

# 2014-15

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UNITINGCARE WESLEY PORT ADELAIDE

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ANNUAL REPORT

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# WELCOME

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**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 822 staff and a network of over 150 volunteers support more than 20,000 people including the elderly, vulnerable 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.

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# OUR YEAR BY THE NUMBERS

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BASED ON STATISTICS COLLECTED  
OVER THE 2014-15 FINANCIAL YEAR

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## LIVES TOUCHED

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20,299 

## VOLUNTEERS

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151 

## EMPLOYEES

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822 

## PEOPLE CARED FOR ACROSS AGED CARE

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2,149 

## OCCASIONS OF EMERGENCY ASSISTANCE

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5,021 

# OUR OPERATING ENVIRONMENT

## COMMUNITY SERVICES

**More than 2.5 million Australians (13.9 per cent) live below the poverty line and 105,000 people are homeless on any given night. Children face a higher risk of poverty (17.7 per cent), as well as people aged over-65 (14.8 per cent).**

A surge in demand for emergency relief is being reported across our services. Of those people living in poverty, almost 780,000 (31 per cent) are considered working poor, with their wages insufficient to keep afloat. The rise of the traditional working family reaching out for emergency relief is evidence of the increasing cost of living pressures.

Recent research revealed growing class inequality, with people in the highest 20 per cent income group receiving about five times as much as those in the bottom 20 per cent. Compounding the gap further, those in the highest income group had 70 times more wealth than those in the bottom. Women and children, single parents, people with disabilities, migrants, elderly residents and Indigenous families are among those experiencing the greatest inequality.

Stable housing is crucial for people's health and wellbeing yet community sector organisations overwhelmingly identify more affordable housing as the most pressing need. Capacity to meet demand is stymied by an inability to secure enough public and community housing, or affordable private rental properties. This demand is expected to continue to grow.

## AGED CARE

**Life expectancy is growing with the number of people aged 85 and over projected to almost triple to 1.2 million by 2040.**

Over the past two decades, the number of people celebrating their 100th birthday increased by 263 per cent to reach 4000 by mid-2014. The number of centenarians is expected to continue to climb rapidly, presenting challenges to the aged care sector which will need to continue to grow to meet demand.

In addition to growth, the need for increased home care and flexibility in aged care support is key to the future of the sector. Aged care is currently undergoing major changes in Australia in response to this need. The reforms that are currently being phased in are centred on consumer-directed care to provide more choice for the increasing older population.

Longer lifespans also bring extra health challenges. The number of Australians with dementia has reached more than 340,000 and it is expected to be almost 900,000 by 2050. Building of our first secure dementia unit is underway as part of our Wesley House Aged Care redevelopment to help respond to this area of need.

## NATIONAL DISABILITY INSURANCE SCHEME

**The National Disability Insurance Scheme (NDIS) will have wide-ranging implications for the way community services operate.**

Our services are undergoing changes to ensure we are ready to attract and maintain clients when it is rolled out in South Australia from mid-2017. National Disability Services has developed a Toolkit, which has been used to assess our readiness for the rollout.

This assessment has been looking at UCWPA's financial stability, governance, staff capacity and adequacy of technology systems to cope with the transition. This year we brought in two consultants to share their views on what is happening at NDIS trial sites to help prepare for the client-centred model. We have shown leadership by opening up these sessions to the wider disability sector in South Australia.

*"We asked one of the consultants who works across the country how we were tracking. He said compared with other organisations of a similar size we are well advanced in our preparation of the NDIS."*

*Cherie Jolly, Manager Employment Services and NDIS Project Officer.*

\* Based on information from the Australian Council of Social Services, Department of Social Services and Australian Bureau of Statistics

# CHAIR'S REPORT

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## **It is an honour and a privilege to be the Chairperson for UnitingCare Wesley Port Adelaide.**

Together with my Board colleagues and senior staff my aim is to lead the organisation's work and meet the challenges of both increased demand from community members and the rapidly changing policy and market environment. In this regard I want to thank Peter Bicknell for his great support and wisdom as I make the transition into this role.

This organisation does wonderful work in supporting community members, alleviating disadvantage, promoting social justice and making a positive difference to people's lives. Over the past 6 months I have been able to visit some of our services to meet staff and gain a greater understanding of the work that we do. I congratulate staff, managers and volunteers on their professionalism and commitment to the values and purpose of UnitingCare Wesley Port Adelaide.

The communities we work in are constantly changing. There is greater demand for assistance from these communities. This is due to the lack of affordable housing, rising unemployment and under employment particularly for young people, an ageing population, family breakdown and the increasing need for mental health support. At the same time Government policy is moving to more individualised funding in aged care, disability and most other areas in which we work.

These policies are accompanied by greater funding restraint overall, new funding models, increased levels of regulation and significantly increased competition for funding from both the non-government and private sectors.

Libby Craft and I have been meeting with key stakeholders in government and the not-for-profit sectors to explore ways in which we can work together to meet the rising needs of our community.

The Board recognises the broader community demand and government policy changes and has commenced strategic planning work that will guide the organisation over the next 5 years. We have placed a particular focus on identifying new services and built forms that will meet community needs in aged care and housing. Over the next period I look forward to working with other Board members in setting strategy, ensuring sustainability and adding value to our work.

I would like to thank the Board, management, staff and volunteers for the great contribution that they give to UCWPA to build "A compassionate respectful and just community in which all people participate and flourish."

I look forward to the positive difference we can make together through our efforts.



A stylized, handwritten signature in black ink, consisting of a large 'G' followed by a series of loops and a long horizontal stroke.

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**MS GAEL FRASER**  
Board Chair

# CEO'S REPORT

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**This year we have many reasons to be proud of the work and achievements that we have made together.**

It has been a year of change at UnitingCare Wesley Port Adelaide. For many of us change is a constant as we strive to work within the human services environment, respond to community needs and continuously improve our service to community.

We have had to say farewell to some of our staff from particular programs due to funding changes and welcome new members as we have grown in some areas of aged care and community services.

In December this year we farewelled Peter Bicknell, Chair of the Board. During his time he shared his wisdom, values and experience in building a vibrant and responsive organisation.

We welcomed Gael Fraser into the Chair role in January. Gael has great compassion, enthusiasm, commitment to social justice and energy in making a positive difference to those that we serve.

We have been successful in growing our Community Mental health programs, in particular the Individual Psychosocial Recovery and Rehabilitation Service (IPRRS). We are now the largest provider of mental health services in our sector in the state.

We have grown our home care service to elderly members of our community, enabling them to remain in their home with support and care.

Stage 1 of the Wesley house building project has been completed. The new Wesley House Aged Care facility will offer a home to 168 elderly people. The project is scheduled to be completed in 2016.

The official launch of the ARC Linkage Project 'The Rise of the Consumer: Engagement of Older People with Consumer Directed Care' was held in February. This project will explore the preferences of older people with respect to choices in aged care services.

The project is funded by the Australian Research Council and is a co-operative project between the University of Adelaide (Faculty of Arts and Faculty of Health Sciences) and ACH, Resthaven Inc., Anglicare SA, Care Connect, UnitingCare Wesley Port Adelaide and Council on the Ageing.

We are investing in business, data and reporting systems across the organisation, particularly in the finance and business areas. We hope to go live in November this 2015. These systems will increase our efficiency and effectiveness and is a great investment into the future.

We have commenced the development of a client data base and hope go live in early 2016. This system will enable us to collect data across the community service portfolio and measure the difference that we make to the people we serve.

This year we have invested in a nurse practitioner, who runs monthly 'clinics' at each aged care site to review and advise on complex care issues. A palliative care 'Link Nurse' has been established at each site who is specifically trained to review palliative care needs and continuously improve our person centred care.

Employment Related Accommodation (ERA) is a new supported housing program that supports Aboriginal people moving to Adelaide for study or work related activities. This program has reached full capacity and we have been notified that a tender will be released soon for an increase in homes and support provided.

We have been successful in securing funding through the Indigenous Advance Strategy that will enable us to focus on early childhood development and assist children transitioning into school.

Our Hang it up for Poverty campaign was held again this winter reaching almost a million people. This initiative encourages community awareness and collaborative action to alleviate homelessness.

"New Access" transitioned from Central Adelaide Hills Medicare Local (CAMHL) to UCWPA. This service is an early intervention/prevention mental health service, employing coaches, to assist community members who may be struggling with mild to moderate anxiety, depression or similar mental health issues. This program is funded by Beyond Blue and funds raised via the "Movember" campaign.

Accreditation was maintained all year in our aged care services and community services. Thank you to all involved.

We continue to build and maintain partnerships across aged care and community services, working together to alleviate disadvantage in our communities.

Our focus over the next year will be on implementing comprehensive databases, preparing for the Service Excellence Quality Audit, exploring opportunities for our brand and identity into the future and setting our strategic directions for 2016 – 2021. An exciting year ahead.

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

I wish to express my sincere thanks to 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 welcome Gael Fraser in her role as Chair and thank her for her support and leadership and look forward to working alongside her into the future.

We look forward to working with you in 2015 / 16 to make a positive difference to peoples' lives.



A stylized, handwritten signature in black ink that reads "Libby Craft".

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**MS LIBBY CRAFT**  
Chief Executive Officer



# Colleen's Story

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Colleen is a battler.

It wasn't long ago that she was unemployed, heavily medicated for a misdiagnosed mental illness and didn't have any self-worth.

"I went through a dark, horrible time where I felt like I couldn't be of any use to anyone," she says.

Colleen, now 52, was a clinical nurse consultant at the Women's and Children's Hospital until she had to give it up when she was 30 because her mental illness made it difficult to cope.

In the following years she spent long stints of time as a psychiatric patient in hospital until her last admission, in 2010, changed everything.

While being cared for in hospital, a new doctor assessed Colleen and diagnosed her with Bipolar Affective Disorder – a change from her previous diagnosis.

"When they took me off the old medication and put me on the new one, I felt like a box opened up and I stuck my head out and could see there was a world out there," she says.

"Where had I been?"

Within a few months, Colleen came across UCWPA Employment Access while she was participating in an outreach program in Elizabeth Park.

She signed up for our Moving Forward course – a 14-week program to help participants explore career options and prepare to return to work.

Among other things, the course helps boost confidence, improve communication skills, learn how to write resumes, set goals and improve interview skills.

Armed with this knowledge and a new-found confidence, Colleen secured a job as a pharmacy assistant, where her bubbly personality and healthcare background proved a hit with the customers.

After six months, however, the business was sold and Colleen was again unemployed, leaving her "down in the dumps".

UCWPA Employment and Training Officer Jacqui Whenan was there to help Colleen pick up the pieces.

The women worked together to continue the employment search but it wasn't long before Colleen suffered another setback.

She was turned down for a job she desperately wanted after a lengthy recruitment process, which involved her losing 10kg to get in shape for the position.

"I don't think anything had hit me that hard in a long time," she recalls.

Jacqui supported Colleen through her disappointment and told her simply: "We are going to get you a job. Don't give up because you are too good to give up."

It was back to square one and Colleen's fighting spirit came to the fore.

She re-enrolled in the Moving Forward course and then followed it up with our Destination Work course, which further helps people become job-ready over five weeks.

She also got her driver's licence for the first time – something she says was a real challenge but has opened up her opportunities no end.

During her fourth week of Destination Work, Colleen was successful obtaining a job at Senior Helpers, providing support for elderly people to enable them to stay in their own homes.

We continued to support her through her transition into work and assisted with the cost of her petrol for the first few weeks to ensure she could afford to get to client's houses.

Again, her personality and caring nature made her popular – so much so she ended up travelling 600km in her first two weeks to keep up with demand from clients asking for her.

"The only reason I could do it and get established was because UnitingCare paid for my fuel for me," she says.

It wasn't long before Colleen was successful in obtaining a second job, this time with SA Health working in kindergartens and schools as a Health Support Officer.

Her role is to support children with disabilities in the classroom to ensure their health needs are met.

"I love it to bits," she says.

"I play with kids and sing songs and have a wonderful time."

As they say, good things come in threes and Colleen's success continued.

She was soon employed in her third job with the YMCA Vacation Care program, where she helps run activities for children during school holidays.

She says the jobs work perfectly together because she can juggle SA Health during the school term, YMCA during holidays and also fit shifts with Senior Helpers in between.

"It is fantastic, just getting paid and being able to pay bills," she says.

"It's a funny thing because someone believes in you and then you start believing in yourself."

Colleen is now saving up for a holiday to England in 2017 – a far cry from her position just four years ago when she first came into contact with our services.

And she has a message for others who may be facing similar struggles:

"Don't give up on your hope or your dream or trying to get a job because you never know what's around the corner.

"The only thing that's going to stop you from seeing what's around the corner is if you give up.

"If my story can give someone hope, that means more than anything."

**Left:** Colleen with Jacqui Whenan, UCWPA Employment and Training Officer.

# OUR CONSUMERS

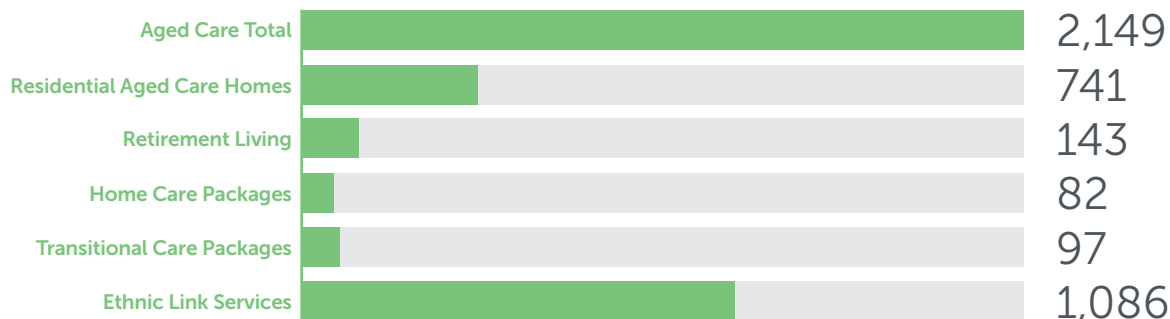
## TOTAL NUMBER OF LIVES TOUCHED BY UCWPA

### COMBINED TOTALS



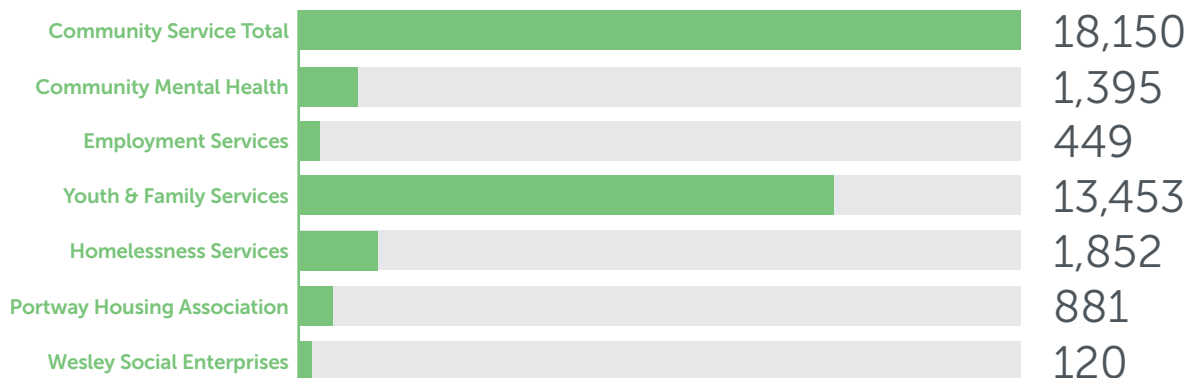
### AGED CARE TOTALS

This year we provided flexible, holistic and person-centred care for 2,149 older people.



### COMMUNITY SERVICE TOTALS

This year we provided 18,150 occasions of community services to people, many who face a multitude of barriers.



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## SERVICE QUALITY AND OPERATIONAL COMPLIANCE

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**UCWPA has strong quality management systems in place. We are continuously working at improving the effectiveness and efficiency of our organisation.**

Our focus is to consistently meet the needs and expectations of clients within our given resources which meet legislative requirements, as well as ensuring our employees are supported to achieve their best. This year we have maintained accreditation with the Australian Service Excellence Standards (ASES) at Certificate and Award level and met externally recognised standards and accreditation for all our services.

We are one of only six organisations out of 80 plus accredited agencies that have both Certificate and Award level of the ASES.

**This year we also:**

- Maintained accreditation across all aged care facilities.
- Completed the 18 expected outcomes of the Home Care Standards as set out in the Quality of Care Principles 2014 for our Home Care Programs.
- Successfully completed the annual Western Adelaide Homelessness Services 24-hour Children's Residential Facility Licence Review.
- Maintained compliance with the annual Surveillance Audit against the 12 Disability Services Standards.

*"UCWPA continues to demonstrate a strong client focus philosophy which is reflected in the organisation's Vision, Values and Mission statements. Through feedback received from service users and staff, and through sampling of documentation and records, it was observed that UCWPA provides services which are strongly focused on people's individual needs and choices."*

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**International Standards  
Certifications Audit Report**

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## COLLABORATION AND PARTNERSHIPS

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**At UCWPA we believe in collective impact and recognise that by collaborating with others, we can achieve great things.**

**This year we:**

- Worked with Northern Connections to develop responses to the closure of Holden and ways to support the displaced workforce.
- Chaired the Western Adelaide Homelessness Collaboration, which is made up of more than 30 organisations, to improve access to resources and services for clients and workers across the western suburbs.
- Participated in a research project for Port Adelaide Enfield, Charles Sturt and West Torrens Councils to prepare a climate change adaptation plan, including understanding community resilience and health.

- Collaborated with Lutheran Community Care, UnitingCare Wesley Bowden and Churches of Christ to deliver emergency relief.
- Participated on the Board of the Mental Health Coalition of SA and are part of a sub-committee to look at the impact of the NDIS on mental health services.
- Worked with community partners across non-government and government agencies to deliver Communities for Children programs, funded by the Federal Department for Social Services.
- Partnered with the University of Adelaide to undertake a research project called 'The Rise of the Consumer: Engagement of Older People with Consumer Directed Care'.

- Collaborated with Healthfirst Network on the Better Health Care Connections project to reduce ambulance transfers in our aged care homes.
- Collaborated with the Animal Welfare League to implement a program for companion animals in residential aged care.
- Partnered with Phoenix Society in Whyalla to develop collaborative work options for supported employees.

*"We believe that by having people working together, we increase the potential to find effective solutions to 'wicked problems'. The more we collaborate the greater the likelihood of positive outcomes for our communities."*

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**Meredith Perry, Senior Manager  
Community Services**



# Fay's Story

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Fay is one of the 72 residents who moved into Stage 1 of the Wesley House Aged Care redevelopment in January.

At 99, Fay still has a spring in her step and her eyes sparkle when she talks. "It's been a good life," she says as she looks around her new room.

It has an ensuite, Smart TV and all the mod-cons the residents of the new wing are enjoying.

Fay loves meeting with her friends in the communal living spaces to take in the views towards the coast.

She also joins in the many on-site daily activities. "I love the quizzes," she says, before sharing the long list of other activities she enjoys. "Craft, bowls, bingo ... any games that are going on."

Fay says she loves looking at the artworks in the hallways, depicting the Port region in years gone by.

"They help me to reminisce," she says.

"I never in my wildest imaginings thought I'd live until this age."



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**I LOVE THE QUIZZES.  
CRAFT, BOWLS, BINGO  
... ANY GAMES THAT  
ARE GOING ON.**

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**Left:** Fay enjoys her new room at Wesley House.

**Above:** Fay with Wendy McDermott, Wesley House Activities Team Leader.

# OUR PEOPLE

**Our employees and volunteers are integral for delivering quality services and we are committed to their personal and professional development.**

As at 30 June 2015, we employed 822 people and had 151 volunteers. Of those people, 710 engaged in learning opportunities during the year to increase their skills. We invested a total of 11,228 hours into training and development, which ranged from refresher courses to accredited training.

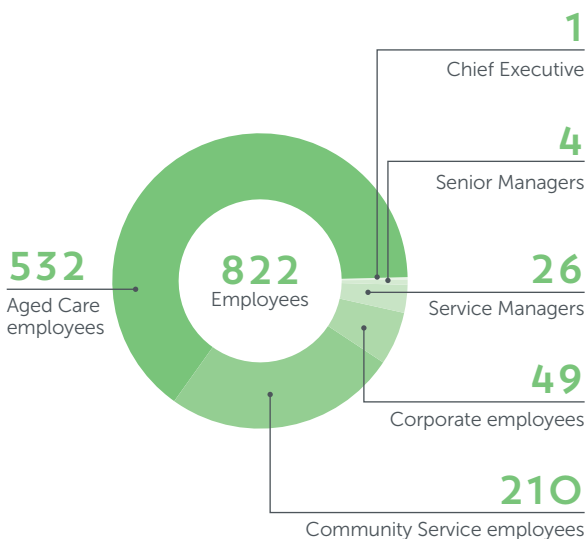
We are also developing a series of training manuals for volunteers in the areas of working with culturally diverse clients and counselling.

During National Volunteer Week we celebrated the hard work and dedication of our volunteers with a special lunch at The Lakes Resort Hotel on May 13. 100 people attended and each volunteer received a Certificate of Appreciation to recognise their ongoing commitment to helping people in our aged care homes, community welfare programs and outreach services.

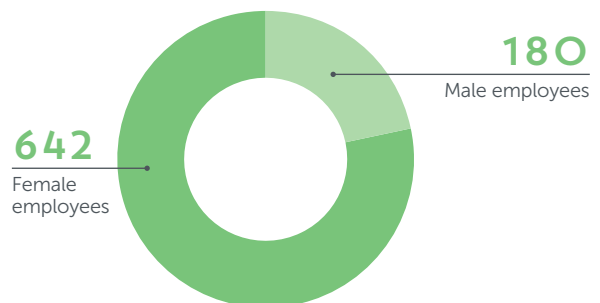
We also held a special recognition ceremony this year to acknowledge the loyalty of some of our long-serving employees. A total of 88 people were recognised for a combined 905 years of service. Among them, 67 people were given special thanks for their 5 to 10 years of service and 15 people were recognised for reaching their 15 to 25 year milestone. A further 6 employees received special recognition for a remarkable 30 to 35 years of service.

## EMPLOYEE PROFILE AND STATISTICS

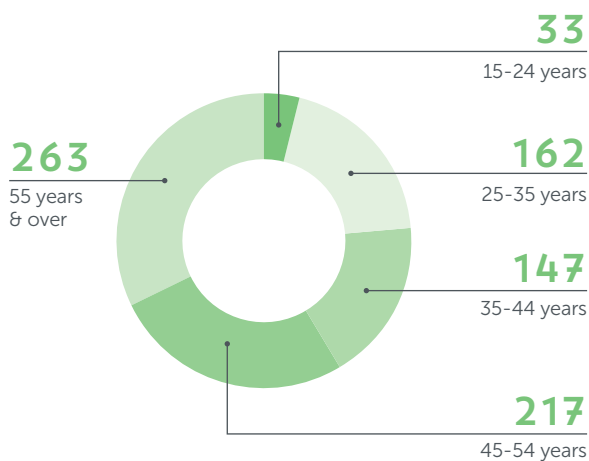
### TOTAL EMPLOYEES - 2014/15



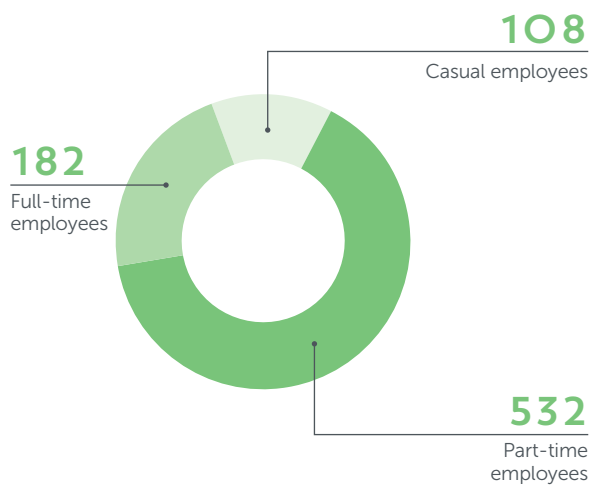
### EMPLOYEE - GENDER BREAKDOWN



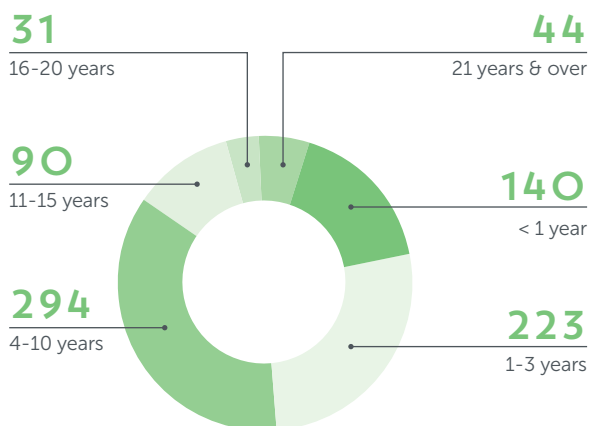
## EMPLOYEE - AGE BREAKDOWN



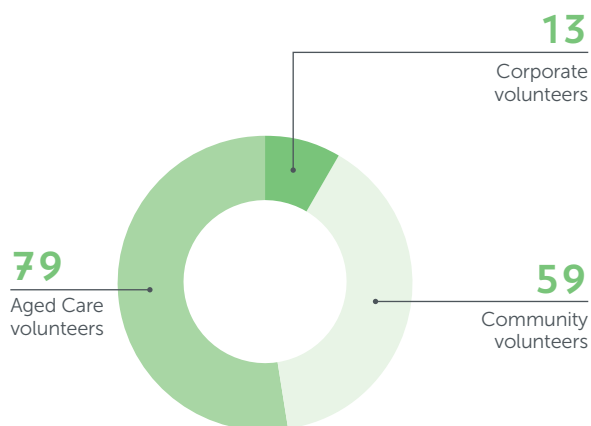
## TOTAL FULL-TIME, PART-TIME & CASUAL EMPLOYEES



## EMPLOYEE - YEARS OF SERVICE



## VOLUNTEERS - 2014/15



# OUR COMPANY

## MEET OUR BOARD OF DIRECTORS



### MR PETER BICKNELL

#### **Board Chair (2007 – Dec 2014)**

*B.A., M Soc Admin, JP*

Mr Bicknell is the Chair of the UnitingCare Australia's National Committee, Portway Housing Association and two environmental liaison groups. In recent times he has 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. He was previously CEO of UCWPA.



### MS GAEL FRASER

#### **Board Chair (2015 – current)**

*BA, Dip Lib, MRUP*

Ms Fraser, a former Chair of SACOSS, has worked extensively in senior government positions as a senior executive and senior political advisor to Government. As the previous Acting CEO, WorkCover SA, Director, Office of the Training & Skills Commission, Senior Consultant, Lizard Drinking, Chief of Staff to several Ministers and Board Member of several organisations and bodies, Ms Fraser has significant expertise in governance, policy, strategy and program development.



### DR PAUL KILVERT

#### **Board Secretary (2010 – current)**

*B.A. (Hons), Dip Ed, PhD., FAICD, FACEL*

Dr Kilvert possesses significant leadership experience through senior executive roles as 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 brings expertise in governance, policy, strategy, organisational quality and change management. He is a member of UCWPA's Executive Committee and Chair of the Risk Committee.



### MR BRUCE TREBILCOCK

#### **Board Treasurer (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 has 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 and Chair of the Finance and Audit Committee.



### MRS DEBBIE MYHILL

#### **Board Member (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 Executive and Finance and Audit Committee.



### MR GARY WILSON

#### **Board Member (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. He is Chair of UCWPA's Community Services Committee and a member of the Aged Care and Property Committee.



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### MRS GLORIA PARKER

#### **Board Member (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 Finance and Audit Committee and Aged Care and Property Committee.



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### REV JOHN WATT

#### **Board Member (2004 – current)**

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

The Rev John Watt is a 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 (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. She is a member of the UCWPA Community Services Committee.



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### MS KAREN HUNT

#### **Board Member (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. She is a member of the UCWPA Risk Committee.

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## MEET OUR LEADERSHIP TEAM

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### MS LIBBY CRAFT

#### **Chief Executive Officer (2006 – current)**

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

Ms Craft was appointed to the position of CEO in January 2006. She has over 30 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 (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.



### DEBORAH BURTON

#### **Senior Manager Aged Care (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 (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 Board of Portway Housing Association Inc.



### JANETTE HANCOCK

#### **Senior Manager Organisational Development (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 8 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. Dr Hancock is also a Research Fellow at the University of Adelaide.

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## OUR BOARD COMMITTEES

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**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.**

### **AGED CARE & PROPERTY COMMITTEE**

The Aged Care & Property Committee provides oversight and long term strategic direction for UCWPA's aged care services and oversees the management of property and assets owned and occupied by UCWPA. The committee makes recommendations to the Board on major projects and proposals, provides advice on asset management, major property development projects, and ensures policy compliance.

### **FINANCE AND AUDIT COMMITTEE**

The Finance and Audit Committee oversees UCWPA's financial and investment interests at a high organisational level. The committee is responsible for assessing financial performance against budget projections and ensures the integrity of financial budgeting, reporting and audits. It also informs long term financial projections and manages the organisation's financial risk, audit and compliance requirements.

### **RISK COMMITTEE**

The Risk Committee oversees strategic high level risk management for the organisation, monitoring compliance with, and progress against, UCWPA's frameworks and systems. The committee is responsible for meeting quality and accreditation audit standards and statutory obligations regarding legislation, regulations and policies.

### **COMMUNITY SERVICES COMMITTEE**

The Community Services Committee provides oversight for the long term strategic direction of UCWPA's Community Services. It provides recommendations to the Board regarding opportunities in community services and offers advice on major projects and proposals for new projects.

### **EXECUTIVE COMMITTEE**

The Executive Committee is responsible for attending to requests for advice on issues that affect corporate governance; Chair and CEO recruitment and appraisal; managing the review of Board performance; and identifying and overseeing the recruitment of new Board members when the need arises.

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## ENVIRONMENTAL SUSTAINABILITY COMMITTEE

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**We are committed to protecting the environment and are continually implementing strategies to reduce our carbon footprint. Our Environmental Sustainability Committee is leading the way and has overseen the introduction of a host of eco-friendly initiatives.**

### **This year we:**

- Developed a new Environment and Sustainability Action Plan to guide the organisation over the coming three years.
- Received delivery of the first stage of the Wesley House Aged Care development that included significant amounts of solar power, energy efficient laundry systems, extensive use of recycled air, LED lighting, and the ability to peak load electricity in times of high demand.
- Introduced eco-friendly waste management systems.
- Installed LED lighting and sustainable products at many of our sites.
- Continued introducing hybrid vehicles to our corporate fleet.

The committee is also committed to reviewing our organisation's carbon footprint in accordance with Australian and international standards.



# Amanda's Story

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For mother of three Amanda, secure housing means more than just a roof over her head.

It means she can finally hold down a job after seven years of unemployment, her children can settle in at school and she can plan for her family's future.

"Stability, structure and routine is so important for the whole family," she says.

"I was so fortunate to get this house. Now I'm able to put up family photos on the walls for the first time in years."

Amanda secured a tenancy in a Portway Housing property in July 2014 and her eyes well up as she recalls how she felt when she was delivered the news.

"I just cried ... it was so amazing. It was too good to be true."

It followed a rough few years in which she struggled with drug addiction and was constantly looking over her shoulder following an abusive relationship.

"Drugs really got a hold of me and I knew I had hit rock bottom."

In 2012 an ultimatum from her eldest daughter stopped her in her tracks.

"My daughter fell pregnant and she said to me, 'You won't have anything to do with me or your grandchild unless things change'," she recalls.

"That's my family, that's my life ... I couldn't live my life if I didn't see my daughter or my granddaughter.

"That's when I got help."

Amanda first secured emergency housing in the Barossa Valley and after about six months obtained a place in a transitional Portway Housing property.

Over 12 months she proved she was a reliable tenant, which led to the offer of a secure Portway Housing lease.

She takes great pride in her three-bedroom home and is looking towards a bright future for the first time in years.

"The children are now stable in school and absolutely loving it," she says.

"And now I've got a job cleaning.

"It's been a long haul but finally we are getting there. We are going upwards ... not down."

Amanda hopes her story can inspire others who are struggling to seek help.

"I've picked up brochures and magazines and read other people's success stories before," she says.

"I can't quite believe I'm one of those people - that this is my chance to share my story to help others."

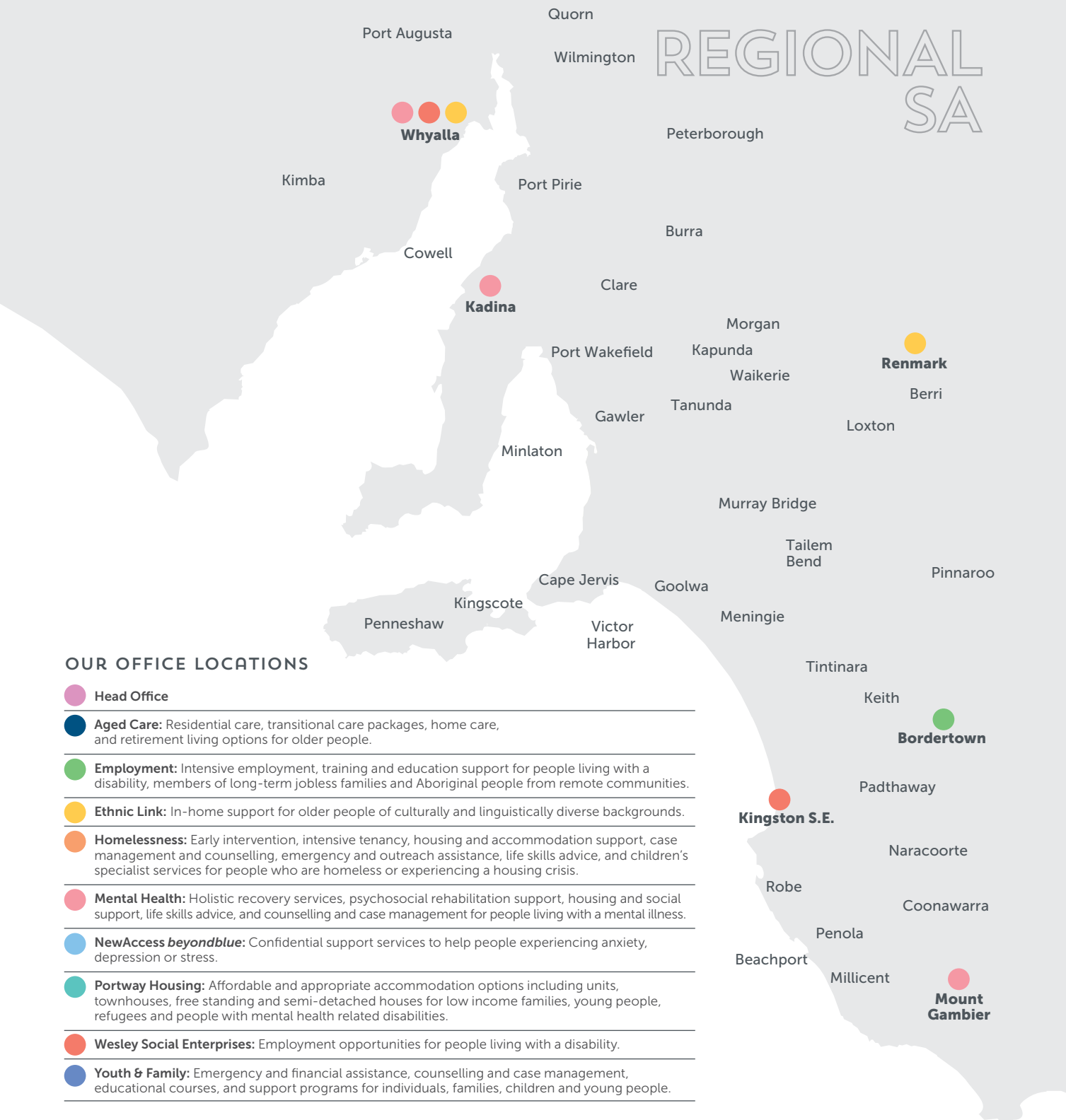


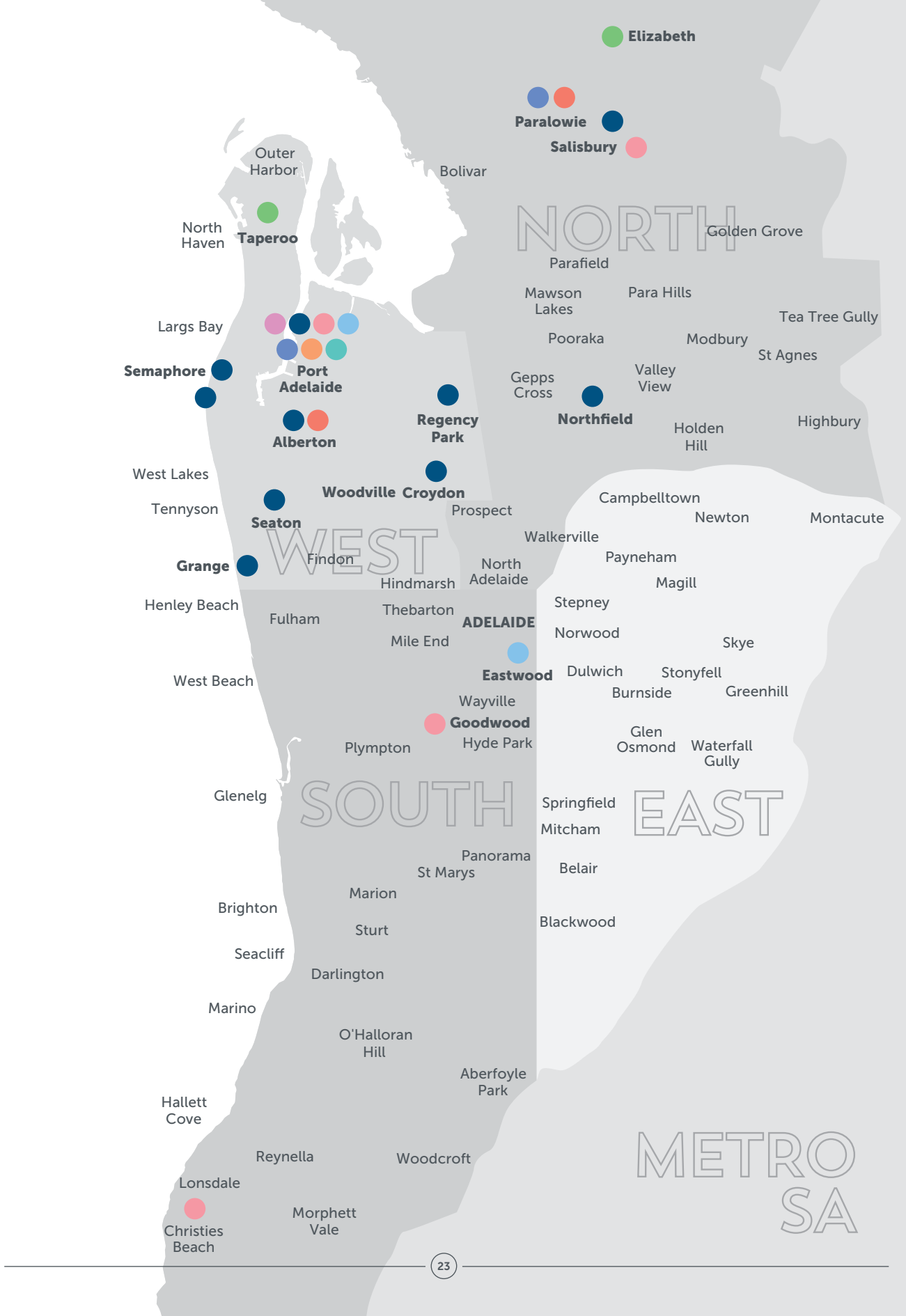
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**THAT'S MY FAMILY, THAT'S MY LIFE...  
I COULDN'T LIVE MY LIFE IF I DIDN'T  
SEE MY DAUGHTER OR MY GRANDDAUGHTER.  
THAT'S WHEN I GOT HELP.**

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# OUR SERVICE FOOTPRINT







# Janice's Story

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There isn't much Janice hasn't done in her 25-plus years volunteering at the Taperoo Community Centre.

She has been the Treasurer of the former Food Co-Op, helped run cooking classes, worked in the thrift shop and taken on any other challenge that has arisen.

"Anything that's got to be done, I'll do it," she says. "I really enjoy being here. I love the community and meeting different people and being involved in different classes."

The Centre, on Yongala St, Taperoo, runs a variety of classes for adults including computing for beginners, literacy, craft, photography, life skills and personal development.

Janice loves seeing the variety of people who benefit from the Centre. "The clients meet new people and for many of them it's about coming for a bit of company," she says. "It's always busy here."

Janice volunteers two days a week and has no plans of retiring. "UnitingCare Wesley Port Adelaide has helped me get through a few hard times," she says.

"They've been there for me and I love being a volunteer."



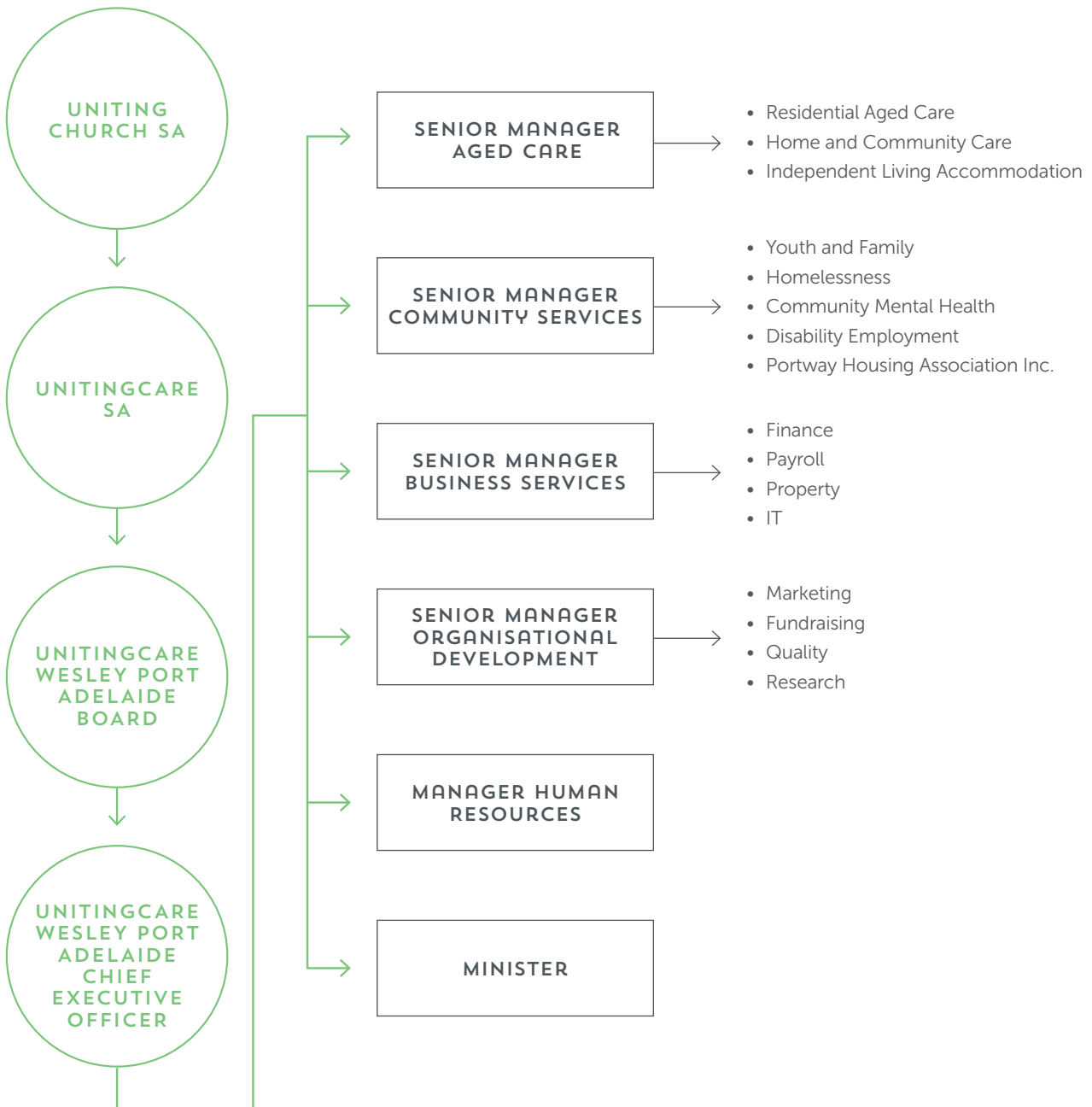
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***I REALLY ENJOY BEING HERE. I LOVE THE COMMUNITY AND MEETING DIFFERENT PEOPLE AND BEING INVOLVED IN DIFFERENT CLASSES.***

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**Left:** Janice at Taperoo Community Centre, where she is an integral part of the team of volunteers.

# OUR ORGANISATION'S STRUCTURE



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# HIGHLIGHTS

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## WESLEY HOUSE

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Residents moved into the first stage of the \$40 million Wesley House redevelopment in Semaphore Park in January 2015. The 72-bed two-storey building on Military Rd includes private bedrooms with ensuites, air-conditioning and Smart TVs. Work on Stage 2, including a 48-bedroom wing and secure dementia unit, is underway and on track to be complete in October. A further 48 bedrooms will be added in the final stage, which is expected to be completed in August 2016. The development is the biggest capital project we have undertaken and will provide space for an extra 46 residents. It also includes a café, spacious living areas, dining rooms, secured courtyards with a beach theme and an eco-friendly design. When the transformation is complete, 168 residents will call Wesley House home.



**Above (top & left):** Residents enjoy bingo at the redeveloped Wesley House.

**Above (right):** The first stage of the new Wesley House redevelopment is now complete.

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## ADMISSIONS SUCCESS

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Our new aged care admissions team has provided a vital link between residents needing accommodation and our seven aged care homes. The service started in July 2014 with one staff member and its success saw it rapidly expand to three staff to meet demand. In its first year the admissions team placed 276 new permanent and short-stay residents, and conducted about 150 site tours. Their work reduced the vacancy rate at our aged care homes from 45 out of 507 beds (9 per cent) to 11 vacancies (2 per cent) at the end of June. The 98 per cent occupancy rate is above the national average.

*"We wrote a business plan and we set goals and we've achieved all those goals. I started by myself and we got so busy we had to get one person in, and then another."*

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*Wendy Troghear, Manager  
Residential Aged Care Admissions*

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## ANNUAL CONFERENCE

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Our fourth annual Aged Care Conference was held on 21 November 2014 and focused on the theme, 'The Changing Focus of Aged Care'. Keynote speaker Simon Bryant spoke at our Regency Green Aged Care site about the provision of exceptional customer service and each aged care site shared information about their continuous improvement activities. About 90 people from our Aged Care, Home Care Programs and Ethnic Link Services attended, along with external providers.

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## PASTORAL CARE

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Our pastoral practitioners and chaplains continue to provide comfort and support to people living in our aged care homes, as well as their family and friends in times of need. This can be of particular importance when residents are moving into a new home, feeling lonely, experiencing grief or transitioning to palliative care.

*"It's important to help people find meaning in their present reality. What we endeavour to do is enable people to realise their best options for living a meaningful life."*

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*Reverend Dr Les Underwood, Minister  
UnitingCare Wesley Port Adelaide*

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## ETHNIC LINK AWARD

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On 19 June 2015, Ethnic Link Services took out the Organisation Award at the Aged & Community Services SA & NT Awards for Excellence. The honour was announced at a gala dinner at the Crowne Plaza Adelaide, and was attended by key senior staff including UCWPA Chief Executive Officer Libby Craft, Senior Manager Aged Care Deborah Burton and Ethnic Link Services Manager Angelika Tyrone.

**Get Overty**  
hangitupforpoverty.org.au



There are  
**939**  
**CHILDREN**  
&  
**626**  
**TEENAGERS**  
living homeless  
in our state.



Please take one

**REASONS FOR  
HOMELESSNESS**



HOUSING CRISIS &  
ACCOMMODATION  
ISSUES

42%



DOMESTIC VIOLENCE  
& FAMILY  
BREAKDOWN

33%



OTHER - LACK OF SUPPORT  
RECOMMENDATION, TRANSITION  
FROM CARER/OUTRIDER

14%



FINANCIAL  
DIFFICULTIES

8%



# Hang it up for Poverty

The success of this year's Hang it up for Poverty campaign and the support we received from thousands of people in the community was again truly amazing. In just three months during winter, we raised just over \$37,500 and collected 10,350 items of clothing to help people who are homeless in South Australia.

## There are many highlights to celebrate but most notably:

- CMI Toyota sponsored the very first HIUFP van that travelled the state collecting donations of clothes from over 200 registered donors.
- Red Lime Shack joined as our first café partner to offer people in need, including UnitingCare Wesley clients, Suspended Coffees.
- We partnered with Wesley Social Enterprises Inc. to provide meaningful employment for a team of people living with disabilities who assisted with our clothing operations by washing, sorting and tagging close to 3,000kg of clothing donations prior to distribution.
- HIUFP reached 993,750 people via media coverage on radio, television and in print, and was well supported by MIX102.3, Radio Adelaide, Channel 9, Channel 10, the Sunday Mail, and Aspire and SA Life magazines.
- Thousands of people in the community joined the conversation about homelessness on our social media pages, including an estimated 116,000 people who were engaged through Facebook, many of whom supported our cause with post likes, comments and content sharing.
- In just two weeks on the road over 1,100 items of clothing were 'hung with love' in our travelling wardrobe that popped up around Adelaide including Rundle Mall and the Westfield Shopping Centres.
- Over 120 students from schools across Adelaide participated in our annual school sleep-out, Sleep 'n Bag, which raised \$6,350 to support the young people, aged 15-18 years, who live at UnitingCare Wesley's 24-hour homeless house.
- New! We piloted a workplace fundraiser called Casual for a Cause that was supported by Rundle Mall Fashion Stylist, Tamara Nicole, who shared some winter fashion tips to help businesses around Adelaide with their casual days.
- Our annual quiz night, that raised \$5,188 and saw a record-breaking attendance of 170 people at the Goodwood Community Centre, was a wonderful evening of quirky questions, games, raffles, and silent auction competition.

Next year we look forward to an even bigger campaign that continues to motivate progressive change around homelessness via HIUFP initiatives that encourage community awareness and collaborative action.

## WE EXTEND A HUGE THANK YOU TO EVERYONE WHO CHAMPIONED THIS WORTHY CAUSE AND CONGRATULATE OUR TOP 5 FUNDRAISERS FOR THEIR EFFORTS:



### MONEY

CMV Staff Charitable Foundation	\$4,000
Morgans Financial Limited	\$2,000
Trinity Uniting Church	\$2,000
Highgate Healthcare	\$1,000
Walter Brooke & Associates	\$1,000



### CLOTHING

Portside Christian College	859 items
Linda & Keith	438 items
Ostomy Association	418 items
Channel 10	346 items
Australian Clutch Services	309 items

Left: Hang it up for Poverty donor at Rundle Mall launch event.



**Above:** The new Building Family Opportunities program was officially launched in September.

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## BUILDING FAMILY OPPORTUNITIES LAUNCH

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Premier Jay Weatherill officially launched the new Building Family Opportunities program in Playford on 30 September 2014. More than 60 guests attended the launch of the program to help unemployed families in the northern suburbs find steady employment. The program provides tailored support for long-term unemployed families and links them with study and work pathways.

As at 30 June 2015, our current BFO program had engaged 194 long term jobless families and helped 52 participants to gain work. A further 59 participants were supported to commence training or education programs, of which 33 were Certificate III or higher.

*"The BFO program is about wrapping services and support around families, including those who experience intergenerational unemployment, with the ultimate goal of finding and keeping a job."*

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*Jay Weatherill,  
Premier of South Australia*

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## EMPLOYMENT RELATED ACCOMMODATION PROGRAM

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In July 2014, UCWPA was contracted to support Aboriginal people from remote communities move to Adelaide as part of the Employment Related Accommodation Program. Our staff support tenants in nine houses, which are operated by Community Housing Limited as part of the National Affordable Rental Scheme initiative. The program aims to help families transition successfully from traditional communities into urban living.

Staff provide support across a range of areas including housing, accessing education, training and employment, as well as day-to-day living skills. After two years, it is hoped the residents are well established in employment and in a position to transition to the private rental market or home ownership.

*"Often the reason people struggle when they come down from remote communities to the city for education or employment is they don't have the skills to manage a household. We do everything from teaching people how to shop and use public transport, to supporting them to get childcare and medical care."*

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*Cherie Jolly,  
Manager Employment Services*

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## COMMUNITY MENTAL HEALTH EXPANSION

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In April 2015, UCWPA was awarded a \$23 million five-year contract to expand our Community Mental Health – Individual Psychosocial Rehabilitation and Support Service (IPRSS). The service provides support for hundreds of people living with a mental illness across three metropolitan regions – west, north-east and outer south – as well as the northern country region. IPRSS clients increased from 102 at the start of the financial year to 263 at the end of May. Under the new contract the number of IPRSS clients and staff is expected to triple, making us one of the biggest community mental health providers in the state.

Funding was also renewed this year for our GP Access, Avalon, Day to Day Living in the Community, Metro Adelaide Community Living, Personal Helpers and Mentors, and Metro Options programs, as well as our Accommodation Support Programs in both Whyalla and the South East. Between them, our mental health programs supported 308 people, plus 55 day to day clients across the Northern Country at the start of the financial year. This grew to 441 people, plus 65 day to day clients across the Northern Country by June 30.

Our programs not only focus on mental health, but provide individualised and holistic support to clients. Of the people who accessed our services, 41 per cent experienced an improvement in their housing, 49 per cent took on extra daytime activities, 30 per cent were helped to improve their finances and 29 per cent had an improvement in physical health.

*"We are taking a more holistic view of our client's health. With the right support, people with mental illnesses can live a life that's meaningful and healthy."*

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*Phil Jones, Community Mental Health Metropolitan Program Manager*

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## MENTAL HEALTH AWARD

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**Above:** Phil Jones with Meredith Perry, Senior Manager Community Services, and Paul Creedon, Manager Community Mental Health.

Community Mental Health Metropolitan Program Manager Phil Jones won the Participation and Promotion Excellence Award at the Mental Health Excellence Awards hosted by SA Health in June 2015. Phil provides people-centred and recovery focused psychosocial services to hundreds of people every year.

Phil says over the past 20 years there has been a significant shift in the focus of mental health services, which used to be traditionally provided by psychiatric institutions with people having little or no say in their treatment and care. The award gave state-wide recognition for his success in advocating for more equitable opportunities for people living with mental health illnesses.

*"In the last 20 years we have seen a move towards people living in and connecting with the community, having a say about their support and treatment, and opportunities for people with a lived experience of mental illness to work in services such as ours as peer workers or representative consultants. I have had the privilege of seeing people with mental illness living well in the community, and working in an organisation that wants to improve mental health services."*

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*Phil Jones, Community Mental Health Metropolitan Program Manager*

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## NEWACCESS PROVIDES KEY SUPPORT

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In November 2014, UCWPA started delivering the NewAccess program to support people with mild to moderate forms of depression, anxiety and everyday stress. The free and confidential coaching service is supported by a partnership with beyondblue, the Movember Foundation and Flinders University. Sessions are delivered via phone or face-to-face and 96 per cent of clients are self-referred.

It has been successful in reaching men, who are traditionally harder to engage in such services, with 39 per cent of participants male (compared with the UK benchmark of 30 per cent). When compared with other pilot sites across Australia and also the UK's Improving Access to Psychological Therapies (IAPT) program, the NewAccess program delivered by us consistently achieves the highest client retention rate (83 per cent) and clinical recovery rate (73.4 per cent).

Our success was also recognised when NewAccess was named as a finalist in the Excellence and Innovation category of the 2015 SA Health Mental Health Excellence Awards.



*"I felt alive again. I felt tall. The NewAccess program has given me a light. A future."*

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*Brenton, NewAccess client*



*"Because of NewAccess I'm now a strong woman who wants to take the world on and wants to smile again."*

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*Tamara, NewAccess client*

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## WESTERN ADELAIDE GRAFFITI REMOVAL AND YOUTH ENGAGEMENT PROGRAM

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**Above:** Wesley Social Enterprises employees with the new trailer for graffiti removal.

Wesley Social Enterprises (WSE) received a \$55,000 State Government grant in June 2015 to run a 12-month pilot graffiti removal program which has a two-pronged approach. Part of the funding will go towards a program with Western Youth Space to engage at-risk youth to create artworks around the Port and get involved in other skill-building projects. This diversionary approach aims to reduce

the incidence of graffiti in the district. The rest of the funding will establish a graffiti removal team, which will work with local councils, Transport SA and UCWPA Property Services to remove tags across the western suburbs. The team will be made up of Wesley Social Enterprises employees and will help to diversify their skills, as well as expand the business and provide a new future income stream.

**WSE Manager Tony Heinrich hopes the program will:**

- Reduce the incidence of graffiti.
- Redirect disengaged youths to use their skills to create artworks.
- Create further employment for people with disabilities and expand their skill-set.
- Expand WSE to create a new fee for service business following the pilot program.

*"It will create extra hours of paid employment for our supported workforce, workers will learn new skills and we will continue to build the range of services offered by WSE."*

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**Tony Heinrich,**  
WSE Manager

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## COUNCILS EMBRACE WESLEY SOCIAL ENTERPRISES

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Our Wesley Social Enterprises (WSE) team went from strength to strength and in April 2015, our contract with Tea Tree Gully Council expanded dramatically. We used to undertake half of the council's gutter cleaning services under the Federally-funded Home Assist program but the council asked WSE to take over 90 per cent of its clients.

In the 2014-15 financial year, the team cleaned about 170 gutters for elderly residents and people with disabilities across the Tea Tree Gully Council area. It is expected to grow to about 300 a year. WSE Business Supervisor Alex Robinson says the contract expansion is a credit to the hardworking social enterprises crew.

It also means extra hours for WSE employees, who also complete about 300 garden tidy-ups a year as part of a contract with Playford Council.

*"They appreciate what we are doing and the guys love working for them. The sky is the limit."*

---

**Alex Robinson,**  
WSE Business Supervisor



# Rita's Story

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Rita spent her first year in Australia living in a homeless shelter.

"I had no idea about the lifestyle here, I don't have any friends here and I didn't have anywhere to stay at so I had to seek help," she says.

Rita sought help from our Western Adelaide Homelessness Service and hasn't looked back.

She is now enjoying her new home, her studies and her "cute little dog".

Her future is looking brighter and she is happy because she feels responsible and independent.

"They have been really supportive and I don't know how ever I'm going to repay them," she says.

"I am really grateful for what they have done for me – for giving me a home, for giving me shelter and for being there for me not only when I was homeless but when I was sick, depressed and sad."

“

**THEY HAVE BEEN  
REALLY SUPPORTIVE  
AND I DON'T KNOW  
HOW EVER I'M GOING  
TO REPAY THEM.**

**Left:** Rita has secured housing through Western Adelaide Homelessness Services.

**Above:** Rita with her case manager Katie Pratt.

# FINANCIAL STATEMENT

## SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION – FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	8,097,935	4,236,332
Accounts Receivable and other debtors	2,621,304	3,685,792
Financial assets	24,765,638	28,952,134
Other current assets	238,984	213,777
<b>TOTAL CURRENT ASSETS</b>	<b>35,723,861</b>	<b>37,088,035</b>
<b>NON-CURRENT ASSETS</b>		
Financial Assets	0	3,029,589
Property, plant and equipment	102,781,805	89,219,393
<b>TOTAL NON- CURRENT ASSETS</b>	<b>102,781,805</b>	<b>92,248,982</b>
<b>TOTAL ASSETS</b>	<b>138,505,666</b>	<b>129,337,017</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts Payable & other payables	5,564,485	5,026,035
Other financial liabilities - non-interest bearing	29,967,249	22,812,493
Provisions	6,178,133	6,109,767
<b>TOTAL CURRENT LIABILITIES</b>	<b>41,709,867</b>	<b>33,948,295</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	1,027,615	833,452
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,027,615</b>	<b>833,452</b>
<b>TOTAL LIABILITIES</b>	<b>42,737,482</b>	<b>34,781,747</b>
<b>NET ASSETS</b>	<b>95,768,184</b>	<b>94,555,270</b>
<b>EQUITY</b>		
Reserves	51,507,863	53,262,918
Retained earnings	44,260,321	41,292,352
<b>TOTAL EQUITY</b>	<b>95,768,184</b>	<b>94,555,270</b>

## SUMMARY CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME – FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Revenue	64,803,002	62,443,785
Employee benefits expense	(45,202,607)	(41,542,660)
Depreciation and amortisation expense	(3,252,245)	(2,541,365)
Program, activities & resident costs	(5,241,935)	(5,205,915)
Property expenses	(4,953,748)	(4,817,167)
Loss on revaluation Land & Buildings	0	(408,687)
Finance costs	(56,625)	(25,116)
Management, administration & other expenses	(3,454,320)	(3,384,653)
<b>Profit before income tax expense</b>	<b>2,641,522</b>	4,518,222
Income tax expense	Nil	Nil
<b>Current year surplus</b>	<b>2,641,522</b>	4,518,222
<b>Other comprehensive income</b>		
<b>Items that will be reclassified subsequently to profit or loss when specific conditions are met:</b>		
Net gain on revaluation of land & buildings through asset revaluation reserve	0	11,697,506
Adjustment to asset revaluation reserve on disposal of buildings	(1,398,478)	0
(Loss) / gain on revaluation of investments	(356,577)	414,039
Gain on provision adjustment	326,447	0
<b>Other comprehensive (loss) / income for the year</b>	<b>(1,428,608)</b>	12,111,545
<b>Total comprehensive income for the year</b>	<b>1,212,914</b>	16,629,767
<b>Total comprehensive income attributable to members of the entity</b>	<b>1,212,914</b>	16,629,767

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, are 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 INC AND CONTROLLED ENTITY**

**REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARISED FINANCIAL STATEMENTS**

The accompanying summary financial statements, which comprises the summary consolidated statement of financial position as at 30 June 2015, the summary consolidated 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 and Controlled Entity ("the association") for the year ended 30 June 2015. We expressed an unmodified audit opinion on that financial report in our report dated 15 October 2015. 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 – Reduced Disclosure Requirement.

***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 Inc and Controlled Entity for the year ended 30 June 2015 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

16 November 2015

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# THANK YOU

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**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.**

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Photography by Cath Leo.  
Thank you to our clients for sharing their stories.



# Vinay's Story

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Today, Vinay is smiling.

He has just finished his shift at Coles, where he is quickly climbing the ranks.

He has sent money home to his family in India to celebrate the Diwali festival.

And he has reunited with his "Australian mother", as he likes to refer to her.

That woman is Cindy Adey, the Emergency Assistance Coordinator at our Family and Support Services at 58 Dale St, Port Adelaide.

"Coming here and meeting Cindy, I would say it changed my life totally," Vinay, 29, says.

"This was the point from where things started getting better and better."

When Vinay arrived at Family and Support Services in early 2015, he was down to his last \$5.

He had been sleeping in a van on the streets for a month, trying to get by on just \$10 a week.

"I was struggling really badly," he says.

"I spent most of my time in the library trying to apply for jobs online.

"I was so frustrated by the situation and I didn't have enough money to buy food."

By the time he met Cindy, he was close to losing all hope.

"I didn't have much hope that UnitingCare Wesley Port Adelaide would be able to help me but I just thought I would speak to them and find out."

Cindy first helped by lending an ear to Vinay, who poured out his story.

He explained that the stress of a job loss in late 2014 had led to a relationship break down, which left him homeless.

While he initially found some work and accommodation, it was temporary and he soon found himself unemployed and living out of the van of a backpacker.

Cindy gave Vinay a \$50 voucher to enable him to buy some much-needed food.

"I would say that having \$50 was as good as having \$500 at that time for me," he says.

She also organised counselling for Vinay, a blanket to keep him warm, clothes to help him with job interviews and crucially, an opportunity to volunteer at the centre.

The volunteer position helped Vinay feel valued at a time when he needed it most.

His background working in customer service in India made him the perfect fit for greeting clients at the front desk of Family and Support Services.

"Even before coming to Australia I had this idea in my mind to do charity work because I used to do a lot in India," Vinay says.

"I thought, okay, this will really help me out to keep myself busy."

Soon, another opportunity presented itself and Vinay found himself fronting up for an interview for a part-time job at Coles.

He was successful and within weeks his quality work was recognised by a doubling of shifts.

He has also been called on to train staff at other sites and fill in for managers when they are away.

Vinay has also started renting a room in the house of an Indian family, where he feels at home.

"When I came here, I wasn't sure how I could manage my future," he says.

"My family back home was having trouble too and I felt terrible. I couldn't help my family – I couldn't even help myself.

"I would say that coming here, entering this place, has not only emotionally helped me but it gave me a purpose."

Now, Vinay hopes to return to our Family and Support Services to resume volunteering and pay it forward – once he finds time in his busy work schedule.

And his one word for reuniting with the woman who helped change his life: "Awesome."

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***I WOULD SAY THAT COMING HERE, ENTERING THIS PLACE, HAS NOT ONLY EMOTIONALLY HELPED ME BUT IT GAVE ME A PURPOSE.***

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**Left:** Vinay with Cindy Adey, Family and Support Services Emergency Assistance Coordinator.



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