

**Uniting WA**

# **Annual Report**

## **2019-2020.**



# Contents

<b>Message from the Chair and the CEO.</b>	<b>2</b>
<b>Who we are and how we work.</b>	<b>5</b>
<b>Our goals.</b>	<b>7</b>
<b>Our commitments.</b>	<b>8</b>
<b>The difference we make.</b>	<b>9</b>
<b>Achieving our goals: Culture and practice.</b>	<b>10</b>
<b>Achieving our goals: Partnerships and advocacy.</b>	<b>13</b>
<b>Achieving our goals: Sustainability.</b>	<b>16</b>
<b>Achieving our goals: Capacity and capability.</b>	<b>18</b>
<b>Achieving our goals: Quality and impact.</b>	<b>20</b>
<b>Responding to COVID-19.</b>	<b>22</b>
<b>Our services.</b>	<b>23</b>
Children's Services.	23
Strengthening Families.	26
Transitioning from Homelessness.	29
Individualised Services.	31
Reintegration.	34
Community Housing.	35
Financial Wellbeing Services.	36
<b>Our partners.</b>	<b>38</b>
<b>Our Board.</b>	<b>42</b>
<b>Financials.</b>	<b>43</b>

Uniting WA 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 respects to Elders past and present.

If you need this information in a different format, please get in touch.

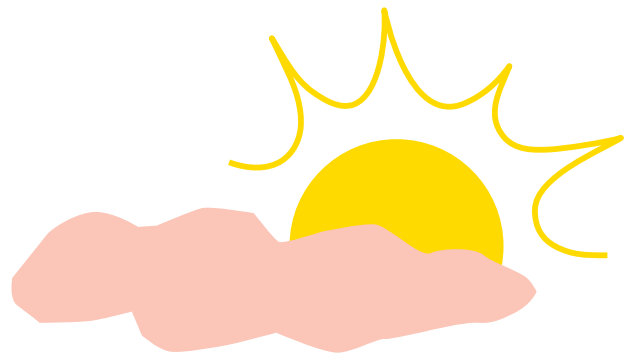
## **Uniting WA**

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## Message from the Chair and the CEO.

**This has been an historic year that's proven we can 're-story' our society and create a new narrative from crisis. It's an opportunity to change lives and communities for the better, as we committed to in our Strategic Plan for 2020 and beyond.**

The move to Uniting WA was a symbolic and visual demonstration of our commitment to 'Unite' all of our services, as well as to integrate and partner with other organisations. Our intention is to create a catalyst for positive change, building our identity as a conscious collaborator and an innovative organisation.

When we developed our Uniting WA Strategic Plan 2020-2023 this year, we built the foundation for achieving our purpose of inspiring people, enlivening communities and confronting injustice. And our Reconciliation Action Plan is woven through everything we do, providing a cultural structure to hold everything together.

**We never imagined that within a month of launching our Strategic Plan in March that we'd be enacting our reason for being in such a dramatic way. COVID-19 exposed just how interconnected and interdependent we really are, and the importance of staying true to our purpose.**

We all know a global pandemic wasn't in anyone's plan for 2020, but with an amazing team and steadfast commitment to serving our community, Uniting remained strong amid the crisis. Also in the year, we had renewal on the Board, including a new Chairperson and some changes in governance, which were well supported by long serving board members and a stable leadership team.

The strength of the Board and our entire Uniting team has helped bring our strategy to life. And we've taken solid action on addressing the causes of vulnerability and disadvantage, standing for a just society, and supporting individuals and communities to be valued and connected.

After the initial response to the immediate threat of COVID, we continued to work tirelessly towards recovery. As a governance team, we kept our strategy front-of-mind and moved beyond solving the immediate problems to realising a broader vision. We remained acutely aware that the crisis reset the way we worked and what we needed to do to achieve our goals.

## **Our Strategic Plan is embedded in the present and scaled over time. We're committed to 3 interconnected focus areas:**

### **Building solid foundations**

Getting the basics right – budgets, systems, people, and resources. We radically built capacity during the crisis and had the opportunity to reset – continuing what worked well and modifying where needed. We restructured our Board sub-committees and introduced 3 new committees – Service Quality and Safeguarding, Governance and Risk, and Finance Property and Assets. Thank you to the respective Chairs for your leadership in these areas.

### **Nurturing and growing**

Using models that are innovative and extending what we do to further the impact of our work. An example was the Hotels with Heart pilot, which tested a model of protecting some of the most at-risk people sleeping rough on our streets from contracting COVID. We were pleased to work alongside the Department of Communities, a UWA Professor of Global Health, Homeless Healthcare, and Ruah Community Services to provide emergency accommodation to people during the lockdown period.

### **Realising and scaling**

Through the pandemic we worked with the sector and government to achieve systemic change, create new opportunities and nimbly respond to the changing environment. We reinforced a culture of collaboration, which is a key element of our Uniting brand.

This year of challenges underlined our commitment to diversifying our income and attracting more philanthropic support. We could not have achieved the level of success in supporting people through this crisis without the generous support of individuals and corporate supporters. We also made a significant decision to fund some services beyond contracted funding, helping us to maintain and extend our social impact at a critical time for our community.

Our aspirations continue to grow. We believe that we have greater opportunities to connect and partner with other

organisations, and in different ways. This year we have been proud to continue to build meaningful partnerships with several Aboriginal Community Controlled Organisations. Notably, it was an honour to work alongside the leadership of Kinship Connections and Noongar Mia Mia.

With its strong foundational legacy and ongoing connection to our services, we continue to build and foster the relationships with the Uniting Church and schools, as well as our fellow agencies to leverage the best outcomes for the people we serve.

## For Uniting, our top 3 priorities are:

### Building a strong team

Our people make a significant contribution to community, and we will continue to ensure that all of our team flourish and thrive.

### Financial sustainability

To maintain and grow our reach and impact we must ensure we have adequate capital, be responsible stewards of our assets, and develop new revenue options.

### Deliver our Strategic Plan

Our strategy is our blueprint for a strong future.

We're now looking to build on our strengths and capitalise on the lessons we've learnt from a challenging year. And as a community, we're expecting to be further challenged through increased financial hardship as well as impacts on health and wellbeing.

Our recovery will entail thinking about the kind of capability, resilience and reserve we need to have in place to tackle the issues exacerbated by the crisis. In particular, this includes domestic violence, mental health and the use of alcohol and other drugs.

This was a year that 'called out' community and demonstrated our compassion.

The pandemic made us vividly aware of how vulnerable we all are.

We thank our incredible team, including our volunteers and supporters, who remained resilient and dedicated to our mission throughout this time. Now, more than ever, we at Uniting have the opportunity to bring to life our values in what we do every day... daring to dream into a better future.

We are proud to present the Uniting WA 2019-2020 Annual Report, which shows our progress and achievements across the domains of our Strategic Plan 2020-2023.



**Erica Haddon, Chairperson**



**Amanda Hunt, Chief Executive Officer**



# Who we are and how we work.

Our purpose at Uniting WA is to inspire people, enliven communities and confront injustice.

We work to address the causes of vulnerability and disadvantage, and we stand for a just society where individuals and communities are valued and connected.

We're proudly a community services organisation of the Uniting Church Western Australia. Founded as UnitingCare West in 2006, we began trading as Uniting WA in early 2020.

**Our work is underpinned by our foundation: Christ invites us to serve humanity by creating an inclusive, connected and just world.**

We support people experiencing complex challenges throughout the Perth metropolitan area and in the Great Southern. We're proud to support thousands of West Australians every year.

At Uniting, we recognise the strength and connection First Peoples have to community and Country. And we believe in embracing the wisdom, stories and culture of First Peoples to achieve positive outcomes.

Our work is guided by Uniting WA Strategic Plan 2020-2023.



## Our values

### Compassionate

We are nurturing, generous and thoughtful in our words and deeds.

### Imaginative

We challenge convention, explore new possibilities and dare to dream for a better future.

### Respectful

We act with honesty and integrity, and open our hearts to all people without exception.

### Bold

We boldly face injustice and stand up for what is right and true with confidence and strength.

# Our people

Our team listen without judgement and walk alongside the people we support, amplifying the voices of those in our community who may not always be heard.

We celebrate diversity within our team, welcoming all people regardless of ethnicity, faith, age, ability, culture, language, gender identity or sexual orientation.



# Who we support

At Uniting, we support people experiencing complex challenges which may be the result of intergenerational trauma or situational crisis. This includes:

- People experiencing mental illness or homelessness
- Adults and children with disability
- People who are at risk of being affected by family breakdown
- Children experiencing vulnerability
- People re-joining community after leaving prison.



## Our goals.

**Our Strategic Plan 2020-2023 outlines what we seek to achieve to make real and lasting social impact. We work with people, communities, government and the community sector to realise our purpose through strengthening our:**

### **Culture and practice**

Building a strong culture and practice that enables us to walk alongside the people we serve and remain true to our foundation as a faith-based organisation.

### **Partnerships and advocacy**

Earning the trust of individuals, families and communities as a valued partner in addressing systemic and social inequality.

### **Sustainability**

Attracting a broad range of investment to grow and adapt in ways that are aligned to community needs and expectations.

### **Capacity and capability**

Building a skilled, committed and dynamic workforce. Systems and processes that enable us to meet the needs of the people we support and scale our reach and impact.

### **Quality and impact**

Building services that are responsive to community needs and context, and make a measurable difference for individuals and communities.



# Our commitments.

We're committed to making a difference. And we act with impact. Achieving our goals is made possible by living up to our values and fulfilling our pledge to:

- Listen without judgement, walk alongside and amplify the voices of people we support
- Build relationships to create connections and a place to belong
- Innovate, collaborate and work respectfully alongside others who share our vision to drive social impact
- Build evidence, share knowledge and measure outcomes so we know the difference we are making
- Lead the way to generate awareness and create influence
- Steward our resources responsibly to ensure we retain capacity to affect meaningful change
- Deliver quality individualised services in a sustainable way
- Reduce organisational complexity and develop new revenue options
- Partner deeply with our First Peoples to build a strong future together.

## Our commitment to people with disability

We acknowledge the pain and suffering of all those who have experienced violence, abuse, neglect and exploitation at the hands of individuals or services. We fully support the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

## Our commitment to child safety

We're committed to providing a nurturing environment where all children feel safe, valued and heard. And we'll do everything in our power to safeguard children from all forms of abuse.

## Our commitment to Reconciliation

At Uniting, we recognise First Peoples' special and unique spiritual connection to lands, waters and Country. We value the oldest continuing culture in the world and pay our respects to their Elders past and present.

# Uniting WA Strategic Plan 2020-2023

## Our values unite us.

This comes to life in what we do every day.

### Imaginative

We challenge convention, explore new possibilities and dare to dream for a better future.

### Respectful

We act with honesty and integrity, and open our hearts to all people without exception.

### Compassionate

We are nurturing, generous and thoughtful in our words and deeds.

### Bold

We face injustice head on and stand up for what is right and true with confidence and strength.

Our **purpose** is to inspire people, enliven communities and confront injustice.

We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

## Our goals

We work with people, communities, government and the community sector to realise our purpose through strengthening our:

### Culture and Practice

Building a strong culture and practice that enables us to walk alongside the people we serve and remain true to our foundation as a faith-based organisation.

### Partnerships and Advocacy

Earning the trust of individuals, families and communities as a valued partner in addressing systemic and social inequality.

### Sustainability

Attracting a broad range of investment to grow and adapt in ways that are aligned to community needs and expectations.

### Capacity and Capability

Building a skilled, committed and dynamic workforce. Systems and processes that enable us to meet the needs of the people we support and scale our reach and impact.

### Quality and Impact

Building services that are responsive to community needs and context, and make a measurable difference for individuals and communities.



## Changing lives and communities

Achieving our goals will better enable people to:

- Sustain and maintain accommodation in stable housing
- Safeguard their immediate human rights
- Build and maintain positive connections within their local community
- Participate in community life and feel a deep sense of belonging
- Address the impacts on their family's ability to thrive
- Access advocacy and other intensive supports to address the complex issues they face such as addiction
- Build natural support networks and maintain their own independence.

## Our pledge

We commit to:

- Listen without judgement, walk alongside and amplify the voices of people we support
- Build relationships to create connections and a place to belong
- Innovate, collaborate and work respectfully alongside others who share our vision to drive social impact
- Build evidence, share knowledge and measure outcomes so we know the difference we are making
- Lead the way to generate awareness and create influence
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- Deliver quality individualised services in a sustainable way
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- Partner deeply with our First Peoples to build a strong future together.

## Our Foundation

Christ invites us to serve humanity by creating an inclusive, connected and just world.

**Uniting**

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# The difference we make.

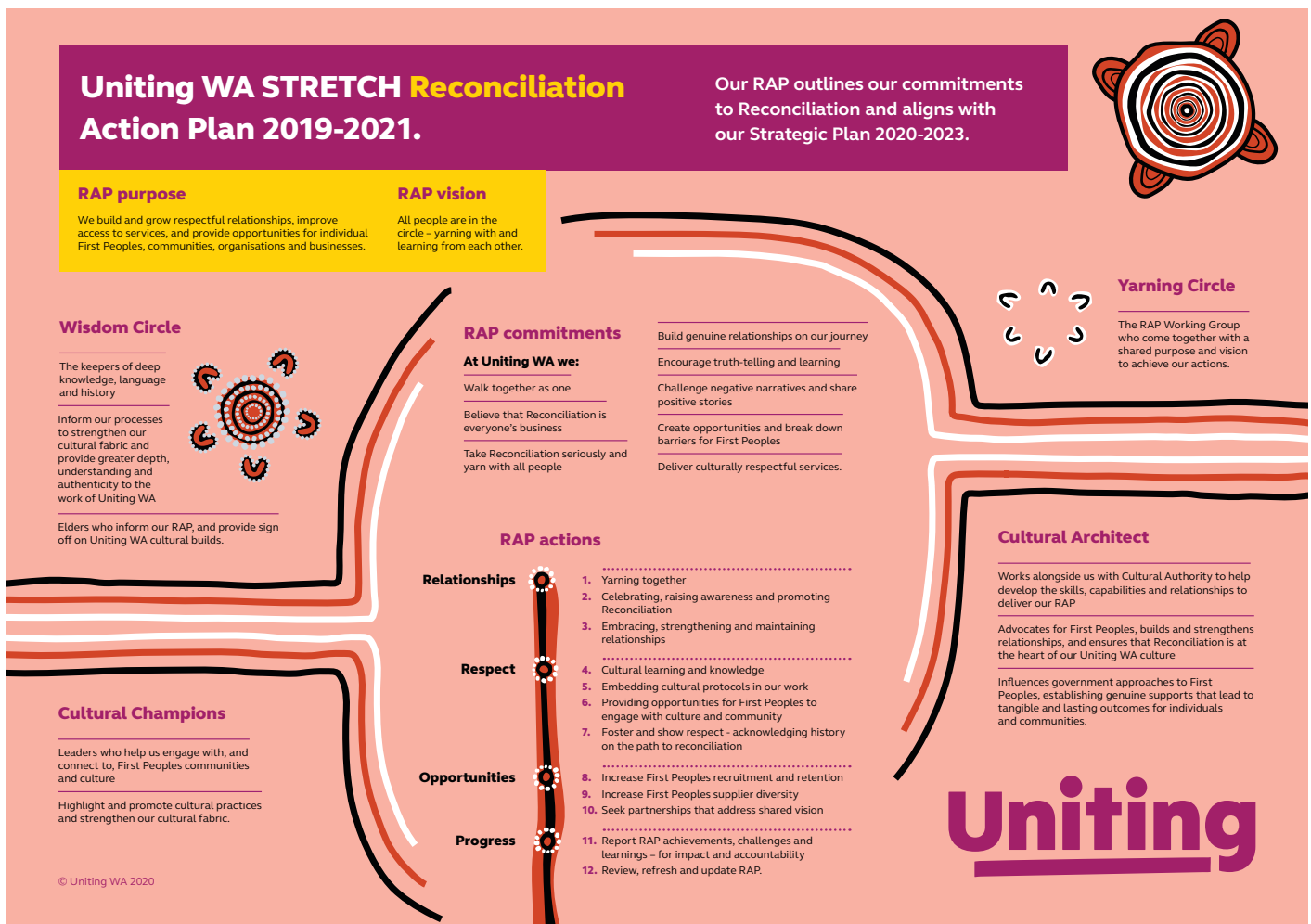
We exist to inspire people, enliven communities and confront injustice.

Achieving the goals of our Strategic Plan 2020-2023 will better enable people to:

- Sustain and maintain accommodation in stable housing
- Safeguard their immediate human rights
- Build and maintain positive connections within their local community
- Participate in community life and feel a deep sense of belonging
- Address the impacts on their family's ability to thrive
- Access advocacy and other intensive supports to address the complex issues they face such as addiction
- Build natural support networks and maintain their own independence.

# Achieving our goals: Culture and practice.

We're building a strong culture and practice that enables us to walk alongside the people we serve and remain true to our foundation as a faith-based organisation.



## Our commitment to Reconciliation

At Uniting, we recognise Aboriginal and Torres Strait Islander Peoples' special and unique spiritual connection to lands, waters and Country.

We've continued our journey towards Reconciliation through the delivery of the actions outlined in our STRETCH Reconciliation Action Plan 2019-2021 (RAP). We developed a 1-page RAP infographic to communicate the purpose and vision of the RAP while clarifying our commitments to deliver on a range of actions.



## National First Peoples' Gathering

On 10-11 September 2019, our Executive Cultural Architect Josey Djidi-Djidi Hansen was joined by Amanda Hunt at the inaugural First Peoples' Gathering held by UnitingCare Australia in Canberra.

A number of people from across the network attended, along with members of the Uniting Aboriginal and Islander Christian Congress.

This event marked a new beginning for a First Peoples' voice within the Uniting Church of Australia.

Emerging leaders and Elders visited Parliament House and met with Minister for Indigenous Australians Ken Wyatt AM, Senator Rachel Siewert, Senator Pat Dodson, the Hon Linda Burney MP and the Hon Warren Snowden MP.

A National First Peoples Working Group – also known as a Yarning Circle – was established and meets every 6 weeks.

# Disability Royal Commission

At Uniting, we're committed to providing person-centred support and services for West Australians with disability, and we fully support the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission).

The long-awaited inquiry provides an opportunity to confront injustices and put in place measures to prevent, and better protect, people with disability from experiencing violence, abuse, neglect and exploitation.

In October 2019, the Disability Royal Commission advised us that we may receive a request for information by way of a Notice to Produce or a Notice to Give Information. In response, we established a steering group of 12 team members in preparation for the potential receipt of these notices.

In May 2020, we received a Notice to Produce and a Notice to Give Information to the Disability Royal Commission. Our responses were submitted in 3 tranches from 30 June to 14 August 2020.

## Becoming Uniting WA

On Friday 29 May 2020, UnitingCare West officially began trading as Uniting WA.

This change was more than just a new logo and look – it helped us to clarify and embrace the very essence of who we are as an organisation, while ensuring the important work we do remains the same.

Our new purpose and values unite us in our mission. And our evolution to Uniting represents our maturity as an organisation, and the progress we've made in 14 years of community service.

The Uniting brand is shared by Uniting NSW, ACT and Uniting Vic.Tas – a demonstration of unity and collaboration among three separate yet connected agencies.

Uniting WA CEO Amanda Hunt saw this as an opportunity to draw closer ties with our Uniting family nationally while retaining our proud history.

"The legacy of those who confronted injustice and gave so much to the formation of our organisation in 2006 will always live on through Uniting," said Ms Hunt.

**"We're well established in WA, and this move strengthens our ability to affect real and lasting change for the most vulnerable members of our community."**

**Erica Haddon, Uniting Board Chair**



# Achieving our goals: Partnerships and advocacy.

Earning the trust of individuals, families and communities as a valued partner in addressing systemic and social inequality is crucial to our mission.

Throughout the year, we were involved in several alliances, collaborations and events that specifically aimed to raise awareness of social issues and advocate for systemic and policy change.

## 100 Families WA

Uniting is a collaborating partner in the 100 Families WA research project – to better understand the lived experience of people experiencing poverty, entrenched disadvantage and social inclusion.

## Aboriginal Community Controlled Organisations (ACCOs)

At Uniting, we recognise the value of ACCOs taking the lead in partnerships, and we're working towards achieving this in existing and future collaborations.

In partnership with Kinship Connections, Uniting provides support and assistance to family carers. Over the past 4 years we've also partnered with Wungening Aboriginal Corporation, along with Centrecare, in the Beyond Youth Justice service. This has delivered lasting positive outcomes for young people involved with the justice system and their families.

## Financial Counselling Network

Uniting is a lead member of the Financial Counselling Network – a partnership of not-for-profit organisations and local government across Perth committed to reducing the causes and impacts of financial hardship in our community.



## Perceptions of Poverty in WA

Uniting is in a coalition with Anglicare WA, Foodbank WA, Ruah Community Services, Communicare and WACOSS to advocate for tackling poverty. The coalition commissioned the Perceptions of Poverty in WA study conducted by Painted Dog Research from 17-29 June with 1,043 adults living in Western Australia.

## Social Reinvestment WA

We worked with Social Reinvestment WA on some key initiatives throughout the year, including gaining cross-party support for fine-default reform to prevent people from going to prison for unpaid fines. A COVID Justice Working Group was also formed to represent Aboriginal and non-government organisations working with the Department of Justice. This group collaborated on justice matters in response to COVID, leading to the release of new guidelines for changes to contracts and service delivery during the pandemic.

## Uniting Church Social Justice Commission

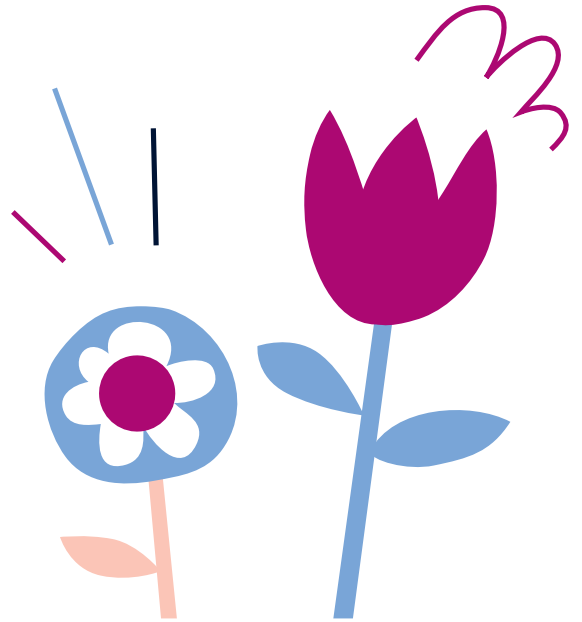
Our ongoing partnership with the Uniting Church Western Australia in addressing social inequality was strengthened throughout the year. Our Practice Lead for Community Engagement has been a guest attendee of monthly meetings of the Uniting Church Social Justice Commission, and we've worked together on co-branded engagement activities such as Reconciliation Week 2020.



## Partnerships and advocacy — achievements in brief.

- Took part in UnitingCare Australia Community Services and Disability Support Networks
- Advocated for children and young people with the Department of Communities
- Involved in the Out of Home Care reform, Child and Family Alliance WA and the WACOSS Children's Policy Advisory Council
- Informed a WA Police consultation on how WAPOL can improve their interactions with family and domestic violence victims and their children
- Partnered with Warrawee Women's Refuge to build their knowledge and capacity to conduct ongoing group work sessions
- Partnered with Ruah Community Services to open 24/7 during Homelessness Week 2019
- Collaborative Outreach response created with Homeless Healthcare, Anglicare WA and Cyrenian House
- Established coordinated outreach meetings between state / local government and specialist homelessness service providers
- Aboriginal workforce training scheme with Aboriginal-owned employment agency Impact Services in the Great Southern – made possible with \$20k in funding from the Boosting the Local Care Workforce (BLCW) program
- Partnered with Befriend to focus on inclusion principles and to equip teams to deliver contemporary evidence-based practice
- Delivered the LOVE BiTES program at Banksia Hill Detention Centre
- Strengthened partnerships with other Community Housing Providers and peak bodies
- Partnered with the Emergency Relief & Food Access Service (ERFAS) to deliver ER
- Partnered in workshops with ASeTTS, The Beacon, Mental Illness Fellowship of WA (MIFWA), Ngala, Stirling Skills Training, Royal Perth Hospital.





## Achieving our goals: Sustainability.

We aim to attract a broad range of investment to grow and adapt in ways that are aligned to community needs and expectations.

### Transforming Tranby

On 4 December 2019, Premier Mark McGowan MLA presented Uniting with a grant of \$1,763,981 in Lotterywest funding for a total refurbishment of our Tranby Engagement Hub and an adjacent unit.

This funding will transform our premises at Tranby to provide a more respectful, inclusive and functional space to support people experiencing homelessness and crisis. The plans include the creation of multi-purpose spaces to better enable the functioning of visiting services, such as medical and GP services, Centrelink and legal services.



A commercial-grade kitchen will be used to facilitate life and job skills training and support our coffee cart social enterprise, Care for a Cup. The funding will also transform an adjacent space for specialist Financial Wellbeing Services to the community, including women and children impacted by family and domestic violence.

## Sustainability — achievements in brief.

- ARCH Recruitment donated 5 iPads to our Family Group Homes, enabling young people to connect with our workers while social distancing was in place, creating a new way of working
- An assessment of our vehicle fleet identified opportunities to reduce the overall quantity of vehicles by 8 without compromising service delivery
- Granted a City of Vincent Collaboration Grant of \$85k for outreach services
- Additional homelessness outreach services funded by Woodside Energy and the City of Vincent
- Positive Behaviour Support and Restrictive Practice training enhanced with Sector Transition Funding
- Continued shift to person-centred and 1:1 individualised support to align with NDIS
- Registered as a Specialist Disability Accommodation (SDA) provider with the NDIA.

At the time that Rosie was referred to Uniting Family Group Homes, she wanted to live outside the Perth metro area to be near her friends. She'd had trouble staying in previous homes and was often moved on due to difficulty in regulating her emotions and being verbally aggressive towards others.

It took a little time to settle in, but our team kept Rosie in the loop about her care and sought her input wherever possible. This meant Rosie had a say in seeing her siblings, moving to a smaller school that would suit her needs, and placing counselling on hold until she felt ready. Being heard was really important for Rosie.

Our team worked with her to identify the triggers to her behaviour. In developing an individualised crisis management plan, Rosie was able to explore self-identified triggers and practice self-regulation techniques.

Rosie had 1:1 time to do activities of her choice with the support of our team, and learnt more about her trauma history, its impacts and healing from trauma. She even saw a counsellor.

While Rosie's behaviour and desire to live outside of Perth eventually led to her departure, our team made some real breakthroughs in her time with us.

# Achieving our goals: Capacity and capability.

Building a skilled, committed and dynamic workforce is a priority for Uniting. We also need systems and processes that enable us to meet the needs of the people we support and to scale our reach and impact.

## Client Management System

Recognising the essential need for quality data on our performance as an organisation and on the people we support, we selected a new Client Management System — AlayaCare — and began working on implementation.

AlayaCare will become a single system for managing all data about the people we support and efficiently supporting the work we do. Functionally, AlayaCare includes the ability to coordinate rosters and has a mobile app to manage shifts and collect data.

## People Services

Our Head of People Services commenced in September 2019 with an emphasis on strategy, learning and development.

The team introduced an online learning management system in February 2020 and began a process to better understand workforce capability – with a plan to ensure

we have the right skills and capabilities to deliver our Strategic Plan.

A baseline team engagement survey in June 2020 identified Reward and Recognition, Career Opportunities and Communication as key areas to focus on for the following year.

## Capacity and capability – achievements in brief.

- Family Group Homes team member accredited as a TCI Trainer (Therapeutic Crisis Intervention training program)
- Uniting Transitioning from Homelessness team utilising the By Name List (BNL) and VI-SPDAT screening tool for better data relating to people sleeping rough
- In readiness for the NDIS Quality and Safeguarding Framework, 47 Uniting team members completed training in positive behaviour support and restrictive practices
- Gained re-accreditation for the National Standards for Mental Health for our Independent Living Program.

Kate had nightmares and trouble sleeping. She was anxious, losing weight and finding it hard to trust people. The effects of being sexually abused by someone she knew was putting a strain on Kate and her parents, who were feeling overwhelmed and unsure what to do to help their 10-year-old.

Things turned around after Kate began counselling with Uniting Child and Family Therapeutic Services (CAFTS). Building trust through activities helped Kate open up to our case worker about her experience of abuse, and the feelings of guilt around not telling her parents sooner.

They began working on Kate's emotional intelligence and the spectrum of emotions, linking this to her own emotional awareness.

They explored coping strategies for when Kate felt anxious, which eventually helped her to give evidence about her abuse in court with the support of her parents and our team.

Our case worker provided ongoing counselling support for Kate's mum too, helping her address the guilt in not preventing the abuse and the feelings of being overwhelmed. This also included emotional coaching strategies for Kate's mum to use with her outside of therapy, helping with her confidence in supporting her daughter and understanding the impacts of abuse.

Kate became less anxious, stopped having nightmares and began putting on weight. She felt safe and confident enough to go throughout her day without reassurance.

# Achieving our goals: Quality and impact.

**We build services to be responsive to community needs and context and make a measurable difference for individuals and communities. And quality governance is foundational to delivering connected, person-centred services that are safe and effective.**

Over the period, we implemented our Service Quality Governance Framework that links the internal processes that ensure safety, accountability, transparency and continuous improvement. This framework guides us in listening intently to the people we support as we manage and develop contemporary, evidence-based services.

## Prison Advocacy Pilot

Almost half of all people in prison live with disability, compared with 18% of the general population. Prisoners with disability experience a higher risk of violence and abuse, and over a third of our prison population – many with disability – are Aboriginal and Torres Strait Islander.

Many affected prisoners are unaware of their disability, particularly those with psychosocial or intellectual disability. There's also a stigma associated with disability in prison, and because it relies heavily on self-reporting it is drastically under-reported.

Prisons have struggled to ensure people with

disability receive the essential supports they need to reintegrate back into community safely.

To address the issues faced by prisoners with disability, Uniting established the Prison Advocacy Pilot at Acacia Prison in early 2020. We took an innovative and holistic approach and worked to establish a culturally appropriate pathway for people to access the NDIS.

We supported 7 prisoners through the pilot while enhancing existing disability supports and helping identify barriers to NDIS access in prison.

## Quality and impact — achievements in brief.

- Child and Family Therapeutic Service peer support group formed to address the impacts of child sexual abuse in their families
- Family Group Homes holidays to Margaret River and Mandurah built positive relationships and memories for young people
- Commenced an Intensive Family Services pilot program for the introduction of an Aboriginal Cultural Broker to work with fathers in culturally informed ways
- Supported the State Government's pandemic-response project 'Hotels with Heart', successfully housing 12 people when the project concluded
- Adapted our services to meet COVID State of Emergency guidelines without transmission or major incident
- Maintained a 100% non-offense rate for people we support through our Reintegration services
- 92% of tenants were satisfied with our Community Housing services.

Developing an NDIS plan can be difficult, particularly during COVID restrictions when meetings need to be done over the phone. But Hayley, who lives with her elderly mum, is much more confident after being supported by our Your Say advocate.

Hayley, who has autism and intellectual disability, needed some help in navigating the NDIS. With her own disability and carer responsibilities, her mum wasn't able to offer her the help she needed.

So Hayley and her mum asked our advocate to act for them when developing the NDIS plan. After several discussions, our advocate gained the understanding he needed to speak on behalf of the family. He also guided the family in collecting the evidence needed from

allied health professionals to support the recommendations for funding the plan.

When the initial plan provided by the NDIS failed to meet Hayley's needs, the family decided to appeal the decision after discussing their options with our advocate.

Supporting Hayley and her mum through the process was only part of the role of our advocate – it also included helping to build the capacity and skills of Hayley and her mum to self-advocate. This included filling out forms, communicating with health professionals, completing weekly time schedules and developing new relationships with service providers – skills that will help them throughout their lives.

# Responding to COVID-19.



**At Uniting, we remain deeply concerned about the real and potential impacts of COVID-19 on our team, including our volunteers, the people we support and the broader community.**

On 16 March 2020, we enacted our Pandemic Response Plan. This plan helped us keep the safety and wellbeing of our team – and the people we support – paramount in our decisions, while helping to clarify responsibilities and actions.

The Pandemic Response Plan remained in place throughout the remainder of the year, contributing to no known cases of COVID-19 among our team or the people we support.

Clear, consistent and timely communication of the situation, our policies and our decisions greatly assisted our team and the people we support in remaining safe throughout the period.

In consultation with funding bodies and our service areas, we developed and refined policies and actions based on public health advice. This ensured that we maintained critical and essential support in a safe and compassionate way.

In addition to implementing minimum public health directives and adopting best-practice personal hygiene practices, we took actions such as: Implementing flexible work

practices and a Pandemic Leave Policy; careful rostering of teams to minimise the potential for cross-infection; replacing face-to-face with phone and online services wherever possible; restricting office access for visitors to appointments only; and postponing all non-essential volunteering.

Uniting remained fully committed and transparent throughout the pandemic response to provide certainty to all of the people we interact with, including our team. This included SMS, letter, phone and face-to-face contact with the people we support; public statements; a dedicated section for information on our website; dedicated non-public pages on the website for team members and volunteers who may not have continual access to our Intranet; internal posters and communications; and a dedicated Intranet page.

Throughout the ever-changing and rapidly evolving situation, we are proud that our team displayed incredible resilience and commitment to their work and our mission to stand for a just society.

# Our services.

## Children's Services.

**Our Uniting teams from Family Group Homes, Child and Family Therapeutic Service and Futures Foster Care supported hundreds of children, young people and parents throughout the year.**

### Family Group Homes

Uniting Family Group Homes (FGH) is an out-of-home care service that provides therapeutic care and support for children and young people who have experienced significant trauma and can no longer live with their families.

We have 48 placements in FGH, which were full for the entire 12 months of the year.

As we innovate to recruit and retain the specialist carers we need to support children and young people with complex and high-level needs, we're also building the capacity of our team and embedding practice within a therapeutic framework.

The behavioural and emotional needs of the young people who enter our care are carefully recorded and assessed. This includes identifying impacts on daily functioning due to multifaceted traumas, challenging behaviours, and diagnosis/disability that can have significant impact.

In the first half of the year, 3 young people were diagnosed with autism and intellectual disability. These diagnoses enabled access to additional services that the young people needed but had not previously had access to.

We've also assisted schools and educators to build knowledge of trauma-informed approaches when dealing with young people who have experienced trauma.



Not every family can 'get back together'. But for a mother with 3 young people in one of our Uniting Family Group Homes, it's been a success story.

Our team worked collaboratively with mum, the siblings, and Child Protection and Family Support (CPFS) to give the family the best possible chance of a positive and successful reunification. With a therapeutic approach, our team addressed the fears and worries of the siblings to help them feel at ease, resulting in one child returning to school fulltime after missing an entire term.



## CAFTS

We supported **39** adults  
and **139** children.

“It helps to know you’re not  
alone or feeling something  
‘abnormal’.”

“It’s been confronting,  
worthwhile, engaging and  
therapeutic.”



### Child and Family Therapeutic Service (CAFTS)

Our Uniting CAFTS team provides therapeutic support to children, young people and families who have been impacted by child sexual abuse.

During the year, we supported 39 adults and 139 children.

A peer support group was formed in Merriwa to discuss the impacts of child sexual abuse in their families. Parents and carers met once a week for 6 weeks, with the meetings taking place alongside ongoing individual counselling sessions.

The group discussed attachment and parenting

after trauma, emotion coaching and the impact of trauma on brain development, as well as self-care. Parents were able to interact with their peers in a judgement-free environment where they felt safe to share their experiences.

The CAFTS team found that parents developed a broader understanding of trauma and a greater sense of their child’s needs in relation to the trauma they experienced.

For some parents, the group also created new connections and friendships that have provided ongoing social and emotional support.

Daryl is much like many 8-year olds. He loves animals and the outdoors and is lucky to live on a semi-rural farm where he spends time with dogs, mini pigs, ducks, horses and birds. Most of the time Daryl listens to instructions and is able sit still for a while. He's a kind and social boy, who enjoys swimming, karate, bike riding and track running.

Daryl has lived with his foster family since 2012, with his older sister joined him a year later. Because he has Foetal Alcohol Spectrum Disorder (FASD) and Cerebral Palsy, Daryl has high and complex needs. But his foster carers have a good understanding of what he needs to thrive.

As he gets older and his motor skills and coordination develop, Daryl can climb and

run longer distances. He even tried out for the Special Olympics and ran in third place. One day, he hopes to compete in a triathlon with his sister, but he still struggles with pedalling a bike uphill. Together with his physiotherapist, Daryl is working towards this goal.

It's not all sport and nature for Daryl. He has an education assistant to support him at school as well as a speech pathologist and occupational therapist to help him develop his speech and writing abilities. A range of other health professionals at Perth Children's Hospital also attend to his needs.

Daryl is doing really well, and we can't wait to see him on the Olympic podium in years to come.

## Foster Care

At Uniting, we connect foster carers with children and young people who have complex support needs and aren't able to live in their family home.

Our foster carers provide children and young people with a stable, secure and nurturing family environment where their fundamental daily needs can be met. This is critical for the wellbeing children with a history of significant trauma and abuse, and high support needs due to disability or illness.

The children in our care are supported to make choices about the activities they like to participate in. All children are supported attend school as well as the medical and therapeutic appointments they need.



**13** long-term foster care placements



**10** primary carers



**8** respite carers



## Strengthening Families.

**Every family is different. And we believe that every family has strengths and resources that can be built on to provide a safe and nurturing environment for their children.**

**Our trauma-informed approach supports families to navigate the every-day challenges they face, with a focus on parenting skills and the development of coping strategies to build long-term resilience.**

### Intensive Family Support

Our Intensive Family Support (IFS) team assists parents with parenting skills and family functioning, helping to create safe and nurturing environments for children. This includes learning about child development, family relationships and home management, with a focus on family preservation and reunification. We also advocate for those who need it.

We've worked closely with Child Protection and Family Support (CPFS) throughout the year, building on existing relationships to work collaboratively on each case to ensure families are given the best chance at a safe reunification.

A significant increase in family violence and mental health issues saw us working closely with our Uniting Domestic Violence Support

service to assist several families. This ensured we could provide the necessary supports such as Violence Restraining Order applications, safe accommodation and plans to keep people safe.

Likewise, our Attach drug and alcohol service helped support families who were struggling with substance use, particularly during COVID restrictions.

We introduced a pilot program to include an Aboriginal Cultural Broker within the IFS team. Our broker successfully engaged with fathers in culturally-informed ways that they knew and trusted. It's hoped that the positive outcomes seen through this pilot will inform future approaches to supporting Aboriginal families.

## A letter from Michelle

We want to thank you for your support, wisdom, encouragement and ears.

While we found our experience with children's services extreme, horrible, confusing and daunting, the one bright spot was meeting you. If every proverbial cloud has its silver lining, then you wonderful ladies were ours.

Your skills, understanding of our difficult situation, friendly ears, knowledge and wisdom were something we never expected. Not just the skills you shared, but how you shared them with us.

You made us feel at ease. Our sessions were not

what we expected – an adequate description would be “a vent with friends, and swapping ideas”.

Thank you for giving me skills to have such open, frank, honest and meaningful communication with each of my family members. You have gifted me more than I could ever explain or attempt to explain. And the simple thank you I have to offer seems inadequate.

Thank you for treating us with respect, friendliness and honestly.

Thank you for being wonderful.

Michelle

## Domestic Violence Support

Our family violence support program is for Aboriginal women who are experiencing – or are at risk of – family and domestic violence and who live in the Fremantle, Cockburn and Melville areas.

We've continued to build networks with Aboriginal employment agencies throughout the year, assisting the people we support to find suitable and sustainable employment.

We also established strong working relationships

with the Department of Training and Workforce Aboriginal Development Centre, Maxima National Indigenous Employment Services, Ochre Workforce Solutions, Wirrpanda Foundation and the Matera Foundation.

These connections resulted in outstanding outcomes for the women we support, with two women enrolled in training programs and another gaining full-time employment.



**100%** of women reported an increase in safety, health and wellbeing, and empowerment and self esteem



**91%** reported an increase in support networks



**90%** reported an increase in work and learning

## Attach

Our Uniting Attach program supports parents concerned about their drug and alcohol use. It's for families with children 8 years and under and lasts for 4-6 months.

This year we've had 100% of families report that they're satisfied with our service. We're proud of this achievement, which is a result of a tailored service which meets the needs of families, as well as continuity and consistency of support both

pre- and post-COVID.

Adapting our service to include Zoom sessions, no-contact deliveries, phone sessions, text messages and several engagements in a week meant that families felt supported.

During the pandemic, the families we support through Attach stated a 41% reduction in alcohol and other drug use.



## Family Carer Support Service

Our partnership with Kinship Connections has continued to grow and develop throughout the year. We've worked closely with the agency as they have taken a more active leadership role in the delivery of this service – an intentional approach aligned with fostering genuine and empowered partnerships with Aboriginal agencies.

Our Family Carer Support Service team provides support and assistance to carers of children who are unable to live with their immediate family. During the period we made some real in-roads into securing more suitable housing for the families we support, and we continued to walk alongside carers to identify their goals and support them in achieving them.

# Transitioning from Homelessness.

Every night, up to 900 people sleep rough across Perth. And over 9,000 people experience homelessness in WA.

## Our service model

It's never been more important to address homelessness in our community. So we've looked at how we can best support people on their journey.

Our service model changed significantly throughout the year as we've adjusted to new funding and the changing environment, including COVID. Following a trial of Tranby operating 7 days a week, from 7am-7pm, we implemented a cohesive Active Referral and Engagement model in early 2020.

This model better aligned our services — from outreach to accommodation — and also aligns with the No Wrong Door approach. This means that people experiencing homelessness, or who are at risk of homelessness, are supported to find appropriate long-term housing and referrals to support services regardless of which service or agency they connect with.

### Transitioning from Homelessness Active referral and engagement model.



June 2020

## Transitioning from Homelessness.

Our Homeless Accommodation Support Service (HASS) team supported **74** people, and **43** progressed into housing



Tranby had a daily average of **347** people through the doors



Our Outreach team provided case management for **151** people sleeping rough

At 63, disability pensioner Clive became homeless 8 weeks after coming to Perth from his native Scotland. He was in search of his Perth-born children, who he hadn't seen in several years since he and his wife separated.

Clive, who has mild intellectual and physical disability, was living in a backpackers where he felt vulnerable and frightened. He couldn't locate his family and was almost out of money. His return airfare was booked for several months later and he couldn't afford the change fee. He spent one night sleeping rough before

being referred to Tranby. Our team found him temporary accommodation, arranged a GP visit and ensured he had food, toiletries and essentials.

We negotiated with the airline for an earlier return flight for Clive a few days later. He was very emotional when he heard about the flight, and said Uniting was now "like family to him" as no one had ever cared for him like this. After a successful trip home, we got a message that Clive was safe and sound.

## Homelessness Week 2019 (4-10 August)

A significant event in the year was operating Tranby Engagement Hub (Tranby) 24/7 during Homelessness Week 2019. This initiative was a demonstration of what can be achieved when people are provided a safe space to rest and take shelter during the night.



We saw an average of **211** people per day, and were at capacity of **54** people sleeping over every night



We served over **2,600** meals



There were visibly less people sleeping rough on the street



We saw decreased substance and alcohol misuse



# Individualised Services.

Our Individualised Services team provides support to people with physical disability and people with mental health challenges.

With the continued adjustment to the NDIS, Uniting Individualised Services has remained focussed on overcoming the challenges of remaining sustainable while still providing person-centred supports.

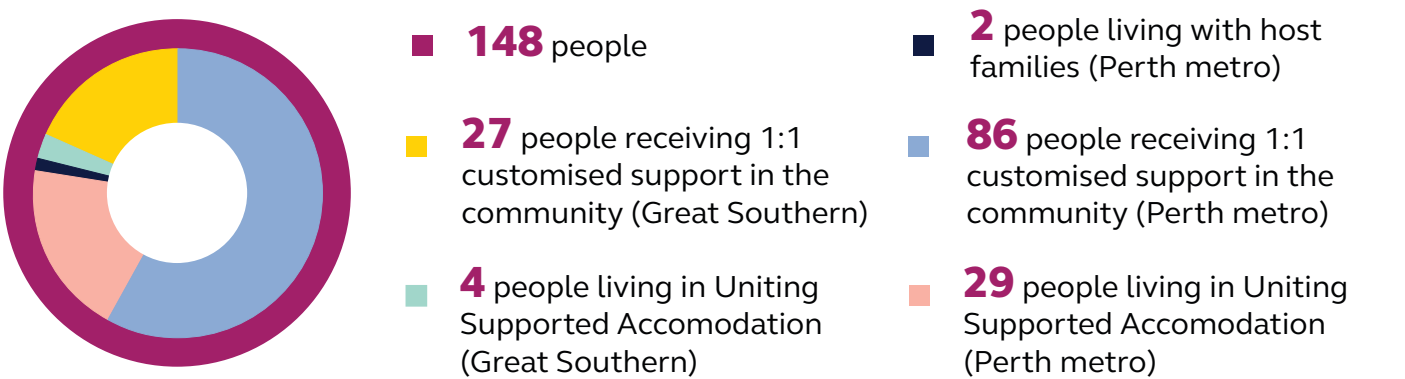
The onset of COVID added another complexity — particularly for supported accommodation and group-based activities — and forced a rapid re-think of how we can safely support participants and our team through the crisis.

As a result, we’ve seen an end to group-based activities, including our Community Options and Aboriginal Family Respite Services. We’ve also seen increased uptake of 1:1 support services and a better understanding of the NDIS among our participants, assisting them to make more informed decisions on their plan.

## Supported accommodation

Our team provides supported accommodation for adults who want to maintain independence in a shared living environment. We also cater to people who live in their own home and want support to live independently.

Everybody’s journey is unique, so we also support people 1:1 to do the things they want outside of the home. This can be a new skill, following a passion or connecting with community — it’s all up to the people we support.





# Recovery Options

As a strengths-based, recovery-focussed support service, Uniting Recovery Options helps people who identify with experiencing mental distress and/or trauma.

We supported **126** participants during the 2019/20 year

Our team supported **97** people to apply for the NDIS — **70%** were found eligible



## Aboriginal Family Respite

Prior to ending in May 2020 due to cessation of funding, our Aboriginal Family Respite team supported Aboriginal people who cared for someone experiencing mental distress and/or trauma.

We would like to thank all the First Peoples who attended, and the Aboriginal Evangelical Church for their support of Uniting over the past 11 years.



Our team supported **12** family groups



with **57** carers



attending **19** respite sessions



across the **3** locations of Merriwa, Ballajura and Balga

Alison has significant mental health challenges and was referred to Your Say by her support worker at a local community services organisation. She needed help with an appeal when her Disability Support Pension (DSP) claim was rejected.

Our advocate supported Alison to get legal advice through Legal Aid WA and helped facilitate the gathering of evidence from her GP, specialists and allied health professionals.

Managing the expectations of the person being assisted is crucial for an advocate. Despite legal advice that Alison's appeal was unlikely to be successful, we continued to advocate for Alison

as she felt it was important that she tell her story in the hope that it could help someone else in a similar position.

After multiple case conferences and hearings at the Administrative Appeals Tribunal, Alison asked our advocate to present the case on her behalf as she was finding the process difficult to deal with.

The appeal was successful, and Alison was granted the DSP backdated for 2 years. With her debts paid off and her mortgage under control, Alison could live her life with far less financial stress – something she says she couldn't have done without Your Say.

## Your Say.

**Our free confidential advocacy service promotes and protects the rights of people with disability and those who identify as having a mental health issue in the Perth metro area. Your Say is funded through the National Disability Advocacy Program.**

Uniting Your Say provided formal advocacy for 48 people with disability throughout the year. Informal advice and advocacy was provided to a further 69 people with disability, along with family, friends and allied health professionals.

We also provided advocacy services to 7 prisoners at various prisons around Perth as part of our Prison Advocacy Pilot in early 2020.

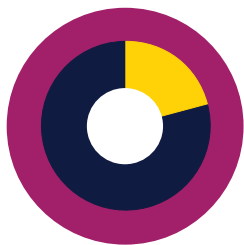
# Reintegration.

## Specialist Re-entry Services

Our Uniting Reintegration team provides Specialist Re-entry Services (SRS), involving pre-release and reintegration support to men who have been incarcerated for life or indeterminate periods, or for long sentences.

Because we tailor our services to individual needs, we've continued to successfully help people to build the skills and confidence they need to live independently and reintegrate positively into the community.

Again this year, none of the people we supported through our services re-offended in a similar manner. While some people have returned to custody, it been for breaching the conditions of their release, rather than re-offending. Uniting continued to be the only community services agency entrusted with Re-integration Leave (RIL), where we support people who have gained a minimum security-rating in structured outings to prepare for eventual release into community.



■ **138** people supported  
■ **21%** identify as First Peoples



**36** people exited prison supported by SRS



**9** people accessed RIL, after serving an average of 21 years in custody

## Beyond Youth Justice Services

In addition to SRS, our Uniting Reintegration team partner with Centrecare and Wungening Aboriginal Corporation to support the rehabilitation and emotional wellbeing of young people through Beyond Youth Justice Services.

This year, our team supported the delivery of the relationships-focussed LOVE BiTES program

at Banksia Hill Detention Centre. In total, 11 programs were delivered which supported around 80 young people aged 15-17.

Crucial to the success of this program was viewing young people as active participants who are able to make choices for themselves when supported by information and new skills.



## Community Housing.

Our team provides customised tenancy and property management services to people with disability, as well as people who identify as experiencing mental illness. We're a Tier 2 Housing Provider and supported 466 tenancies across 319 properties throughout the year.

In April 2020, we gained re-accreditation for the National Standards for Mental Health for our Independent Living Program (ILP), where we support people who identify as experiencing long-term, persistent mental illness to live independently in their own home. Planning ahead, we also registered to become a Specialist Disability Accommodation provider with the NDIA.



Our team managed **319** properties and **466** tenancies

**86%** of complaints were resolved, and **93%** were resolved through early intervention



**92%** of tenants were satisfied with our service



**“It actually feels like my own home which helps with past dysfunctional life.”**



## Financial Wellbeing Workshops

We presented **71** workshops, supporting **1,432** people.

### Financial Wellbeing Services.

Our Financial Wellbeing Services support people with practical advice, counselling and workshops.

This year we helped almost 5,500 individuals and families to better manage their money, reduce their debt and get themselves back on track.

We're also a lead member of the Financial Counselling Network – a partnership of not-for-profit organisations and local

government across Perth that's committed to reducing the causes and impacts of financial hardship in our community.

While COVID impacted on demand for our services in the last part of year – largely dropping because of additional government benefits and moratoriums – we supported new cohorts of people who had never accessed our support before, such as international students and temporary residents.

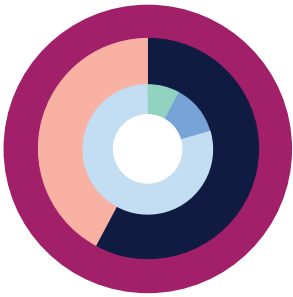
# Financial Counselling

Amount of debt presented:

**\$273,853,322**

Amount of debt waived:

**\$826,996**



- 1,255 people supported
- 723 women
- 523 men
- 100 First Peoples
- 159 Culturally and linguistically diverse people

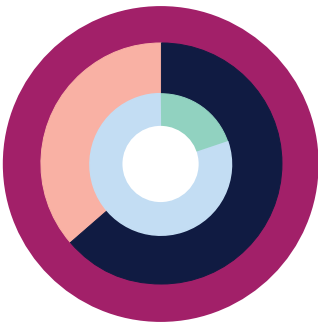
# Emergency Relief

Value of bill assistance provided:

**\$179,803**

Value of food cards provided:

**\$214,880**



- 2,796 people supported
- 1,891 women
- 1,075 men
- 554 First Peoples

# Our partners.

**At Uniting, we seek to inspire people, enliven communities and confront injustice. And we nurture partnerships with the individuals, families and communities we serve.**

**We'll continue to position ourselves as a valued partner in addressing systemic and social inequality, and helping to amplify the voices of people experiencing disadvantage.**

## Uniting Church Western Australia

We would like to acknowledge the congregations, schools and other partners in the Uniting Church who have contributed to sustaining our important work throughout the year.

We've strengthened our connections with local Uniting Church congregations and explored new ways that we can work together to create opportunities for supporting people in our community.

Many congregations and individuals support us regularly with material assistance, financial donations and many hours of volunteer time. Knitted blankets, food and the genuine care offered by our Uniting Church community is deeply generous and greatly appreciated.

Donations are integral to our mission and represent a deep connection with our community and Uniting Church family. Donations enable us to provide the supports and services which lie beyond the scope of government funding, as well as enhancing established programs.

In addition to the support received from the Uniting Church Western Australia, we are grateful for the donations received from 43 congregations totalling \$23,000.

In particular, we thank the Uniting Church in the City for their generous support of the Tranby Engagement Hub and Fremantle Wesley Mission for their ongoing support of emergency relief in Fremantle.

## Uniting Church Social Justice Commission

Our Practice Lead for Community Engagement has been a guest attendee of monthly meetings of the Uniting Church Social Justice Commission. Attending these meetings creates a wonderful synergy between Uniting and fellow church agencies in relation to Social Justice issues.

## Rainbow Lunch groups

For 20 years, Rainbow Lunch groups have been making a difference in the lives of people experiencing mental health issues, loneliness and social isolation. Hosted by Uniting Churches across Perth, and supported by Uniting since the creation of UnitingCare West, Rainbow Lunch groups bring people together to share a meal and connect with others in the community. Everyone is equal – people walk through the doors to feel welcome and not judged.



## Schools

Uniting Church schools have continued to be enthusiastic partners in our Uniting programs throughout the year, providing huge amounts of material donations as well as \$11,500 from school collections.

Many schools across the Perth metropolitan area generously participated in our Christmas Hamper Appeal, spreading some joy by donating food and toys.

Uniting Church schools also put together toiletries packs for people experiencing homelessness or crisis, donating dozens of backpacks for children experiencing disadvantage with the essentials needed to start the school year, as well as participating in a virtual activity for Reconciliation Week 2020.

Many of our Uniting Church schools took part in the Cosy Toes Winter Sock Appeal as well as providing food for the people we support at Tranby throughout the COVID crisis.

With some support from Uniting, St Stephen's School continues their Food Rescue program at Lakeside Joondalup in conjunction with Rotary. The school collects unsold fresh food from cafes and restaurants for distribution to people in need throughout the northern corridor.

Uniting continues to explore ways we can collaborate and partner with our Uniting Church family on community service projects.



# Key corporate partners

Fundraising and income development remain a key area of focus for us at Uniting. We're strengthening our partnerships with local government, sector supporters and local business. In the year, we had more than 600 donors and in-kind supporters.

## Keystart Homeloans

Keystart Homeloans selected Uniting as their charitable partner for 2019/20. The organisation matched the \$ amount raised by their team, helping us with much needed for emergency relief and accommodation funds for the people we support at Tranby.

## Woodside Energy

As part of their support for charities during COVID, Woodside Energy funded extra Uniting homelessness outreach services in the Perth CBD. This important resource kept our team in touch with people sleeping rough when many services were closed or restricted.

## City of Vincent

As part of their Leederville Gardens Trust – Covid-19 Grant Funding, the City of Vincent enabled an outreach team to operate in tandem with our existing Street to Home program. The Team provided 7 day a week rapid, wrap around supports to people who were sleeping rough in the City of Vincent. The team recorded over 416 engagements in a 3 month period, provided 337 instances of material assistance and 77 referrals into accommodation.

## Second Bite

Second Bite is our key supplier of rescued food. The Second Bite team work tirelessly to deliver food that would otherwise end up in landfill. Our Tranby team and volunteers work to transform this fresh produce into delicious meals.

## Commonwealth Bank Staff Foundation

The Commonwealth Bank Business Banking team are long-term supporters of Uniting. They've volunteered at Tranby, helped out with Christmas collections and assisted us with skill-building workshops for our team. In the year, they nominated Uniting for a Commonwealth Bank Staff Foundation grant, which helped us provide accommodation and food for people experiencing homelessness and hardship during winter.

## Target Australia

Target Australia are long-term partners in the UnitingCare Australia Christmas Appeal. In 2019, the Appeal raised \$240,000. Over \$65,000 was provided to West Australian families to contribute to a brighter Christmas.

## Sophie Budd and Taste Budds Cooking Studio

Sophie Budd is an amazing ambassador for Uniting and our Tranby Engagement Hub, supporting us through her corporate volunteering program as well as giving considerable amounts of her own time to make sure people who come to Tranby have a nutritious meal.

## Philanthropy



More than **600** donors and in-kind supporters



**\$1.6 million** in COVID-19 grant funding



**7** Uniting Church schools and **43** congregations

## Volunteers

We could not deliver our Uniting services without the significant support from our volunteers. In the year, our 177 Uniting volunteers contributed 26,000 hours towards our services and the support of people in our community.

We also have a further 77 Uniting Food Rescue volunteers, who collect 3.5 tonnes of food each month from our 66 participating cafes in the Perth CBD. That's the equivalent of 9,000 meals provided to people experiencing homelessness and crisis at our Tranby Engagement Hub and people supported by the Salvation Army.



Our **177** amazing volunteers contributed **26,000** hours towards the support of people in our community



An additional **77** Uniting Food Rescue volunteers collected **3.5** tonnes of food each month from **66** participating cafes



That's the equivalent of **9,000** meals

# Our Board.

The Uniting WA Board oversees our direction and governance.

The Board is appointed by the Uniting Church Western Australia Synod.



**Erica Haddon**  
Chairperson



**Mark Webb**  
Board Member



**Alison McCubbin**  
Board Member



**David Kyle**  
Board Member



**Chris Hunt**  
Board Member



**Lisa Fini**  
Board Member



**Ron Chalmers**  
Board Member



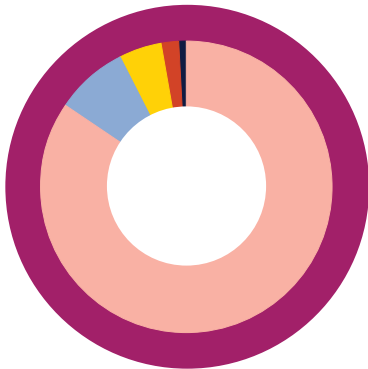
**Jane Barker**  
Board Member



**Amanda Hunt**  
Chief Executive Officer

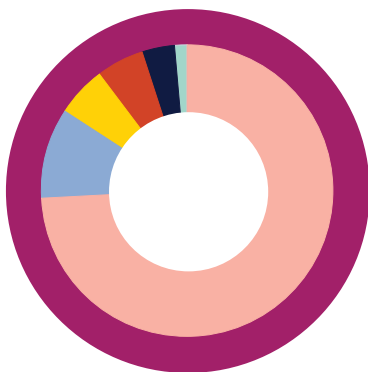
# Financials.

## 2019/20 income



- Total — \$36.2 million
- Grants — \$30.6 million
- Rental income — \$2.9 million
- Sales and other income — \$1.7 million
- Donations and fundraising — \$0.7 million
- Interest and dividends — \$0.3 million

## 2019/20 expenditure



- Total — \$38.1 million
- Employee costs — \$28.3 million
- Program costs — \$3.8 million
- Property costs — \$2.1 million
- Administration costs — \$2.1 million
- Depreciation and amortisation — \$1.3 million
- Motor vehicle expenses — \$0.5 million

## Financial performance

	2019/20 (\$m)	2018/19 (\$m)	Movement (\$m)
<b>Income</b>	<b>36.2</b>	<b>38.1</b>	<b>(1.9)</b>
Grants	30.6	32.2	(1.6)
Rental income	2.9	2.8	0.1
Sales and other income	1.7	2.2	(0.5)
Donations and fundraising	0.7	0.3	0.4
Interest and dividends	0.3	0.5	(0.2)
<b>Expenditure</b>	<b>38.1</b>	<b>37.9</b>	<b>0.2</b>
Employee costs	28.3	27.3	1.0
Program costs	3.8	4.2	(0.4)
Property costs	2.1	2.5	(0.4)
Adminstration costs	2.1	2.2	(0.1)
Depreciation and amortisation	1.3	1.1	0.2
Motor vehicle expenses	0.5	0.6	(0.1)
<b>Operating surplus/(deficit)</b>	<b>(1.9)</b>	<b>0.2</b>	<b>(2.1)</b>
Redress and legal fees	0.5	0.1	0.4
<b>Reported surplus/(deficit)</b>	<b>(2.4)</b>	<b>0.1</b>	<b>(2.5)</b>

## Financial position

	2019/20 (\$m)	2018/19 (\$m)	Movement (\$m)
Current assets	20.8	20.6	0.2
Non-current assets	18.8	19.3	(0.5)
<b>Total assets</b>	<b>39.6</b>	<b>39.9</b>	<b>(0.3)</b>
Current liabilities	8.8	6.9	1.9
Non-current liabilities	2.7	2.9	(0.2)
<b>Total liabilities</b>	<b>11.5</b>	<b>9.8</b>	<b>1.7</b>
<b>Net assets</b>	<b>28.1</b>	<b>30.1</b>	<b>(2.0)</b>
<b>Members funds</b>	<b>28.1</b>	<b>30.1</b>	<b>(2.0)</b>

**The financial result for 2019/20 was a deficit of \$2.35 million. The deficit, which compares to a small surplus of \$0.09 million in 2018/19, was primarily the result of 3 factors.**

### **The shift to the National Disability Insurance Scheme (NDIS)**

The transition of participants to the NDIS resulted in significant costs. To better align with the NDIS, we discontinued group services during the year which resulted in redundancy costs.

### **Equal Remuneration Order (ERO)**

Increased wages under the ERO were significantly above inflation and the increases in contract revenue and NDIS indexation. This resulted in an overall increase in wages costs as well as an increase relative to income.

### **National Redress Scheme**

Uniting is a participating institution in the National Redress Scheme for survivors of institutional childhood sexual abuse. Payments under this scheme commenced during 2019/20. Additionally, we incurred legal fees related to historic claims against Uniting as the entity responsible for the former Methodist Homes for Children / Mofflyn.

Uniting remains in a solid financial position and expects to return to a surplus in coming years.

