

caring for country people



**UnitingCare**

**Wesley Country SA**

# **2014-2015 Annual Report**

*Choose to Shine*



*Choose to Shine*

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**UnitingCare**

**Wesley Country SA**

### **Our Vision**

Compassionate, respectful and just communities where all people flourish.

### **Our Values**

Based on Christian ethics, our values are:

- Respect and compassion for all people
- Belief in the innate worth of all people
- Justice for all, particularly for those less advantaged in our society
- Being of service to others
- Restlessness for what could be
- Non-violence and peace

### **Our Goals**

- Grow a Competent, Skilled and Positive Workforce
- Provide the Very Best Services
- Get the Revenue We Need
- Use Technology to Maximum Effect
- Influence State and National Agendas

### **Our Mission**

Caring for Country People

***Children are the focus of everything we do.***



# Annual Report

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As we present our 2014-15 Annual Report the Community Services sector is experiencing a time of significant change and challenges. The social issues being faced are not dissimilar to those that have been faced for a number of years but the challenges are to develop ways of addressing these issues which results in systemic change in an environment of diminishing resources. It is however also a time of opportunity – a time to be creative and innovative and to work in a collaborative manner across the sector to achieve the best possible outcomes for the most vulnerable in our communities.

2014-15 has seen the Board of UCWCSA continue to develop further in its leadership. After an extensive and successful recruitment campaign two new Board members, Lynne Walden and Vanessa Bouly were appointed bringing with them a wealth of expertise and experience in the areas of finance, marketing and governance. These new Board members have further enhanced the already robust leadership and governance provided by the Board, putting the organisation in a strong position to meet the challenges and ever changing demands of the future.

UCWCSA continued during 2014-15 to advocate for fairness and justice in our communities. This was achieved through partnering with other agencies both government and non-government to lobby for change, participation in research and public campaigns, contributing to national activities through UnitingCare Australia and sharing our knowledge and expertise at conferences and public forums.

2014-15 saw UCWCSA launch its Reconciliation Action Plan (RAP) and the organisation would like to acknowledge Craig Rigney and his team at Korna Winmil Yunti for their support and cultural guidance in this process. The actions within the RAP affirms UCWCSA's ongoing commitment to



# 2014-2015

ensuring improved opportunities for Aboriginal and Torres Strait Islander staff, increased access to high quality services for Aboriginal and Torres Strait Islander peoples and improved connections to Aboriginal and Torres Strait Islander communities.

On a disappointing note UCWCSA farewelled some long term staff members after the cessation of the Youth Connections program. We wish to acknowledge and thank the team who, during the 5 years the program operated, achieved a range of very positive outcomes for a large number of vulnerable young people in our region. Other staff within the organisation have experienced a range of outcomes within their particular roles as a result of tendering processes including changes to roles, loss of positions and the creation of new positions. We would like to acknowledge all of these staff and thank them for rising to the challenge of establishing new programs and growing and improving others.

No Annual Report is complete without recognising and commending all staff and volunteers of UCWCSA for their dedication and commitment on a daily basis to advancing the organisation's mission. We thank them for their enormous commitment and many achievements. We would also like to thank the Board of UCWCSA for their untiring commitment, generosity and support to the organisation. The Board is made up of highly skilled individuals who are dedicated to advancing the mission of the organisation and its strategic directions. UCWCSA would also like to acknowledge and thank our many individual and business donors who have supported us during 2014-15 to continue to provide essential services throughout regional and remote communities.

UCWCSA looks forward to meeting the changes and challenges of the future and to continuing to develop an organisation that is responsive,

innovative and a leader in the delivery of community services in regional and remote South Australia.



*Liz Malcolm, Board Chairperson*



*Anthea Pavy, CEO*

# Participation, Training and

The Participation, Training and Employment (PTE) division offers vulnerable, marginalised and disadvantaged members from all walks of life a wide range of services that provide and encourage social inclusion. In line with UnitingCare Wesley Country SA's values, PTE believe in societies where all people feel valued, their differences are respected, and their basic needs are met so they can live with dignity.

## Community Hub and Men's Shed

PTE programs and services help to bring about positive change in people's lives. In a sense, our programs and services bring people back into their community; a direct result of this is increased motivation, self-esteem and confidence for the individuals involved. It is these people that go on to help build stronger communities and develop new capacities to support themselves and others.

The Port Pirie Community Hub and the Port Pirie Men's Shed are places where people spend their days doing ordinary things. They write, talk on phones, teach children, wash dishes, go for walks, read books, get involved in art and craft, make things and cry on each other's shoulders. This is a real gift, a tangible benefit, not to be ignored.

## Disability Services

The Disability Services program (DES) assists people with a disability to find suitable employment or training and as a result positively change their lives. Employment tackles exclusion and provides a pathway to a better quality of life, including improved mental health. The Disability Yard Maintenance Enterprise, operated out of the Port Pirie Men's Shed, offers people an opportunity to gain valuable experience, a real wage, workplace learning and connectedness to their community.



## Innovative Community Action Networks

The PTE team believes that socially inclusive options utilise the talents of people that might otherwise be overlooked or ignored. PTE programs, services and personnel recognise that all people are unique in value; however, each has unique capacity. This is made evident in our Innovative Community Action Networks (ICAN) program. ICAN supports secondary school students to remain engaged in their education and offers them alternatives that allow them to express their uniqueness. We understand that all people can learn and that all people have contributions to make.



*The Disability Yard Maintenance Crew conducting a routine yard tidy up.*

# Employment

## **Personal Helpers and Mentors Program**

PTE programs and services, including our suite of mental health support programs such as, Personal Helpers and Mentors and Mental Health Complex Needs, aim to help ensure that all the people we see feel included and valued, giving them the opportunity to participate more fully in society and enjoy the benefits of full citizenship. It's about connecting the clients with their local communities, workmates, family and friends in order to build and strengthen their relationships and networks, therefore addressing issues of isolation and exclusion.



**Anthony Eyre**  
Executive Manager  
Participation, Training & Employment





# Youth, Homelessness and D

The Youth Homelessness and Domestic Violence Services have had a year of consolidation with some programs finishing and new ones commencing. After five years of effective service the Youth Connections Program ceased and a new program Successful Transitions began, as well the Indulkana Youth Shed received 2 further years of funding. The year included advocacy with all managers lobbying for continued services for rural and regional disadvantaged families while continuing to provide positive outcomes for clients, groups and rural communities.

## Successful Transitions

The Youth Connections program came to a close this year, after providing individual assistance to 990 young people over the past 5 years. 488 young people were assisted in the Yorke & Mid North

region, 409 in Port Augusta/Coober Pedy, and 93 in the APY Lands. In addition to case managed support, youth workers also delivered 238 different types of workshops to groups of young people across the majority of UCWCSA's footprint. In January, a State funded youth program "Successful Transitions" was initiated by DCSI to support young people left without case management after the closure of Youth Connections.

## Indulkana Youth Shed

In early 2015 two further years of funding was secured for the Indulkana Youth Shed. The Youth Shed is a popular facility in the APY Lands, with an average daily attendance of 70 people, and up to 150 attending discos and special events. The Shed is guided by the Indulkana Council and operates with Community support.



# Domestic Violence Services



## Youth Homelessness

Skye completed her year 12 education as a resident of the Amity Youth Accommodation Complex. She made the most of the case management support offered, and her personal strengths and skills to achieve her goal of being accepted into university. Skye is currently studying a Bachelor of Arts at Flinders University and has relocated to Adelaide where she is enjoying campus life and building a circle of new friends.

"I hope sometime in the future there are more facilities like Amity for homeless children like I was. I always feel lucky and blessed that this amazing opportunity happened to me. I've made some incredible memories and if it was not for Amity I don't know where I would be. I am really excited to begin my new adventure and tackle any challenges my future throws at me."

During 2014-15 a series of workshops for young people aged 15-25 commenced in Port Augusta hosted by the Port Augusta Youth Homelessness Service. They are open to workers and clients of other community service agencies with the purpose of increasing links and working relationships in the region.

The clients learn and demonstrate skills in shopping to a budget, food preparation and presentation, as well as knife safety, fire safety in the kitchen, and kitchen hygiene.

Future workshops will focus on preparing for employment, education and training and will include resume writing, job application writing and preparing for job interviews with the assistance of guest speakers from local industry.

## Domestic Violence Services

The agency's Domestic Violence Services in conjunction with the region's Domestic Violence Action Group commemorated those that have lost their lives due to domestic violence. The Domestic Violence Remembrance Service, a rose planting ceremony and afternoon tea were held at the Port Pirie Regional Council and Women's Keepsake Garden on May 6th 2015. The event was attended by 60 people including the Port Pirie Mayor, Council CEO, local politicians, government and non-government organisations. Three roses were planted by a domestic violence survivor and the local public high school captains and deputy captains. The roses planted will signify a place where people can gather to reflect on Domestic Violence issues and remember those who have lost their lives.



Brian Martin  
Executive Manager  
Youth Homelessness & Domestic Violence





# Community and Family Services

2014-15 has been a year of change across the Community and Family Services Portfolio with some funding ceasing, new funding commencing and other funding morphing into different delivery models.

## **Anti Poverty Services**

The Department of Social Services completed its tender process for Financial Wellbeing and Capability and Families and Children Grants. This process saw the cessation of the "Being Dad" program and increased capacity for the parenting programs at Kadina and Peterborough. Whilst Financial Counselling for Problem Gamblers was retained, Commonwealth Financial Counselling reached its conclusion at the end of June 2015. There was a contraction of Emergency Relief in the outback service delivery area with the loss of capacity to fund delivery at Port Lincoln, Whyalla and Coober Pedy however funding to cover the Barossa, Yorke and Mid North increased along with the size of the service delivery area. As a result of this UCWCSA has built on its partnerships with UnitingCare Copper Coast, UnitingCare Kapunda and Lutheran Community Care to support the delivery of Emergency Relief across the footprint.



Anti-Poverty Week was celebrated during October 2014 and saw UCWCSA coordinate a range of activities across the Mid North, Yorke, Far North and Eyre and West. Activities included cooking demonstrations, open days, information sessions, a party in the park and children's activities. It was pleasing to see a large number of organisations participate in the promotion of Anti-Poverty Week working together on regional initiatives which engaged local communities and businesses.

## **Foster Care and Residential Care**

Identifying the increasing complex nature of issues faced by children and young people in care, a committee from the Foster Care and Residential Care Services organised a 2 day Workshop presented by Adelaide based Clinical Psychologist Colby Pearce. The workshop attracted participants from a range of services as well as foster carers keen to learn more about working with children and young people affected by interpersonal trauma. They heard Colby discuss the thought processes and preoccupations that give rise to perplexing and challenging behaviour and emotional displays in children and young people who have a history of trauma, as well as strategies for caregivers to intervene successfully to promote positive change and to learn new coping skills.

# Services

## Home Interaction Program for Parents and Youngsters

The HIPPY program is a two year home based program which encourages and empowers parents and caregivers to be their children's first teacher and help prepare them for school. HIPPY increases the chances of positive early learning experiences for parents and children and a love of learning, exploring and trying new things.

HIPPY has been delivered in the Whyalla community for over five years and has seen over 150 families. In November 25, five year olds graduated from their two year HIPPY journey.

## Gambling Help Services

The Gambling Help Services have been exploring ways to engage community and services in an effort to destigmatise the issue of problem gambling. As a result of this Gambling Help

Services hosted a Problem Gambling Community Forum. The forum featured presentations covering many aspects relating to Problem Gambling, including local statistics on prevalence, information about Electronic Gaming Machines and the growth of online gambling. Industry representatives from Gaming Care, Club Safe and the Office of Problem Gambling presented, providing attendees with information about industry driven early intervention strategies.

The forum included two workshops that generated discussion on combating stigma and developing interagency cooperation, as well as hearing the lived experience of two consumer voice advocates.



Andrew Hadert  
Executive Manager  
Community & Family Services



# Human Resources

“All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work”, Calvin Coolidge.

The professional development of our staff is critical when it comes to ensuring we deliver the very best services. Their growth and development is only as successful as the level of activity that’s invested in it.

A major activity this year includes the ongoing development of our Team Leaders through the Team Leader Forums. Three times per year all Team Leaders are invited to enjoy a day dedicated to their role and what it means to be in leadership. This year’s forums have centred on the empowerment of teams through fun and laughter using a principal called “Fish”

The Healthy Workers Healthy Futures committee focused on Gratitude in 2015. For 21 days in March everyone was invited to participate in a gratitude Journal. The journals took on a variety of forms and included a Face Book page, private reflections, gratitude trees and writing on windows

and boards. Of those who participated 96% said that it had a positive effect on them and 98% thought it had a positive effect on their worksite.

We continue to attract employees with tertiary qualifications contributing to our goal of growing a competent, skilled and positive workforce. A strong, ongoing relationship with several Universities has also seen us support regular placements for Social Work students. From 1st July 2015 the South Australian Government’s new WorkReady framework commenced and this will play a large role in how we continue to support our staff to develop their professional qualifications.

UnitingCare Wesley Country SA’s commitment to wellbeing at work has continued in a strong manner. During the last 12 months we have trained 250 staff members in workplace resilience and further trained a core group of people to become Wellbeing Ambassadors. Our Wellbeing Ambassadors are available to foster workplace wellbeing and resilience, supporting us all to be at our best.







All Staff Day continues to provide a tremendous reward to our people for the outstanding work that they do on a daily basis. October 2014 was no exception. We partnered with the Helping Hands Program to build 40 prosthetic hands that were then donated to amputee landmine victims throughout the developing world. The activity empowered every participant to make a real and lasting contribution and in doing so reminding us what it feels like to be engaged in a truly purposeful activity. The positive feedback from our staff included:



The Helping Hand activity reflected wonderfully the values and principles of Uniting Care Wesley Country SA

"I appreciated the fact that we were doing something valuable, achievable to contribute to those less fortunate."

"When we volunteer – we all grow"  
Uniting Care Wesley Country SA wishes to acknowledge and thank all volunteers for their continued outstanding and invaluable contribution to the organisation. We currently have 181 active volunteers.

Over the last 12 months we have seen the diversity

of volunteering increase. The new SA Community Foodies program aims at local people supporting local communities to make healthy food choices. This program provides volunteering opportunities across our whole geographical region.

Opportunities for volunteers with administrative skills have also grown as more programs utilise this experience and expertise. Participation through volunteering also comes in the form of a car cleaner and, in the last few months we have also welcomed a volunteer photographer. The diverse range of volunteering options available is in response to the changing nature of the volunteers and their individual needs.



Karen Shearer  
Executive Manager  
Human Resources



# Reconciliation Action Plan

The process of developing our Reconciliation Action Plan (RAP) has been a very worthwhile journey throughout the past year and we sincerely thank and acknowledge Craig Rigney of Korna Winmil Yunti for the support and cultural guidance he provided throughout the process.

We invite you to read the full Reconciliation Action Plan available on our web site and we welcome feedback, as it is a living document. We thank Mervyn Charles Rigney, a Ngarrindjeri man, for the opportunity to purchase his stunning art work that is featured throughout the document.

Our RAP confirms our organisation wide commitment to work with Aboriginal and Torres Strait Islander people towards reconciliation through listening, learning from and appreciating Aboriginal and Torres Strait Islander culture and the importance of cultural leadership. We will respectfully consult with Aboriginal and Torres Strait Islander clients, staff, elders and the community.

The Actions we are committed to in the RAP aim to improve opportunities for Aboriginal and Torres Strait Islander staff; increase access to high quality services for Aboriginal and Torres Strait Islander people; and improve connections to Aboriginal and Torres Strait Islander communities.



All services delivered by UnitingCare Wesley Country SA will seek, through actions in their Annual Plan, to improve outcomes for Aboriginal and Torres Strait Islander people by providing accessible services in a culturally respectful and appropriate way.

In developing the RAP we consulted with our Aboriginal and Torres Strait Islander employees who endorsed the development of employment policies and practices that encourage Aboriginal and Torres Strait Islander participation and retention through proactive and supportive management and culturally appropriate environments for all.

Reconciliation is congruent with UnitingCare Wesley Country SA's values and principles and we commit to active participation in the journey of reconciliation. We want our Reconciliation Action Plan to be one more step toward achieving equality and justice by promoting the principles of Reconciliation SA of recognition, respect and change.



# Policy, Planning & Quality

At UnitingCare Wesley Country SA our focus on “providing the very best services” motivates us to strive for excellence in everything we do.

In December 2014 we commissioned a Client Survey by randomly selecting clients across our service footprint.

The feedback received through the survey indicates that our workers across the organisation are consistently demonstrating our values of dignity and respect. It also reflects that our clients are happy with our services and are willing to recommend us to others. It gives us confidence that our efforts to embed a positive culture is on track.

In striving for clients to achieve great outcomes, we invest in continuous improvement across three key elements of our responsibility – our people, our clients and our systems.



- Our People – client centric; driven by mission, principles and values; strengths based; child aware; culturally competent; knowledgeable and experienced; mature capable leadership; competent governance.
- Our Clients – respectfully engaging; listening to them; setting goals; working towards achieving full citizenship where they have hope, choices, a purpose, freedom, a home, money, enjoying life, belonging, relationships, community, and getting appropriate help when needed.
- Quality Systems – flexible, responsive, enabling, efficient; service delivery models based on best practice; quality resources and facilities; quality assurance; sound planning; safe work systems.

How do we know clients are achieving great outcomes? One way we are measuring client outcomes is through the implementation of Outcomes Stars (© Triangle Consulting) across the organisation. All case management services are now using our Case Management Model that integrates an appropriate Outcome Star for the client to engage in the assessment, planning and review steps in the process.

The next phase in our journey towards providing the very best services and being able to measure our effectiveness is the introduction of Results Based Accountability. This will be phased in across all Family and Community Development funded programs commencing in July 2015 and then adopted universally.



Debra Devlin  
Executive Manager  
Policy Planning & Quality

# Wesley Country Housing

Wesley Country Housing (WCH) has had a year of consolidation and growth.

In September 2014, Tenancy Management for 30 Transitional Housing Properties in Port Augusta and 1 in Coober Pedy commenced. These properties came with Support Packages for tenants and included 9 packages provided by UnitingCare Wesley Country SA, 9 by Offenders Aid and Rehabilitation Services and 13 by Salvation Army. Strong effective working relationships have been developed and maintained with support services, underpinned by MOU's negotiated with each service.

WCH also manage 7 Aboriginal Employment Housing (AEH) properties in Port Augusta. These properties aim to provide accommodation for Aboriginal families who relocate to Port Augusta for employment or training opportunities from remote areas. WCH has had a strong focus on ensuring that the tenants can concentrate on getting employment outcomes and have extended our networks to include working collaboratively with local employment and training providers such as Bungala and Complete Personnel to ensure the housing is made available to tenants meeting Aboriginal Employment Housing eligibility criteria.

In Nov 2014, Complete Personnel referred a single Aboriginal mother with a pre-school child who was escaping a Domestic Violence situation from a remote community. The client was enrolled in a BHP Biliton Pre Employment training program for 3 months. She moved into an AEH property and at completion of the training course, was offered a full time role at Olympic Dam in February 2015. Initially she commuted to her work site. In May 2015, she exited the AEH property to commence a private rental in Roxby Downs. This outcome demonstrates how providing safe, stable, affordable housing for Aboriginal families at critical times has a long term positive impact for the tenant and their family in progressing their opportunities to thrive and flourish.

## Current Property Base

Location	Total
Port Pirie	17
Crystal Brook	4
Wallaroo	6
Moonta	6
Port Augusta	66
Port Lincoln	7
Coober Pedy	5
Whyalla	8
Totals	119



# Corporate Services

## Greening Projects

We strive to be an environmentally responsible organisation and recognise that our work has an impact on the environment. We are committed to creating a healthier environment by promoting sustainable principles and practices across the organisation. One goal in our Greening Corporate Strategy is to minimise electricity consumption.

The organisation funded and installed solar panels on our pre loved goods store Goods@ Gertrude, and the Men's Shed facilities which will produce 39.75kW of electricity per annum. This will directly benefit the environment by reducing carbon emissions by 31,300kgs every year and save the organisation approximately \$16,000 in energy cost per year. The payback period on the projects is approximately 3 years for the 2 projects.

## Information Communication Technology Migration Project

Early in 2014 it was identified that our current IT arrangements with respect to ICT Support and our own future requirements was moving us in different directions. To identify the options available we engaged an outside IT Consultant to

review our current situation and review available options. The findings, with an extensive risk analysis and capital program, were presented to Board with the recommendation that UCWCSA operate it's own ICT infrastructure on an independent basis with supports when required from outside consultants. The Board approved the proposal and so started the ICT Migration Project.

As a result UCWCSA now has a robust ICT System which allows us to deliver responsive and equitable ICT Services to all offices.

With the successful migration to our own ICT System we are now able to undertake projects that will enhance user experiences and organisational capacity.



Ian Eberhard  
Executive Manager  
Corporate Services



## UNITINGCARE WESLEY COUNTRY SA INC AND CONTROLLED ENTITIES

## Statement of Financial Position

		<b>Consolidated</b>	
		<b>2015</b>	<b>2014</b>
CURRENT ASSETS	Cash and cash equivalents	6,938,399	6,141,587
	Trade and other receivables	656,005	564,845
	Other current assets	77,791	39,006
<b>TOTAL CURRENT ASSETS</b>		<b>7,672,195</b>	<b>6,745,438</b>
NON-CURRENT ASSETS	Other financial assets	1,412,117	906,797
	Property, plant and equipment	5,406,125	5,365,153
	Intangible Assets	1,782,000	1,831,500
<b>TOTAL NON-CURRENT ASSETS</b>		<b>8,600,242</b>	<b>8,103,450</b>
<b>TOTAL ASSETS</b>		<b>16,272,437</b>	<b>14,848,888</b>
CURRENT LIABILITIES	Trade and other payables	1,364,644	1,890,156
	Government Grants in Advance	296,832	49,125
	Unexpended Government Grants	1,526,478	1,406,722
	Provisions	1,481,552	1,451,780
<b>TOTAL CURRENT LIABILITIES</b>		<b>4,669,506</b>	<b>3,797,783</b>
NON-CURRENT LIABILITIES	Provisions	298,101	281,342
	Liability for Government Assets	92,083	158,500
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>390,184</b>	<b>439,842</b>
<b>TOTAL LIABILITIES</b>		<b>5,059,690</b>	<b>4,237,625</b>
<b>NET ASSETS</b>		<b>11,212,747</b>	<b>10,611,263</b>
Reserves		1,876,643	1,870,823
Capital Grants		3,112,737	3,112,737
Retained earnings		6,223,367	5,627,703
<b>TOTAL EQUITY</b>		<b>11,212,747</b>	<b>10,611,263</b>

## Statement of Comprehensive Income

		<b>Consolidated</b>	
		<b>2015</b>	<b>2014</b>
<b>Profit for the year</b>		595,664	516,291
<b>Other comprehensive income/ (loss) after income tax:</b>			
Net Gain/(Loss) on revaluation of Financial Assets		5,820	102,506
Net Gain/(Loss) on revaluation of Land and Buildings		-	(267,032)
<b>Total other comprehensive income/ (loss) for the year</b>		<b>5,820</b>	<b>(164,526)</b>
<b>Total comprehensive income for the year</b>		<b>601,484</b>	<b>351,765</b>
Total comprehensive income attributable to members of the entity		601,484	351,765

A full set of Financial Statements is available on our website: [www.ucwca.org.au](http://www.ucwca.org.au)





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