we celebrated the outstanding contributions made by our volunteers. We acknowledged the dedication of more than 160 people who lend a helping hand in our aged care homes, community welfare programs and outreach centres. A special two course lunch was held at The Lakes Resort Hotel with an attendance of nearly 90 people. Each volunteer was presented with a Certificate of Appreciation.

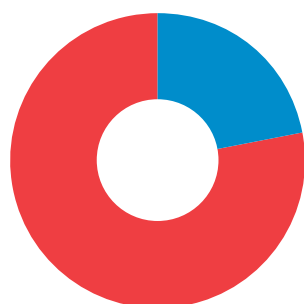
EMPLOYEE PROFILE AND STATISTICS

Employees – 2013/14



Senior managers	4
Service managers	24
Corporate employees	56
Community services employees	215
Aged Care employees	516
Total no. employees	815

Employee – gender breakdown



Male employees	181
Female employees	634

Employee – age breakdown



15-24 yrs	25
25-34 yrs	154
35-44 yrs	151
45-54 yrs	219
55 yrs and over	266

Employee – Full-time, part-time, casual



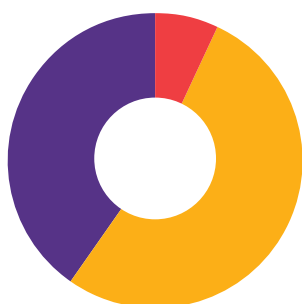
Full time employees	143
Part time employees	568
Casual employees	104

Employee – years of service



< 1 yr	75
1-3 yrs	249
4-10 yrs	326
11-15 yrs	82
16-20 yrs	40
21 yrs and over	43

Volunteers – 2013/14



Corporate volunteers	12
Community volunteers	88
Aged care volunteers	67



Our Company

MEET OUR BOARD OF DIRECTORS



Mr Peter Bicknell

Board Chair

Appointed 2007 – Current

B.A., M Soc Admin, JP

Mr Bicknell is the Chair of the UnitingCare Australia's National Committee, Portway Housing Association and several environmental liaison groups. During this year he has also been a Commissioner with the National Mental Health Commission, Chair of the Port Adelaide Renewal Steering Committee and a member of the Energy and Water Industry Ombudsman Board.



Mrs Debbie Myhill

Board Secretary

Appointed 1987 – Current

LLB.

Mrs Myhill has experience in private and public legal practice. Her roles have included senior management of a professional registration board and Chair of a government regulatory body. She is also a member of the UCWPA Board Executive and Finance Committee.



Mr Bruce Trebilcock

Board Treasurer

Appointed 2014 – Current

FCPA, FAICD, FGIA, MBA

Mr Trebilcock is an experienced non-executive Director. During his career, he has been successful in general managerial and financial roles with large corporate organisations. Mr Trebilcock shares over 5 years' experience as Director of a major South Australian aged and community care provider. He is a member of the Uniting Church and is also a member of the UCWPA Executive Committee.



Mr Gary Wilson

Board Member

Appointed 2000 – Current

B.Sc., B.Soc.Admin.

Mr Wilson has experience in social work, human resource management and governance in both Government and Non-Government sectors. Previous Executive Director of Shelter SA, Mr Wilson is a member of the South Australian Council of Social Services and is a Visiting Fellow at the University of Adelaide's Centre for Housing, Urban and Regional Planning.



Dr Paul Kilvert

Board Member

Appointed 2010 – Current

B.A. (Hons), PhD, FAICD, FACEL

Dr Kilvert possesses senior leadership experience gained through executive roles in government including Chief Executive of the SACE Board of South Australia, Executive Director for Policy, Planning and Performance in the Department of Education and Children's Services, and Principal of Unley High School. He is a member of the Board's Executive Committee and Chair of the Risk Committee.



Mrs Gloria Parker

Board Member

Appointed 2011 – Current

BSc, MBA, DipT(Sec.), Grad Dip Ab Studies, CPMgr

Mrs Parker is a consultant in strategic management, marketing and general management in both the profit and not-for-profit sectors and has lengthy experience in Uniting Church administration and governance. She is a member of the UCWPA Board's Finance and Risk Committees.



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Rev John Watt

Board Member

Appointed 2004 – Current

B.A.(Soc Wk), L.Th.

The Rev John Watt is a retired Uniting Church Minister with 30 years' experience in Human Services. Mr Watt has been Superintendent/CEO of what was then the Port Pirie Central Mission and Wesley Mission Ipswich as well as Chair of the Aged Care Australia National Conference. He has recently stepped down as Chair of the South Australia UnitingCare Commission and is Chair of the UCWPA Aged Care and Property Committee.



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Ms Helen Fulcher

Board Member

Appointed 2012 – Current

B.A. (Hons), B.Ed. M.A.

Ms Fulcher brings leadership experience at senior levels of local government, housing and environment protection, including Chief Executive roles of Housing New Zealand Corporation and South Australia's Environment Protection Authority. Ms Fulcher held responsibility for services across the SA Housing Trust for 14 years and is a member of the Urban Renewal Authority Board.



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Ms Karen Hunt

Board Member

Appointed 2014 – Current

B.Beh.Sci, Cert.Min

Ms Hunt has many years' experience in the higher education and health sectors and brings expertise in stakeholder management, strategy and planning, sponsorship, communication, mental health and community engagement.

MEET OUR LEADERSHIP TEAM



Ms Libby Craft

Chief Executive Officer

Appointed 2007 – Current

B.Soc Work (Hons), M.B.A.

Ms Craft was appointed to the position of CEO in January 2007. She has over 25 years' experience in Human Services having worked in direct service provision, advocacy, policy, research and community development within State and Federal Governments as well as the non-government sector.



Andrew Zeuner

Senior Manager Business Services

Appointed 2001 – Current

CPA, MBA, B. Economics

Mr Zeuner has over 19 years' experience in finance and business development and is currently the Senior Manager Business Services at UCWPA where he is responsible for the portfolios of finance and administration, Property Services and Information and Communication Services as well as major projects including the redevelopment of Wesley House Aged Care. Mr Zeuner is also the Treasurer of Wesley Social Enterprises Inc. and Portway Housing Association Inc. and Chairs the UCWPA Aged & Community Services Finance Committees.



Deborah Burton

Senior Manager Aged Care

Appointed 2004 – Current

Bachelor Nursing, Grad Dip Aged Service Management

Ms Burton, a registered nurse, has 30 years' experience managing residential and community aged care services. Ms Burton commenced with UCWPA in 1989 and since 2004 has been the Senior Manager Aged Care, responsible for the strategic direction of aged care services.

Ms Burton also sits on the Aged & Community Services SA & NT Board.



Meredith Perry

Senior Manager Community Services

Appointed 2008 – Current

Dip T. Grad Dip Ed. Couns; Cert Mgmt & Ldrship, Cert. Mediation

Ms Perry has over 30 years' experience in the not-for-profit sector and is currently the Senior Manager Community Services at UCWPA where she is responsible for overseeing a suite of community services and programs which involve strategic planning, business development, policy development, community service program design and financial management. Ms Perry is also on the Portway Housing Association Inc. Board.



Janette Hancock

Senior Manager Organisational Development

Appointed 2011 – Current, Bachelor of Arts with First Class Honours; PhD

Dr Hancock has 13 years' experience in Academia and has worked in not-for-profit management for 7 years. Dr Hancock is currently the Senior Manager Organisational Development at UCWPA where she is responsible for risk and quality management, marketing, research and evaluation, policy development and strategic planning.



Festival of Now

World Mental Health Day is a day for global mental health education, awareness and advocacy.

On 10 October 2013, approximately 450 clients, the general public and support workers from Community Mental Health attended the Festival of Now in Rundle Park. Brought together by the Mental Health Coalition and led by UCWPA staff members, the event provided a fun environment for people to share time together and explore different ways of nurturing wellbeing, mental health and recovery. The day included free food and activities including drumming, animal exhibits, games, drama workshops and much more.



OUR BOARD COMMITTEES

The UCWPA Board has established Standing Committees under its constitution. Each Committee is comprised of Directors with experience and expertise in the Committee's area of responsibility. Each Committee has its own Terms of Reference and meets regularly throughout the year to consider and oversee operations under strategic directions set by the Board.

Aged Care & Property Committee

The Aged Care & Property Committee oversees the management of property and assets owned and occupied by UCWPA and sets the future strategic direction for UCWPA aged care services. The Committee makes recommendations to the Board on the purchasing and management of property for UCWPA; serves as an independent and objective party to review property matters to ensure compliance with legislation and Board policies; oversees management compliance with these policies; and oversees the planning in aged care.

Finance Committee

The Finance Committee oversees UCWPA's financial performance at a high organisational level. The Committee assesses bi-monthly financial performance against budget projections and considers long term financial projections as well as the organisation's investment strategy. The Committee is responsible for managing the organisation's financial risk and financial compliance requirements.

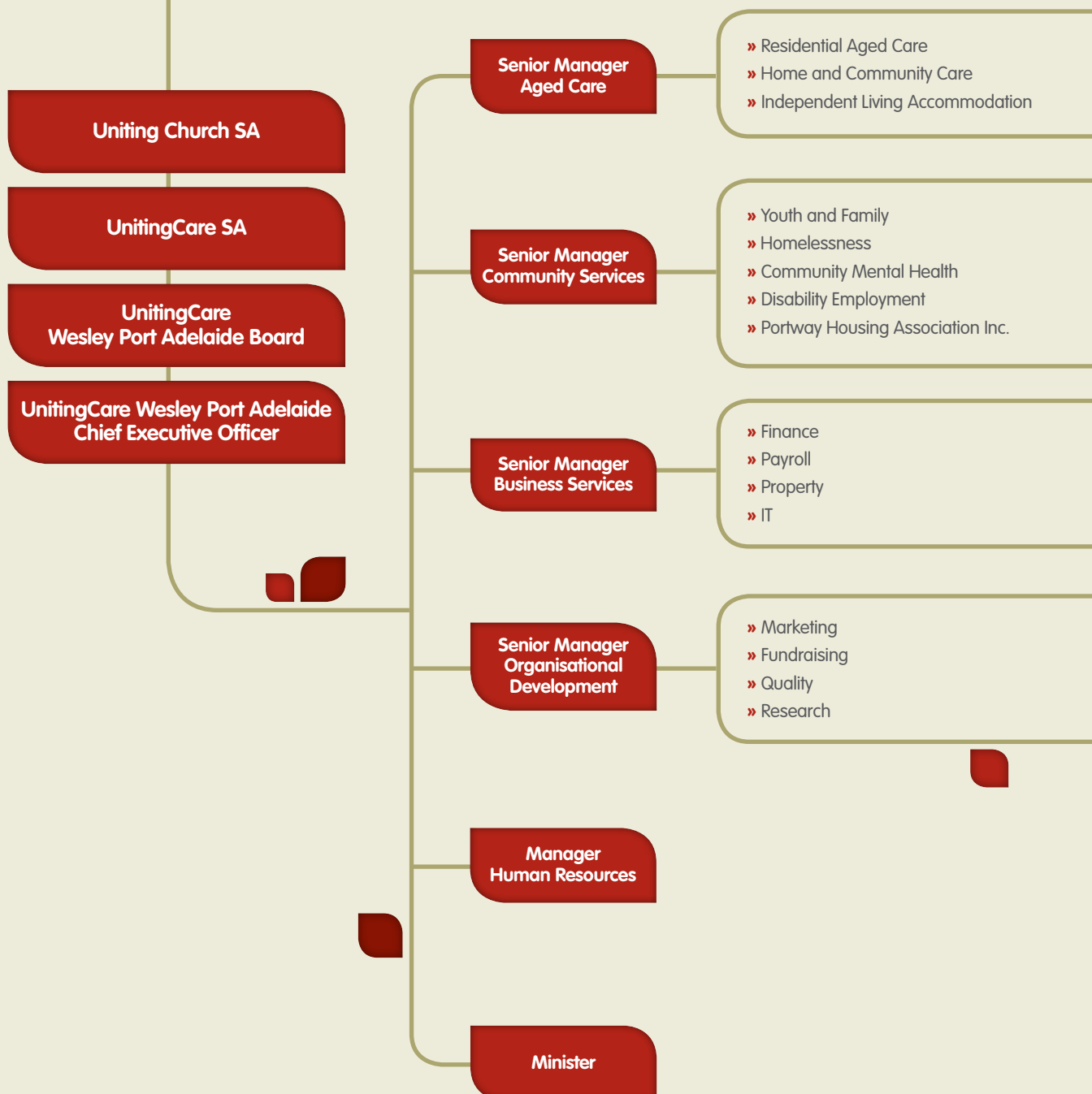
Risk Committee

The Risk Committee oversees strategic high level risk management for the organisation, monitoring compliance with, and progress against, the UCWPA Risk Annual Plan.

Communities for Children Allocations Committee

The Communities for Children Allocations Committee is responsible for allocating funds to subcontractors and monitoring financial and service outcomes as part of the Communities for Children Program.

Our Organisation's Structure



Our Service Footprint

COUNTRY
SA



Our office locations

Head Office

Aged Care residential care, transitional care packages, home and community care, independent living units, neighbourhood group home.

Communities for Children family and parenting assistance, home based and individual support services, playgroups, health services.

Community Centres low cost programs, accredited training courses, social activities, personal development courses.

Community Mental Health Services holistic recovery services, psychosocial rehabilitation support, housing and social support, life skills advice, case management, counselling.

Employment Access employment opportunities, work experience placements, job skills preparation, career planning, training assessment, ongoing individual and employment support for people with a disability and/or mental illness.

Ethnic Link Services in-home support for older people from culturally and linguistically diverse backgrounds.

Family and Support Services emergency assistance, parenting and family support, counselling, financial support, Aboriginal services, children's services.

Homelessness Services early intervention and intensive tenancy support, case management, emergency assistance, life skills advice, housing and accommodation support.

Portway Housing Association affordable and appropriate housing to low income families, young people, refugees and people living with a mental health condition including units, townhouses, free standing and semi-detached houses as well as ongoing housing support.

Wesley Social Enterprises employment opportunities for people who live with a disability.

Youth Services short educational courses, case management, counselling, youth development activities and events.



Elizabeth

Paralowie
Salisbury

NORTH

Golden Grove

Parafield

Mawson
Lakes

Para Hills

Tea Tree Gully

Pooraka

Modbury

St Agnes

Gepps
Cross

Valley
View

Northfield

Holden
Hill

Highbury

Campbelltown

Newton

Montacute

Walkerville

Payneham

Magill

Stepney

Norwood

Skye

Dulwich

Burnside

Greenhill

Glen
Osmond

Waterfall
Gully

Springfield
Mitcham

EAST

Belair

Blackwood

METRO
SA

Outer
Harbor

Bolivar

North
Haven

Taperoo

Largs Bay

Semaphore

Port
Adelaide

Alberton

Regency
Park

West Lakes

Tennyson

Woodville Croydon

Prospect

Seaton

Findon

Grange

Hindmarsh

North
Adelaide

Henley Beach

Fulham

Thebarton

Mile End

ADELAIDE

West Beach

Wayville

Goodwood
Hyde Park

Plympton

Glenelg

SOUTH

Panorama
St Marys

Marion

Brighton

Sturt

Seacliff

Darlington

Marino

O'Halloran
Hill

Aberfoyle
Park

Hallett
Cove

Reynella

Woodcroft

Lonsdale

Morphett
Vale

Noarlunga
Centre

A Few Highlights

\$40 MILLION DOLLAR AGED CARE RE-DEVELOPMENT

In November 2013 we commenced work on our biggest ever capital project with the redevelopment of Wesley House Aged Care.

The home, in operation since 1950, is undergoing a \$40 million dollar transformation, increasing from 122 to 168 beds. The project is being undertaken in three stages, with the first stage – a 72 bed wing – to be complete in January 2015.

The home will provide superior accommodation for 168 residents. Single rooms with private ensuites and window views will include LCD SMART TVs and wireless internet capability. The redevelopment includes a fully appointed on-site kitchen, a café, two large function/activity areas and a specialist secure dementia wing which will have additional technology to support residents.

The building has an eco-friendly design and includes solar power, water-efficient landscaping, heat recovery and exchange systems for air handling and maximisation of natural light.

The home is being built by Kennett Builders, winner of the Commercial Master Builder of the year in 2014, with the assistance of an experienced consulting team, Walter Brooke Architects. The entire project is due for completion in late 2016.



*“The support and friendship
that has been extended to my
mum has been wonderful. She has
been very well cared for by competent
carers and for this we
are most appreciative.”*

Client of Home Care Programs



 **UnitingCare**
Wesley Port Adelaide

**Communities
for Children**



C4C celebrates 10 years at Seaton Central

Seaton Central has assisted over 6,000 children and their parents since its establishment in 2004.

In April 2014, over 200 people gathered at a free Seaton Central community event to celebrate the amazing work the centre does to help local families. The event included plenty for everyone to enjoy including food, music, dance balloon sculpting, face painting and take-home art and craft activities. "I really don't know what I would have done without this service," said one Seaton Central mum.



AGED CARE & COMMUNITY SERVICES CONFERENCES

On 29 November 2013 we hosted our third annual Aged Care Conference titled 'Healthy and Positive Workplace'.

93 people from our aged care, Home Care Programs and Ethnic Link Services as well as external providers attended the conference. Attendees were inspired by keynote speaker, Victoria Morton, Healthy Worker Adviser from Aged and Community Services SA and NT, and learned from one another as they shared special projects that covered a variety of aged care topics.

"We are aiming for some of the continuous improvement activities presented this year to form part of an organisational submission for a Better Practice Award in the future."

Deborah Burton,
Senior Manager Aged Care

We also hosted our very first Community Services Conference on 18 September 2013.

Over 180 employees attended the conference. Themed 'Communicating. Connecting. Collaborating', one of the highlights included an inspiring presentation about 'Collective Impact', an initiative that is based on linking and coordinating people from all sectors in the community to address and respond to the causes of disadvantage. Other highlights included interactive case study workshops and a panel of UCWPA's Community Service Managers who explored some of the challenges our sector experiences. Displays by each of the services showcased the activities conducted by the diverse programs offered by UCWPA. The conference is expected to become a bi-annual event.



From top:
Community Services
Conference attendees.
The panel of Community
Service Managers.



From top:

Aged care employee participates in free health check with a Chemplus nurse.

Door prize winner, Victoria Morton (Aged and Community Services SA & NT), with Grandmas Pantry gift basket.





HANG IT UP FOR POVERTY

The ideas behind Hang it up for Poverty were sparked during a conversation in early 2013. Not long after, the community campaign debuted to create awareness about important social issues like homelessness, and provide opportunities for people, businesses, schools and community groups to get involved and support people in South Australia living without a home.

"It's quite amazing to remember that one year ago I sat in my office considering the future of my comical drawing of a wardrobe. I am so proud to see what it has turned into today."

Alice MacFarlane
Marketing and Events Manager

In 2013 over \$25,000 was raised and 905 items of clothing was collected to support Hang it up for Poverty – not a bad effort for the first year of the campaign. Needless to say, our passion to make a real difference meant that our aim for 2014 was to increase our efforts to raise \$35,000 and collect 1,200 items of clothing and food to support people who sleep homeless every night in SA. Not only did we reach this goal, we exceeded it by a big margin.

The success of this year's campaign and the support that we received from thousands of people in the community was truly amazing. In just 3 months during winter, almost 200 individuals, businesses, churches and community groups were involved in a variety of fundraising activities that collectively raised over \$40,000 and collected a whopping 15,400 items of clothing and food.

The overwhelming response to the campaign, particularly the clothing donations, kept Hang it up for Poverty staff and volunteers very busy collecting, sorting and distributing clothes to where they needed to be – on the backs of people living homeless. Thanks to a collaboration formed with like-minded community organisations, namely Lutheran Community Care, Anglicare and St Lukes Mission, Hang it up for Poverty clothing and food donations were distributed to people in need across the whole state. Monetary donations are being used to fund emergency relief packs provided by UCWPA's Western Adelaide Homelessness Service that assists people who need housing support, are homeless, or at risk of becoming homeless.

One of the most rewarding highlights this year was the pop-up Hang it up for Poverty wardrobe which took to the streets of Adelaide during June and July. In partnership with the Mix 102.3 Street Crew, the wardrobe popped up at hot-spots including Rundle Mall and the Westfield Shopping Centres. Shoppers were encouraged to donate clothing to support the cause.

"I was humbled by people's generosity, especially those who stopped to donate the jackets and jumpers that they were wearing."

Tahnee Tiller, Marketing Officer

At the end of 4 weeks on-the-road, almost 1,500 items had been 'hung with love' in the wardrobe. In August, the wardrobe found a permanent home at the People Planet Purpose shop located just off Adelaide's central shopping precinct, Rundle Mall, which provided a convenient and central location for giving.

Hang it up for Poverty was also named a 2014 Port Adelaide Football Club Charity Partner. Our affiliation with Port Power extended to events including a Match Day March on 20 July from Rundle Mall to Adelaide Oval, and Game-Day Charity Partner for the Round 20 Port Power vs Sydney Swans game on the 9 August which boasted an attendance of more than 50,000 people. Thanks must go to the wonderful volunteers who collected money at both events that raised just over \$3,600. We look forward to a continued partnership next year, especially on the back of Port Power's impressive top five placement at the end of the regular season, and their first preliminary final since 2007.





During Homeless Persons' Week on Friday 8 August, over 100 students from 6 Primary Schools in Adelaide took part in the third annual Sleep 'n Bag event. With temperatures hovering around 10 degrees, the students bunkered down on the cold tiles of the Zoo's rotunda to spend a night experiencing what it is like to 'sleep rough'. They learnt some very valuable lessons:

"It was really uncomfortable and to think that the homeless people don't even have these facilities, it'd be pretty hard for them to sleep at night."

"It's taught me that we're lucky and we need to help people in need. We can't just let people go and live as homeless people because that's not fair."

"I came here with a sleeping bag, a jumper, a beanie and woollen socks to keep me warm. It would be terrible to sleep in the cold without these things."

This year, the students slept out to raise awareness for the 900 children aged 0–12 years who sleep homeless in our state every night – that's the equivalent of 15 school buses filled with kids! Participating primary schools including Westminster, Glenelg, Pembroke, Rostrevor, Keller Road and Seymour College hosted school fundraisers including casual clothes days, discos, cake making and sausage sizzles to help homeless children in SA. They raised over \$7,000.

Thousands of people in the community joined in the conversation about homelessness on Facebook, Twitter and Youtube. Notably, the Hang it up for Poverty Facebook page engaged 1,038 people and reached an estimated 30,000 people via 'posts' and 'shares' made by online supporters. The support on Twitter was also good with passionate followers such as MIX 102.3, Bendigo Bank, The Acorn Project, Vision of George and Earth's Grove using hashtags, #HIUFP and #hangitupforpoverty, to tweet about the campaign. As well as Mix 102.3's extensive coverage of the campaign on radio, Hang it up for Poverty also featured on Channel 10 News, ABC3's 'Behind the News', The Advertiser and Messenger Papers.

To celebrate the end of the campaign, we hosted the soon-to-be annual Hang it up for Poverty Quiz Night. On Friday 15 August 160 people shared a great night at the Goodwood Community Centre with colleagues, friends and family. Emceed by Mix 102.3 announcer, Sean Craig Murphy, the night included a silent auction, 'winter uglies' costume competition, raffles and games.

Thank you to everyone who joined in the fun and to the organisations and individuals who donated some great silent auction items including, but not limited to, Robern Menz, Charlesworth Nuts, Maggie Beer, Karen Martini, Adelaide Chocolate School, Bickfords Australia, Wallis Cinemas and Hentley Farm Wines. The night was a runaway success, raising \$4,700.

An enormous "thank you" to everyone who championed this worthy cause and congratulations to our top 5 fundraisers (as at September 2014):

1. Westminster School
2. MIX 102.3
3. Portside Christian College
4. Australian Science and Maths School
5. Woodville Uniting Church

We look forward to an even bigger campaign in 2015 so do keep talking about all things Hang it up for Poverty. It'll be here again before you know it!

We estimate that around 3,700 people were provided with winter warmth and support thanks to Hang it up for Poverty donations, representing 74% of the homeless community in South Australia.



Financial Statement

SUMMARY STATEMENT OF FINANCIAL POSITION – AS AT 30 JUNE 2014

	2014 \$	2013 \$
ASSETS		
Current assets		
Cash and cash equivalents	4,046,868	8,704,418
Trade and other receivables	3,663,659	3,102,516
Financial assets	28,952,134	14,227,298
Other current assets	213,777	348,265
Total current assets	36,876,438	26,382,497
Non-current assets		
Financial assets	3,164,589	16,183,842
Property, plant and equipment	90,866,876	73,864,454
Total non-current assets	94,031,465	90,048,296
Total assets	130,907,903	116,430,793
LIABILITIES		
Current liabilities		
Accounts Payable & other payables	4,989,023	7,513,414
Other financial liabilities – non-interest bearing	22,812,493	23,973,554
Provisions	6,083,807	5,548,286
Total current liabilities	33,885,323	37,035,254
Non-current liabilities		
Provisions	817,033	756,166
Total non-current liabilities	817,033	756,166
Total liabilities	34,702,356	37,791,420
Net assets	96,205,546	78,639,373
EQUITY		
Reserves	53,665,687	41,151,373
Retained earnings	42,539,859	37,488,001
Total equity	96,205,546	78,639,374

SUMMARY STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME – FOR THE YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
Revenue	62,142,948	61,693,967
Employee benefit expense	(41,230,234)	(43,009,179)
Depreciation and amortisation expense	(2,541,231)	(2,674,521)
Program, activities and resident costs	(5,150,538)	(4,608,978)
Property expenses	(4,881,500)	(5,022,769)
Loss on revaluation Land & Buildings	(408,687)	0
Finance costs	(25,116)	(108,665)
Management, administration and other expenses	(2,853,783)	(2,789,525)
Profit before income tax expense	5,051,859	3,480,330
Income tax expense	Nil	Nil
Current year surplus	5,051,859	3,480,330
Other comprehensive income		
Items that will be reclassified subsequently to profit or loss when specific conditions are met:		
Net gain on revaluation of land and buildings through asset revaluation reserve	12,100,275	0
Gain/(loss) on revaluation of investments	414,039	10,766
Other comprehensive income for the year	12,514,314	10,766
Total comprehensive income for the year	17,566,173	3,491,096
Total comprehensive income attributable to members of the entity	17,566,173	3,491,096

The summarised financial statements have been derived from the Association's full financial report for the financial year. Other information included in the summarised financial statements is consistent with the Association's full financial report.

The summarised financial statements cannot be expected to provide as detailed an understanding of the financial performance and financial position of the Association as the full financial report.

The summarised financial statements have been prepared on an accruals basis, is based on historical costs and presented in Australian Dollars. A full description of the accounting policies adopted by the Association may be found in the Association's full financial report.



EdwardsMarshall

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF UNITINGCARE WESLEY PORT ADELAIDE INCORPORATED**

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARISED FINANCIAL STATEMENTS

The accompanying summary financial statements, which comprises the summary statement of financial position as at 30 June 2014, the summary statement of profit or loss and other comprehensive income, for the year then ended, are derived from the audited financial report of UnitingCare Wesley Port Adelaide Inc ("the association") for the year ended 30 June 2014. We expressed an unmodified audit opinion on that financial report in our report dated 2 October 2014. That financial report, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on that financial report.

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of the association.

Board members' Responsibility for the Concise Financial Report

The Board members are responsible for the preparation of a summary of the audited financial report in accordance with Australian Accounting Standards.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial report of UnitingCare Wesley Port Adelaide Incorporated for the year ended 30 June 2014 are consistent, in all material respects, with that audited financial report, in accordance with Australian Accounting Standards – Reduced Disclosure Requirements.

Edwards Marshall
Chartered Accountants

Jamie Dreckow
Partner

Adelaide
South Australia

22 October 2014



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a worldwide network of independent accounting and consulting firms.



Level 3
153 Flinders Street
Adelaide SA 5000
GPO Box 2163
Adelaide SA 5001
p +61 8 8139 1111
f +61 8 8139 1101
w edwardsmarshall.com.au

*“This group makes me
very happy, you make me
very happy, this is good
for me and my people.”*



Aboriginal elder, Anangu Women in Leadership participant



New program to help 350 jobless families

We celebrated a new Building Family Opportunities contract in the Playford area that commenced 6 January 2014.

The program will help up to 350 long-term unemployed families in the northern suburbs to find steady employment. We look forward to continuing to break the cycle of intergenerational unemployment.



“I feel like this is a great breathing space, sorting out issues and setting goals, I just can’t think at home with kids who have such high needs.”

Building Family Opportunities client



Christmas Giving

We shared the spirit of Christmas with more than 600 families and 500 children who live in poverty.

Thanks to the generosity and help of UCWPA employees and people in the community, we helped to feed families and individuals struggling to put a meal on the table and provided children with a special gift to unwrap on Christmas morning. We also shared a festive meal on Christmas Day with clients who otherwise would have spent the day alone.



Thank You

A sincere thanks to donors, sponsors and funding bodies,
the Board of Directors, staff and volunteers for their support
and commitment in working together to create
a compassionate, respectful and just community
in which all people participate and flourish.

A special mention to The Wyatt Benevolent Institution,
Australian Executor Trustees and Foodbank for their ongoing support.



Contact Us

70 Dale Street, Port Adelaide
South Australia 5015

Phone (08) 8440 2200

Fax (08) 8341 2325

Email ucwpa@ucwpa.org.au

www.ucwpa.org.au



