

Annual Report

2018-2019



Supporting communities to thrive
so that everyone can enjoy a life
of belonging, hope and purpose.



Uniting
Care West

Contents

Who We Are and How We Work	3
2018-2019 Board	4
Chairperson's Report	5
CEO Report	6
Reconciliation Action Plan	8
Transitioning from Homelessness	11
Individualised Services	16
Community Housing Development	19
Children's Services	21
Strengthening Families	23
Justice Services	26
Financial Wellbeing Services	28
From our Place Hubs	30
Fundraising, Volunteers & Social Enterprise	33
Financials	37
Partner Organisations	38

389
TEAM MEMBERS



250+
VOLUNTEERS



7 SERVICE
PATHWAYS



Who We Are and How We Work

We help people to move from isolation to connection with their community.

Overview

UnitingCare West (UCW) was formed in 2006 as a community services agency of the Uniting Church Western Australia – a multi-functional agency which provides a range of holistic services to support people and communities to belong and thrive.

UCW's journey towards being a more soulful and purposeful organisation is guided by our people, our Board and our strong connection to our foundation as part of the Uniting Church's community services network.

Our Place-Based, Person Centred Approach

Our place-based approach helps us to identify and respond to the needs of local people in local communities, providing targeted supports to address immediate and longer-term needs.

At each of our places we aim to listen intently, care deeply, and respond to individual and community need. We help people to move from isolation to connection with their community.

Most importantly, we are deeply committed to helping children, individuals, families and communities develop resilience and connection – creating opportunities for people to thrive and enjoy a life of belonging, hope and purpose.

Our Actions Show

Boldness – We bravely stand up for what is right and tackle hard to resolve problems.

Curiosity – We actively pursue new information and evidence-based approaches to influence how we work and interact with one another.

Hospitality – We approach all interactions with the people we serve with a strong customer focus and a 'how can we help?' attitude.

Creativity – We look for new and innovative ways to enhance how we work and the service we provide.

At UnitingCare West

- >> We walk with people experiencing vulnerability and disadvantage.
- >> We listen intently, care deeply and respond to individual and community need.
- >> We amplify the voices of people who would not otherwise be heard.
- >> We provide innovative service responses tailored to individual needs, service gaps and the priorities of communities and government.
- >> We work in partnership with other organisations and communities to leverage resources and maximise our collective impact.
- >> We help people move from isolation to connection and contribution.

Acknowledgement of Country

UnitingCare West acknowledges the Noongar People as the Traditional Custodians of this land on which we provide our services.

We recognise their unique and spiritual connection to country and waters.

We value the oldest continuing culture in the world and pay our respect to Elders past and present.

2018-2019 Board



Peter Fitzpatrick AO
CHAIRPERSON



Michael Brady



Ron Chalmers



Lisa Fini



Chris Hunt



Deborah Marshall



Alison McCubbin



Mark Webb



Hannah McGlade



Amanda Hunt
CHIEF EXECUTIVE OFFICER

“UCW plays a pivotal role in providing hope and opportunity for vulnerable Western Australians during their life journey.”

Peter Fitzpatrick, Chairperson

Chairperson's Report

After almost four years as UnitingCare West (UCW) Board Chairperson, I will be stepping down from the role in August 2019 to pursue new challenges and opportunities. As I do so, I know I will be leaving the organisation in good hands.

Our Board is a highly committed and passionate group of non-executive directors, who boast a variety of skills, expertise and experience. They will continue to provide support, direction and oversight to UCW as it seeks to fulfil its mission in a complex and changing not-for-profit sector.

It has been a privilege and a pleasure to lead our organisation through this period of change, both on an organisational and service level.

The ongoing transition to the Individualised Services funding model under the National Disability Insurance Scheme (NDIS) has been a key focus of the past year. Since it was first announced in 2012, the NDIS has required disability service organisations to develop new ways of working with government agencies.

Under the exemplary leadership of UCW's Head of Service Operations, Michael Chester, we are adjusting the way we structure and operate our services to remain sustainable, while at the same time continuing to deliver quality person-centred supports to people with disability.

Our CEO Amanda Hunt continues to keep a firm hand on the tiller, guiding the organisation as a whole on our journey towards being a more soulful and purposeful organisation, walking alongside the people we exist to serve.

Speaking of which, the relocation of UCW's head office to co-locate with the Tranby Centre has been an inspired move. Although the new Inner City Hub has only been home to our team

since mid-March 2019, already it is alive with a spirit of collaboration and teamwork, as well as bringing us closer to those we serve.

On a financial front, despite challenging times within the sector, we finished the year in a sound position. Thank you to the Finance Audit and Risk Committee, Chaired by Board member Chris Hunt, and to UCW's Head of Support Services, Andrew Williams, who joined the organisation in September 2018.

UCW plays a pivotal role in providing hope and opportunity for vulnerable Western Australians during their life journey.

I am confident that with the outstanding people that are now in place within the organisation, including a highly skilled and dedicated Board, an innovative and energetic CEO and staff who are deeply committed to their work of providing compassionate care, that the organisation will not only survive but thrive in the years ahead.

Peter Fitzpatrick AO, AM (Mil), JP
CHAIRPERSON



CEO Report

The combined wisdom, authenticity and passion the UCW team share is essential to help us achieve our goal to adopt a radically person-centred approach in supporting the people we exist to serve.

This means that ALL people, including those within our organisation and the people we work alongside, are embraced in a way that supports their purpose and potential in life.

UCW has continued to evolve this year as we enter another phase of our renewal in preparation and response to both internal and external forces.

As State Government department consolidation continues to shape the sector, it creates challenges as well as opportunities.

The tenuousness of contracts and the unrelenting pace of change has flowed into significant impacts on our team. I am full of admiration for their resilience and tenacity – as they are constantly role modelling this for the people that we serve.

I want to acknowledge the people who have left our organisation during the year – times of change can be really tough, and the difficulties of adapting has resulted in people that we value and cherish moving to other opportunities.

The adaptation of our programs supporting people with disability to the NDIS has resulted in a dramatic reconstruction of our individualised services, and the teams in this area are developing with agility in ways that seek to ensure that people are transitioning to the NDIS in a positive way.

Our internal service integration is demonstrated by our move to Aberdeen Street in March 2019. Co-location with our Tranby Centre has enabled us to live our values every day, and be present in the lives of the people in our community who

are seeking support due to their risk of, or lived experience of homelessness.

This year UCW continued to play a key role in the 10 Year Strategy to End Homelessness and explore opportunities to support the 600-plus people sleeping rough in our city every night. Throughout all of our services, we should respond to a 'need' in the community in ways that challenge the norm, and seek to build constructive and new relationships.

We have moved away from the simple delivery of programs to the shared solution of problems – working alongside fellow community agencies such as the Financial Counselling Network, and collaborating in efforts such as 100 Families WA and the WA Alliance to End Homelessness, is enabling us to create even greater impact in our community.

Our commitment to bringing Aboriginal cultural perspectives and wisdom to our work is reflected in our Stretch Reconciliation Action Plan (RAP) 2019 – 2021, which was provisionally endorsed by Reconciliation Australia in May 2019 and will be completed later this year.

The time we've spent this year in building productive relationships with Aboriginal individuals, families and organisations is UCW's investment towards shaping a new future for Western Australia by recognising and building upon the strengths and contributions of First Peoples.

I am grateful for our UCW Board members for their continued faith in our leadership team, and their dedication to bringing their unique skills and experience to continue to build our strategic future.

I'd personally like to thank our Board Chairperson Peter Fitzpatrick AO, who will be stepping down from the role in August 2019

“The combined wisdom, authenticity and passion the UCW team share is essential to help us achieve our goal”

after guiding us through a period of significant change. Peter's vast experience has been invaluable in leading the UCW Board over the past four years.

I would also like to recognise and thank long-serving Board member Deborah Marshall who made a significant contribution to the development of UCW.

The year ahead will continue to be one of transformation and we are thankful for the reinforcement of our Uniting Church family – including the Synod, the congregations that play such an important part of our community, and the UnitingCare Forum agencies and the Uniting Church schools.

As we consider our part in the broader community system, we are taking bold steps forward – knowing that we can't rely on the conventional thinking of the past to resolve the complex social problems we face now.

The future of UCW is about co-creating the pathway for a strong community. We must all leverage our strengths and resilience – and

the strengths and resilience of people who are experiencing hardship and disadvantage.

As Frederic Laloux wrote: “We are at our most productive and joyful when all of who we are is energised by a broader purpose that nourishes our calling and our soul.”

Amanda Hunt

CHIEF EXECUTIVE OFFICER



Stretch RAP

UCW's Stretch Reconciliation Action Plan (RAP) 2019 – 2021 was provisionally endorsed by Reconciliation Australia in May 2019.

Following on from the Innovate RAP of 2016 – 2018, a key priority for the Stretch RAP remains nurturing mutually beneficial and trusted partnerships with Aboriginal Community-Controlled Organisations (ACCOs).

We have acknowledged and celebrated important cultural events throughout the year, including NAIDOC Week, Reconciliation Week, the Walk for Reconciliation, National Sorry Day, Apology Day, the UN Declaration of the Rights of Indigenous Peoples and the Uluru Statement From the Heart.

In August 2018, UCW surveyed our people and the wider community (through social media)

asking for their thoughts on Reconciliation, to help shape our Stretch RAP. We had 110 responses and were moved by the thought and creativity that people had put into them.

The survey questions were framed in a way that allowed people to be creative and open their hearts and minds to their thoughts on Reconciliation, with the results to be woven into our Stretch RAP design.

“I commend UCW on its dedication to driving reconciliation, and look forward to following its continued achievements.”

Karen Mundine,

Chief Executive Officer, Reconciliation Australia





“ We are determined to expand our commitment to Reconciliation via our Stretch RAP. Solid foundations have been laid by delivering on the actions in our inaugural Innovate RAP.”

Josey Djidi-Djidi Hansen, Executive Cultural Architect



Stretch RAP painting

Our Stretch RAP artwork was created by First Nations artist, Thomas (Teejay) Worrigal and presented to UCW in December 2018. The painting represents individuals, families and community, coming together in a sacred space where we can learn from each other and grow together as we walk into our future.

"The bottom part of the painting is the community, families and individuals walking to seek support. They are walking into the centre main-support circle, which represents UnitingCare West, meaning 'us mob'.

"The top section of the painting is growth. There, the footprints are walking together into a better supportive future. All the leaves represent growth. Connecting circles represent strong and connected support. The colours are the earth and the local flowers of the land which we are on, Noongar, Whadjuk people country."

Cultural Confidence

From April 2019, we began delivering face-to-face Cultural Confidence Workshops and learning activities to our staff and the wider community, to grow knowledge and understanding of Aboriginal ways. This educational initiative was supported by a grant from the Department of Communities.

These workshops, being held in metro and regional centres from Karratha in the north to Albany in the south, are being presented by our Executive Cultural Architect Josey Djidi- Djidi Hansen, along with Cultural Champions Teanne Hayden and Thomas Worrigal.

"Our Stretch RAP will grow our relationships with First Peoples, communities, organisations and businesses within our circle of influence."

*Josey Djidi-Djidi Hansen,
Executive Cultural Architect*



SERVICE PATHWAY

Transitioning from Homelessness

Our Transitioning from Homelessness service went through some radical changes this year, as we embarked on a new model to work together as one team, with one goal, to support people experiencing homelessness.

This collaborative approach across our programs, from outreach to accommodation, captures each person's story just once at the start of their journey, streamlining the internal referral process and strengthening links with other service providers.

Jim's Story

Jim had a lifetime ban from entering a Centrelink office, the Department of Communities (Housing) list and all other transitional accommodation services. Along with an Acquired Brain Injury, he has mental health, behavioural and substance misuse issues.

Putting Jim at the centre of the decision making process and allowing him to choose his support team was a turning point in his journey. After an extended stay at Tom Fisher House, he was accommodated at Wilf Sargent House and within six months his support team went from six people to two, with very few incidents. One year on, he has found long-term accommodation, is much more stable and has started the assessment for NDIS funding. *Name changed

Tranby Centre

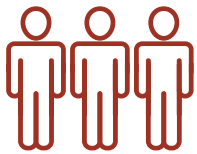
Through our Tranby Centre, we continue to be flexible and responsive to the full range of needs of people experiencing homelessness, from the extremely practical (clothing, food, primary healthcare), through to advocacy, case management, support for mental health needs, and building long-term, supportive relationships.

This year we introduced Community Learning and Support Services (CLASS) to Tranby, providing a range of workshops including cooking, life skills, art and craft, computer basics and mindfulness, to strengthen trust, build relationships and engage clients in new experiences.

TRANBY STATISTICS

200

PEOPLE PER DAY



96

BREAKFASTS
PER DAY

135

DINNERS EACH
MONDAY NIGHT





Housing Accommodation Support Service (HASS)

Our HASS team is working with highly complex people who are falling through the cracks due to issues with other service providers, sometimes being banned for life. HASS has made this group its priority, working in a person centred way to help them towards long-term, secure housing.

HASS STATISTICS

79
ADULT CLIENTS
WITH 14 ACCOMPANYING CHILDREN



18
CLIENTS
HOUSED
THROUGH OUR PRIVATE
TENANCY SUPPORT SERVICE



Stephen's Story

Stephen is a single father of two children aged eight and 14. He came to UCW's HASS in March 2019 while he and his family were couch surfing and without a place to live.

Before long, the HASS team found the family a new home to start putting down some roots. ***"When the lease was running out, I felt like I was banging my head against a brick wall trying to find somewhere permanent to live,"*** Stephen said.

"Finding work that fits in with looking after the kids is even more challenging, so it's been a tough time. I've had the children full-time since 2015 and I quickly learned there are very few services that cater for single fathers – usually they're designed to support single mothers.

"HASS has been a huge help, not only finding us a place to live, but also connecting us to other support organisations that I didn't even know existed."



Street To Home (S2H)

Street to Home's focus has been on working towards an assertive outreach approach, expanding our coverage across the Perth CBD and surrounds. Key to this approach has been identifying and strengthening our partnerships with like-minded organisations to better serve people experiencing homelessness.

S2H STATISTICS

34

**COMPLEX
CLIENTS**

**SUCCESSFULLY
CASE MANAGED**



16

**PEOPLE
SECURED**

**LONG TERM
ACCOMMODATION**



Family Foundations

Family Foundations supports families at risk of homelessness to build capacity through engaging with our team and connecting with vital services. The program has been supporting an average of 11 families every Tuesday and Thursday afternoon, providing a shared community dinner, food assistance and school lunch supplies, as well as service referrals and resources.

Pathways

Our Pathways program has been successful in building on the support it provides for people aged 55 and over, thanks to a funding boost through the Commonwealth Home Support Program. As part of our Transitioning from Homelessness service, Pathways is now taking a growing number of referrals from the Street to Home team and Tranby.



Individualised Services

The main focus for the Individualised Services team over the past year has been the transition of program participants across to the National Disability Insurance Scheme (NDIS) and continuity of support (COS) funding models.

Community Options

Community Options supports people living with a disability or mental illness to maintain their independence and wellness by participating in community-based activities.

Adoption of the new individualised funding model (NDIS) has seen us move away from centre-based programs, towards an inclusive model where people are connected to existing groups operating within their communities.

The decision to move programs to a community-based model with smaller support groups gives participants increased choice and control over the activities they enjoy in the community.

Embracing this new direction, we ceased running programs from our Community Options centre in Willetton (South) in June 2019 and will do the same at our Girrawheen centre (North) from November 2019 and at our Subiaco centre (Central) in 2020.

Recovery Options

Recovery Options provides support to people with severe and persistent mental health conditions, including helping them to better manage their daily activities and connecting them to relevant supports.

Our team is currently running a pilot project at Hampton Lodge in Fremantle, supporting people transitioning from homelessness to access the NDIS. One resident, Tom has been living in social isolation for 20 years with an acquired brain injury, after suffering a stroke.

For people with very complex needs, eligibility for NDIS funding is not a given. Building a case can be a long-term process that can only begin once trust has been established and a relationship developed.

Our team is working with Tom to develop a body of evidence to support an NDIS application, taking him to medical appointments and seeking specialist advice.

*Name changed





Community Inclusion – Great Southern Individualised Services

Our Great Southern Individualised Services team supports people who are living with a disability in their own home to build social networks and engage with the community.

In 2018-19, the Great Southern team grew from 24 support workers to 40, providing services to 42 people in the community. We support people like Alex (name changed), a keen footy fan who we supported to attend a WAFL final in Perth, in collaboration with our metropolitan Individualised Services teams.

In another example, we worked with one young man to attend night time activities with people outside of his normal social circle. He is now confident enough to arrange and book his own transport to participate in community events and activities.

Key initiatives over the year included the transition of a number of long-term casual support workers to permanent roles and the roll-out of a leadership restructure to meet our team's growth projections and sustainability needs for 2019-20 and beyond.

We also continue to work closely with our metropolitan teams to co-design programs and activities to meet the goals and needs of the people we support.

My Home

My Home offers community-based living options and support for adults with disabilities, in a range of 4-6 bedroom shared houses across the metropolitan area.

My Home is about giving people the opportunity to make a house their home, with their own personal space, along with welcoming, shared communal areas to enjoy with their housemates.

PARTICIPANTS SUPPORTED

303
COMMUNITY
OPTIONS



34
MY HOME



168
RECOVERY
OPTIONS



42
GREAT
SOUTHERN

Aboriginal Family Respite

Our free monthly Aboriginal Family Respite service assists Aboriginal carers and families in Perth's northern suburbs who are experiencing emotional and mental distress.

This service provides time out for families and carers and offers a chance to relax, socialise and unwind through a range of activities. Sixty-four individual participants were supported through the program during the year.

Your Say – Individual Disability Advocacy

Your Say is a free and confidential advocacy service that promotes and protects the rights of people with disability or mental illness - standing with them, or speaking on their behalf, to make sure their rights and interests are being heard.

In the past year, UCW's Advocate has been involved in some great outcomes for people with disability, including Sam, who has physical and psychosocial disabilities. She sought help from Your Say to deal with a large and unexpected debt from Centrelink.

The debt of more than \$40,000 was accrued over a three-year period as a result of overpayments she was said to have received for failing to tell Centrelink she was in a relationship. This meant that instead of the couple's payment, she had been paid the single's rate.

After Sam contacted Your Say, our advocate was able to prove that she had provided Centrelink with details of her marital status. With continued persistence, our advocate was successful in having the debt written off. *Name changed

Susan's Story

Going for a holiday every now and again is something most people take for granted, but when you live with a disability, it can prove to be quite challenging.

Susan is a participant in our Supported Accommodation program and looked forward to going on regular holidays with Activ. When the program came to an end, she thought her holiday dreams had too.

UCW worked with Susan (and the significant people in her life) to develop a 'Person

Centred Plan' and explore how she might still be able to enjoy a holiday, with the support she needs.

After some collaborating, research and planning, in November 2018 Susan flew to Melbourne with a support worker for five fun-filled days. She enjoyed the Neighbours Tour, a visit to the Sea Life Melbourne Aquarium, shopping, a trip to the Victoria Markets, exploring St Kilda, a river cruise and much more. *Name changed

Kevin's Story

When Kevin was invited to join a new men's group set up by the mental health support team at our Outer North Hub in Merriwa, his first reaction was, "no way, I don't do groups."

Two years on and 'Big Kev' not only looks forward to going along to regular meetings of the 'Men of Hope' (MoH), he has been recognised for his volunteer work. With a long background in hospitality, he shares his skills on the pots and pans with fellow MoH participants at a fortnightly cooking class.

MoH was set up by UCW's Recovery Options team in 2016 when it became clear there

were very few groups in Perth's outer north designed to bring men together and connect them to community.

"Honestly, MoH has totally changed my life. I wasn't interested one little bit, but my Case Manager said you have to give it a go, so I reluctantly went along to a barbecue and was stunned," Kevin explained.

"I really enjoy the fact that this cooking group has allowed me to pass on my skills, knowledge and passion for food to such a great bunch of guys and all the team at the Merriwa office."

SERVICE PATHWAY

Community Housing Development

Community Housing Development (CHD) supports low income households and people with a mental illness or disability to establish and maintain sustainable tenancies.

UCW is accredited by the Department of Communities as a Tier 2 Housing Provider - "involved in moderately complex asset and tenancy management activities". Throughout the course of 2018-19, the CHD team managed 413 tenancies, across 320 properties.

These tenancies are all linked to programs; supported either by CHD as part of our Independent Living Program (ILP), or by another (internal or external) service or program. ILP, in partnership with six Community Mental Health Clinics, provides supported housing for people with severe and persistent mental illness to live independently in the community.

In 2018, CHD embarked on a Service Improvement Plan, based on tenant feedback to our 2018 Customer Satisfaction Survey. A key issue to come out of the survey was the need for early intervention to manage complaints made about our tenants, to ensure they remained housed.

Sustaining complex tenancies is a challenge, so early intervention is key to achieving good outcomes. Through this approach, our team have been able to resolve the vast majority of the 59 complaints received between January and June 2019.

KEY STATISTICS

413
TENANCIES
SUPPORTED
OVER THE YEAR




320
PROPERTIES
MANAGED



180
NEW
TENANCIES



83%



OF COMPLAINTS RESOLVED
THROUGH EARLY INTERVENTION

93%



OF ALL COMPLAINTS
RESOLVED OVERALL

7%



OF COMPLAINTS
UNSUBSTANTIATED



Connecting Communities

Our Independent Living Program (ILP) provides supported housing for people with severe and persistent mental illness to help them live independently in the community.

The ILP Coffee Group has been a great success, with a regular group of tenants coming along and joining in discussions on a range of topics, from favourite food and hobbies, to ideas on how we can improve our service.

A new Vietnamese volunteer joined us this year to work with our Tenant Support Worker and

engage with our Vietnamese tenants.

She attends inspections and home visits and has helped tailor our services to our Vietnamese tenants and translate our Coffee Club flyer.

Other person-centred initiatives include sending birthday cards to tenants, and certificates to commemorate successful first years of tenancy. We also provide people with welcome packs, which include basic condiments, information and cleaning products, to get them started in their new homes.

Joshua's Story

Forty year old Joshua has been a tenant through the Independent Living Program (ILP) for 13 years. He lives in his Doubleview home with his dog Jarrah, his second home since seeking support from UCW to move out of his parent's house to be more independent.

"My family and I have built up a good relationship with the Housing team, which has helped me when issues have arisen, or when I have been unwell. The staff are friendly, provide a personal touch, have good communication skills and are always there when I need help," Joshua said.

"Recently, I transferred property and the Housing team made sure the house was suitable to my needs and assisted in renovating the garden to a standard that Jarrah and I could enjoy.

"Over the years I have increased my independent skills, learnt to cook for myself, drive, public speak and manage a tenancy. One of my goals over the past few years was to gain employment. Thankfully recently I have gained a position as a Traffic Control Officer, which I thoroughly enjoy." *Name changed

SERVICE PATHWAY

Children's Services

Our teams from Family Group Homes (FGH), Child and Family Therapeutic Service (CAFTS) and Futures Foster Care supported more than 260 children, young people and parents over the year.

Family Group Homes

Our Family Group Home (FGH) service continues to provide a secure, nurturing and consistent environment for children and young people who have experienced trauma.

In the past year we have implemented a range of new initiatives, such as trialling new roster systems to ensure the wellbeing of our team members is balanced with the support required to achieve the best outcomes for young people. In addition, all support workers now go through an induction process which includes 'shadow shifts' to allow young people to become familiarised with any new team members.

Our FGH team has continually improved the way in which we record our daily interactions with our young people, ensuring their voices are heard, their requests captured and prompt action taken. Training has also been boosted in the areas of Child Safe Awareness, Therapeutic Crisis Intervention, Protective Behaviours, Therapeutic Parenting and Trauma Informed Practice.

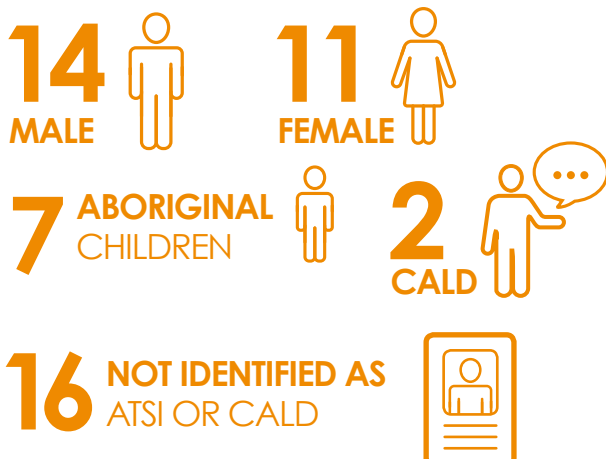
Child and Family Therapeutic Service (CAFTS)

UCW's Child and Family Therapeutic Service (CAFTS) believes all children have the right to live free from the harmful effects of abuse. CAFTS offers counselling to children, adolescents and families who have been impacted by child sexual abuse.

Over the past 12 months, CAFTS has relocated to our Outer North Hub in Merriwa, where there is a huge gap in services and therapeutic programs for children, young people and families impacted by child sexual abuse.

One of the highlights of the past year has been our collaboration with Yorgum Aboriginal Corporation, a community-based counselling and referral service, to engage our First Peoples families. Yorgum has assisted CAFTS with additional resources for the people we serve and advised on cultural best practices.

PEOPLE SUPPORTED



OUR COMMITMENT TO CHILD SAFETY

UnitingCare West is committed to providing nurturing environments where all children feel safe, valued and heard.



Futures Foster Care Service

Our Futures Foster Care teams continue to provide long term disability and therapeutic foster care options for children and young people with high care needs.

One of the success stories of the past 12 months has been the sporting success of two young people in our care. Alison has qualified to compete in netball and swimming, while Robert has qualified to compete in athletics

and soccer at the Special Olympics to be held in Tasmania in 2020. In line with UCW's person centred approach to support, Special Olympics Australia aims to shift people's focus from disability to ability, from isolation to involvement. *Names changed

KEY STATISTICS



10
CHILDREN
AND YOUNG
PEOPLE



15
FOSTER CARERS
AND RESPITE
CARERS

Zac's Story

Zac, aged 11, lives in one of our Family Group Homes. His persistent disruptive behaviour meant that local primary schools refused to have him as a pupil.

Our Young Person's Care Team worked with Zac and a local school to slowly build a positive relationship and now Zac attends a nearby school full-time and even takes part in out of school sports events. The stability of a caring home environment and regular school attendance have had an encouraging and settling influence on his behaviour. *Name changed

Beth & Neil's Story

Neil Reynolds and his wife Beth are passionate about fostering children with disability. They have vast experience in looking after children with high care needs, having fostered five young people over the past 18 years.

"One thing people always ask is why do you do it and I think the answer is why don't you do it? It's a great opportunity, such a fantastic thing to do and at the end of the day, the children are also the winners," Neil said.

SERVICE PATHWAY

Strengthening Families

We supported 364 families through our Intensive Family Support Service (IFS), Attach Program, Family Carer Support Service (FCSS), Wyn Carr Women's Services and Indigenous Family Violence Service (IFV) over the past year.

Intensive Family Services (IFS)

Our Intensive Family Services (IFS) team's focus is on parenting and how families function, with the aim of helping to create nurturing and safe environments for children. Over the past year, UCW has made significant investment in professional development and training opportunities for the IFS Team.

This included 123 Magic and Emotion Coaching, Understanding Trauma and Attachment and the Tuning into Teens and Kids

Program. In addition, IFS Team Leaders have received training to expand their skills and gain a greater understanding of managing, retaining and working with Aboriginal team members.

Strong working relationships have been developed between the Department of Communities Child Protection and Family Support (DCPFS) case workers and the IFS team, with positive feedback on outcomes achieved together for the people we support.



Indigenous Family Violence (IFV)

The Indigenous Family Violence (IFV) program offers one-to-one counselling, mediation, advocacy and practical assistance to Aboriginal women who are experiencing or are at risk of family and domestic violence.

The program continues to achieve strong outcomes thanks to the team's sharp awareness and understanding of cultural and traditional beliefs, as well as addressing problems from an emotional and cognitive perspective.

Accepting and encouraging traditional practices within the counselling setting is an essential way of communicating respect and building rapport.

In our group counselling sessions, women feel supported by each other and less vulnerable in sharing their stories. The women choose what they want to talk about – including social taboo, shame, isolation, resilience, empowerment, rebuilding self-esteem and self-care.

Our IFV team also continues to have a productive working relationship with a range of Aboriginal corporations and support services.

KEY STATISTICS



Emily's Story

Emily had separated from an abusive partner and found herself homeless and in the grip of a chronic drug addiction. Her four children were in State care.

Extremely distressed, Emily had a whole raft of issues to be addressed if she was going to be reunited with her children. The team connected her with an IFV worker and an Attach support worker, who listened to her story.

After finding her a place at a domestic violence refuge, the support team helped her negotiate the reunification process with the Department of Communities and provided

counselling through the IFV program. The Attach team helped with her drug issues.

Emily is now the primary carer for two of her children and enjoys the company of all four on weekends. Our IFS team is on-hand to provide support in the family home. She has been clean for 14 months, has regained her self-confidence and self-esteem, works as a volunteer and is studying Community Service.

"All I needed was for someone to care and help me without judging. If it wasn't for the help of staff to get me into a refuge, I'd be on the streets or dead," Emily said. *Name changed

Family Carer Support Service (FCSS)

Our Family Carer Support Service (FCSS) provides intensive support to family/kinship carers to stabilise and maintain family care arrangements for children and young people.

FCSS continues to have a positive impact in the lives of the people we serve. This is best reflected by feedback we received from one carer who told us "I feel well supported by the service, and what a difference it made to have someone who cared, listened, validated me and came out to my home for visits."

The carer's daughter said she couldn't thank the service enough and has seen a great change in her mother. "It was lovely to see my mother smile again, because she now has someone to talk to."

"What a difference it made to have someone who cared, listened, validated me and came out to my home for visits."

Attach

Attach is an in-home counselling service for parents that delivers a practical and flexible four to six month program designed to address issues of drug and alcohol abuse.

In the past 12 months we have recruited and trained a whole new team who have produced amazing results. The parents we work with have reported 93 per cent 'complete satisfaction' with the service, an increase from the last reporting period.

Data has reflected continued confidence in clients' improved physical health, reduction of drug and alcohol use and mental and emotional health.

Wyn Carr Women's Services

After careful consideration over many years, the difficult decision was made to discontinue women's domestic violence services at Wyn Carr House (WCH) from 1 July 2019.

UCW thoroughly reviewed the viability of retaining the services at WCH and concluded that the service model diverges from our overall strategic direction. The condition and suitability of the building for housing vulnerable women also factored into the decision.

Jenny's Story

Jenny sought help from our IFS team to help her reunify with her three children in care. She was a heavy cannabis user and was experiencing mental health issues.

The children's father had been excluded from contact with the family due to methamphetamine addiction, domestic violence and other unsafe behaviour.

The IFS team made a significant contribution to Jenny's reunification plan, helping her with more realistic expectations about parenting. This included looking closely at how she viewed herself as a parent – taking into account family

of origin influences - and the view she had of her children.

They focused on parenting skills, including expectations, routines, rewards, discipline and behaviour management. They also helped her with budgeting, going to buy new eye glasses, getting her driver's licence and a referral to an IFV Worker.

After seven months, Jenny and her children were reunified full-time. Jenny has reduced her cannabis use, re-connected with community and old friends from school and is exploring training and job opportunities. *Name changed



SERVICE PATHWAY

Justice Services

Our Specialist Re-entry Services (SRS) team works with participants pre- and post-release from prison for successful reintegration into the community.

SRS comprises three distinct programs, primarily working with men serving lengthy custodial sentences and with complex needs. We are also part of a consortium with two other community agencies, working together in the Youth Justice space.

During the reporting period, our six SRS Senior Case Workers, a Team Facilitator and an Administration and Property Officer have worked with approximately 130 incarcerated men in a Perth metropolitan prison, and over 30 participants in the community.

Since June 2018, more than 15 men successfully graduated the program and reintegrated into the community. They either moved into long-term sustainable accommodation, found employment, a voluntary position, or are now engaged in meaningful pro-social activities, including developing a network of friends and family.

PEOPLE SUPPORTED

130 
INCARCERATED MEN

30 
MEN IN THE
COMMUNITY

15 
PROGRAM
GRADUATES

Brodie's Story

Brodie wants what most of us want – a productive and full life in the community. However, as an older ex-prisoner, he was concerned this might prove very difficult to achieve.

When Brodie was in prison, our Specialist Re-entry Services (SRS) team assisted him with some pre-release planning and goal setting. He was offered accommodation so he could focus on his medical needs, employment, appointment planning and using technology such as mobiles and computers.

With regular visits from SRS, Brodie was encouraged to continually learn new skills so he could increase his independence. Four months after his release he obtained employment with a recruitment agency.

"Without SRS support, my transition into the community would have been very difficult as I have no family support in WA. It was a very positive experience," Brodie said.

*Name changed

SERVICE PATHWAY

Financial Wellbeing Service

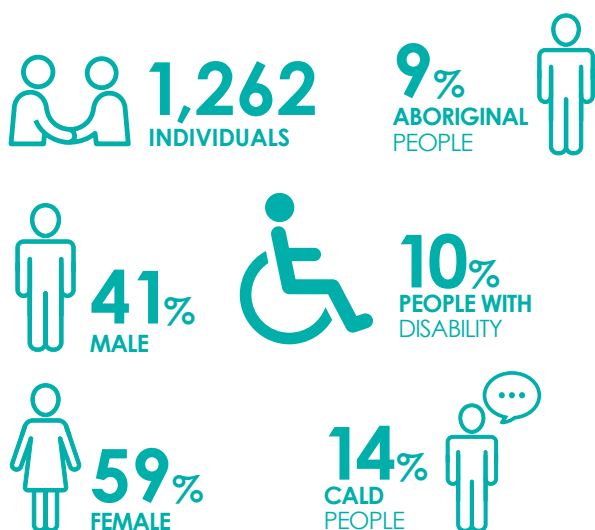
During the year, our Financial Wellbeing Service (FWS) assisted 32 clients to have their debts waived to a total of almost \$490,000. We also provided emergency relief support, including food vouchers and bill payments, to the tune of almost \$400,000.

One of the key achievements of FWS for the year was the expansion of financial counselling services from three locations to five.

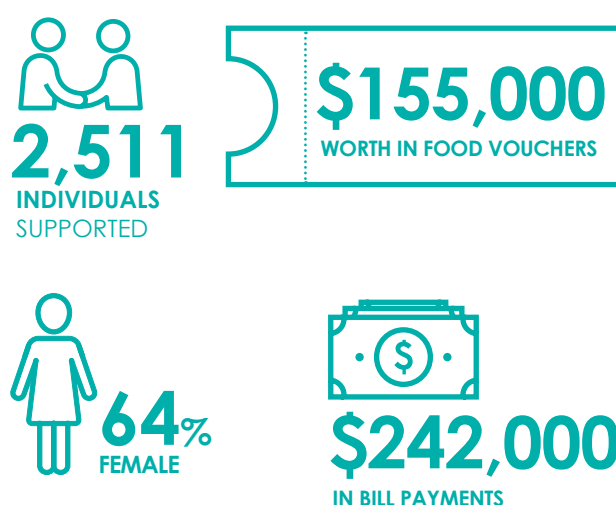
We now provide counselling at our Inner City Hub in Perth City, our Outer North Hub in Merriwa and our South West Metro Hub in

Fremantle, along with outreach services in Yanchep and Osborne Park/Leederville. We also provide FWS workshops in Perth City and North West and partner with Midlas to provide workshops in Perth's North East.

PEOPLE SUPPORTED



EMERGENCY RELIEF PROVIDED



Jill's Story

Jill was referred to our Financial Wellbeing Service (FWS) for help to address a large credit card debt with Credit Corp.

She had fled a severe family and domestic violence situation in January 2019 and was not a permanent resident, meaning she was ineligible for Centrelink and relied solely on support from the Women's Refuge where she was staying.

Jill came to see our FWS counsellor in Fremantle feeling a sense of helplessness and thinking there was no solution to her situation. One of her major concerns was not having an income to re-pay her debt.

With supporting documents from the Women's Refuge and a proposal put forward by the FWS counsellor, the debt was waived and Jill was able to move forward with her life. *Name changed



Shannon's Story

UCW walked alongside Shannon on her journey from sleeping rough on the beach to finding long-term youth accommodation.

Shannon sought help as a walk in – she was homeless, had no food and was also a victim of domestic violence. The Outer North team provided immediate material assistance, including food and drink, first aid for sunburn, and a place to rest.

Shannon was given assistance to log onto Centrelink, provided with toiletries, underwear and Smartrider cards so she could travel to Fremantle to stay at a domestic violence refuge.

One week later, Shannon had an interview with a long-term youth accommodation provider. She said "UCW had saved her life". *Name changed

From our Place Hubs

Inner City Hub

Our relocation from Victoria Park to our new Inner City Hub in Aberdeen Street took place in two phases, with the first team members moving across from Sunbury Rd in mid-December 2018 and the final group on 15 March 2019.

The process of moving was more than just finding a new office space, it was about

exploring and developing new ways of working together in a modern, welcoming environment.

It was also an opportunity to co-locate with our Tranby Centre, to be present in the lives of those most vulnerable in our community, the people we exist to serve.



Outer North Hub

Flag Raising Ceremony

In February 2019, we held a celebration to mark the raising of the Aboriginal, Torres Strait Island and Australian flags on poles installed in front of our Merriwa building. The celebration included a smoking ceremony, with students from three local schools attending and speaking about the history of each flag.

Congregations

Collaborative roundtable meetings have been established with local Uniting Church Congregations, in line with UCW's place-based approach to service delivery. Roundtable meetings occur every six weeks at venues including the Outer North Hub, True North and the Beldon-Iluka Congregation.

Outer North Market Place

The Outer North Hub has a robust 'Market Place' food and material assistance distribution service, predominantly managed and supported by the community, including volunteers. The volunteer teams do weekly collections from Coles/Woolworths Stores, four Nando's restaurants and Lakeside Joondalup.



South West Metro Hub

Congregations

In line with the place-based approach and building on relationships, we initiated collaborative roundtable meetings with local Uniting Church congregations. This is an opportunity to share what is happening in communities and explore opportunities to support the work being done by UCW and the congregations to meet community need.

Christmas 2018

We delivered our first ever place-based Christmas Appeal with assistance from the Fremantle Wesley Uniting Church, Westpac volunteers, schools, and local volunteers. We provided gifts and more than 200 food hampers to individuals and families from our local community and partner organisations.



Partnerships and collaborations

We seek to form relationships and partnerships with other local organisations to broaden the community support network and provide local solutions to local problems. The combined wisdom, authenticity and passion we share is essential to help us achieve our goal to adopt a radically person centred approach in supporting the people we exist to serve.

The WA Alliance to End Homelessness (Founding Organisation)

The WAAEH is comprised of a group of community sector partners, including UCW, who have come together to develop and implement a 10 year Strategy to End Homelessness in Western Australia. endhomelessnesswa.com



Shelter WA

UCW is a member of Shelter WA, which is an independent peak body that advocates for social and affordable housing and ending homelessness. shelterwa.org.au



The Centre for Social Impact UWA (research partner)

The Centre for Social Impact UWA is a catalyst for change in our world, creating and delivering education that transforms, research that informs best practice, and public engagement that inspires and mobilises change makers. uwa.edu.au/centres/csi



100 Families WA

A collaborative research project specifically aimed at understanding the lived experience of people experiencing poverty, entrenched disadvantage and social exclusion.

100familieswa.org.au



Financial Counselling Network

The Financial Counselling Network is a partnership of not-for-profit community service organisations and local government across the Perth metropolitan region that provides advice, assistance and education for people experiencing financial hardship. UCW and Anglicare WA are the lead agencies. financialcounsellingnetwork.org.au



Michelle's Story

The 100 Families WA study is a collaborative research project specifically aimed at understanding the lived experience of people experiencing poverty, entrenched disadvantage and social exclusion.

The three-year study is a collaboration between eight not-for-profit organisations in the community service sector and the University of Western Australia. It aims to gain a deep understanding of the lived experience of families to identify the barriers to escaping disadvantage and what can be done to bring about lasting change.

Michelle had been a regular visitor to UCW and agreed to take part in 100 Families WA. Our team realised very quickly that her story was important to capture.

As a thank you for sharing their lived experience for the 100 Families WA study, participants are given a \$50 gift card for interview. This was a welcome gift for Michelle, who decided to go on a big food shop with her first voucher and invite her children out for a family barbecue picnic lunch.

Michelle's children are in the full-time care of her parents, so it was the first time she had seen them in some time. It was also rare that she could afford to do anything special like this. It lit-up her life and gave her a renewed sense of hope. Now, Michelle is now well on her way to finding supported housing and being reunited with her children. *Name changed

Fundraising, Volunteers & Social Enterprise

Fundraising

Fundraising remains a key area for development within UCW. In April 2019, we established a Head of Philanthropy to manage the Fundraising and Relationships portfolio. This investment in a dedicated resource recognises the importance of alternative streams of funding to support our programmes.

In 2018/2019 UCW was supported by 415 individual donors and 121 in-kind, financial and corporate sponsors. Thank you to all those who contributed to sustaining our work this year.

KEY STATISTICS

 **\$786,000**
IN TOTAL FUNDRAISING
AND SPONSORSHIP

 **415**
INDIVIDUAL
DONORS

\$500,000
FROM UNITING CHURCH
IN THE CITY TO TRANBY CENTRE



2 REQUESTS

7 UNITING
CHURCH
SCHOOLS



11 
CORPORATE AND
GOVERNMENT
FUNDING PARTNERS

53 
CONGREGATIONS


100+
IN KIND DONORS





Food Rescue

In July 2018, Food Rescue became a stand-alone entity focused on the collection and redistribution of 'end of day' food from cafes in the Perth CBD, collected by volunteers using our Food Rescue carts.

The supermarket collection and redistribution side of the business was transferred to Second Bite, who remain a key partner of UCW and support the Tranby Centre with fresh produce.

Food Rescue is an important part of our commitment to environmental sustainability, rescuing over 42,000kgs of fresh food each year for people who visit the Tranby Centre and four partner agencies.

FOOD RESCUE STATISTICS



COLLECTED AND REDISTRIBUTED
42,492 Kg
OF FRESH FOOD



121,405
MEALS (350g)



2,928
VOLUNTEERING HOURS



1,776
VOLUNTEERS

EACH MONTH OUR VOLUNTEERS INCLUDE



68
CORPORATE
VOLUNTEERS



24
SCHOOL
VOLUNTEERS

27

COMMUNITY
VOLUNTEERS



2

VOLUNTEERS
WITH DISABILITY

Special thanks to Enex 100 and Raine Square who house our Food Rescue carts. Also thanks to Ashurst, Bankwest, Chandler McLeod, Clayton Utz, Forum, Mitsui, Moore Stephens, Mortgage Choice, QBE, Rio Tinto and Technology One whose staff are regular volunteers. Also thanks to the staff and students of St George's Anglican Grammar and St Stephen's School.

Partnerships

In addition to the Tranby Centre, Food Rescue distributes produce to:



Volunteers

UCW has more than 250 volunteers who donate their time and energy across our programs and services.



\$713,977
IN LABOUR COSTS



“Thank you for your generosity of spirit and joining us to walk alongside the people we exist to serve.”

Amanda Hunt, CEO





Schools Programme

Throughout the year the Colleges of the Uniting Church network supported us in many ways. Collections at various school events by four of the schools totalled \$13,793. Tranby College, PLC and Scotch College supported our Winter Appeal by sourcing donations of backpacks filled with winter necessities, while St Stephen's School filled backpacks with school supplies.

All seven schools collected food for and packed Christmas hampers, along with Shenton College, and many participated in our Christmas card competition. In 2019 St Stephen's will launch its own Food Rescue cart service, supported by Rotary and Lakeside Joondalup, with our Outer North Hub the beneficiary.

We also value our relationships with schools outside the Uniting Church network, including St George's Anglican, CBC Fremantle, Shenton College and Subiaco Primary School.

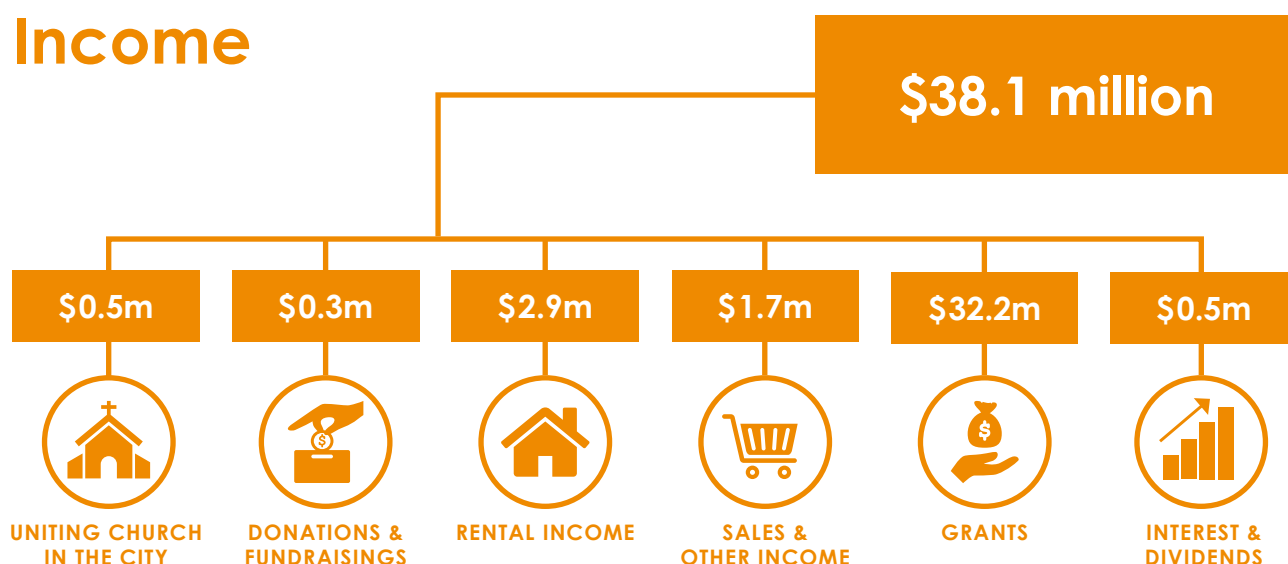
UCW is also privileged to be able to contribute to Wesley College's Katijin programme, with the boys visiting Tranby Centre to learn more about homelessness from our Transitioning from Homelessness team. We were also pleased to host Year 10 MLC students during their 'Week of Amazement' and introduce them to the world of community services. In 2019 we will relaunch our Social Justice forum for school students after consultation with Principals and Community Service Co-ordinators.

Financials

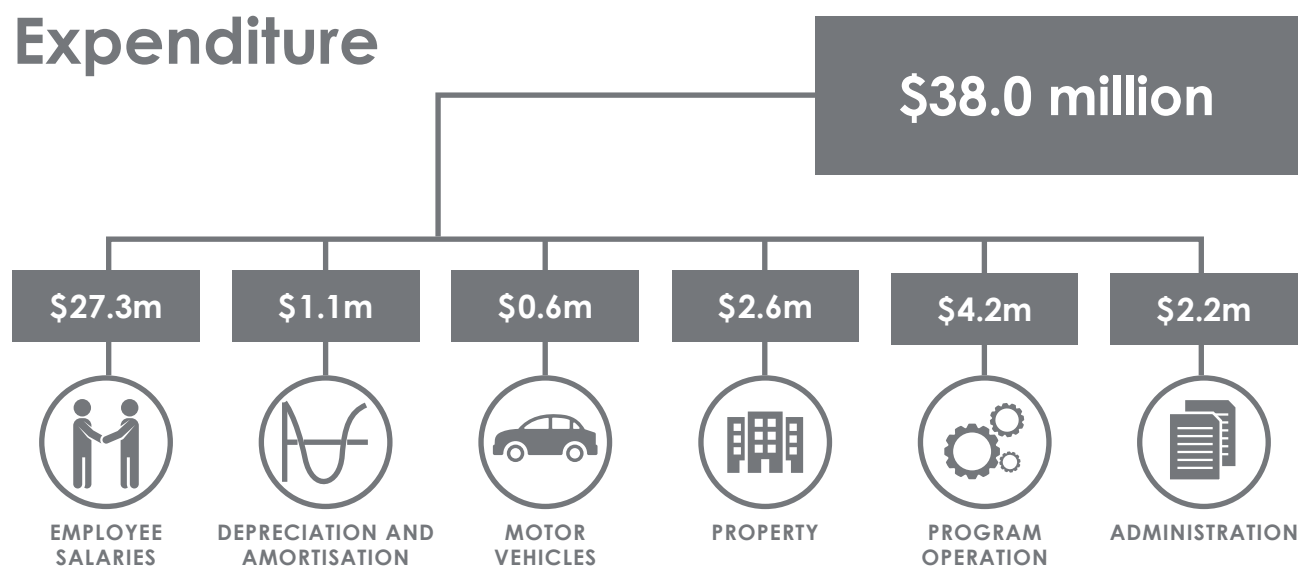
At UCW, our financial objective is to use our assets to the greatest possible advantage for the people we exist to serve, in an effective, sustainable manner. We take the stewardship of our financial resources very seriously and always strive to maximise the value from financial activities to benefit our services.

We seek to provide transparency to our stakeholders, staff and community at every opportunity to ensure we remain accountable and meet all compliance and reporting needs.

Income



Expenditure



Partner Organisations

ABORIGINAL ORGANISATIONS / ACCOS

Be My Koorda Aboriginal Support Group
Beanang Kuuurt Institute (BKI)
Aboriginal Evangelical Church
Kinship Connections Aboriginal Corporation
Wungening Aboriginal Corporation
Ebenezer Aboriginal Corporation
Ngalla Maya

UNITING CHURCH PARTNERS

Good Samaritan Industries
Juniper
Uniting Church in Australia
Uniting Church in Western Australia
Uniting Church Insurance Services
Uniting Church Investment Fund
Uniting Church WA Synod

SCHOOLS

Methodist Ladies' College
Penrhos College
Presbyterian Ladies' College
Scotch College
St Stephen's School
Tranby College
Wesley College

WA ALLIANCE TO END HOMELESSNESS

Anglicare WA
Foundation Housing
Ruah Community Services
Shelter
St Bartholomew's House
St Vincent de Paul Society
UWA Centre for Social Impact
Wungening Aboriginal Corporation

FINANCIAL COUNSELLING NETWORK

Anglicare WA
Australian Red Cross
Blue Sky Community Group

City of Cockburn
Communicare
FinUCAre
Foothills Information & Referral Service
Gosnells Community Legal Centre
Midlas
Mission Australia
Southcare
Sussex Street Community Legal Services
The Spiers Centre

100 FAMILIES

WACOSS
Anglicare WA
Ruah Community Services
Wanslea
Jacaranda
Centrecare
Mercycare
UWA Social Policy Practice and Research Consortium
Centre for Social Impact UWA

KEY SUPPORTERS AND PARTNERS

Alinta Energy
Ausdrill
Avivo
Bankwest
Bendigo Bank
Benz Insulations Services WA Pty Ltd
Beyond Bank
Black Swan Health Ltd
Central and South East INSTEP Inc
Centrecare Inc
City of Perth
Clayton Utz
Coles
Galleria
Gatecrasher Advertising
GR Engineering Services
Home and Community Care program
JLL
Lakeside Joondalup

Leaf Bean Machine
 Lubsen PTY Ltd
 MS Society WA
 Nando's
 National Disability Services
 Perth Eye Hospital
 Reconciliation WA
 Relationships Australia
 Rio Tinto
 SecondBite
 Senses
 Shelter WA
 Site Services Holdings
 Synergy
 The Smith Family
 Social Reinvestment WA
 Southern Cross Care WA
 Target Australia
 Taste Budds Cooking Studio
 Tasty Fresh Trucks
 The Bowen Foundation
 The James Galvin Foundation
 The Stan Peron Charitable Trust
 True North Block
 Uniting Church in the City

Volunteering WA
 WANDIS
 WA Police
 WA Primary Health Alliance
 Westpac
 Willis

COMMONWEALTH GOVERNMENT

Commonwealth Home Support Programme
 Department of Social Services
 Department of Industry, Innovation & Science
 Department of the Prime Minister & Cabinet

WESTERN AUSTRALIAN GOVERNMENT

Department for Child Protection & Family Support
 Department of Communities
 Department of Health
 Department of Justice
 Disability Services Commission
 LotteryWest
 Mental Health Commission

BEQUESTS

The Estate of Cedric Broun
 The Estate of Doris Allen



Contact us

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