

# First Annual Report

Year ended 30 June 2007

## Report from the Chair

It gives me great pleasure to present the inaugural annual report of UnitingCare West for the period ended 30 June 2007.

Following several years of review and a nine month intensive planning period, UnitingCare West commenced operations on 1 July 2006 as the principal generalist community service agency of the Uniting Church in WA.

UnitingCare West has achieved a great deal during its first year of operation.

Each of the eight agencies and parish missions which was involved in the process to effect the merger to establish UnitingCare West brought to the agency's formation a rich history of innovative community services provision based on a strong commitment to giving expression to Christian compassion and caring. The majority of these agencies and parish missions also brought a strong tradition based on the particular ethos of the Uniting Church.

In its first year of operation, UnitingCare West has sought to build on this history and tradition giving further expression to the Church's mission and ministry of service to the people of Western Australia.

A public launch of UnitingCare West as a new agency, together with a commissioning service for Board, staff and volunteer members, was held on 8 August 2006 and attended by in excess of 300 people. We were pleased to have the then Minister for Community Development, the Honorable David Templeman MLA, the Moderator of the Uniting Church in Western Australia, Mr Robert Watson, and the National Director of UnitingCare Australia, Ms Lin Hatfield Dodds, officiate at these functions.

Various transitional governance and management arrangements which were planned in the lead up to the establishment of the new agency have been effectively implemented.

The agency's Board has worked to establish strong governance practices and processes including, for example, the development of a governance manual and adoption of a governance planning and reporting schedule.

Following input from Board, staff, volunteers and various external stakeholders, the Board adopted the inaugural Strategic Plan for the agency, covering the period January 2007 to June 2009.

The foundational documents - Aspirational Statement and Statement of Guiding Principles - which had been developed and adopted by the agencies and parish missions involved in the merger to establish UnitingCare West strongly influenced the strategic planning process.

The Strategic Plan presents a far-reaching vision of "justice, hope and opportunity for all" and positions the agency to deliver our mission "to support, serve and empower people most in need". It is a bold vision and challenging purpose for a newly established organisation.

I take this opportunity to again acknowledge and express thanks to the many individuals and the large number of organisations and groups which have been involved in and have supported the journey of the agencies and parish missions in the formation of UnitingCare West and during its first year of operation. We are pleased to have developed strong and positive working relationships and partnerships with a wide range of stakeholders.

We have especially benefited from the financial assistance and other support provided by the Wesley, Trinity and St Andrew's/Ross Memorial Congregations of the Uniting Church in the City for which we are most grateful.

I extend my sincere appreciation to my fellow board members who have given so generously of their time and expertise in a voluntary capacity.

I wish to acknowledge the very significant contributions of Reverend Bev Fabb and Ralph Dawson who due to other commitments resigned from the Board during the year.

I would also like to extend gratitude to the Chief Executive Officer, Chris Hall, and to all staff and volunteers for their unwavering commitment and dedication to those people who access our services and programs.

The agency is committed to operating as an integral part of the mission and ministry of the Uniting Church in Australia by demonstrating through its operations the centrality of worship, witness and service.

It is in a sound financial position, has a strong capital base, and has already demonstrated significant growth and development in its services and programs in response to assessed community need.

The next stage of our journey seeks to create new pathways of engaging with staff, volunteers, communities, service users and program participants, and our other key stakeholders in pursuit of our vision of justice, hope and opportunity for all.

## Revd Des Cousins Chair of the Board

### UnitingCare West Board Members 2006—2007

Dr Anna Alderson  
Professor Colin Binns  
Dr Glenda Campbell-Evans  
Revd Des Cousins (Chair)  
Mr Ralph Dawson (to March 2007)  
Revd Bev Fabb (to May 2007)  
Mr Chris Hall (Chief Executive Officer)  
Mr Alex Lustig  
Dr Alex Main  
Ms Janet Renner  
Mr David Thomas

## Directory of Services

### Health and Disability Services Directorate

Rainbow Project: Supports and befriends people with psychiatric disabilities.

Take Time: Provides recreational and respite opportunities for people with functional disability, including Acquired Brain Injury and intellectual disability.

Uniting Community House: Provides social and recreational activities for marginalised people in greater Midland.

Visions: Community-based living options for people with intellectual disabilities.

### Community and Family Services Directorate

Futures: Provides long-term foster and alternative family care for children and young people with a disability.

Hearth (now Attach): A counselling service for parents affected by drug use and alcohol.

Intensive Family Services (IFS): Comprises of a Family Connections and Building Strengths program working towards family preservation and reunification.

Mofflyn House: Works in collaboration with other service agencies and churches to support families of the Merriwa/Clarkson community.

Our Mob, Our Kids, Our Community: Offers ante/post natal support service for young Aboriginal parents in the Armadale area.

Outreach Services: Transitional and re-entry programs for ex-offenders.

Talking Realities: Peer education on parenting issues.

Trinity Learning Centre: Educational and learning options for pregnant and parenting teenage mothers.

True Colours: Support for young people with a diverse sexuality or gender.

### Independent Living and Accommodation Directorate

Creditcare: Offers budgeting, financial counselling and emergency relief.

HomeConnect: Building a bank of properties within the private rental sector to connect homeless people, or those at risk of homelessness, with accommodation options.

Homelink: Assists families and individuals to access and retain private rental accommodation.

Housing: Provides stable long-term rental accommodation for people with psychiatric disability to allow them to live independently in the community.

Indigenous Family Violence Project: Employs a community development approach to address family violence in the Fremantle, Cockburn and Melville areas.

Operation Santa: Christmas hampers for low income/disadvantaged families and individuals.

Residential: Provides short to medium-term housing for homeless men or those requiring support towards independence.

Street Outreach Service: Identifies and works with people in the Perth and Fremantle CBD areas who are homeless and not receiving services.

Tranby: Provides welfare, advocacy and day support to homeless people and those at risk of homelessness.

Wilf Sargent House: Provides short to medium term housing for men and couples who are homeless or require support towards independent living.

Wyn Carr House/Oasis House: Provides short-term accommodation and support to women over 25 years in crisis and/or escaping domestic or family violence.

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**Our Vision**      **Our Journey**      **Our Identity**

Justice, hope and opportunity for all.

**Our Mission**

To support, serve and empower people most in need.

**Our Values**

As part of the life and mission of the Uniting Church in Australia in pursuit of justice, hope and opportunity for all, we at UnitingCare West will act with:

- Empathy
- Inclusiveness
- Respect
- Integrity
- Commitment

We are an integral part of the Uniting Church in Australia working for the transformation of humanity and the reconciliation of all creation.

As a pilgrim people of vision and hope, we are a learning, growing, challenging, transformative community, open to change and always ready to discern where we can best support, serve and empower people most in need.

Key steps in the journey towards our vision will be to:

- Work together to build UnitingCare West as a new agency, including taking a lead role in the community services sector.
- Develop, value and equip our staff and volunteers.
- Build a workplace based on shared values and a strong sense of belonging.
- Develop a culture of innovation based on research, assessed need and sound models of practice.
- Direct our resources to go where others are not prepared or able to go.
- Integrate and coordinate our services to meet the physical, emotional, spiritual and social needs of individuals, families and communities.
- Strengthen our advocacy role, speaking out against injustice and oppression.
- Create collaborative relationships with Uniting Church congregations, agencies and schools, other service providers, government and industry.
- Create new ways of engaging with our service users and program participants, valuing their input, feedback and participation in our services.

UnitingCare West is a community service agency of the Uniting Church. Our organisation is founded on Christian principles and values and the particular Christian ethos of the Uniting Church in Australia.

UnitingCare West was formed on 1 July 2006 as a result of the merger of some or all of the programs and services of eight Uniting Church agencies and parish missions: Fremantle Wesley Mission, Wesley Mission Perth, Rainbow Project, Trinity Outreach Services, UCW Outreach Services, Uniting Community House, Mofflyn, and UnitingCare Kwinana.

The merger increased our capacity to work together to deliver a diverse range of interrelated community services, programs and social justice initiatives, focusing on those people most in need.

As at January 2007, we were delivering 25 programs in 23 locations covering the Synod of Western Australia (the geographic area south of Broome.) Our aim is to locate our services where people most in need can easily access them.

The agencies that formed UnitingCare West have been serving the community of Western Australia since 1830 and touch the lives of approximately 30,000 families and individuals each year.

**Taking Action**

We will deliver the strategic plan through:

- Service and Program Development
- Advocacy and Social Justice
- People Development
- Profile Development
- Organisational Development

**Report from the Chief Executive Officer**

The focus of the past twelve months has been on the establishment of UnitingCare West as a new agency within the community services industry in Western Australia. Every effort was made to ensure that there was minimal disruption to services and programs that transferred to the new agency from those agencies and parish missions which participated in the merger.

Through a highly committed workforce of some 170 paid staff and 220 volunteers we estimate that we touched the lives of approximately 30,000 West Australian families and individuals during the agency's first year of operation.

UnitingCare West is structured to provide a broad and diverse range of interrelated services and programs to respond to the needs of the community of Western Australia focusing on the key areas of independent living and accommodation services, mental health and disability services, and community and family services.

In addition to improving and expanding services and programs already in existence at July 2006, a variety of new service initiatives have been established including:

- HomeConnect Service:** to build a properties bank to provide homeless people with accommodation assistance within the private rental market.
- Street Outreach Service:** to identify and work with people in Perth and Fremantle who are homeless and not receiving services.
- Indigenous Family Violence Project:** to address family violence using a community development approach in the Fremantle, Cockburn and Melville areas.
- Rockingham/Kwinana Rainbow Project:** to support and befriend people with psychiatric disabilities.
- Northern Suburbs Emergency Relief Program:** to provide emergency relief and financial counselling in Merriwa and surrounding suburbs.

Aligned to the agency's inaugural strategic plan has been the development and implementation of annual and monthly planning and reporting arrangements for all programs, services and activities of the agency.

To support the delivery of services and programs, the agency developed an Overall Property Strategy inclusive of several components to guide future decision making regarding the agency's property requirements.

As a result of the commencement of the redevelopment of the Wesley properties in Perth CBD, the agency has relocated its central office, together with various services, to new premises in Sunbury Road, Victoria Park.

Premises were purchased in Aberdeen Street Perth which will be refurbished to accommodate the agency's CBD based welfare support services including the Tranby Drop-in Centre and Creditcare (financial counselling and emergency relief). In the interim, Creditcare has relocated to temporary premises in Hay Street Perth and the Tranby Drop-in Centre has been relocated to McNess Hall in Pier Street, Perth. New premises also were purchased to replace the existing community centre in Merriwa to enable a significant expansion of services in one of the high need areas of Perth.

UnitingCare West is pleased to be project managing the Wesley properties redevelopment in Perth CBD on behalf of the Uniting Church in the City.

Negotiations have commenced with staff for the development of an Employee Collective Agreement which is expected to be finalised early in the new financial year.

With financial assistance from Lotterywest, a major new IT system is currently being implemented across the agency. UnitingCare West is pleased to have contracted Uniting Church Homes as its IT service and support provider.

The achievements and excellence of service evidenced during the past year are testimony to the dedication of all staff and volunteers who are confronted by a growing complexity of community needs, a community services industry of increasing demands, together with the challenges of continual change and growth both personally and professionally.

I wish to especially thank the members of the Executive Management Team for their support and strong leadership of the agency during what has been a period of significant change and development.

I am indebted to the Chair and members of the Board for the strong guidance and clear direction which they have provided to the agency during its first year of operation. I thank them for the wisdom that they have brought and the generous support which they have provided.

The establishment of UnitingCare West has occurred during a period of time in which the State's economy is booming. The experience of staff is such that there is a growing body of evidence which demonstrates that many individuals and families are being, or are at risk of being, left behind and whose opportunities to benefit from the boom will be less than the majority.

Equally, we have the privilege of living in a time of unique opportunity to act for, and with, those who are poor, disadvantaged and marginalized. As a community, we must act together and harness our resources to respond appropriately and effectively to the needs of those people in our community - especially those who are most in need - in order to alleviate unnecessary hardship and suffering.

UnitingCare West is well positioned to make its contribution to this response.

**Chris Hall**  
Chief Executive Officer

**Executive Managers at 30 June 2007**

**Mr Mark Loader** (Executive Manager, Human Resources & Communications)

**Ms Lyn Shirley** (Executive Manager, Community & Family Services)

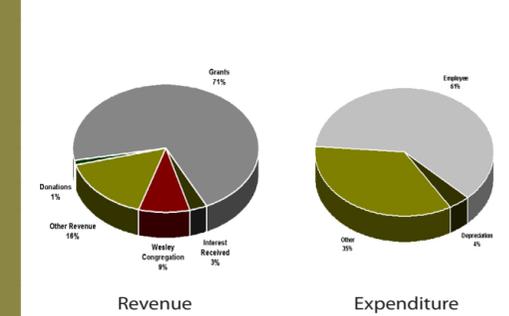
**Ms Fran Tilley** (Executive Manager, Mental Health & Disability Services)

**Ms Lesley Wilkinson** (Executive Manager, Independent Living & Accommodation Services)

**Ms Ann Witt** (Executive Manager, Finance & Administration)

**Financial Summary – Year Ending 30 June 2007**

Assets	2007
Cash Assets	6,307,034
Receivables	915,073
Other	36,871
Property, Plant and Equipment	11,714,244
	18,973,222
Liabilities	Less
Payables	2,352,866
Provisions	1,204,326
	3,557,192
<b>NET ASSETS</b>	<b>15,416,030</b>



Revenue	
Donations and Fundraising	137,042
Grants - Recurrent, Non-recurrent and Capital	7,505,315
Interest Received	339,182
Wesley Congregation Contribution	962,124
Other Revenue	1,646,987
<b>TOTAL REVENUE</b>	<b>10,590,650</b>
Expenditure	
Employee Expenses	6,105,852
Depreciation Expenses	412,321
Other Expenditure	3,547,238
<b>TOTAL EXPENDITURE</b>	<b>10,065,411</b>

**Acknowledgements**

UnitingCare West takes this opportunity to acknowledge and thank the many individuals who give so generously of their time and resources through donations, in-kind support, volunteering, and serving on various committees. UnitingCare West also acknowledges and thanks the following organisations and groups for their generous support and friendship during the past year.

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|---|--|---|
| Adcorp Marketing Communications Group                             | Floreat Uniting Church                           | St Andrews' Congregation Simplot Australia  |
| ANZ Bank  | Fremantle Wesley Mission                         | St Davids Retirement Centre                 |
| Attadale Ladies Probud Club                                       | Geographe Enterprises                            | St George Bank                              |
| Australian Electoral Commission                                   | GHD Pty Ltd                                      | Sustainable Energy Development Office       |
| Australian Institute of Management                                | Good Samaritan Industries                        | Target Australia                            |
| Australian Pensioners Insurance                                   | Hertz  | Target - Carousel                           |
| Big W - Whitfords   | IPA Personnel Recruitment                        | Target - Innaloo                            |
| Brumby's - Mt. Lawley   | Jackson McDonald Lawyers                         | Target - Morley                             |
| Bunnings - Merriwa  | John Bryant Hostel                               | Target - Perth                              |
| Centacare Employment  | Kwinana Industries Education Partnership         | The Body Shop                               |
| CentreLink  | Leadership WA                                    | Thrifty                                     |
| Challenger TAFE   | Lloyd Collins Property Consultants               | Toyota - Kalamunda                          |
| Chrystal Halliday   | LotteryWest                                      | Toyota - New Town                           |
| City of South Perth   | Manning Uniting Church                           | Trinity Uniting Church                      |
| Civil Services Association  | Mt Claremont Newsagency                          | Uniting Church Homes                        |
| Commonwealth Australia Bank                                       | Mt Lawley Rotary Club                            | Uniting Church in the City                  |
| Cottesloe Uniting Church  | Muffin Break - Carillion City                    | Uniting Missions Network                    |
| Crossroads  | Murdoch University                               | UnitingCare Australia                       |
| Deloitte Touche Tohmatsu  | National Archives                                | Uniting Church Spearwood                    |
| Department of the Attorney General                                | National Native Title Tribunal                   | Uniting Wesley Adelaide                     |
| Department for Child Protection                                   | Order of St Lazarus of Jerusalem                 | Vintage Insurance Brokers                   |
| Department of Corrective Services                                 | PEACH (Personnel Employed by Alcoa Charity Help) | WA Business News                            |
| Department of Families, Community Services and Indigenous Affairs | Perthos College                                  | WA Police and City Watch Emergency Services |
| Department of Health  | Perpetual Trustees Australia                     | WACOSS                                      |
| Department of Health and Ageing                                   | Perth and Hills General Practice Street Doctor   | WAGPET                                      |
| Department of Housing and Works                                   | Presbyterian Ladies College                      | Wesley College                              |
| Department of Industry and Resources                              | QBE Insurance (Australia) Ltd                    | Wesley Mission Perth                        |
| Department of Planning and Infrastructure                         | Richard Noble & Co                               | West Australian Newspapers                  |
| Department of Premier and Cabinet                                 | Robert Walters                                   | Willetton High School                       |
| Disability Services Commission                                    | Rowethorpe Retirement Village                    | Willetton Uniting Church                    |
| Downings Legal  | Royal Perth Hospital                             | Wood Recruitment Group                      |
| Drug and Alcohol Office   | RSM Bird Cameron                                 | Woodturners' Association                    |
| Edith Cowan University  | Schlumberger                                     | Worldwide Women of God                      |
| Feet First Podiatry   | Scotch College                                   |   |
| Fiserv  | Seal Corp  |   |

