



***Annual Report***  
***2010/2011***



# 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, 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:

### **E**mpathy

*Showing understanding for the feelings and circumstances of others*

### **R**espect

*Valuing people, property and the environment*

### **I**nclusiveness

*Accepting and celebrating diversity*

### **I**ntegrity

*Being ethical and trustworthy and upholding principles and beliefs*

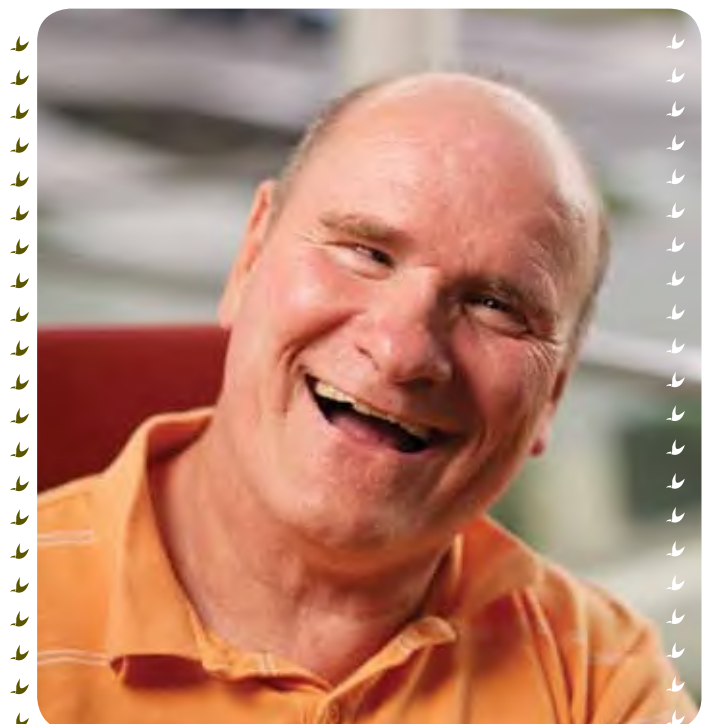
### **C**ommitment

*Working together towards agreed outcomes with steadfastness and resilience*

*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.*



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



# Our Journey



**O**ur 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 of June 2011, we are delivering over 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.

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

*We deliver over **30** services and programs in **27** locations in Western Australia*

# Report from the Chair

On behalf of the members of the Board of UnitingCare West, it is a pleasure to report on the activities of the organisation during the 2010/11 financial year.

The year has been characterised by celebration and transition, with the Board leading and negotiating the changeover between Chief Executive Officers. Sincere thanks to outgoing CEO Chris Hall who left the organisation in October 2010. On behalf of the UnitingCare West community, I would like to re-iterate the warm welcome extended to Sue at her commissioning service held in April 2011.

UnitingCare West also celebrated the first five years of the organisation at the end of the year. During the past year, the Board commissioned a history of the merger that established the organisation and the resulting publication, *Uniting the Mission*, is already proving to be a unique and valuable contribution to the mission of the Uniting Church and the role of not-for-profit mission based organisations in the 21st century.

Every year of UnitingCare West's five year history has been challenging. This year the challenges came from operating in a rapidly changing economic and social environment.

As an organisation, UnitingCare West is committed to remunerating staff with fair and just conditions. UnitingCare West has been at the forefront of re-negotiating the relationship between the not-for-profit sector and Government in terms of adequate funding and the development of partnerships that respect the different roles and responsibilities of each of the parties.

At year end, the Board is encouraged with some of the progress being made with the WA Government on these matters. The changing economic and social context has been a catalyst for the Board to focus on discerning the issues relevant to the strategic direction of UnitingCare West, ensuring that the organisation stays on track with the core mission, vision and values.

Pleasingly, within the Uniting Church, the relationship between UnitingCare West, Uniting Church Schools and other community service agencies continues to be enhanced.



This has been facilitated by individual programs such as the Katitjin program at Wesley College, and by the UnitingCare Forum, which enables the shared use of resources between the community service arms of the Church.

UnitingCare West has also been pleased to be working with Uniting Church Homes to explore options for community services delivery in the Lockyer Community near Albany. This opportunity arose as a result of a bequest of land, and provides an ideal opportunity to work with the local congregation to meet the needs of a community that has experienced significant disadvantage.

Above all else, the provision of quality services to those most in need within the Western Australian community remains UnitingCare West's priority.

The Board will continue to guide the organisation so that all the work remains true to the vision and values of UnitingCare West and as part of the mission of the Uniting Church Synod of WA.

I continue to be confident that the dedicated team of staff and volunteers at UnitingCare West will do their utmost to meet the challenges ahead, and together, enable us to fulfill our mission.

A handwritten signature in black ink that reads "Wendie Wilkie". The signature is written in a cursive, flowing style.

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



## *Age no barrier to volunteering*

*Perth resident Jessica Arrowsmith has been a volunteer at UnitingCare West's Trinity Learning Centre for the past four years.*

*The dedicated 23-year-old volunteer gives up her time once a week to help support young mothers while they complete their secondary education, as well as completing her own studies at Edith Cowan University and working part-time.*

*"I love being part of the team at the Trinity Learning Centre, it doesn't even feel like work to me because watching both the kids and mothers grow is such a hugely meaningful, invaluable experience," she says.*

*"The program run at Trinity is so important for the community; it makes a real difference by enabling young mums to further their education which gives them the opportunity to have a brighter future."*

# Report from the Chief Executive Officer

I am proud to present this first annual report as CEO of UnitingCare West and, at the same time, as we celebrate the fifth anniversary of the formation of our organisation.

I feel it is with genuine pride that the UnitingCare West team can reflect on the last 12 months knowing that a great deal has been accomplished in a year of transition.

By year end, the Executive Leadership team that had led the organisation for the past few years had changed dramatically. May I take this opportunity to recognise the contribution of Chris Hall, Lesley Wilkinson, Mark Loader, Lyn Shirley, Fran Tilley and Executive Assistant Karen Blyth for the contribution each person made to the development of UnitingCare West in its first years post-merger.

A new Executive Team is now in place, and is equally committed to delivering on the mission of the organisation.



**Current Executive Leadership Team (L to R):**

Adele Stewart, Sue Ash, Robert Watson, Renay Grech, John Fitzgerald and Heather Stephenson.

While UnitingCare West's profile remains strong within the sector, the new leadership team is keenly aware that our profile will require further development in the coming year to secure our position and funding requirements as a major provider of quality support services for disadvantaged people throughout the state.

Amidst an ever-changing and increasingly competitive funding environment, UnitingCare West has provided a diverse suite of high-quality and flexible support services to many thousands of West Australians most in need.



This work is only possible with support from Government, philanthropic organisations and direct contributions from the Uniting Church itself.

UnitingCare West has been a leading contributor in a range of negotiation and advocacy processes aimed at recognising the need for respectful engagement between Government, business, community service agencies and the Church.

UnitingCare West has also been active in supporting the work of a range of sector organisations including Western Australian Council of Social Service, Community Employers WA and a range of sector peak organisations.

In closing, this report provides a snapshot of the highlights, achievements, successes and accomplishments of many of the people UnitingCare West has worked with, as well as of our staff, volunteers and collaborators.

As the organisation's new CEO, I would like to express my sincere thanks to Board members, staff and volunteers at UnitingCare West for their commitment, dedication and their untiring devotion to the people in the community who we support.

**Sue Ash**  
**Chief Executive Officer**



## *Service Snapshot* *Family Group Homes*

- ↳ Family Group Homes has six houses in the metropolitan area with the capacity to house four children at each residence.*
- ↳ Children who may have experienced neglect and abuse are looked after by professional carers within the Family Group Homes.*
- ↳ UnitingCare West and the Australian Childhood Foundation work in partnership with the Department for Child Protection to provide therapeutic care and intervention strategies for children.*

# Report from the Mission Development Leader

**D**uring the 2010/11 financial year, the Reverend John Dunn acted in the role of Mission Development Leader for approximately seven months while I temporarily moved to the position of Acting Chief Executive Officer.

During this financial year, UnitingCare West again engaged with more than 20 Uniting Church congregations in varying forms. In addition, it is estimated that the number of people who volunteer their support for UnitingCare West programs or joint initiatives throughout the year numbers approximately 165. Of these, the vast majority are volunteers within the Rainbow Project and, very pleasingly, most are drawn from congregations.

It is also pleasing to report that 15 staff members volunteered during the year as members of the 'Champions' Group. These individuals are staff members who are committed to ensuring the values and ethos of the organisation continues to inform its work practice.

*“UnitingCare West engaged with more than 20 Uniting Church congregations in varying forms”*

In addition, this group of very capable individuals assisted in planning and supporting a number of events during the year which include the ERIIC Awards, Founding Day Celebrations, Staff Thanksgiving Service and development of the values booklet.

The second annual ERIIC awards were presented to individual staff members who have a history of consistently exemplifying the values and ethos of UnitingCare West in their work practices. Recipients of this year's awards were bestowed a trophy, a framed citation and a Gift of Grace rose.

This year's recipients were: Bill Consentino, Anita Fraschetti, Sarah McQueen, Ross Schmidt and Janet Snowden. Congratulations to the award recipients.



In early October 2010, the Leadership and Management Team Retreat was held in Mandurah over two days. The theme of the retreat was Carriers of the Culture and its objectives included:

- ↳ Developing a cohesive team environment.
- ↳ Developing a shared understanding of the organisational culture.
- ↳ Identifying a number of strategies to best embed this into the organisation.

On Monday 27 June 2011, a book launch was organised at Tranby Hall for *Uniting the Mission*.

The book captures the story of the merger and creation of UnitingCare West and it contains both historical reflection as well as articulating the managerial process that took place.

The author, Marilyn Beresford, along with other dignitaries and contributors were present at the launch, which was a significant occasion for all involved.

A handwritten signature in black ink that reads "Robert Watson".

**Robert Watson**  
**Mission Development Leader**



**Exemplifying UnitingCare West's values (L to R):** Janet Snowden, Ross Schmidt and Sarah McQueen with their award and citations. Absent are Bill Cosentino and Anita Frascchetti.

## 2011 ERIIC Recipients

*Bill Consentino – Creditcare Team Leader - "Bill emphasizes the respect that should be shown to each individual. In Bill's own words 'we don't know what anyone's story is'. Bill is a man of integrity, with a commitment to the organisation and those that work within it."*

*Anita Frascchetti – Rainbow Project Volunteer - "Anita's work and presence is instrumental in providing a place where friendships can develop in a community supportive environment. Anita is seen by her colleagues as 'a jewel in our crown'."*

*Sarah McQueen – Trinity Learning Centre Creche Assistant - "For the young women using the TLC program, they often face judgment in our community. The nature of Sarah's welcome and high standard of child care shows them that they are valued and there is belief in their potential."*

*Ross Schmidt – Marketing Administration Assistant - "Ross acts as an ambassador for UnitingCare West in the community. If anyone asks him about UnitingCare West he speaks of the organisation with pride and about the great work in does for West Australians."*

*Janet Snowden – Central Office Payroll Officer - "Staff identified how important it is to have a empathetic human ear at the end of the telephone that does not trivialise their concerns."*

# Community and Family Services

UnitingCare West's Community and Family Services directorate has continued to provide a broad range of services to West Australians, despite operating in an environment where need continues to grow and funding is unfortunately diminishing.

Within this Directorate, services have been offered to an increasing number of people in need throughout the year and, in some cases, well in excess of contract requirements. In addition, underpinning each service has been a commitment to research and the continuing development and improvement of intervention models and community engagement.

This financial year, key highlights for the Community and Family Services area have included our Intensive Family Services (IFS) team attracting considerable interest in its application of the 'signs of safety model', which assists families and workers to understand and manage risks in the care of their children.

During the financial year, UnitingCare West has also commissioned research into the efficacy of the model as part of our commitment to delivering the best services possible to ensure families can maintain or regain the care of their children.

Drug and alcohol misuse continues to be a major issue for many West Australians who are also parents.



**Safer Schools:** True Colours has embarked on advocating for gay, lesbian and transgender youth in regional areas.

Using the Parents under Pressure or 'PuP' model, Attach program staff worked closely with individuals and families to address the stress of parenting, in addition to the challenges of drug use. The focus here has been on creating safe and nurturing family environments.

*"Continuing development and improvement of intervention models and community engagement"*

Both UnitingCare West's Attach program and the PARS program, which supports women and mothers exiting prison who have a history of drug use, have experienced increased waiting lists for services as the financial year has progressed.

Commenced by the Trinity Congregation, the Trinity Learning Centre has been preparing for its 25th Anniversary, which will be a major highlight for 2012. TLC provides education support to young mothers whose education had been interrupted by pregnancy. Throughout the financial year planning has taken place to celebrate the great achievements of this service. Indeed, one of the events planned is a retrospective survey of past clients, the results of which will be used to garner feedback on the part TLC has played in their earlier lives.

Another service that has experienced growth is the True Colours program, which is based in Bunbury and the greater South West assisting gay, lesbian and transgender youth. The Bunbury program in particular has grown rapidly and a vibrant group of individuals meets regularly.

Service staff have also worked with educators in the local community and have developed school programs during the year which assist locals to become more aware of youth with gender diversity issues.

A handwritten signature in black ink, appearing to read 'Renay Grech'.

**Renay Grech**  
**Executive Manager**  
**Community and Family Services**



## *Service Snapshot* *Talking Realities*

- *In 2011 Talking Realities delivered 40 peer education presentations to over 800 students on the realities of teenage parenthood.*
- *The Peer Leaders who deliver the presentation are offered further education opportunities such as a Certificate III in Community Service.*
- *"I thought it would be easier but the girls showed how hard it is and the reality of it all" - feedback from a 16-year-old student.*

# Corporate Services

This financial year has seen UnitingCare West's Corporate Services department undertake a high level of activity to support the wide range of activities across the organisation.

The Corporate Services team also said farewell to Lesley Wilkinson and Mark Loader as Executive Managers.

A donation funded by The Estate of the Late Harry Leslie Howden Bequest Trust managed by Perpetual has enabled UnitingCare West's website to be reviewed and updated.

UnitingCare West's website has historically been the first port-of-call for individuals requiring information.

As a result, the new site has been designed to ensure it is as user-friendly as possible, and is proving to be a popular means whereby West Australians can gain updated information and activities related to social justice.

The website went live at the end of the financial year, and already the feedback received has been extremely positive. The site can be found at [www.unitingcarewest.org.au](http://www.unitingcarewest.org.au)

UnitingCare West's golf day was held in June and was an incredible success, raising over \$27,000.



**Winter Appeal:** Jaimi-Anne Harders and Gerry Cronin from Centrelink Call Centre donated toiletry packs consisted of new shampoo and conditioner for people experiencing homelessness.

The event attracted a number of corporate sponsors, with participants able to network as well as enjoy a game of golf amidst some friendly rivalry between teams.

Also this financial year, long-term supporter Deloitte continued to provide pro-bono consulting advice to UnitingCare West, in the form of strategic planning advice and recommendations for improvement. In addition, the company offered the services of 47 staff members to transform the front gardens of several of UnitingCare West's clients.

The makeover was part of the Deloitte Foundation's Impact Day, where over 2000 Deloitte employees volunteered nationally to complete various projects in the community.

During the financial year a comprehensive organisational employee survey was completed by Integral Development and a review of the OSH system was conducted by AON Hewitt.

UnitingCare West also received funding from the Department of Education, Employment and Workplace Relations (DEEWR) to conduct a number of staff training courses. This included training in frontline management, computing skills and first aid.

Furthermore, work was carried out in anticipation for the 2011/2012 new Employee Collective Agreement, which will be negotiated with employees and registered with Fair Work Australia.

In May, UnitingCare West officially launched its 2011 Winter Appeal. The launch was held at St Stephen's School Duncraig.

Contributions for the appeal came from all areas of the community, including the Centrelink Call Centre in Osborne Park which collected toiletry packs for Tranby Day Centre.

In addition, many of the Uniting Church Schools organised a Winter Appeal sleep out as well as other fundraising events. The appeal was one of the most successful in UnitingCare West's history.

**John Fitzgerald**  
Executive Manager  
Corporate Services



## Social Justice Learning

*The last 12 months has been a busy time in the area of Social Justice Service Learning. Various activities organised by student leaders and through curriculum activities have occurred. In addition, a focus on including people with disabilities within school communities through invites to school events and collaborative participation in service learning has taken place.*

*There has also been a focus on Teaching and Learning Partnerships, including a number of Indigenous Youth and Family Support projects. A further highlight saw the strengthening of relationships with the state's Uniting Church Schools, following the appointment of a UnitingCare West School Liaison Officer.*

*As a result, a number of presentations were made by school staff during the inaugural Schools Social Justice Conference. The conference provided an opportunity for teachers and staff to network and hear from UnitingCare West experts in the fields of Mental Health and Disability, Community and Family Issues, and Independent Living and Accommodation.*

# Independent Living and Accommodation



**2**010/2011 was another busy year for the Independent Living and Accommodation Services directorate.

The financial year kicked off with NAIDOC Week celebrations in July 2010 at Tranby, with UnitingCare West's Street Outreach Worker, supporting clients to produce artwork and also cook several different Aboriginal and Torres Strait Islander dishes.

August 2010 also saw Homeless Persons Week, which this year had the slogan "Will you be homeless in 2020". The state's peak body for Homelessness, Community Housing Coalition of WA, organised a week of events for the third year running, including a thank you evening for staff working within the sector in which the Spirit of the Street Choir sang.

Tranby staff also participated in the annual Walk for the Homeless within Perth's CBD, whereby a number of people walked the Hay Street and Murray Street malls acknowledging those who are homeless or at risk of homelessness within our community.

Christmas 2010 saw our corporate partner Datacom sponsor the Homeless Services Christmas party, with a generous sponsorship of over \$4,500 and the provision of 14 volunteers.

The event took place under a large marquee outside the Inner City Centre on 7 December 2010, and was attended by around 180 individuals and families.

Datacom did an outstanding job, providing many helping hands and entertainment on the day, as well as Santa. At a debriefing following the lunch, Datacom staff said on how much they had gained from the experience, and indicated that it was something they would like to do again.

At the time of writing, Datacom is working closely with Homelessness services staff to prepare for the 2011 festivities.

**Adele Stewart**  
Executive Manager  
Independent Living  
and Accommodation

A handwritten signature in black ink that reads "Adele Stewart".

## Case Study - Paul's\* story

*"I was working for a guy as an industrial painter but he wasn't paying me properly. My bills were mounting up and in the end he couldn't pay me at all. I didn't want to do Centrelink and had unpaid fines so I did six months inside to pay off the fines.*

*"I was coming to Tranby every day. I'd have a coffee, some brekky, access services"*

*When I came out I had no option but to live on the street. I was coming to Tranby every day. I'd have a coffee, some brekky, access services. Basically it was somewhere to relax for a while. You don't get much sleep when you are on the streets. You sleep with one eye open and listen to every noise.*

*Tranby is a friendly place to sit down and take a deep breath, sort my thoughts out a bit. The staff are really helpful. I could make some phone calls, see Centrelink and have a shower. I spoke to the staff about my situation and they helped me get accommodation. Now I have a roof over my head, can start to look for work again and get my life back together. I am so much happier and really appreciate the help."*

\*Name has been changed



## *Service Snapshot Tranby Day Centre*

- ☛ *Tranby served over 8000 meals and around 3000 sandwiches to homeless and disadvantaged people in 2010/2011.*
- ☛ *Phonecalls are one of the most valued services by clients – over 2000 client calls were made from Tranby this year.*
- ☛ *Several Crisis Centres have closed this year making it difficult to source accommodation, nevertheless, the Tranby team has made over 300 referrals and 1300 non-accommodation referrals.*
- ☛ *New services provided by Tranby this year include basic haircuts, assistance with resumes, train tickets, food parcels and prescription costs.*

# Mental Health and Disability Services

**T**he Mental Health and Disability Directorate not only faced a year of change and challenge but also farewelled Executive Manager, Fran Tilley.

Pleasingly, in the 2010/11 Home and Community Care (HACC) growth funding application round, UnitingCare West received \$160,175 in non-recurrent funding, in addition to \$19,031 in recurrent funding.

In addition, from January 2011, HACC funding previously allocated to direct client assessments was reallocated to additional service delivery hours. This additional service delivery funding helped to support and strengthen the services offered to both the Take Time and Rainbow Project during the second half of the financial year.

There have been a number of highlights throughout the year. The Individual Disability Advocacy Service (IDAS) commenced advocacy services for people with disability and mental illness who access Tranby.

This has progressed to IDAS working in cooperation with Ruah's city-based homelessness services.



**Stick 'em up:** Jason from Take Time gets ready for a water fight in January. Take Time offers support for people with disabilities to participate in leisure activities of their choice.

UnitingCare West has assisted in supporting homeless people with disability and mental illness who have 'fallen through the gaps' by providing access to medical services and referrals.

This program has been a very effective demonstration of how UnitingCare West has worked collaboratively with other organisations to gain good outcomes for the people we serve.

After several years of research and development, a new group home located in Willagee was launched.

Pleasingly, this wheelchair-accessible accommodation, which can house up to five individuals, has widened the target group of people that can receive accommodation services.

UnitingCare West has continued to implement a person centred approach to its work. Take Time launched a person centred active support program. This approach, which is aligned with the HACC Wellness approach, is a practical way of helping people with disabilities to engage in meaningful activity and relationships as active participants.

Work will continue in 2011/2012 to implement a pilot of the approach with a selection of clients.

Also during the year, UnitingCare West contracted the International Dachis Group, Headshift, to develop a social networking solution for people living with mental illness.

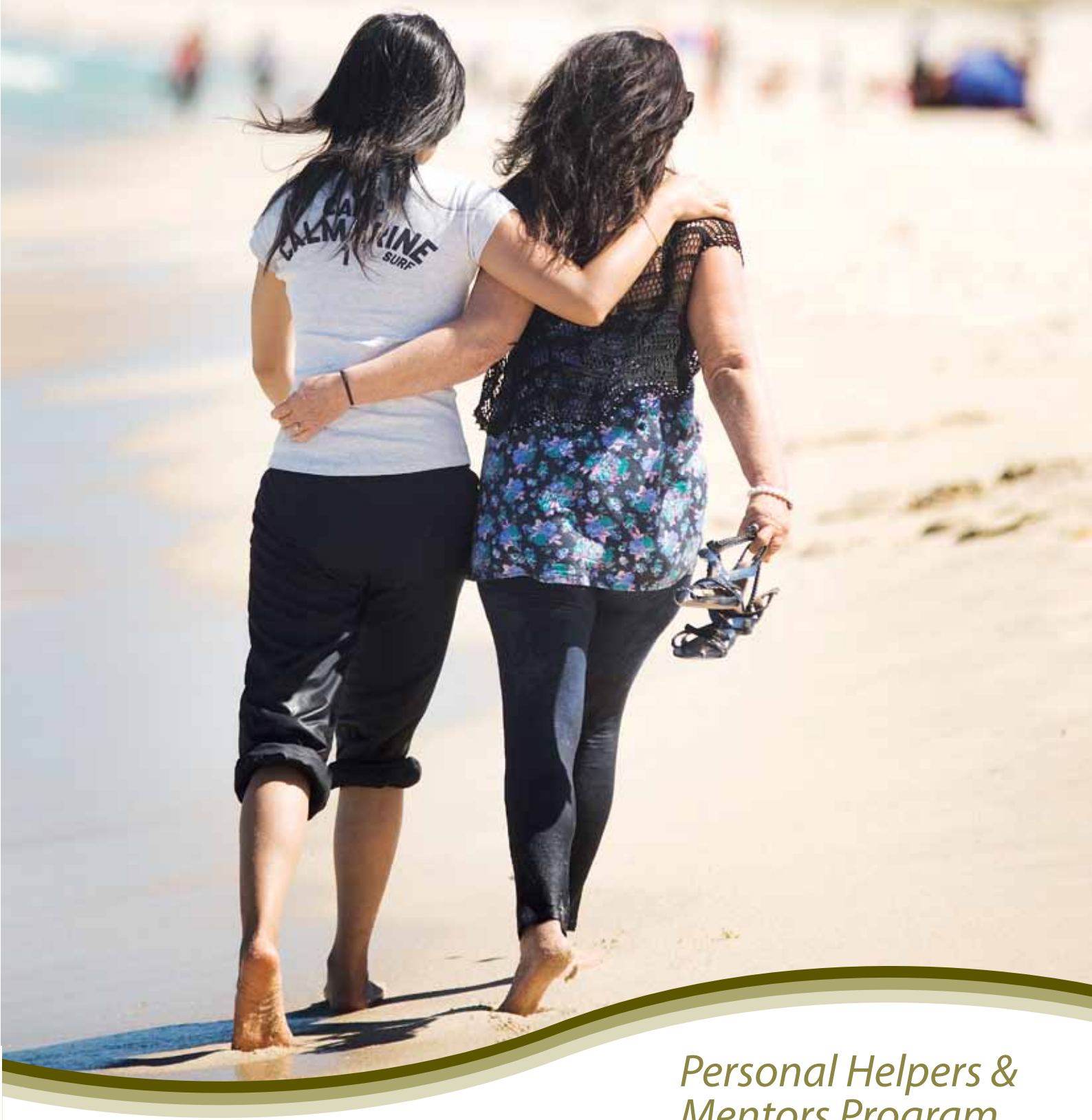
The project involved Headshift running workshops with participants to investigate what they wanted from social networking, with staff looking at the issues and support necessary.

Headshift has now designed a training platform that participants will be able to access to prepare for entry into existing social networking platforms.

Finally, during the year UnitingCare West was fortunate to welcome new staff and volunteers to the team. Without the commitment and generous support of the people working in the Directorate, the services would not be able to be provided.

*H. Stephenson*

**Heather Stephenson  
Executive Manager  
Mental Health and  
Disability Services**



## *Personal Helpers & Mentors Program (PHaMs)*

### *Case Study - Alan's\* story*

*I have 'travelled this road' for ten years although most of that was spent within the confines of my home. As the depression darkened my room, and anxiety agitated my world, I fell into a pit so deep no hand could reach down to pick me up. Eventually a hand did reach down to bridge the gap and help me up. That hand came from my PhaMs Mentor.*

*As a participant in the PHaMs Program I now look forward to my future, I can actually see a future and want to be out there and a part of it. I still have some bridges to cross, but with the help of my Mentor I'm not afraid to look up or down, but straight ahead. With gentle guidance I have found my direction.*

*\*name has been changed*

# Financial Summary

In this financial year, grants made up 78% of UnitingCare West's income, with total revenue coming in at \$22,692,391. Compared to the 2009/2010 financial year, UnitingCare West's total revenue increased by 19.6%.

As with previous years, UnitingCare West received the majority of funding from State and Commonwealth Governments, Lotterywest and Uniting Church in the City.

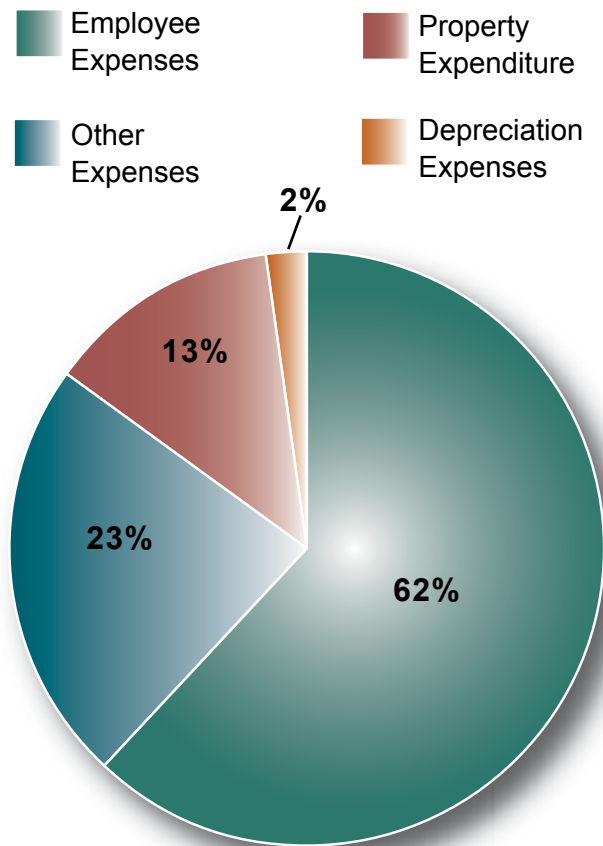
To support UnitingCare West's programs and services, in addition to various capital projects, Wesley, Trinity, St Andrew's and Ross Memorial Congregations of the Uniting Church in the City contributed significant funds, as they do on an annual basis.

Finally, the other revenue was mainly comprised of rental, board and lodging fees, in addition to program fees.

Figure 1: Revenue



Figure 2: Expenditure





## *Service Snapshot Creditcare*

- Creditcare emergency relief centre's assisted over 4300 clients in the last financial year including bill payments and food assistance.*
- Creditcare financial counselling services provided appointments to nearly 1300 clients in 2010/2011.*
- \$170,000 worth of food vouchers were distributed to families and individuals in need.*

# Acknowledgments

UnitingCare West is hugely appreciative to the many individuals and families who give so generously of their time and resources through donations, in-kind support and volunteering. Special thanks also goes to our main funders - the State, Commonwealth and Local Governments from which we gain the majority of our income.

In addition, we would like to extend our heartfelt thanks to the Uniting Church in the City, Uniting Church in WA congregations, Fremantle Wesley Mission and UnitingCare WA Forum whose support is incredibly appreciated. Thank you. In closing, thank you also to the following organisations and groups for their generous support and friendship during the year.

## Uniting Church and UnitingCare Partners



## Uniting Church Schools

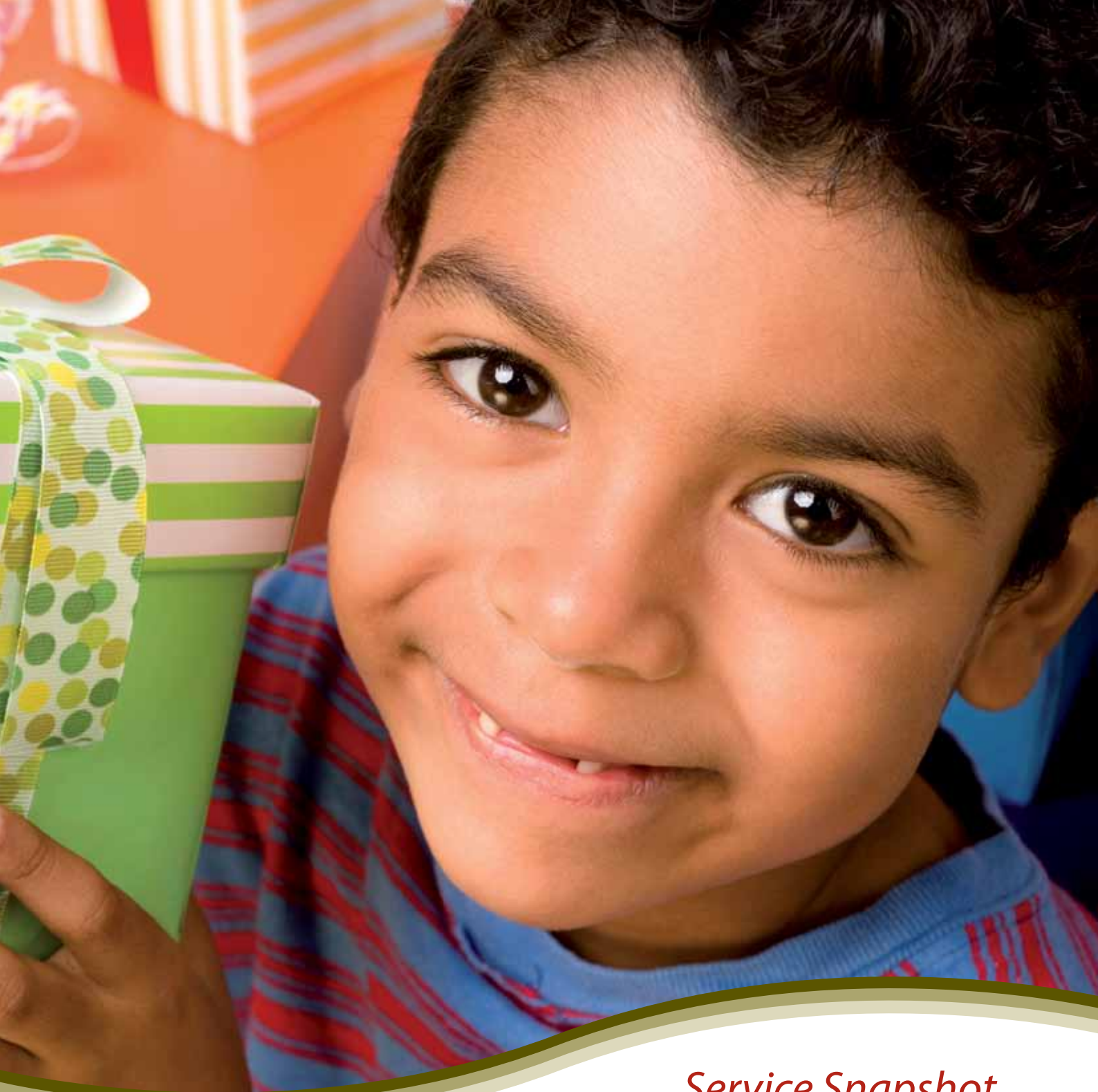


PRESBYTERIAN LADIES' COLLEGE



## Key Supporters





## *Service Snapshot* *Operation Santa*

*As the festive season approached in 2010, Operation Santa was launched into full swing for the 19th year to spread joy both to children and many disadvantaged adults in the community. In total, UnitingCare West assisted over 1300 children, families and adults in need, including 704 people who access UnitingCare West's services, 431 children of prisoners at Acacia Prison, 113 youngsters of prisoners at Bunbury Regional Prison and 52 children of migrant families associated with the Uniting Church Synod.*

*Testimonial: Diane\*, is a single mother of three children ranging in age from seven to 11 years. Diane was struggling financially as a single mother. From Operation Santa she received presents for her children and a Christmas food hamper. The presents included clothes, games and items specific to her children's interests and the food hamper included a Christmas pudding, biscuits, bonbons and staples. Without these gifts, Diane would have struggled to purchase Christmas food and presents for her children. Her children were delighted with their goodies.*

*\*Name has been changed.*

# Board Members



*Chair of the Board  
Ms Wendie Wilkie*



*Deputy Chair  
Associate Professor  
Glenda Campbell-Evan*



*Chief Executive Officer  
Ms Sue Ash  
Appointed April 2011*



*Mr Michael Brady  
Co-opted May 2011*



*Dr Chris Ford*



*Mr Ian Jackson*



*Mr David Holden*



*Mr Doug Lambert*



*Ms Janet Renner*



*Reverend Margaret  
Smithson*



*Mr David Thomas*



*Ms Rebecca Tomkinson*



*Yes! I would like to change lives*

*Gifts over \$2 are tax deductible  
A receipt will be sent to you shortly*



*Please accept my gift of...*

\$50    \$150    \$200    \$300    \$500

OR my choice of \$

OR I would like to give a monthly donation of \$

My cheque/money order is enclosed and made payable to UnitingCare West

Please debit my credit card        

Card No.

Cardholder's Name

Expiry Date  /    Signature

Card CCV  (Credit Card Validation - last 3 digits on rear of card)

*From*

Title    Name

Address

Suburb    Postcode

Phone Number

Email

Please post this completed form to  
GPO Box B74 Perth WA 6838

Charitable Collections Licence No 20767   *Thank you*

## **Contact us**

*If you would like to find out more about  
our organisation and work, please visit*

***[www.unitingcarewest.org.au](http://www.unitingcarewest.org.au)***

*or contact us at:*

*UnitingCare West  
16 Sunbury Road  
Victoria Park WA 6100*

*GPO Box B74  
PERTH WA 6838*

***Phone 1300 663 298  
Fax 1300 663 528***

***[www.unitingcarewest.org.au](http://www.unitingcarewest.org.au)***

