

2016-17

UNITINGCARE WESLEY PORT ADELAIDE

ANNUAL REPORT





IN MEMORY

1948-2017

This Annual Report is published in memory of Bill Cossey AM, a valued Board Member who joined our organisation this year and in such a short time, had an incredible impact.

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ABOUT US

UnitingCare Wesley Port Adelaide was established in 1919 and provides housing, aged care and community services to support people across regional and metropolitan South Australia.

More than 1000 employees and volunteers deliver high quality services to people from diverse backgrounds to realise our vision of a compassionate, respectful and just community in which all people participate and flourish.

OUR YEAR BY THE NUMBERS

BASED ON STATISTICS COLLECTED
OVER THE 2016-17 FINANCIAL YEAR

PEOPLE SUPPORTED

13,157 

VOLUNTEERS

124 

EMPLOYEES

947 

PEOPLE RECEIVING AGED CARE SERVICES

3,165 

PEOPLE PROVIDED EMERGENCY ASSISTANCE

3,797 



Alicia has every reason to smile

Alicia can't wipe the smile off her face when she is asked to reflect on her life today.

She has a healthy son, her first paid job, is close to getting her driver's licence and on her way to securing long-term community housing.

"2017 ... I guess it is my year," she beams.

But the 20-year-old does not take her good fortune for granted, nor has it come easy.

Alicia first came into contact with us three years ago when, at age 17, she found herself pregnant and homeless.

She didn't know where to turn after continual fighting with her mum left her with no place to stay.

She spent a couple of weeks couch surfing and after contacting numerous hostels across Adelaide, found a vacancy in a women's shelter.

It provided short-term relief but Alicia knew it would not provide enough security for her soon-to-be-born son.

She was put in touch with the team at our Western Adelaide Homelessness Service, who found a house for Alicia to move into with her newborn son, Tyrell.

The house provided the security Alicia needed to get her life on track and create a positive future.

Two years on, Alicia continues to meet with her case worker, Katie, every two weeks to ensure she has all the support she needs to live independently.

It is this support which has helped her complete her Certificate II in Hospitality and secure a job setting up for events at the Adelaide Convention Centre.

"Having the house has helped me get to places I never thought that I could," Alicia says.

"It has inspired me to get a job and do better for my child."

Alicia is now in the process of applying to secure long-term community housing.

The only "downside", as she puts it, is that it would mean she will no longer work with Katie as it is not supported accommodation.

It is, however, a sign of how far the single mother has come.

Not only is she living a busy, productive life, but she is also proud of the person she has become through her lived experience of homelessness.

"I care for others more, I acknowledge more things and I'm more thankful for things," she says.

"Plus I realise how brave I can be." And her future is looking bright.

In between her hospitality work and racing around after a two-year-old, she spends three days a week at Tauondi College improving her literacy and numeracy to ensure she can move up the ranks in her career.

"I am thinking now in the future I could even take on a role as a team leader," she says.

"But most importantly I know I want to be happy and I want the best for my son.

"I'm pretty happy right now, so I guess I want to stay this way forever."



***I REALISE HOW
BRAVE I CAN BE.***

CHAIR'S REPORT

I joined the Board of UnitingCare Wesley Port Adelaide (UCWPA) in 2015 because I wanted to make a positive difference and give back to the community. This year has certainly given me the chance to do just that and I have been privileged to work with a passionate leadership group to ensure a solid future for UCWPA and the people we support.

Fundamental to this has been our 2016-21 Strategic Plan, which we developed this year to guide the organisation in planning and service delivery. To support our new Strategic Plan, the Board reviewed the structure of our executive team. We appointed an Executive Manager of Strategy & Service Improvement and an Executive Manager of Property & Housing to help us achieve our goals.

Among these, is our commitment to revitalise and build aged care infrastructure to contemporary standards that meet and exceed the expectations of older people and their families. At the end of the financial year, we approved a very exciting project which will set another benchmark for our aged care services. The development will front West Lakes Boulevard and integrate the wider community with an active street frontage incorporating elements such as a café, hairdresser and allied health.

This year we expanded our Homelessness to Housing Strategy, as part of our response to the growing need for affordable and appropriate housing.

To help us improve our housing supports in the community, we reached an agreement with the Portway Housing Association Board for the UCWPA Board to also become the Board of Portway. It's a big shift in governance arrangements and will allow for better planning and use of land and buildings between UCWPA and Portway. We anticipate this move will result in generating new ideas and responses to both homelessness and housing need over the coming years.

Another goal of our Strategic Plan is to partner with people to ensure their inclusion, independence and wellbeing. This is integral to our programs across the state but we are always looking for new ways to enhance this. An important addition to the plan is our commitment to build partnerships with, and support aspirations of, Aboriginal and Torres Strait Islander peoples. It is something we already do well but it was an important Board decision to raise it to a higher level and we look forward to both employing more Indigenous people and working with more Aboriginal communities.

The National Disability Insurance Scheme (NDIS) is a key initiative the Board has been preparing for this year and we signed off on a strategy to support the organisation's provision of services in this changing environment. While we support the intent of the NDIS and the extra choice and control it will provide for people with a disability, we are very concerned for those people who use our mental health services and who may not be eligible within the NDIS. The Board will keep a keen eye on this issue over the coming months and will continue to provide support to those who need us.

To prepare our organisation for the increasingly competitive environment, not just in disability support but across community services, housing and aged care, we made two very important decisions this year. Firstly, we agreed to rebrand the organisation to become UnitingSA. This has been a very exciting time for the Board, our staff and the people who use our services. It's not that we will be different because we have a new brand, but the new brand will help us tell different stories and reach people in different ways. Secondly, we signed off on becoming a Company Limited by Guarantee and, in June, received the full support of the Synod/Presbytery of the Uniting Church. We see this step as important for our future as an organisation working with governments at all levels. Both of these decisions will allow us to continue to carry out the work of the Church around community renewal and community regeneration in this more competitive environment.

Our ability to continue this work would not be possible without the incredible dedication of our more than 1000 staff and volunteers, as well as our generous donors. Together, you are changing thousands of people's lives each year and I am continually amazed by what can be achieved when we all work together to realise our vision. On behalf of the Board, I would also like to thank the executive team, our CEO Libby Craft and all our staff and volunteers for your ongoing determination to make a difference in communities across South Australia.

This year we farewelled two of our longest serving Board Members, Debbie Myhill and John Watt. Thank you both for your many years of great service to the organisation. In turn, we welcomed Kate Ireland and Bill Cossey to the Board, however it was with great sadness that we learnt of Bill's declining health at the end of the financial year. Bill lost his short battle with cancer in July and his wisdom, dedication and generosity will be sorely missed. Not only was he a valued Board Member who in a short time contributed so much, but he was a treasured friend.

I know Bill would be proud of our organisation as we begin our next chapter as Uniting SA.

Vale.



MS GAEL FRASER
Board Chair

CEO'S REPORT

As I look back over the year, I am inspired by what has been achieved by everybody who contributes to this organisation.

From our staff who work alongside individuals in the community to ensure their inclusion and wellbeing, the volunteers whose generosity and dedication enable us to expand our impact, the support teams that provide corporate assistance to our staff, and the leadership team and Board Members who help guide our vision, everyone has worked tirelessly to improve people's lives.

This year we finalised our Strategic Plan, which reflects our enduring vision for a compassionate, respectful and just community in which all people participate and flourish. Our values have been simplified to four words, however they still reflect and guide our work – respect, compassion, courage and integrity. Our goals are clear: to partner with people to ensure their inclusion, independence and wellbeing; to design and deliver customer oriented services and supports in aged care, housing and community services; and to drive a dynamic and sustainable business.

One of the most important things we can do as an organisation is focus not only on addressing today's demand, but also on reducing tomorrow's need. This is not a simple goal but one that we should aspire to across every aspect of our work.

This can be seen in our Western Adelaide Homelessness Service, which provided support to more than 1300 people either experiencing or at risk of homelessness this year. At the same time, we started work to develop a Homelessness to Housing Strategy, a key priority in our 2016-2021 Strategic Plan to provide a continuum of housing options to support our community.

Our Youth and Family Services provided almost 6000 occasions of emergency assistance to nearly 4000 people in need this year, including clothing, food and financial support. We also began running financial education sessions at local community centres and libraries to give more people the skills to manage budgets, save on expenses and access No Interest Loans where suitable.

Our Mental Health Services supported 1090 people this year across a range of programs, each with the common aim of improving the health and wellbeing of individuals. We know often the best people to work in this field are those who have a lived experience of mental illness themselves. To better support these employees, we partnered with the Mental Health Coalition of SA to trial their new guidelines, aimed at improving the working conditions for workers with a lived experience of mental health issues.

Our aged care services supported more than 3000 people this year with flexible, holistic care options to suit their individual needs, including Home Care, Retirement Living and Residential Aged Care. To further enhance this, we launched our new wellness model of care, A Meaningful Life, which will guide the way we support older people to improve their quality of life now and into the future.

We were privileged this year to receive recognition for some of our programs and projects. This included an Aged & Community Services SA & NT Award for Excellence in Aged Living Design for our redevelopment of Wesley House, and a Governor's Multicultural Award for Ethnic Link Services' significant contribution to the lives of older people from culturally and linguistically diverse backgrounds.

And, we were overwhelmed by the community's generosity throughout the year, especially during UnitingCare's national Christmas Appeal when a massive \$1.2 million was donated to provide a brighter festive season for thousands of people in need across the country.

As well as this ongoing work on the ground, a lot of time has been spent behind the scenes this year, preparing our organisation for its exciting next chapter, when we become UnitingSA.

While the new name will officially come into effect in the second half of 2017, it has taken years of discussion and months of hard work to get us to this point.

UnitingCare Wesley Port Adelaide has been a wonderful identity for our organisation since 2003, connecting us to our roots as the former Port Adelaide Central Mission, as well as our place in the UnitingCare network.

However, as demand has continued to grow for our services, so have we, and we now operate from sites across metropolitan and regional South Australia.

We established our first base in Port Pirie in February this year, adding to our expanding country operations which include sites at Mount Gambier, Kingston, Bordertown, Renmark, Kadina and Whyalla.

UnitingSA will better reflect our organisation as it stands today, while still maintaining our connection with the Uniting Church.

And so, as I sign off the final Annual Report for UnitingCare Wesley Port Adelaide, I want to extend my heartfelt thanks to everybody who has contributed to our organisation this year – and the full 98 years since its inception.

I look forward to continuing our important work together to ensure a compassionate, respectful and just community in which all people participate and flourish.



MS LIBBY CRAFT
Chief Executive Officer



Everyone is welcome at Taperoo

There is a sign when you walk into Taperoo Community Centre that reads, 'Enter as strangers, leave as friends'.

Speak to anyone who attends classes there and they will tell you it's true.

Ask Dorothy Crofts and she'll take it one step further; she'll say 'friends' should be replaced with 'family'.

"I am happy, contented and I feel as though I belong for the first time in my life," the 72-year-old says.

"This has become my second home, my second family.

"The only time I won't be here is if I'm hospitalised or I'm sick in bed or I've left this earth.

"I'm on top of the world here."

Dorothy has endured a lot of trauma in her life, mainly at the hands of an abusive family.

The suffering left her depressed, anxious, lonely and timid.

Just over 12 months ago a community health worker suggested Dorothy attend a class at Taperoo Community Centre as a way of improving confidence and reducing social isolation.

She started with craft and has since been involved in many classes including computing, painting, meditation and personal development.

She has also recently started one of our literacy classes to improve her reading and writing.

"Coming to these classes has helped me to believe in myself and that I am capable of learning," she says.

"I feel as though I have something to look forward to – life has opened up for me.

"If this centre wasn't here it would break my heart."

Dorothy isn't the only one who has found a sense of belonging at the centre.

A diverse group of people travel from surrounding suburbs to take part in the vast array of classes on offer each week.

And there's always room for more.

Dorothy has a word of advice for anyone considering joining a class: "Go for it – you won't be sorry. It will be the best move you have ever made."



COMING TO THESE CLASSES HAS HELPED ME TO BELIEVE IN MYSELF AND THAT I AM CAPABLE OF LEARNING.

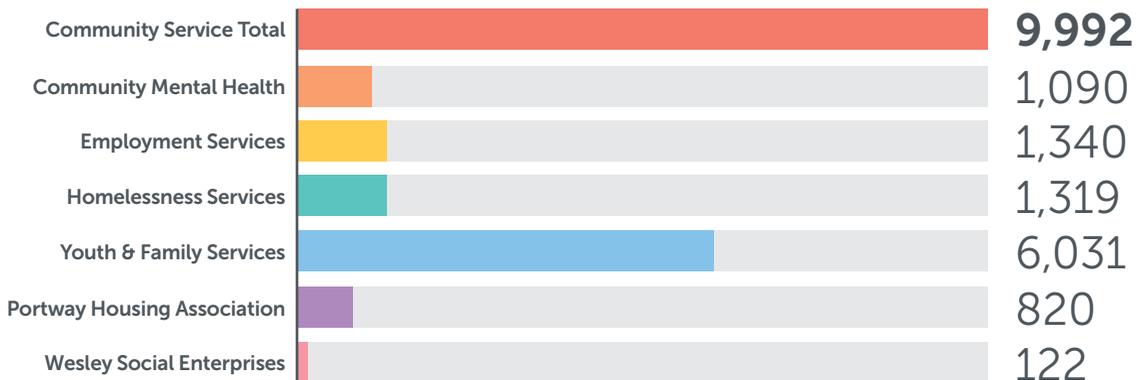
OUR CONSUMERS

TOTAL NUMBER OF LIVES TOUCHED BY UCWPA

13,157 

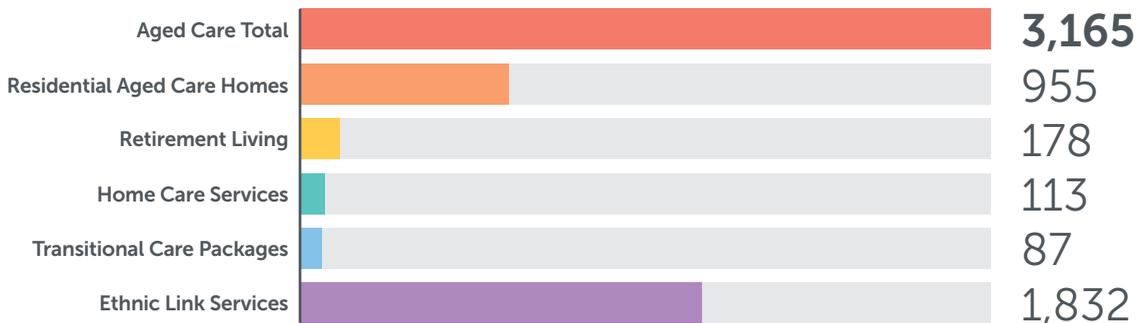
COMMUNITY SERVICE

We provided community services to **9,992** people in 2016-17. Of these, **730** were receiving assistance from multiple services.



AGED CARE

We provided aged care services to **3,165** people throughout the year, offering flexible, holistic and person-centred care.



QUALITY AND COMPLIANCE

The UCWPA Strategic Plan includes a Key Performance Indicator (KPI) that there will be 100 per cent accreditation across the whole of the organisation. In support of this, and other KPIs, our Quality, Safety and Risk Management Council promotes continuous quality improvement activities. The council also seeks to maintain a culture of business and service excellence that encourages innovation and works to achieve enhanced outcomes for customers, employees and other stakeholders.

UCWPA is proactive and provides training to managers and employees in regard to customer planning, file and record keeping and monitoring of outcomes for service users. We are particularly dedicated to ensuring that employees understand contemporary practice in line with person centred practices and active service models.

This year we:

- Achieved accreditation with the Australian Service Excellence Standards (ASES) at both Certificate and Award levels.
- Maintained full compliance with the six National Standards for Disability Services at Wesley Social Enterprises and our Employment Access program.
- Maintained accreditation across all aged care facilities.
- Successfully completed the annual Western Adelaide Homelessness Services 24-hour Children's Residential Facility Licence Review.
- Continued to promote the wellbeing of children and young people in the care and custody of the state through our endorsement of the Charter of Rights for Children and Young People in Care.

Ethnic Link Services, which provides support to people from culturally and linguistically diverse backgrounds, also successfully completed a quality review conducted by the Australian Quality Agency.

"Service recipients said the groups they attend keep them connected to their language and culture and allow them the opportunity to keep in touch with old friends and speak their language."

*Australian Quality Agency
November 2016*

COMMUNITY COLLABORATIONS

We form strategic partnerships to enable us to expand our reach and provide the best services for the people we support in our community.

Among the collaborations this year, we:

- Partnered with the Animal Welfare League to run the inaugural Cats Fly in Fly Out project, in which cats visit our aged care residents each week as a form of pet therapy.
- Collaborated with local community centres and libraries to run financial advice sessions and a No Interest Loan Scheme outreach program, in order to reach more people in need.
- Formed a new partnership with disability service provider My Supports to deliver National Disability Insurance Scheme workshops for people with a disability, their families and other agencies.
- Contributed to policy development and improved service delivery across the homelessness sector through our involvement in more than 20 groups, including the Western Adelaide Homelessness Collaboration and Generic Homelessness Services Network.
- Provided support to young people through our Urban Youth program, which is a partnership with Aboriginal Family Support Services and Re-Engage Youth Services.
- Partnered with city businesses, including Central Market Kitchen and EcoCaddy, to raise awareness and funds during Homelessness Week.
- Joined with Reconciliation SA, Tauondi College, Life Without Barriers and Anglicare SA to stage the Reconciliation in the West event as part of National Reconciliation Week.



Hiroko blossoms after her journey of hardship

Hiroko Tokunaga is using her Japanese culture to help people across Adelaide in their mental health recovery.

But not long ago, Hiroko's own struggles with depression and anxiety meant she could hardly leave her house.

"I was in such a dark tunnel for so many years and I didn't know how to get out from the mental health issues," Hiroko says.

"Depression was a painfully heavy weight on my chest and I just couldn't see anything straight."

At her lowest point, Hiroko overdosed and during her hospital stay a mental health nurse referred her to our Personal Helpers and Mentors (PHaMs) program.

She was paired with support worker Alison, who Hiroko says ultimately transformed her life.

Each week Alison would visit Hiroko and, over time, she encouraged her to leave her house and slowly build up confidence in reconnecting with the community.

"Alison helped me not only build my confidence but I started to believe in myself and she helped me start to feel comfortable in my own skin," Hiroko says.

"I've never had the experience of having such a strong bond with someone and so much trust.

"Without her support I don't think I would be here today."

After four years of working with Alison, Hiroko 'graduated' from PHaMs last year and became a volunteer with our mental health services, including our Avalon program where she helped teach participants healthy cooking habits.

She also participated in our Peer Genesis Project, a six-week pilot program teaching the core components needed to become a mental health peer worker.

It is through this process Hiroko realised what she wants for her future, and it has a firm foundation in her cultural background.

"When I moved to Australia I struggled to carry my culture so I tried to fit in with western culture – to be strong and perfect – but this led to my mental health issues," she says.

"Wabi-sabi is a traditional Japanese philosophy. We believe imperfection is beauty, so it's totally opposite to western culture.

"We believe that without a hard winter, cherry blossoms will not flower.

"I use this philosophy for mental health recovery."

Hiroko used wabi-sabi as the basis for a workshop, which she trialed successfully with one of our mental health support groups.

She has since delivered workshops to several other not-for-profit organisations across Adelaide, including the Zahra Foundation Australia, which supports women and children experiencing domestic violence.

"When I did this at the Zahra Foundation, I didn't know what to expect from the audience," Hiroko says.

"A lot of the time if people go through a mental health issue, they feel they are not good enough, they are not perfect enough.

"This philosophy from Japan makes them realise they are beautiful just as they are.

"Lots of the ladies started crying – I've never seen such beautiful tears in my life."

Hiroko now has bookings several months in advance and has developed two new workshops, which each run for two hours.

She also plans to develop a weekend wellness workshop incorporating mindfulness, meditation, tea ceremonies and yoga.

"I never dreamed I would be able to start working again," she says.

"Part of me believed I would be struggling for the rest of my life.

"I feel like I can blossom my own way now because I went through the hardship.

"I will always remember how I recovered with the help I received through UnitingCare Wesley Port Adelaide."

PEOPLE & CULTURE

The support we provide to communities across metropolitan Adelaide and regional South Australia would not be possible without the incredible dedication of our staff and volunteers. As at June 30, 2017, we had 947 employees working in aged care, housing, community services and corporate positions.

We value diversity in our organisation and are proud that more than one third of our employees were born outside of Australia in 65 different countries. Almost one in six of our employees speaks a language other than English, which is of great benefit for supporting people from diverse cultural and linguistic backgrounds in the community.

Their work was further enhanced by our committed team of 124 volunteers, whose contribution was formally recognised in May with a Volunteer Appreciation Lunch at The Lakes Resort Hotel. The event, during National Volunteer Week, allowed us to thank volunteers for their ongoing commitment and provide them each with a Certificate of Appreciation.

To make sure our staff and volunteers are able to provide the best support possible we ensure their skills are up to date. This year we spent over \$200,000 on more than 7200 hours of training and development, ranging from refresher courses to accredited training. In addition, we offered study leave of up to four hours a week for permanent staff to attend lectures and seminars related to their role.

We are committed to ensuring all members of our workforce are able to participate in and contribute to a positive culture. Where staff require specialist support or equipment to carry out their role because of illness or disability, we provide assistive technology, adjustable desks and tailored telephones and headsets.

A staff survey in September recorded an 86 per cent satisfaction rate with the organisation, but also helped to identify further areas for action to improve our workplace. Staff identified stress levels, performance management, workloads, pay and rewards, and the ability to contribute to goal setting, as the top areas requiring attention across the organisation.

Our People and Culture team used the results to develop the MySay program, in which a series of staff workshops were held to create an action plan. Among the projects nominated on the MySay Action Plan were a new Leadership Training Program, a review of our Employee Assistance Program to support employees' physical and emotional health, and a new process to enable managers to more effectively support staff and improve performance. It was a great example of employees having a direct say in improving their workplace.

While 49 per cent of employees responded to the staff survey – a significant increase from the 6 per cent response rate in 2013 – there is still room for improvement and our 2016-2021 Strategic Plan identifies targets to increase survey participation rates, and to maintain our staff satisfaction level.

Staff and volunteer safety was a key focus for our organisation throughout the year and we developed a suite of programs to ensure continuous improvement. An analysis of workplace reports over the past three years found aggression in the workplace, mental health and vehicle accidents were the top three incidents reported. We used these results to develop a safety behaviour program, which includes expanded driver safety training for all staff who drive a car for work purposes. An aggression working party met for the first time in June to develop procedures and guidelines to minimise aggression staff experience from clients or residents. We are also in the process of establishing a wellbeing program which will include personalised support to improve staff and volunteers' physical and emotional health.





Generous spirit shines through the darkness

Even in her darkest hours, Jean Schroeder gives back to her community.

When two of her children died six weeks apart last year, Jean still volunteered to help people in need at our Family Centre in Port Adelaide.

She says the centre acted like an anchor, giving her a sense of purpose through what was – and still is – an unimaginably difficult time.

"It either makes you stronger or you pack up and go to bed and stay there," Jean says of coping with grief.

"You need to keep doing what you were doing beforehand.

"You need to be out with other people."

Jean, 77, has been volunteering with our organisation for more than 10 years and can be seen behind the Emergency Relief counter at 58 Dale St, where vouchers and food parcels are distributed to those who come in seeking support.

She describes herself as a "jack of all trades" and is not fussy about the tasks she takes on.

"Anything I can see that needs doing, I'll do it."

Over the years this has included helping with our Chat 'n Chew program, which offers mental health support and social connection, and supporting people in financial hardship who need food and other emergency assistance.

"Until you are somewhere like this you really don't realise how bad it is for some people," Jean says.

"You see them come in with their kids and it really hits home.

"It just makes you so grateful for what you have."

Anti-Poverty Team Leader Cindy Adey says Jean is one of the most generous people she has known.

She nominated her for the 2017 Premier's Certificate of Recognition for Outstanding Volunteer Service, as well as a Volunteer Recognition Award through the office of Port Adelaide MP Mark Butler.

"She's just beautiful and we are so fortunate to have her among our amazing group of volunteers," Ms Adey says.

"Even when she has been going through such a tough time, Jean has kept coming here giving back to others in the community.

"Her strength is unbelievable."

“

**UNTIL YOU ARE SOMEWHERE LIKE THIS
YOU REALLY DON'T REALISE HOW BAD
IT IS FOR SOME PEOPLE.**

OUR ORGANISATION

MEET OUR BOARD OF DIRECTORS



MS GAEL FRASER

Board Chair (Commenced 2015)

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 (Commenced 2010)

B.A. (Hons), Dip Ed, 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 Governance Committee and Chair of the Risk Committee.



MR BRUCE TREBILCOCK

Board Treasurer (Commenced 2014)

FCCA, 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 five 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 Governance Committee.



MR GARY WILSON

Board Member (Commenced 2000)

B.Sc., B.Soc.Admin

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



MRS GLORIA PARKER

Board Member (Commenced 2011)

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 Audit Committee.



MS HELEN FULCHER

Board Member (Commenced 2012)

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.



MS KAREN HUNT

Board Member (Commenced 2014)

B.Beh.Sci, Cert.Min., GAICD

Ms Hunt has extensive experience in the higher education and health sectors, including a number of years in senior roles at the University of South Australia where she is currently Manager: Equity. She brings expertise in stakeholder management, policy, sponsorship, communication, mental health and community engagement and is a member of the Risk Committee.



MS KATE IRELAND

Board member (Commenced 2017)

GAICD, Dip MP, B Ec.

Ms Ireland has many years' experience working in the health, community, disability and housing sectors, including more than 10 years in board positions. She brings expertise in finance, risk management and governance.

MEET OUR LEADERSHIP TEAM



LIBBY CRAFT

Chief Executive Officer (Commenced 2006)

B.Soc Work (Hons), MBA.

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, and research and community development. Ms Craft has worked in not-for-profit, state and commonwealth government sectors. She is also on the Board of Portway Housing Association Inc and Wesley Social Enterprises Inc.



ANDREW ZEUNER

Executive Manager Business Services (Commenced 2001)

CPA, MBA, B. Economics

Mr Zeuner has over 20 years' experience in finance and business development and is currently the Executive Manager Business Services at UCWPA, where he is responsible for the portfolios of finance, administration and information 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.



DEBORAH BURTON

Executive Manager Aged Care (Commenced 2004)

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 Executive Manager Aged Care, responsible for the strategic direction of aged care services which includes residential and community care and Ethnic Link Services.



MEREDITH PERRY

Executive Manager Community Services (Commenced 2008)

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 Executive 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.



CLAIRE HOGARTH

Executive Manager People and Culture (Commenced 2015)

Grad Dip HRM

Ms Hogarth is an experienced human resources professional with over 15 years' experience across the private, government and not-for-profit sectors. Prior to joining UCWPA, Ms Hogarth served in various HR roles for medium to large companies across various industries including manufacturing, wine, utilities and health. She also possesses experience working in the government vocational education training sector.



MARK HAYWARD

Executive Manager Property and Housing (Commenced 2017)

MBA, B.Ed, Grad Dip Project Mgt

Mr Hayward has over 10 years' experience in project and asset management across a diverse range of property portfolios and businesses. In his role as Executive Manager Property and Housing, Mr Hayward is responsible for the development of aged care infrastructure and community housing, asset management of all UCWPA properties and pursuing other strategic developments. He also oversees Portway Housing Association.



STUART BOYD

Executive Manager Strategy and Service Improvement (Commenced 2017)

DipYW, GradCertSocPlan.

Mr Boyd leads the development of UCWPA's strategic planning, capacity and performance improvement. He has more than 25 years' experience in human services and organisational planning and delivery. He has worked in a variety of settings including Local and State Government, private industry, the non-government community sector and in tertiary education.



JANETTE HANCOCK

Executive Manager Organisational Development (2011 – 2017)

BA, PhD

Dr Hancock has 13 years' experience in Academia and has worked in not-for-profit management for nine years. Dr Hancock was responsible for risk and quality management, marketing, research, policy development and strategic planning.



PAM SIMMONS

Executive Manager Strategic Initiatives (2016-2017)

BA(SW), MPolAdmin, GAICD

Ms Simmons assisted UCWPA with organisation-wide strategic projects for 12 months, bringing a depth of experience in social reform and implementing change.



**REV DR LES UNDERWOOD
Minister (Commenced 2007)**

Dip Min, Dip Div, B Th, Grad Dip PHC (Palliative Care), MA (Chaplaincy), D Min.

Rev Dr Les Underwood has been the Minister at UnitingCare Wesley Port Adelaide since 2007, providing support to all staff across the organisation. In his role he oversees our pastoral practitioners and chaplains, who support people living in our aged care homes, their family members and friends. This is especially important during significant times of need

including when people are experiencing grief and loss, are feeling anxious or lonely and when residents move into palliative care. Rev Underwood is preparing the organisation for its 100th anniversary celebrations in 2019. He also runs a 20-week Clinical Pastoral Education program, which trains people of tertiary level in Ministry and Pastoral Care. Rev Underwood was pivotal this year in the preparation for UCWPA to become a Company Limited by Guarantee.

"When the Synod agreed in June for us to become a Company Limited by Guarantee, it was a momentous change in our relationship with the church. Our legal association is different but our new Memorandum of Association clarifies and strengthens our connection in a way that hasn't been done before. It emphasises our mutual aims and desires to promote the wellbeing of all people."

Les Underwood

OUR BOARD COMMITTEES

Our committees are comprised of Directors with experience and expertise in the committee's area of responsibility. Each committee reports to the Board and has its own Terms of Reference and meets regularly throughout the year.

GOVERNANCE COMMITTEE

The Governance 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.

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 overseeing quality and accreditation audit standards and statutory obligations regarding legislation, regulations and policies.

STRATEGY ADVISORY COMMITTEE

The Strategy Advisory Committee was responsible for overseeing and guiding the implementation of the Board's approved strategies. It was a short term sub-committee, which held its last meeting in March 2017.

ENVIRONMENTAL SUSTAINABILITY

At UCWPA, we recognise our community obligation to protect the environment for future generations and are dedicated to implementing sustainable initiatives.

This year we:

- Continued to install LED lighting across our sites to reduce energy use, including at Western Adelaide Homelessness Services, Taperoo Community Centre and our residential aged care homes.
- Upgraded air conditioning at Westminster Village to improve efficiency and include an in-built peak demand limiting feature.
- Expanded our solar power at Wesley House Aged Care to 100kW.
- Continued to implement eco-friendly waste management systems.
- Undertook carbon footprint monitoring through a sustainability dashboard, which will be enhanced in the coming year to include benchmarking across our aged care sites.

Right: Wesley House is among our aged care sites to have LED lighting and solar power installed.





New home helps create happiness after heartache

Jade was in hospital cradling her newborn baby, Amber, when she first learnt she had a new home through Portway Housing.

"Relief," the 25-year-old says of her feelings at hearing the news.

"I was living with my parents but it was a very small house so adding a baby into the mix wouldn't have been great."

But for Jade, it was never as simple as needing more space to raise her daughter.

A new home meant she could start fresh after a harrowing few years.

In mid-2015, Jade endured what no mother ever should.

She gave birth to her first daughter but after a traumatic labour, Violet only lived for three days.

Jade and her partner soon sold the house they had bought in the country to escape the memories of the trauma they had endured while living there.

They moved into a share house near the city and 12 months after Violet's death – almost to the day – Jade discovered she was pregnant again.

The surprise was too much for her partner and within days, the couple broke up and Jade moved home with her parents.

"I found myself pregnant and single and not quite sure how I was going to support myself and a baby and pay full rent on a single parent pension," Jade says.

"A friend recommended Portway Housing and so I applied."

In the following months, as Jade's pregnancy went on, her fears for the health of her unborn child grew.

"Due to the way Violet was delivered, my second pregnancy was high risk so it was terrifying the whole time," she says.

"I was very sick and kept fainting so I had to stop work and half way through the pregnancy I was put on bed rest."

Her difficult pregnancy came to an end on January 9, 2017, when Jade returned to the Women's and Children's Hospital for a scheduled caesarean.

Despite wanting to be put to sleep for the procedure because of her overwhelming stress, medical staff encouraged her to be awake for the birth.

"The first thing I heard was, 'She's alive,' and then I heard her cry," Jade recalls.

"I don't think there was a dry eye in the room."

Within a few days, Jade received the news about her new house, and two weeks later she was settling in to the two-bedroom property in Adelaide's west.

She says the move has been incredible and having her own space has helped her in her journey of healing.

Her house is full of love and baby toys – and precious photos of both of her daughters line the walls.

Jade is enjoying every moment watching Amber grow in their new home and has plans to one day go to university.

Inspired by her fortnightly ultrasounds during her second pregnancy, Jade wants to become a sonographer.

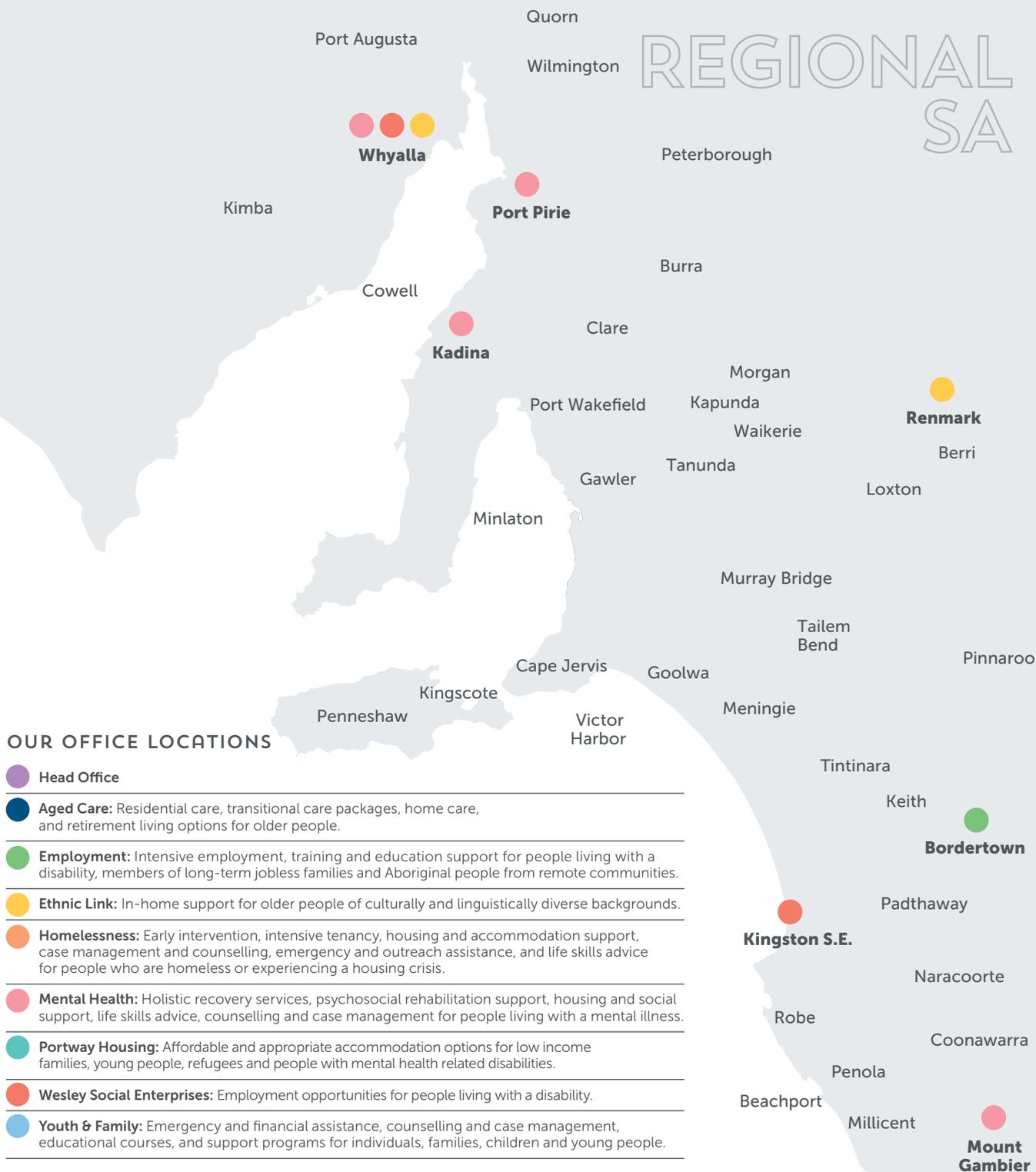
"I'm going to go to uni and set us up for the rest of our lives," she says.

"Hopefully in 10 years we will own our own house, just the two of us, and be travelling and doing fun things.

"That's the only goal I have."

OUR SERVICE FOOTPRINT

REGIONAL
SA



OUR OFFICE LOCATIONS

- **Head Office**

- **Aged Care:** Residential care, transitional care packages, home care, and retirement living options for older people.

- **Employment:** Intensive employment, training and education support for people living with a disability, members of long-term jobless families and Aboriginal people from remote communities.

- **Ethnic Link:** In-home support for older people of culturally and linguistically diverse backgrounds.

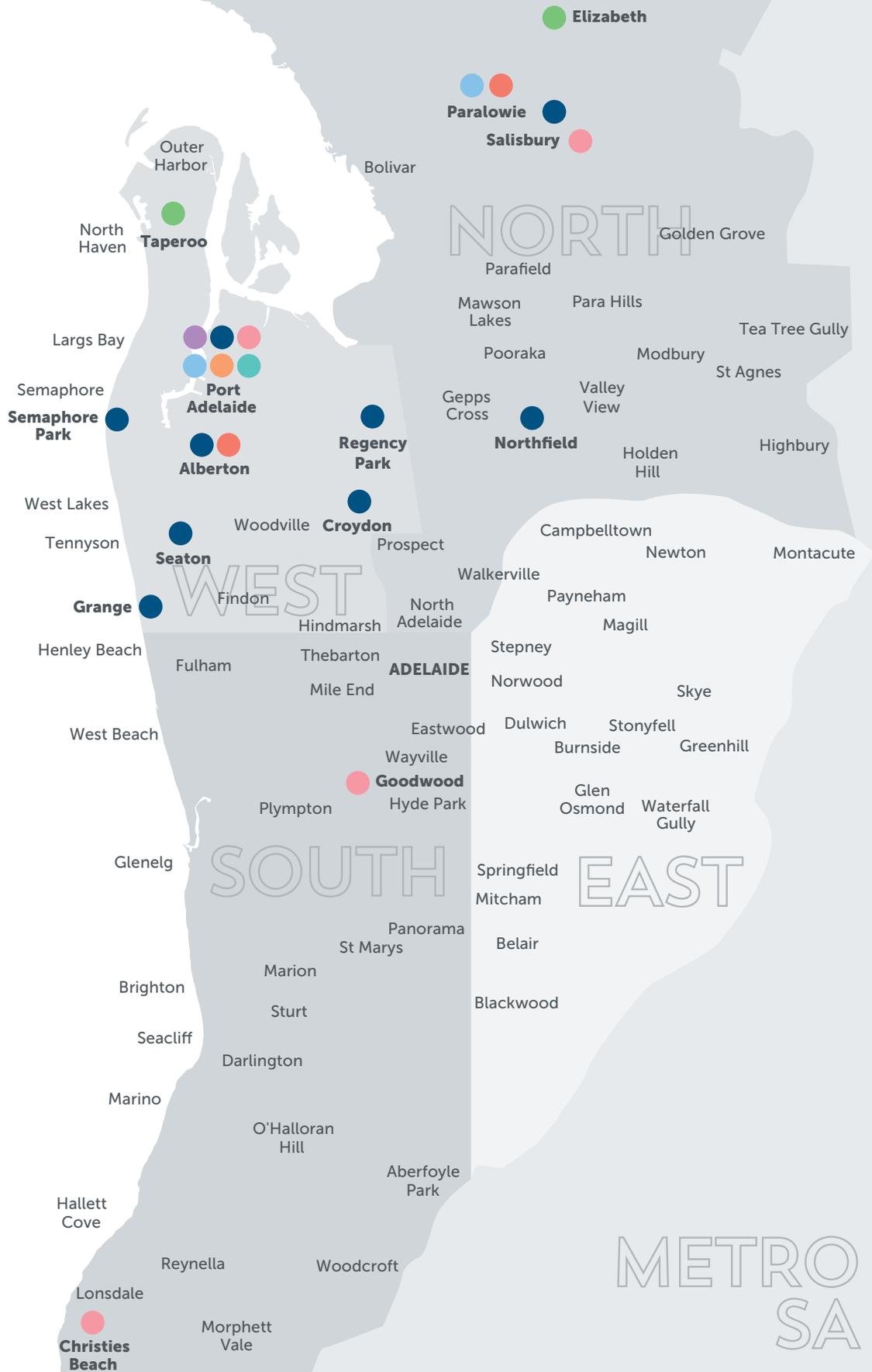
- **Homelessness:** Early intervention, intensive tenancy, housing and accommodation support, case management and counselling, emergency and outreach assistance, and life skills advice for people who are homeless or experiencing a housing crisis.

- **Mental Health:** Holistic recovery services, psychosocial rehabilitation support, housing and social support, life skills advice, counselling and case management for people living with a mental illness.

- **Portway Housing:** Affordable and appropriate accommodation options for low income families, young people, refugees and people with mental health related disabilities.

- **Wesley Social Enterprises:** Employment opportunities for people living with a disability.

- **Youth & Family:** Emergency and financial assistance, counselling and case management, educational courses, and support programs for individuals, families, children and young people.





Employment program provides brighter futures

Najeeba Abdullahi knows how difficult it can be to find a job in Australia.

Since moving from Afghanistan to Adelaide in 2005, Najeeba has spent her days studying to give her the best chance of getting paid work.

She began by studying at Adelaide Secondary School of English as a 16 year old, and then proceeded to work her way through a further four years of study to complete Year 12.

After school she obtained tertiary qualifications – a cabin crew course, another in hair and beauty, a Certificate 3 in Health Services Assistance and, finally, she obtained her enrolled nursing qualifications.

"After each course I would try for six months to get a job," Najeeba explains.

"After that I would study something else to try to get another job.

"After studying enrolled nursing I spent a year and applied for jobs in every city and I still couldn't get work."

Feeling low and unsure where to turn, Najeeba heard about our Building Family Opportunities (BFO) program, which helps long-term unemployed families secure work.

For 12 months, our BFO staff supported Najeeba to apply for jobs and when she was close to giving up, they encouraged her to keep her head high.

"I told them I was getting disappointed ... they said, 'Don't get disappointed, you will get a job'.

"They told me, 'It takes time but don't give up'."

Najeeba's persistence finally paid off this year when she secured a position as a Personal Care Assistant at our Hawksbury Gardens Aged Care home in Salisbury North.

"Firstly I didn't believe it because I thought it was impossible because I had tried so many places," she says.

"I have no words to use to say thank you ... the staff at Building Family Opportunities are like angels for me."

BFO Case Management Coordinator Peter Wilkes was part of the team which helped Najeeba secure her first paid job.

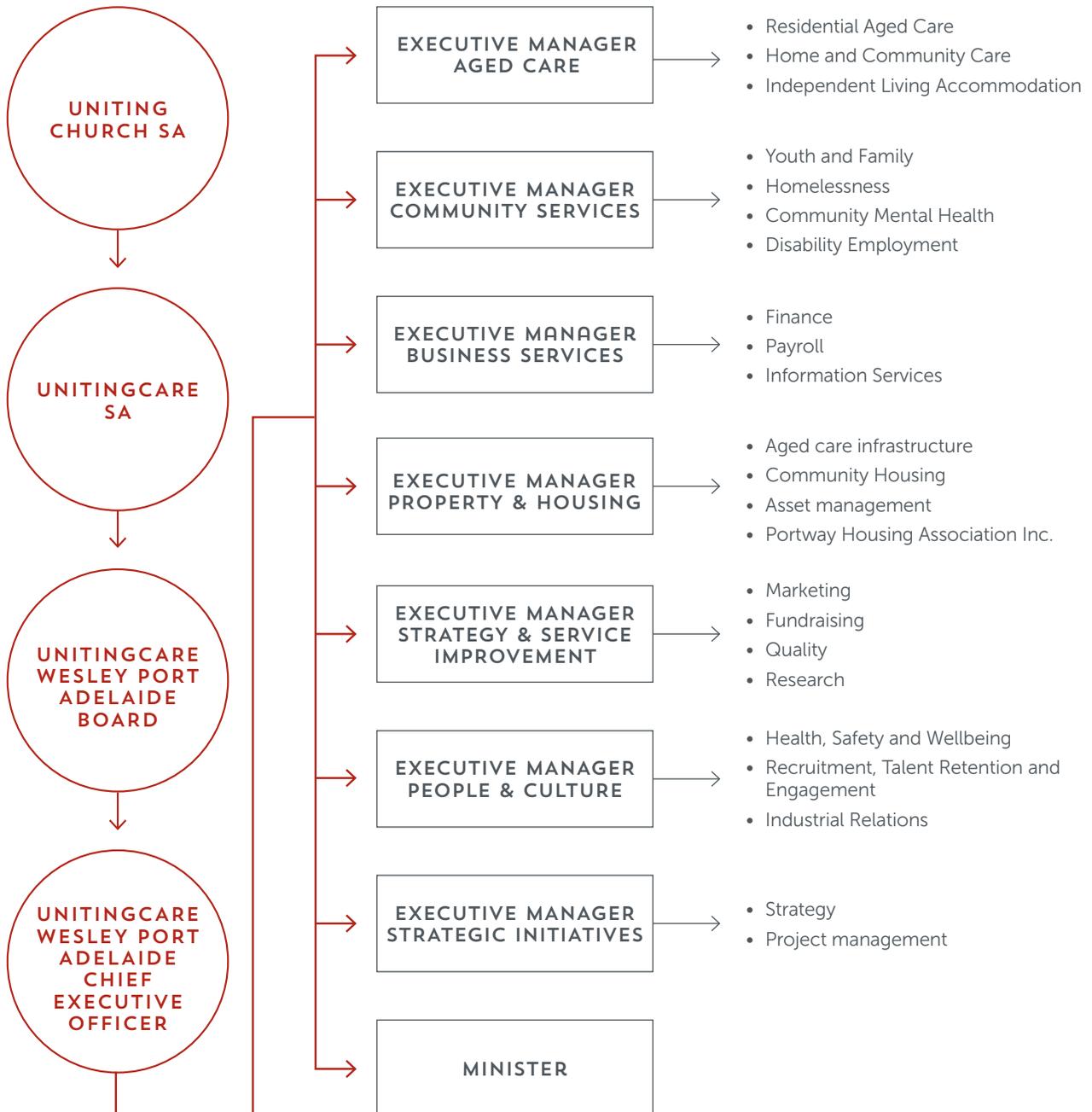
"It was so great to see her finally get work and she is so grateful," he says.

"She came out here after she found out she had the job and brought food and wanted to celebrate with us."



FIRSTLY I DIDN'T BELIEVE IT BECAUSE I THOUGHT IT WAS IMPOSSIBLE BECAUSE I HAD TRIED SO MANY PLACES.

OUR ORGANISATION'S STRUCTURE



HIGHLIGHTS



WESLEY HOUSE DESIGN AWARD

Our redeveloped aged care home, Wesley House, was named joint winner of the Aged & Community Services SA&NT Award for Excellence in Aged Living Design in June.

The home on Military Rd, Semaphore Park, underwent a three-year \$40 million transformation including 168 private bedrooms with ensuites, large activity spaces, a hairdresser, café, secure memory unit and landscaped gardens.

Its eco-friendly design includes solar power and an advanced energy monitoring system to enable the site to be a flagship for efficiency.

We worked with Kennett Builders and Adelaide architects Walter Brooke & Associates to bring the project to life, officially launching it with a celebration in May.



The project is in line with our Strategic Plan 2016-21, which states we will revitalise and build aged care infrastructure to contemporary standards that meet and exceed customer expectations.

The Wesley House transformation is the biggest capital project we have undertaken to date and sets the benchmark for our future aged care projects.

THE HEALING POWER OF PETS IN AGED CARE

A new partnership between one of our aged care sites and the Animal Welfare League (AWL) is bringing a smile to residents' faces and the hope of a new home to dozens of cats and kittens.

The AWL Fly In Fly Out program sees cats brought to Regency Green Aged Care a couple of times a week to play in their enclosure and get cuddles from residents who live on site.

The program provides a form of pet therapy to residents, and an opportunity for the cats to have exposure to people away from the stresses of shelter life.

It is hoped it may also lead to cat adoptions from family members who visit relatives.

It is the first time the Animal Welfare League has partnered with an aged care provider for a project of this kind and it has been declared a "resounding success".



CEILING LIFTERS REDUCE INJURY

The introduction of ceiling lifters in residents' rooms as part of the Wesley House Aged Care redevelopment has led to a 60 per cent reduction in manual handling injuries among staff.

In the six months prior to their introduction, there were 11 incidents involving staff using mobile lifters to move residents, including four back strains, two shoulder strains and strains to hands and legs.

In the six months since installing ceiling lifters, four incidents from staff have been reported.

This significant reduction in injuries led us to install ceiling lifters at Seaton, St Teresa and Hawksbury Gardens Aged Care homes this year.

We will also ensure all future aged care developments include ceiling lifters for all rooms.

"Ceiling lifters have proven to be safer for staff to use, discreet, convenient and more comfortable for residents."

*Executive Manager Aged Care
Deborah Burton*

HAWKSURRY GARDENS EXPANSION PROJECT

Work began on a 26-bedroom expansion of Hawksbury Gardens Aged Care in Salisbury North in April.

Stage one, which includes 18 new bedrooms with ensuites, a new kitchen and laundry, is expected to be complete in December.

The new kitchen will allow resident meals to be cooked fresh on-site, instead of using external caterers.

Stage two, which includes eight new bedrooms with ensuites and a new dining room, is expected to be complete in May 2018.

The project is part of our ongoing commitment to provide high quality care and continuous improvement at our aged care sites.

REFLECTION CENTRE OPENING

A Reflection Centre opened at Regency Green Aged Care this year to provide a quiet space for people from all religious and spiritual backgrounds to spend time.

It is used by residents as a space for reflection or solitude, family members who may be experiencing grief around their relative's end of life, and for other religious and spiritual purposes.

The room has a water fountain just outside its doors to provide a tranquil soundtrack, scenic images on the walls to remind of the world's beauty, an ornate tea set to signify gatherings with loved ones, and a historic honour roll salutes those who have come before us.

People from across the community gathered to witness the official opening of the room on May 11.

"We hope this Reflection Centre develops from this beginning into a valued place of reflection at the centre of this facility, a place where people are able to find and make meaning together, in their work and in their lives."

*Pastoral Practitioner
Barbara Messner*

CREATING A MEANINGFUL LIFE

Our annual Aged Care Conference in November doubled as a launch for our new Wellness Model of Care – A Meaningful Life.

The model, developed through workshops with staff, will guide the way we support older people across our aged care services to enhance their quality of life.

As the model states: "Meaningful Life is based on the recognition that everything a person does, feels, thinks and believes has a direct impact on their health. A Meaningful Life means being well, being happy, being independent and being involved."

The conference's keynote speaker, Australian Paralympian Dylan Alcott OAM, provided valuable insight as to how people are able to have a meaningful life in the face of adversity, having become paraplegic following an operation in his first weeks of life.

The conference was sponsored by Chemplus and supported by many of our aged care suppliers.



CELEBRATIONS AND ACTIVITIES

Activities teams at each of our aged care sites run a comprehensive calendar of events throughout the year to cater for the varying interests and backgrounds of our residents.

Chinese New Year, Croatian Independence Day and Ukrainian Independence Day are among the cultural festivities celebrated.

We also have special interest groups such as the Wool Club, which has this year been knitting items for our Homelessness Services.

A new partnership with Bunnings in March saw a group of residents participate in a pot plant decorating workshop, while an Arm Chair Travel program began in October, taking residents on an overseas adventure from the comfort of their home using music, food, presentations and videos from a different country each month.





MULTICULTURAL AWARD

Ethnic Link Services (ELS) was recognised in the Governor's Multicultural Awards in March for its significant contribution to the lives of older people from culturally and linguistically diverse (CALD) backgrounds.

More than 400 people attended an awards ceremony in the grounds of

Government House on Harmony Day to witness the celebration of South Australia's cultural diversity.

The event was hosted by His Excellency, the Honourable Hieu Van Le AC, Governor of South Australia, and a total of 17 awards were presented including to ELS in the Aged Care (Organisation) category.

In 2016/17, ELS provided specialised support and programs for 1,832 older people from more than 40 ethnicities and 50 countries of birth.

The award is a wonderful recognition of Ethnic Link Services' standing within the multicultural communities sector, which played such a significant role in its establishment some 30 years ago.

SOUL FOOD EXHIBITION

The significant contribution migrants have made to Australia's food culture was celebrated in a special exhibition at the Migration Museum, presented by Ethnic Link Services.

The Multicultural Soul Food Exhibition featured the stories of 11 people from eight different cultural backgrounds whose connection with food influenced their journey and time in Australia.

ELS Project Officer Christine Gamble conducted the interviews and photography over a number of years and was elated to see the exhibition finally come to fruition.

It was officially launched by the Hon Zoe Bettison MP, Minister for Multicultural Affairs, in December 2016 and was on display until April.

The recordings of Ms Gamble's interviews are now being housed as oral histories in the State Library of South Australia.

"It's not just the food ... it's the story of their journey and the reason people have come to Australia, the hardships they have faced and their current passions."

*Ethnic Link Services Project Officer
Christine Gamble*

PARENTS NEXT SUCCESS

We supported more than 600 people with young children prepare for future employment this year through our new program, ParentsNext.

The program helps parents prepare to join or re-enter the workforce by the time their youngest child starts school, by addressing employment barriers and developing practical skills to get a job.

To be eligible, parents must have a child aged under six, have had no paid employment for six months and live in the City of Playford.

We joined with other providers and government representatives in September to officially launch the program at a special morning tea in Smithfield Plains.

BUILDING FAMILY OPPORTUNITIES

The State Government selected us this year to deliver a new program to help families in the northern suburbs find employment following retrenchment.

Building Family Opportunities – Families in Transition (BFO FiT) took over from the previous BFO program, which helped more than 1000 long-term jobless families across the state secure work and/or connect with education since 2010.

Minister for Higher Education and Skills, Hon Susan Close MP, officially launched BFO FiT in November 2016, praising the model as life changing for families.

“We are truly honoured to be delivering this program and look forward to finding long-term employment solutions that will help to provide stability, new opportunities and improve wellbeing for people and families in our communities.”

UCWPA CEO
Libby Craft

PORTWAY HOUSING DEVELOPMENTS

Portway Housing Association began refurbishing eight townhouses on Torrens Rd, Pennington, this year as part of its work creating appropriate and affordable housing.

Thorne Constructions was contracted to carry out the work, which is expected to be complete early in 2018.

The townhouses will have new kitchens, bathrooms, laundries, floor coverings, appliances and landscaping.

Final development approval was also granted for a new six-townhouse development on Sydney Ave, Kidman Park.

The development is part of the Renewal SA Community Housing Asset Renewal program.

Work will be carried out by Cook Building & Development Pty Ltd.

It will replace two outdated houses and bring the number of properties managed by Portway to 374.

COLLABORATING TO REDUCE HOMELESSNESS

Western Adelaide Homelessness Services provides direct support to people experiencing or at risk of homelessness and collaborates with other agencies to advocate for improved policy development and service delivery across the sector.

This year we were represented in more than 20 collaborations and partnerships including the Western Adelaide Homelessness Collaboration, which we chaired, the Boarding House Coalition, the state-wide Homelessness Strategic Group, Youth Homelessness Strategic Group, Children's Strategic

Action Group and the Generic Homelessness Services Network, which we also chaired.

These groups, and others across the country, work towards the common goal of reducing the number of people experiencing homelessness in Australia.

CAMPAIGN FOR FUNDING COMMITMENT

In 2016-17, uncertainty around the continuation of the National Partnership Agreement on Homelessness (NPAH) past June led us to join agencies across the country to unite to campaign the Federal Government for an urgent funding commitment.

The NPAH had been in existence since 2009, providing funds – matched by States and Territories – to deliver frontline homelessness services.

In December, the government announced it would extend the Transitional NPAH by 12 months to June 2018, at which point a new agreement would commence.

Details of the new three-year National Housing and Homelessness Agreement were announced in the Federal Budget in March, including \$375 million from 2018-19 for frontline homelessness services across the country.

While the three-year agreement provides more Federal funding security than we have had for years, we are now awaiting a State Government funding commitment to allow us to plan ahead in our service delivery.



HARMONY DAY MURAL UNVEILING

The theme of Harmony Day – ‘everyone belongs’ – was felt through and through at our Family Centre festivities in March.

People we support in the community united with our staff and volunteers to celebrate cultural diversity at the event, which centred on the unveiling of a new mural.

Our Chief Executive Officer Libby Craft unveiled the mural, which consists of more than 150 wooden discs, painted brightly to represent what harmony means to each person involved.

Among them were staff and volunteers from our Family Centre, members of the Taperoo Community Centre art class, representatives from our

Supported Residential Facilities program, Kalaya Children’s Centre and students in our Flexible Learning Options program.

Those involved in the project attended the Harmony Day celebrations to see their work unveiled, listen to music and indulge in food from a variety of cultures.

FINANCIAL SUPPORT IN THE COMMUNITY

We started running financial workshops and No Interest Loan Scheme (NILS) support sessions in local community centres and libraries this year to expand our impact.

Our NILS sessions were offered each Tuesday at Bower Cottages in Semaphore Park and on Thursdays, from The Junction Community Centre in Ottoway.

The scheme is funded by Good Shepherd Microfinance and in 2016-17, we approved a total of 180 No Interest Loans – each valued at up to \$1500.

We also ran our financial education session, Talking Cents, from Woodville Library and placed a financial counsellor at Centrelink Port Adelaide weekly to offer outreach support.

“We previously only offered face-to-face support at our Family Centre in Port Adelaide, so these outreach services are a great new way to reach people who really need it.”

**Anti-Poverty Team Leader
Cindy Adey**



NEW BUSINESS FOR SUPPORTED EMPLOYEES

A new office plant hire business has been established for Wesley Social Enterprises' workshop team based in Alberton, where staff care for dozens of plants and rotate them through offices on a hire basis.

The project has been trialled at UCWPA head office while the team develops their skills, with plans underway to expand the business to other locations.

INCLUSION IN THE SOUTH EAST

Our Day Options program in Kingston has continued to go from strength to strength this year, providing valuable social inclusion opportunities for people with a disability.

Participants are taken on excursions, including to South East tourist attractions they may otherwise not have the opportunity to visit.

They also enjoy craft activities, shopping outings and develop independent living skills.

Our staff go to great lengths to engage people in the region. In one case, they travel almost 1500km a week to transport a woman who lives in a regional farming area to and from our program.

"We pick her up and drop her home – the round trip is 350km a day, four days a week. It is about ensuring she has the opportunity to be included in her community, as well as giving her parents respite."

**WSE Program Manager
Sue Chester**

GRAFFITI REMOVAL EARNS INCOME

Wesley Social Enterprises continued to diversify this year to provide ongoing training and employment opportunities for people with disabilities.

The WSE cleaning team was awarded its first paid graffiti removal work through a contract with the Department of Planning, Transport and Infrastructure (DPTI).

This followed a successful 18-month pilot project, in which the team impressed DPTI staff with their high quality graffiti removal and painting work along the western Adelaide rail corridor.

The ongoing fee-for-service partnership covers graffiti spotting and removal along the Outer Harbor, Grange and Northern Adelaide rail lines.

Not only has the project led to ongoing paid employment for staff, but it has upskilled WSE employees in the areas of workplace health and safety, including handling dangerous chemicals.

FESTIVAL HELPS TO REDUCE STIGMA

The Festival of Now, which we started six years ago, has grown to become an annual event having a real impact breaking down the stigma around mental health.

Now a collaboration between UCWPA and other agencies, it is Australia's only festival celebrating Mental Health Week.

Hundreds of people attended the event in Light Square in October 2016, in a celebration of community, wellbeing and positive mental health.

Our staff hosted a stall to share information about our programs, as well as a voice hearing simulation to

give people some understanding of what it is like to hear voices while trying to get on with everyday life.

The festival – formerly known as the Festival of Krazee Ideas – started as an idea from one of the people we support in the community.

“The strongest part of the festival is it’s not about illness, it’s about a celebration of where we are at today.”

*Mental Health Consumer Consultant
Kez Robelin*



GROWTH IN MENTAL HEALTH SUPPORT

Our Community Mental Health programs have grown this year, as we provide support to improve the health and wellbeing of people across metropolitan and regional South Australia.

In 2016-17, we supported 1090 people – up 164 people, or 17.7 per cent, from the 926 we supported in 2015-16.

Our Individual Psychosocial Rehabilitation and Support Service (IPRSS) has experienced the greatest increase in clients, as we approach our third year of a \$23 million five-year contract to deliver IPRSS in the west, north-east and outer-south of Adelaide, as well as northern country.

This growth is in line with our Strategic Plan 2016-21, which states our organisational strategy to be a leading provider of community mental health.

We are currently one of the largest non-government providers of mental health in South Australia.

EXPANDING OUR COUNTRY OPERATIONS

We established our first base in Port Pirie in February, cementing our organisation as an important provider of mental health services in the region.

As part of a new agreement with Country Health SA we took over The Hub, which has operated as a health centre since 1998.

When we started operating The Hub there were eight regular participants, and within our first few months at the site we had doubled participation rates.

Our group-based programs support positive health, wellbeing and community connection for people with mental health issues or a disability.

The new site will enable us to grow our services and support more people, which will be especially important with the rollout of the National Disability Insurance Scheme (NDIS).

PILOT PROJECT LEADS THE WAY

The Mental Health Coalition of SA this year chose UCWPA as the first organisation in Australia to pilot their new NGO Lived Experience Workforce Standards and Guidelines.

The guidelines include a self-assessment tool for organisations to measure how they are tracking in their support of workers with a lived experience of mental health issues.

Any gaps identified help form a workplace action plan, to ensure lived experience workers are adequately supported to work to the best of their ability.

We spent two months trialling the guidelines and our feedback will help shape the final version, which the coalition hopes to roll out across the country.

CHRISTMAS APPEAL RECORD

We were proud to be part of the annual UnitingCare Australia and Target Christmas Appeal in December, which raised \$1,237,042 to help thousands of people in need across the country.

The community's generosity allowed us to help more than 450 households in the Port Adelaide area to put food on the table and provide gifts to children to open on Christmas morning.



Highlights from the appeal, which marked its special 25th anniversary, included:

- A record number of funds raised both nationally and locally, enabling us to expand our community impact.
- Almost 2000 gifts were donated to us through Target stores, community collectors and individuals.
- Our biggest campaign supporter for the second year running was the SA Power Networks Employee Foundation, which collected 277 toys and books. The foundation also ran a free barbecue lunch for the people we support during Christmas distribution week.
- Money raised through the \$1 Christmas bauble donations at Target counters tripled. Funds were used to purchase extra Coles gift cards and gifts for teenagers and newborns.
- Raine and Horne Semaphore donated all proceeds of their LED candles sold at the Semaphore Carols to UCWPA, raising a total of \$600.

"It is inspiring to see the way the community unites each year to ease the financial burden and brighten the festive season for people who may be struggling."

UCWPA CEO
Libby Craft

PANCAKE DAY FUNDS GO FURTHER

Our Youth and Family Services were able to help more people in need this year, thanks to funds received through UnitingCare Pancake Day SA.

We received \$3000 to put towards supermarket vouchers for families and individuals who turn to our Emergency Relief program for support.

The vouchers were distributed to people who would otherwise have had to be turned away because their visa status precludes them from obtaining government-funded financial assistance.

"These funds mean the difference between us having to turn someone away and being able to say, 'Here, we can help you.'"

Manager Youth & Family Services
Angela De Conno

INAUGURAL YOUTH CAMP

A group of young people from our Flexible Learning Options (FLO) program embraced new challenges and built confidence during our inaugural Steps to Success camp in Clayton Bay in October.

From canoeing, bike riding, chocolate making and team building games, through to building a camp fire and toasting marshmallows, the 14 and 15-year-olds enjoyed a host of activities – many of them for the first time.

The three-day camp was run in conjunction with Puddle Jumpers, a not-for-profit organisation supporting the social development needs of vulnerable young people.

Our FLO program supports students who have disengaged from mainstream schooling.



URBAN YOUTH SERVICES EXPANDS

Urban Youth Services established its first permanent base in the south this year, with one of our youth workers moving to the Christie Downs Community House in April.

Chris Lambert has provided one-on-one support to dozens of young people since moving to the region, helping them to complete or reconnect with education, build resilience, manage mental health and connect with their community.

She has also spent time researching and implementing strategies to help young people become more involved in the community, and supported other events and programs run from Christie Downs Community House.

Following such a positive result, opportunities to further expand our support for young people in the southern suburbs will be explored.



Pets are part of the Regency Green family

For 12 years, Shirley Bean has had her devoted dog Bruce by her side.

When it came time for Shirley to move into an aged care home, she hated the thought of being separated.

Luckily for the pair they were able to secure one of our special rooms at Regency Green Aged Care, which caters for residents with companion animals.

The black pug is now a regular on the Regency Green social scene, accompanying Shirley during the site's many activities.

"Whether it be a film or knitting or craft, whatever is going on, he always comes," Shirley says.

"I didn't take him to activities at first because I thought people might object but it was the other way around.

"They would say, 'Why haven't you brought Bruce?'"

Bruce's popularity is evident as he walks the halls with Shirley.

Blind since birth, the pug doesn't let his lack of sight affect his confidence as he strolls around his new home getting countless pats from residents and staff.

In Shirley's room, there is a dog door which leads to a fenced yard, allowing Bruce to come and go as he pleases.

At night he sleeps in his bed on the floor, alongside Shirley's own.

"It must be awful for people who have to separate from their pets," Shirley says.

"The company is wonderful, especially at night.

"I'm very grateful to have this room – it really is wonderful."

Regency Green also has a new off-leash dog exercise yard where family members can bring pets to visit their loved ones, as well as another room available for a resident wanting to live with their cat.

UCWPA Executive Manager Aged Care Deborah Burton says it is all part of our focus on providing flexible, tailored care to suit residents' needs.

She says residents wanting their pet to live with them are required to have a period of respite before being accepted as permanent.

This allows each pet being considered for residency to be assessed by the Animal Welfare League to ensure it is a suitable placement for the pet as well as the owner and home.

Visiting animals are also welcome at all of our aged care sites, however they must be well mannered, appropriately restrained and under the supervision of their owners at all times.

They must also be approved for visiting by the Director of Nursing or a delegate.

"We are committed to providing a safe environment for our residents where they are able to continue to spend time with their pets," Ms Burton says.

"We know how important pets are in people's lives – they really are part of the family."



**THE COMPANY IS
WONDERFUL,
ESPECIALLY AT NIGHT.
I'M VERY GRATEFUL TO
HAVE THIS ROOM - IT
REALLY IS WONDERFUL.**

FINANCIAL STATEMENT

SUMMARY CONSOLIDATED STATEMENT OF FINANCIAL POSITION - FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	21,304,302	22,969,002
Accounts Receivable and other debtors	2,208,255	3,058,252
Financial assets	18,754,153	6,177,134
Other current assets	151,311	301,055
TOTAL CURRENT ASSETS	42,418,021	32,030,443
NON-CURRENT ASSETS		
Property, plant and equipment	117,530,409	115,337,913
Intangibles	1,706,104	1,895,671
TOTAL NON-CURRENT ASSETS	119,236,513	117,233,584
TOTAL ASSETS	161,654,534	149,264,027
LIABILITIES		
CURRENT LIABILITIES		
Accounts Payable and other payables	5,521,130	6,672,271
Other financial liabilities – non-interest bearing	48,145,994	38,057,404
Provisions	7,159,293	6,786,096
TOTAL CURRENT LIABILITIES	60,826,417	51,040,771
NON-CURRENT LIABILITIES		
Provisions	1,074,749	960,194
TOTAL NON-CURRENT LIABILITIES	1,074,749	960,194
TOTAL LIABILITIES	61,901,166	52,475,965
NET ASSETS	99,753,368	97,263,062
EQUITY		
Reserves	50,535,179	49,608,170
Retained earnings / (Accumulated losses)	49,218,189	47,654,892
TOTAL EQUITY	99,753,368	97,263,062

**SUMMARY CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER
COMPREHENSIVE INCOME - FOR THE YEAR ENDED 30 JUNE 2017**

	2017 \$	2016 \$
Revenue	74,795,216	70,831,498
Employee benefits expense	(52,501,027)	(48,744,841)
Depreciation and amortisation expense	(4,653,721)	(4,003,378)
Program, activities and resident costs	(5,454,488)	(5,225,312)
Property expenses	(4,785,592)	(4,813,585)
Finance costs	(57,098)	(32,532)
Management, administration & other expenses	(5,779,993)	(4,617,279)
Profit before income tax expense	1,563,297	3,394,571
Income tax expense	Nil	Nil
Current year surplus	1,563,297	3,394,571
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	-	77,708
Adjustment to asset revaluation reserve on disposal of buildings	(52,997)	(1,073,238)
(Loss) / gain on revaluation of investments	980,006	(904,163)
Gain on provision adjustment		-
Other comprehensive (loss) / income for the year	927,009	(1,899,693)
Total comprehensive income attributable to members of the entity	2,490,306	1,494,878

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.

**REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS
TO THE MEMBERS OF UNITINGCARE WESLEY PORT ADELAIDE INC AND CONTROLLED ENTITY**

Opinion

The summary financial statements, which comprises the summary consolidated statement of financial position as at 30 June 2017, the summary consolidated statement of profit or loss and other comprehensive income, for the year then ended, and related notes, are derived from the audited financial report of UnitingCare Wesley Port Adelaide Inc and Controlled Entity ("the Association") for the year ended 30 June 2017.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, on the basis described in Note 1.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards – Reduced Disclosure Requirements, the *Associations Incorporation Act 1985* and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements, and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

The Audited Financial Report and Our Report Thereon

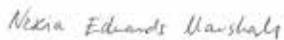
We expressed an unmodified audit opinion on the audited financial report in our report dated 25 October 2017.

Board of Management's Responsibility for the Summary Financial Statements

The Board of Management is responsible for the preparation of the summary financial statements in accordance with Australian Accounting Standards – Reduced Disclosure Requirement, the *Associations Incorporation Act 1985* and the *Australian Charities and Not-for-profits Commission Act 2012*.

Auditor's Responsibility

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



Nexia Edwards Marshall
Chartered Accountants



Damien Pozza
Partner

Adelaide
South Australia

25 October 2017

THANK YOU

We are extremely thankful for the ongoing support of our donors, sponsors and funding bodies, Board of Directors, staff and volunteers. Together, we can create a compassionate, respectful and just community in which all people participate and flourish.

Photography by Cath Leo.

Thank you to the people in the community we support for sharing their stories.



Wayne's work family is like no other

Wayne Loughhead feels accepted at Wesley Social Enterprises (WSE) and that's a big thing.

"My favourite part of WSE is being able to talk to people who know how to relate to you," he says.

"I know there's no judgment.

"We are who we are, regardless of our disability."

As a bloke in his mid-50s, Wayne doesn't speak these words lightly – they are a mark of a life consisting of some highs, but many lows.

Wayne started suffering seizures when he was just 18 months old and was diagnosed with epilepsy after a particularly traumatic incident when he was aged six.

For years medication managed to largely control his seizures and he went on to become a fitter machinist, where his hard work ensured he excelled at his trade.

In 1997, however, Wayne's seizures began to increase in frequency and severity, leaving him unable to work and reliant on a Disability Support Pension.

The following year, a seizure left him unconscious in the shower, where he spent five hours under scalding water and suffered severe burns to most of his body.

Wayne spent three months in hospital and then the gruelling process of extensive rehabilitation followed.

"The pain was just throbbing all over my body," Wayne recalls.

"It was just unbearable – but I never gave up."

In 2002, with the seizures still out of control, Wayne returned to hospital to undergo a temporal lobectomy, in which part of his brain was surgically removed.

The impact was immediate – his seizures were gone, but he was left with memory loss which still affects him today.

Two years after his surgery, a friend told Wayne about Wesley Social Enterprises – our service providing supported employment for people with a disability.

Wayne joined the WSE gardening team and then moved to the cleaning team shortly after, where he has now spent almost 12 years cleaning domestic and commercial properties in the western and northern suburbs.

He has also recently started working on our new graffiti removal program, helping rid train stations of vandalism.

Wayne says his decision to join WSE ultimately changed his life.

"What I like about working here is it's like a family," he says.

"The workers here love their job and the reason they enjoy it is because they are accepted.

"I'm not going anywhere. It's the best place I've been to; it's even better than my trade."

“

WHAT I LIKE ABOUT WORKING HERE IS IT'S LIKE A FAMILY.



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
