

*Justice, hope and opportunity for all*



*A stairway to a better life by Elliott Bekkers Year 9, Wesley College*

# Fourth Annual Report

Year ended 30 June 2010

# Who We Are

## Our Vision

Justice, hope and opportunity for all.

## Our Mission

To support, serve and empower people most in need.

## Our Values

Our Values are now reflected in “Our Working Ethos” statement which was developed in 2007.

Our Working Ethos is a statement and an expression of the shared character and guiding beliefs of the organisation, and which reflects the Christian ethos of the Uniting Church and the particular values of UnitingCare West.

Our Working Ethos has guided us in the work and activities that we have undertaken during the past twelve months.

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:** *Showing understanding for the feelings and circumstances of others*

**Respect:** *Valuing people, property and the environment*

**Inclusiveness:** *Accepting and celebrating diversity*

**Integrity:** *Being ethical and trustworthy and upholding principles and beliefs*

**Commitment:** *Working together towards agreed outcomes with steadfastness and resilience*

## Our Journey

We are an integral part of the Uniting Church in Australia working for a 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 continue to build UnitingCare West as a leading advocacy and provider organisation in the community services sector.
- Be a leading voice for social justice, influencing social policy and advocating for social change.
- Develop, value and support our staff and volunteers.
- Build a workplace based on shared values and a strong sense of belonging.
- Be a progressive and effective organisation which lives out its values.
- Develop a culture of innovation based on research, assessed need and sound models of practice.
- Direct our resources towards work in areas where other organisations are unable to go.
- Integrate and coordinate our services to meet the physical, emotional, spiritual and social needs of individuals, families and communities.
- 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.

## Our Identity

UnitingCare West is committed to achieving justice, hope and opportunity for all, and works to support and empower in particular those most in need in the WA community.

It is a not-for-profit community services organisation and part of the mission of the Uniting Church in Australia and UnitingCare national network.

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.

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. The agencies that formed UnitingCare West have been serving the community of Western Australia since 1830.

As at July 2010, we are delivering in excess of 30 services and programs in 27 locations in 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.

We support and assist over 30,000 families and individuals each year.



# Directory of Services

## Community and Family Services Directorate

- **Attach:** Intensive counselling and support service for parents affected by alcohol and drug use, who have care or contact with children 0-8 years old.
- **Child and Family Treatment Services (CAFTS):** Intensive counselling for families and children affected by sexual abuse.
- **New Parent Infant Network (NewPIN):** Parenting support service with a particular focus on the mother-child relationship.
- **Family Group Homes:** Residential therapeutic care for children and young people affected by abuse and trauma.
- **Futures:** Long term foster care and alternative family care for children and young people with disabilities.
- **Inside Parents:** Therapeutic parenting programs for men at Acacia Prison.
- **Intensive Family Services (IFS):** Family connections and support programs working towards family preservation and re-unification; also in-home support for parents.
- **Outreach Services:** Transition and re-entry programs for offenders exiting prison.
- **Parent Accommodation Reintegration Service (PARS):** Transitional accommodation, reintegration support and substance use counselling for women with young children leaving prison.
- **Talking Realities:** Young parenting training program for pregnant and parenting young women 14-19 years old, including training as peer educators on parenting issues.

- **Transitional Accommodation Support Services (TASS):** Re-entry support services for men and women with intellectual disabilities exiting prison.
- **Trinity Learning Centre:** Educational and learning options for pregnant and parenting young women 14-19 years old. Free on site crèche services.
- **True Colours:** Support for young people with a diverse sexuality and gender.

## Independent Living and Accommodation Directorate

- **Creditcare:** Financial counselling and emergency relief.
- **Homeless Accommodation and Support Services:** Integrated response and case management for homeless or those at risk of homelessness. Includes: Tranby Drop In Centre; tenancy support, advocacy and referral; supported accommodation.
- **Housing:** Stable long term accommodation and independent living support for people with psychiatric disabilities.
- **Indigenous Family Violence Project:** Support and community development approach to address family violence issues within indigenous families.
- **Operation Santa:** Annual appeal for Christmas presents for disadvantaged families and children.
- **Street To Home:** Outreach service for people sleeping rough on the streets of Perth to link them into accommodation.

- **Tranby:** Centre providing welfare and advocacy support for Perth's homeless.
- **Wyn Carr House:** Short term accommodation and support for women over 18 years of age in crisis escaping family or domestic violence.

## Mental Health and Disability Services Directorate

- **Aboriginal Family Respite Service:** Support and respite services for Aboriginal families caring for those with mental illness.
- **Alternatives to Employment:** Opportunities for people with disabilities to participate in community, increase independence and support networks, and undertake lifelong learning.
- **Disability Accommodation Services (formerly Visions):** Community based living options and support for people with disabilities.
- **Individual Disability Advocacy Service:** A free, confidential and independent advocacy service for people with disabilities, their family members and carers.
- **Personal Helpers and Mentors Program (PHAMS):** Support for people with severe mental illnesses.
- **Rainbow Project:** Supporting and befriending people with mental illness.
- **Take Time:** Social and recreational activities, and respite for people with functional disabilities.
- **Uniting Community House:** Social and recreational activities for marginalised people.

# Report from the Chair

I am pleased to present the fourth annual report for the year ending 30 June 2010.

It has been another highly successful year for UnitingCare West. The organisation is in a strong position across nearly every area of its operations, including financially.

UnitingCare West finalised its second three year Strategic Plan in August 2009 as part of a change of focus, from an emphasis on merging to the consolidation of the organisation into its next phase of development. This was an exciting process, involving staff and volunteers from across the organisation, plus various external stakeholders.

Responding to the challenges of social justice is the foundation of the work of UnitingCare West. It has continued to not only advocate on behalf of the many clients who have contacted services, but also at the strategic level with governments and other stakeholders to make more systemic changes. This work will take a sharper focus in the next three years in line with our strategic plan to strengthen this area. The experience the organisation has with clients and families informs our social advocacy and gives us not only insight and compassion for those in need, but statistical evidence for specific areas of social policy.

UnitingCare West held its third Annual Public Meeting and its inaugural Annual Thanksgiving Service in November 2009 at Wesley Uniting Church Perth with guest speaker Reverend Alistair Macrae, President National Assembly, Uniting Church in Australia, who spoke on the topic of the distinctive contribution of the Uniting Church community service

agencies and parish missions to the life and health of the Australian community.

UnitingCare West continues to be committed to finding ways and initiating partnerships and collegial relationships with the churches and other agencies and groups to further the ability of this sector to speak and advocate on behalf of clients and staff more effectively. UnitingCare West continues to play a leadership role with bodies such as Community Employers WA, WACOSS, and the UnitingCare Australia network.

Along with the strategic plan, the Board has also put significant effort into governance issues. It is essential for organisations like UnitingCare West to have good governance with board members being committed to professional development in the same way staff are committed to continuing professional education in their areas of responsibility.

This training has taken many forms. In 2009, a Board retreat led by an experienced governance facilitator affirmed that the Board operates well and helped the Board to refine some of its processes and thinking around risk management and key questions to ask of itself.

The Board has also developed policy and processes around succession planning and risk management, establishing a Risk Management and Compliance Audit Committee and adopting policies for succession planning for key staff and Board members.

The Board was very pleased to support Chris Hall in his Churchill Fellowship, and congratulates him on an excellent report with valuable insights. It is part of the Board's ongoing commitment to the professional development of staff, but also to the involvement beyond ourselves, to be willing to learn what we can from external stakeholders and colleagues and to share that with others.

## Board Members

**Dr Anna Alderson**  
Resigned September 2009

**Professor Colin Binns**

**Dr Glenda Campbell-Evans**  
Deputy Chairperson

**Dr Chris Ford**

**Mr Ian Jackson**

**Mr Chris Hall**  
Chief Executive Officer

**Mr David Holden**

**Mr Doug Lambert**

**Dr Alex Main**  
Resigned September 2009

**Ms Janet Renner**

**Revd Margaret Smithson**  
Appointed September 2009

**Mr David Thomas**

**Ms Rebecca Tomkinson**  
Appointed September 2009

**Ms Wendie Wilkie**  
Chairperson

*"Responding to the challenges of social justice is the foundation of the work of UnitingCare West."*

**Wendie Wilkie**



### **Gift of Grace rose**

*The Gift of Grace rose was named in 2002 to mark the 25th Anniversary of the Uniting Church in Australia. This rose was presented to Dr Anna Alderson for her commitment to the Board of UnitingCare West.*

Documenting the merger and its learnings is also integral to the commitment to share our insights, experiences and values as widely as possible.

The Uniting Church in the City continues to be a faithful supporter of the organisation with the provision of funds and support which enables UnitingCare West to provide a range of services which other sources of revenue do not fund, and which enable us to further develop infrastructure to enhance our ability to work with those most in need. We also value the support from the Moderator and General Secretary and others in the Uniting Church Centre Office.

Corporate sponsors continue to provide us with valuable expertise and support and we thank them for

their particular commitment to the mission and values of UnitingCare West. Their particular skills and interest give the Board and staff encouragement, as well as advice and help. Uniting Church schools also play a vital role in supporting our mission and work, and we are delighted that this partnership is strong and growing, and of mutual benefit to us all.

In November 2009, the Board hosted a farewell function to formally acknowledge its appreciation for the contributions Dr Anna Alderson and Dr Alex Main made in their capacities as members of the Board to the successful establishment of UnitingCare West as a new community services agency of the Uniting Church in WA. The organisation has greatly valued their contribution and wishes to formally thank them for their contribution and wishes them well into the future.

New Board members were welcomed this year - Reverend Margaret Smithson and Rebecca Tomkinson bring a valuable contribution to the life of the organisation in their respective fields of ministry, especially chaplaincy, and social policy and government relations.

UnitingCare West is very proud to be able to attract staff and volunteers to work for the organisation who want to make a difference. We deeply appreciate their commitment and the hard work they undertake, often in very challenging situations. The Board remains committed to supporting the values and policies of the

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*"We look forward to serve those most in need in the Western Australian community, bringing justice, hope, and opportunity for all."*

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organisation for staff to continue to make it an employer of choice in the sector in WA.

I wish to thank my fellow Board members for their creative and passionate commitment to further advancing the vision, mission and values of UnitingCare West. It is a pleasure to be the Chair of such a Board. I wish to also acknowledge the excellent and high standards of work from the Chief Executive Officer, Chris Hall, and his Executive Leadership Team, for their support and service.

Finally, I wish to especially acknowledge and thank the many individuals, organisations and groups who have again supported the organisation in so many different and valuable ways and we look forward to continue to serve those most in need in the Western Australian community, bringing justice, hope, and opportunity for all.

**Wendie Wilkie**  
**Chair of the Board**

## Report from the Chief Executive Officer

This year has been another exceptionally challenging and busy year for UnitingCare West, but it also has been a hugely satisfying and successful one. The organisation has grown with funding for new services together with the further development and growth of its existing services.

UnitingCare West has again experienced an increase in demand across all our services with economic and social pressures increasing the numbers of families and individuals experiencing family breakdown and conflict, parenting issues, financial difficulties, domestic violence, mental health issues, homelessness and substance abuse. Many are first time users of our services – an indication of the increase in need in the community and the high profile of UnitingCare West. UnitingCare West has increased the size of its operation by approximately 25% in the past year.



*Premier Colin Barnett  
at the official opening of the Inner City  
Service Centre in February.*

As a response to this need, in February the Premier of Western Australia, the Hon. Colin Barnett MLA, officially opened our new multi-million dollar centre in Perth's Aberdeen Street. The centre is Western Australia's first integrated service response to homelessness and acts as a service hub for people in need of accommodation support, financial counselling, emergency relief and mental health support.

which provides parenting skills to male prisoners with the aim that they reconnect with their children and prevent offending across two generations. The program won the Australia/Asia Award from Serco for outstanding practice. Unfortunately, the program now struggles for funding and at the time of writing may have to close. This is a disturbing trend in current service provision funding of which we are seeing more and more.

*“UnitingCare West has  
increased the size of its  
operation by approximately  
25% in the past year.”*

We also formally opened our centre at Merriwa with an official opening performed by the Hon. Tanya Plibersek, Minister for Housing and for the Status of Women. This centre provides many services for the people of Merriwa and surrounding districts, including a renowned parenting program New Parent Infant Network (NewPIN) which is the first program of its kind to be trialed in WA, emergency relief provision, intensive family support and the personal helpers and mentors program. We wish to formally acknowledge Lotterywest for its ongoing support in the refurbishment of the buildings, giving both staff and clients a positive place to be.

In August 2009, we launched the Inside Parents program at Acacia Prison in partnership with Serco and Edith Cowan University. This is an Australian first program

A Communications and Fundraising Plan was also developed this year. It has focused our efforts and increased our capacity to work with a broader range of groups and organisations.

Work with the Uniting Church schools has continued to grow with, for example, the launch of our 2010 Winter Appeal at Scotch College, extensive involvement with Wesley College's Katitjin Program, and Presbyterian Ladies College continuing to support our women's refuge.

We have secured increased support from corporates for the work of the organisation including a major refurbishment by Mirvac of one of our properties which provides services for individuals who experience homelessness, and extensive support for our Operation Santa program which provides gifts to children at Christmas.

*"On reflection, the work achieved at merger with the formation of UnitingCare West and the ongoing work subsequent to this shows a strong organisation which has fulfilled the aspirations agreed by the agencies and parish missions at the time of the merger."*

**Chris Hall**



This year, as in last year, there has continued to be an unprecedented level of activity in the areas of social policy development and community sector reform. The reports and recommendations of the Economic Audit Committee and the Productivity Commission have promised potential for great reform in government and change for the sector with the potential outsourcing of the many services to the non-government sector and changes in contracting. The opportunities arising will be both exciting and challenging for community sector organisations. During the year, we continued the process of further refining the infrastructure and operations of UnitingCare West in order to better respond to both the current growth in services and the changes promised by the reforms.

We continue to perform a key leadership role in Community Employers WA, a body established with several aims including to increase the level of funding into the community sector in order to pay fairer and more just salaries and provide better conditions to our staff. This year, Community Employers WA was formally registered as an employer body under Western Australian legislation. I am hopeful that this development, plus the federal award modernisation process and pay equity case development, will result in real benefits flowing to the community sector.

I was privileged this year to be awarded a Churchill Fellowship to study the role of mergers and other alliances in the non-government

sector and spent two months visiting non-government organisations in both the USA and UK. On reflection, the work achieved at merger with the formation of UnitingCare West and the ongoing work subsequent to this shows a strong organisation which has fulfilled the aspirations agreed by the agencies and parish missions at the time of the merger.

I would like to acknowledge with great pride all the staff and volunteers who work at UnitingCare West. Their dedication and commitment on a daily basis to advancing the organisation's mission is both amazing and unwavering. I thank them all for their enormous commitment and many achievements.

The UnitingCare West Board continues its work of governing and guiding the organisation in a manner faithful to the organisation's foundations and strategic directions. The Board comprises members who are highly skilled and deeply committed to the mission and work of the organisation. I thank the Chair of the Board, Wendie Wilkie, and the members of the Board for their generosity and absolute dedication.

The journey for the organization continues and I am confident that UnitingCare West will continue to grow and develop as a leading advocacy and provider organisation in the Australian community services sector.

**Chris Hall**  
**Chief Executive Officer**

## Executive Leadership Team

**Mr Chris Hall**  
Chief Executive Officer

**Mr Mark Loader**  
Executive Manager, Human Resources & Administration

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

**Ms Adele Stewart**  
Executive Manager,  
Independent Living &  
Accommodation Services

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

**Mr Robert Watson**  
Mission Development Leader

**Ms Lesley Wilkinson**  
Executive Manager,  
Finance, Property &  
Marketing

# Service and Program Development

*To go where others are not prepared or able to go, understanding and fully responding to people most in need.*

## Key Achievements

- It is estimated that the services and programs of UnitingCare West touched the lives of approximately 30,000 families and individuals during the past twelve months.
- Significant new government and other funding has been secured either to expand existing client services and programs or to establish new initiatives, particularly in the areas of:
  - Mental health (including substantial new government funding for the Rainbow Project);
  - Accommodation and homelessness support services;
  - Justice services;
  - Emergency relief and financial counselling services;
  - Disability advocacy and support services; and
  - Residential and community based out of home care services.
- Considerable focus has been placed on the areas of homelessness and affordable and social housing. In conjunction with Uniting Church Homes, a number of Uniting Church congregations, and the Synod Property Board, feasibility studies were undertaken regarding the potential use of vacant land holdings of the church for the development of social and affordable housing projects.
- Preferred Provider status was granted by the Department of Housing.
- Intensive Family Services received a significant increase in funding at the start of the 2009/10 financial year. This extra funding was to allow for an increase in service delivery to UnitingCare West's existing programs and also for the development of a new family enhancement service.



*The Honourable Tanya Plibersek, Minister for Housing and for the Status of Women*

*unveils the plaque at the official opening of UnitingCare West's Merriwa Service Centre.*

*"The flowers are an extended metaphor for the people within our community, all common yet all different. Equal opportunities should be given to everyone. From a distance all the flowers appear the same however some are better off than others. Without equal opportunities life is not fair."*



## **Just Another Flower?**

*By Ray Barker  
Katitjin student Wesley College*

# **Social Justice Advocacy**

*To take a leading role in speaking out against injustice and oppression, influencing social policy and advocating for social change.*

## **Key Achievements**

- Continued to be involved in a broad range and large number of advocacy, lobbying and social justice activities at both national and state level. These include UnitingCare Australia, Western Australian Council of Social Services (WACOSS) and the Western Australian Association for Mental Health.
- Responded to various reviews including the electricity tariffs and concessions review and the hardship efficiency program.
- Continued to work through its ethos and values to strengthen its response to clients so that at all times it lives out those values.
- Continued to support Beanangirg Kwuurt Institute (BKI) as we move closer to working in partnership.
- Continued to work to oppose the intervention by the federal government in the suspension of Centrelink payments to address issues of poverty.
- Continued with social justice advocacy activities within the Uniting Church schools encouraging students to develop a view of the world that encourages thinking about those who experience disadvantage.



## **Heartless**

*Photography by Thomas Linnette year 9, Wesley College 2010*

Katitjin – a Noongar phrase meaning ‘to listen and learn’ is a service learning program UnitingCare West conducts in partnership with Wesley College. The Katitjin program aims to take learning beyond the classroom, into a range of challenging and inspirational environments.

Rather than teaching a traditional academic curriculum, Katitjin is a learning program with a particular focus on personal development and community engagement. Early in the project students visit Tranby Day Centre to listen to people who are homeless talk about their lives.

This experience has a significant impact on pre-conceived stereotypes that the students may have held and it is an integral part of the learning which precedes the development of the Social Justice Photography Exhibition.

# People Development

To be a leading organisation in people development, valuing our staff and volunteers as our greatest resource.

## Key Achievements

- The inaugural presentation of the ERIIC Awards was made. These awards recognise staff and volunteers whose work best reflects the values of the organisation. Two volunteers and three staff received the awards at a Staff and Volunteers Away Day in June. All were recognised for their outstanding contribution to the work of the organisation and the service provided to the clients.
- An Inaugural Thanksgiving Service for staff was held.
- All Staff and Volunteer Away Days continue with the emphasis on the implementation of the Strategic Plan.
- UnitingCare West continues to place a strong emphasis on training, with staff participating in a wide range of events designed to build and develop skills when working with a diverse client group.
- The Staff Wellness Program was further developed in order to support staff and volunteers in the performance of their professional responsibilities.

## Inaugural ERIIC Awards



The recipients of these awards were nominated and selected by their peers as people who through their work practices consistently exemplified the values and ethos of UnitingCare West.

### *Congratulations to the recipients*

*Chris Harkness - Clinical Supervisor - Out of Home Care*

“Chris is highly ethical in his practice, respectful of staff, and is keen to offer everyone an opportunity to develop their potential.”

*Alan Kleidon - Volunteer Mathematics Tutor - Trinity Learning Centre*

“Alan has the ability to engage with the students in a manner that shows they are valued and respected. He values the students’ commitment to education and creating the best life possible for themselves and their children.”

*Jean Mckenzie - Team Leader - Outreach Services*

“Jean models a strong sense of inclusiveness and quietly advocates for justice, hope and opportunity to be offered to a group of people that very few members of society believe deserve a helping hand.”

*Ian Moore - Clinical Supervisor - Intensive Family Services*

“Ian’s commitment and integrity is of the highest order. He has been a great support to new staff and his loyalty to both his colleagues and the organisation is well recognised.”

*Cecilia Schmid - Volunteer Crèche Worker*

“Cecilia has consistently provided a high standard of care to the babies and toddlers, with particular empathy for children who are distressed when left by their mothers. She gives her time to support those who at times have little or no family support.”



## Profile Development

*To be recognised as an inspirational leader in community services and programs, working with people most in need and creating justice, hope and opportunity.*

### Key Achievements

- The partnerships program with Uniting Church schools was further developed during the year with many varied activities taking place. The Students at Wesley College took part in their own version of Backyard Blitz in April when they transformed the back garden of UnitingCare West's Carlisle House – and in the process created a dream garden for its five residents. Scotch College hosted the launch of the Winter Appeal while Tranby School worked very successfully with the Take Time program amongst many examples of great partnership activities and events.
- Various corporate promotional and fundraising activities were successfully held during the year including, the 2010 UnitingCare West Golf Day hosted by the Uniting Church Investment Fund and supported by various corporates.
- Operation Santa also attracted extensive support from Uniting Church congregations and other corporates. For the second year, toys and donations collected through Operation Santa were mainly provided to the children of male prisoners at Acacia and Bunbury Prisons.
- Many corporates use creative ways to support UnitingCare West including Downings Legal e-Christmas card with the saving in costs being donated to UnitingCare West and other internal events such as staff paying to leave work early on a Friday which add an element of fun to the workplace as well as providing funds for UnitingCare West.
- The Trinity Learning Centre Graduation Ball was once again held for young mothers with support provided from a range of different individuals and companies.

### Putting a smile on children's faces



Santa arrived a few days early for the children of inmates at Acacia Prison, with the help of UnitingCare West's dedicated supporters.

That's because over 2,000 items were donated to the organisation's Operation Santa initiative which were then gift wrapped by the prisoners and handed out – along with Santa's help - to their children.

The initiative is one way in which the organisation helps to strengthen and encourage the father-child relationship, while dads are incarcerated.

Ho, Ho, Ho! From left to right, Sue Burns, Resettlement Officer, pictured with Santa, alias Larson Burgoyne the Indigenous Peer Support Person, and Elaine Toovey Resettlement Coordinator.

# Organisational Development

*To achieve a well-functioning and appropriately resourced organisation to support the effective delivery of our programs and services.*

## Key Achievements

- Fulfilled all statutory and regulatory compliance, and reporting requirements in a timely and effective manner.
- All reporting requirements against our 2009-2012 Strategic Plan were completed.
- Continued to implement the organisation's overall property strategy with the:
  - Refurbishment of one of its residential homelessness facilities in Highgate in partnership with UnitingCare West corporate sponsor Mirvac
  - Purchase of a further building at the Aberdeen Street complex
  - Establishment of a new service centre in Medina; and
  - Further planning for new service centres in Gosnells / Armadale and Kwinana / Rockingham regions
- Further strengthened close working relationships with Uniting Church community service agencies in WA – Uniting Church Homes, GSI and UnitingCare Crossroads – with the exploration and implementation of various shared corporate services arrangements and collaboration and cooperation around client services planning and provision.
- Completed energy audits on all UnitingCare West buildings creating the baseline for work into the future.
- Frontier Services is co-located with UnitingCare West's central office in Victoria Park. This arrangement has enabled a further strengthening of the working relationship already established between the two agencies.

***DID YOU KNOW?***  
*UnitingCare West has over 250 staff and 150 volunteers.*



*A group shot from UnitingCare West's all staff and volunteers away day held in July.*

The Honourable Jenny Macklin, Federal Minister for Families, Housing, Community Services and Indigenous Affairs (pictured far right) presented a cheque for \$300,000 to UnitingCare West during her visit in February.



## Financial Summary

### Revenue

Where our money came from 2009-2010

- Grants made up 71% of UnitingCare West total revenue of \$18,977,156. UnitingCare West received the majority of funding from State and Commonwealth Governments, Lotterywest and Uniting Church In the City. Compared to 2008-2009, UnitingCare West Grant Revenue has increased by 10.8%.
- Wesley, Trinity, St Andrew's and Ross Memorial Congregations of the Uniting Church in the City contribute significant funds on an annual basis to support UnitingCare West's programs and services and various capital projects.
- In 2009-2010, donations revenue doubled compared to previous year. This is due to the receipt of two significant bequests and additional income from annual appeals.
- Other revenue is made up of mainly rental, board and lodging fees and program fees.

### Expenditure

Where we spent our money 2009-2010

The majority of UnitingCare West expenditure is devoted to paying staff and employee expenses made up of 54% of total expenditure. Another major cost is associated with the property and asset holding costs of operating UnitingCare West services.

Figure 1: Revenue

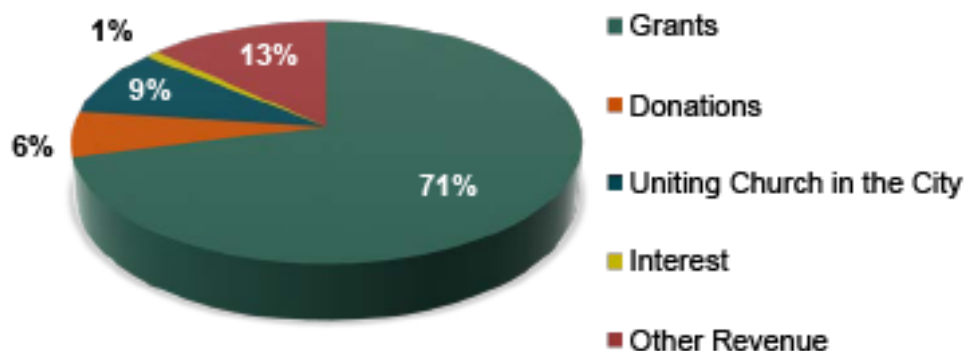
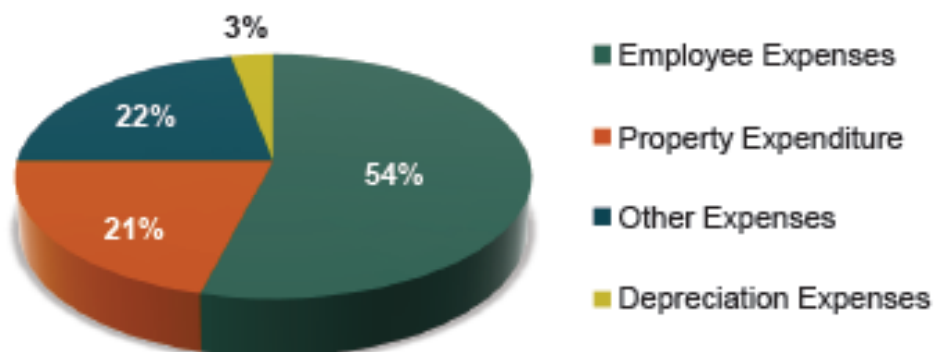


Figure 2: Expenditure/Costs



# Acknowledgements

*UnitingCare West acknowledges and thanks the many individuals who give so generously of their time and resources through donations, in-kind support and volunteering. Thank you to the following organisations and groups for their generous support and friendship during the year.*

ABN Consolidated Holdings	Fridge & Washer City	Soroptomist International
Accident and Health	Frontier Services	St David's Retirement Centre
Adcorp	Good Samaritan Industries	St George Bank
AGL Energy Limited	Halliburton	St Stephen's School
Ansvar Insurance	Jones Lang LaSalle	St Lukes Anglican Church
ANZ Bank	Kone Elevators	Sureline Recruitment
Aon Risk Services Australia Ltd	Kott Gunning Lawyers	Target
Ausco	Lloyd Collins Property Consultants	The Military and Hospitaller Order of Saint Lazarus of Jerusalem
Australian Childhood Foundation	Lotterywest	Thrifty
Beautiful Bunches	Macquarie Group Services Australia	Toll IPEC
Big W Whitfords	Marist Youth Care	Total Telephone
BT Finance Group	Methodist Ladies College	Tranby College
Canning Lions Club	Mirvac	Trinity College UWA
Centrelink	Mix 94.5	Uniting Church Homes
Christal Halliday	National Archives	Uniting Church in the City
City of South Perth	OfficeMax	Uniting Church in WA Congregations
CLAN Indigo Project	Penhros College	Uniting Church Insurance Services
Claremont Baptist Church	Perpetual	Uniting Church Investment Fund
Commonwealth Bank	Presbyterian Ladies College	UnitingCare Australia
Commonwealth Government Departments	QBE Insurance (Australia) Ltd	UnitingCare Burnside
Community Newspaper Group	Randstad	UnitingCare Crossroads
Curtin University	Relationships Australia WA	UnitingCare WA Forum
Datacom	Richard Noble and Co	Vastese Bakery
Deloitte Touche Tohmatsu	Robert Walters	WA Government Departments
Dimension Data	Rotary Club of South Perth/ Burswood	WACOSS
Downings Legal	Rowethorpe Retirement Village	Wesley College
Edith Cowan University	RSM Bird Cameron	Westpac
EmbroidMe Victoria Park	Sangora Education Foundation	Wind Over Water Foundation
Eric Hood Pty Ltd	Scotch College	Woodturners' Association
Fleet West	Serco	
Fremantle Wesley Mission	Simplot Australia	

# RISE

Through

Adversity...



*Students from Presbyterian Ladies College present Christine Hall (pictured far right) with care packages for the residents at a women's domestic violence refuge.*



*Students from Scotch College performed a physical theatre piece on homelessness for the Winter Appeal launch in June.*

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