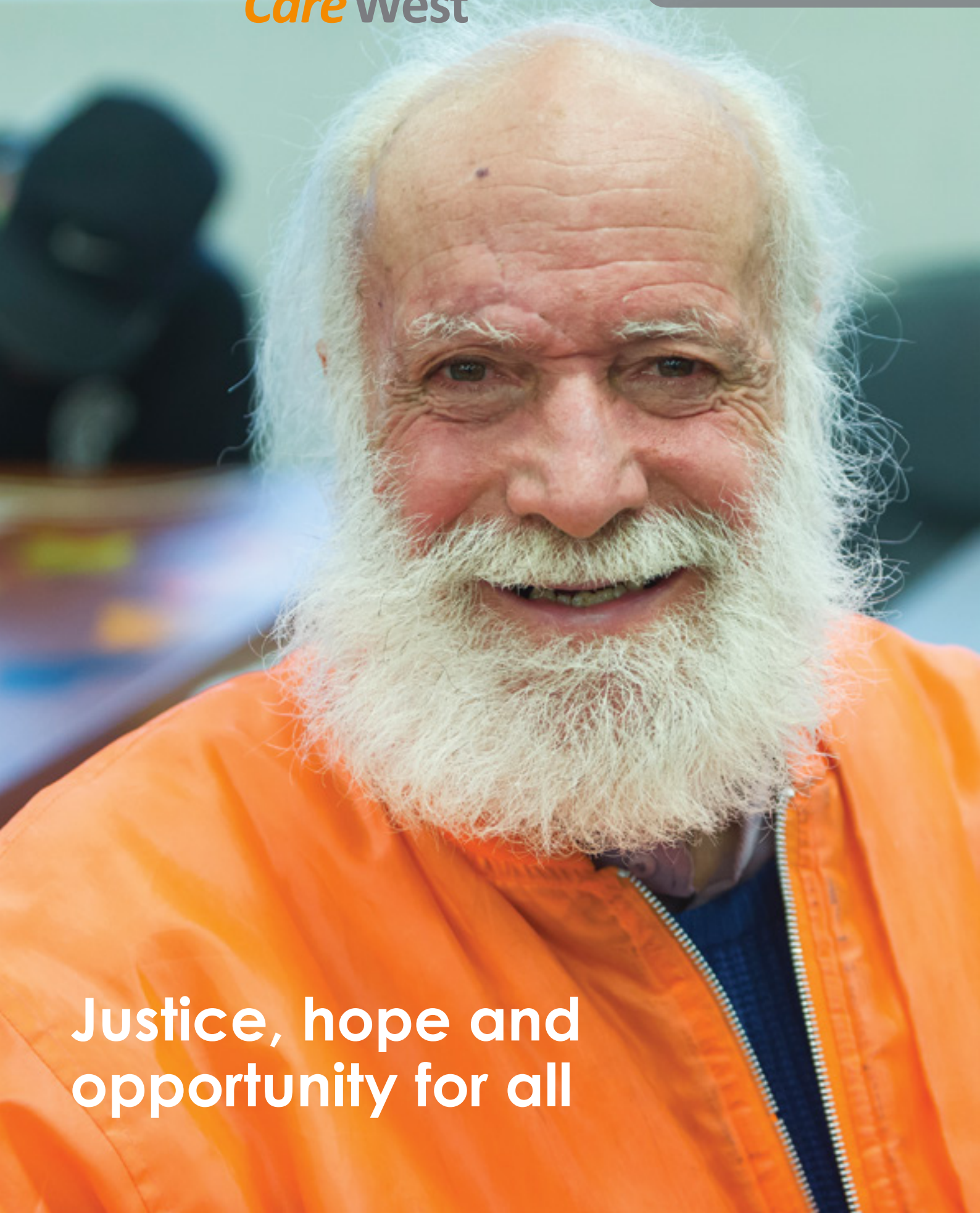




Uniting
Care West

Annual Report
2016 - 2017




**Justice, hope and
opportunity for all**

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UnitingCare West is a not-for-profit, community services agency of the Uniting Church in Western Australia that touches the lives of thousands of families and individuals each year. Our agency is founded on Christian principles and values and on the particular Christian ethos of the Uniting Church of Australia.

2016 financial year began with the celebration of 10 years of service to the Western Australian community at the annual staff and volunteer away day, with a subsequent Thanksgiving delivered by Rev Steve Francis. UnitingCare West continued to provide a diverse range of holistic programs and services which supports people and communities so those in need can belong and thrive.

In the past year UCW provided 36 programs across 12 service areas through our Community Living, Community Inclusion and Strengthening Communities directorates. Under these service directorates our programs span the areas of community and family services, disabilities, youth, mental health, homelessness or people at risk of homelessness services, independent living and accommodation services.

Many of these services and programs will come under increased uncertainty over the coming years as they enter an open Government tender process. With the changes expected integrating our services to best meet the needs of the people we serve will be instrumental, and is a key component of the ongoing development of our Service Centre Strategy.

Each Service Centre in the future will house co-located services, and provide a base for other UCW services being delivered in their catchment area as well as being a place for the community to connect.

The Western Australian community again showed their generosity through supporting UCW's Winter and Christmas Appeals. The funds this year providing support to our financial counseling, emergency relief, material assistance and our Tranby Centre, supporting people who are homeless or at risk of homelessness.

Sue Ash AO, retired after 6 years as CEO April 2017. At this time, Amanda Hunt became the third CEO of the organisation bringing with her a wealth of experience and connection. Amanda sits on the Boards of the Western Australian Council of Social Services (WACOSS), Community Employers WA (CEWA), the Premier's Community Services Forum, the Community Sector Roundtable and the Centre for Social Impact (WA) Advisory Group, which ensures that UCW is kept up to date with Social Policy trends and issues and provides the opportunity for UCW to advocate for stronger and more sustainable community services in Western Australia.

Moving forward, the challenges of maintaining a Not for Profit Mission Based organisation and the need to find resources to ensure mission can be maintained will be a continued priority for UCW, as this will enable us to focus on UCW's vision of justice, hope and opportunity for all.

Acknowledgement of Country

UnitingCare West acknowledges the Noongar People as the traditional custodians of this land on which we provide our services. We recognise their unique and spiritual connection to country and waters. We value the oldest continuing culture in the world and pay our respect to elders past, present and future people of the Noongar Nation.

Board report



Peter Fitzpatrick AM, JP, Chairperson

The world is changing at a rapid pace. Not since the Industrial Revolution has there been such intense and sustained period of change for the human race as we are currently seeing in the first part of the 21st Century.

Uniting Care West (UCW) needs to keep abreast with change if it is to remain relevant to government and the community that we serve. This means being responsive at all times to changes in the way services need to be delivered, to be decisive in making these changes and being resilient as an organisation in coping with any difficulties that arise in any new operating environment.

Changes in government funding models, increased demand for our services in difficult economic times and higher expectations by clients with our service delivery are all part of the shifting landscape in which

we operate. Looking back on the year in retrospect, it would be fair to say we have begun the process of transformation at UCW in earnest.

I would like to thank Sue Ash, who made the decision to retire this year. In her six years, Sue was responsible for overseeing considerable growth in the organisation whilst ensuring its financial stability. I am also personally grateful for the support that she gave me as an incoming Chair to the organisation some 18 months ago.

As incoming CEO, Amanda has already demonstrated her extraordinary energy and skills and has enthusiastically taken to the task of transformation for the organisation, so we can meet future challenges and to re-focus it on our primary mission. The board of directors and I look forward to working with Amanda on this challenging journey.

Finally, as part of board renewal three long serving directors are standing down in September 2017.

On behalf of the board and everyone involved with UCW, I would like to thank David Thomas, Ian Jackson and Anton Ferreira for the faithful service that they have provided to UCW and the enormity of the contribution over many years. They will be hard to replace and will be missed.

I hope this annual report enables you to gain a better insight into the work of UCW in supporting the some of the most disadvantaged and vulnerable members of our community. They should never be left behind in a just society.

PETER FITZPATRICK, AM, JP



Back row: David Thomas, Anton Ferreira, Lisa Fini, Chris Ford, Mark Webb

Front row: Chris Hunt, Deborah Marshall, Peter Fitzpatrick, Amanda Hunt, Michael Brady

Absent: Ian Jackson, Glenda Campbell-Evans

The 2017 UCW Board



Mr Peter Fitzpatrick,
Chairperson



Dr Glenda
Campbell-Evans
Deputy chair



Mr Michael Brady



Mr Anton Ferreira



Ms Lisa Fini



Dr Chris Ford



Mr Chris Hunt



Mr Ian Jackson



Mrs Deborah
Marshall



Mr David Thomas



Mr Mark Webb



Ms Amanda Hunt,
CEO

CEO report



Amanda Hunt, CEO

UnitingCare West's reason for existence is to connect people experiencing vulnerability and disadvantage with community and service supports that are responsive, accessible and relevant to their needs.

Since forming in 2006, like many organisations, UnitingCare West (UCW) has needed to evolve to respond to the growing needs of people in our community who are labelled as disadvantaged and vulnerable. It is essential that UCW builds on our strengths and ensures that we remain relevant and viable for the people that we serve. This means that we have to be agile, responsive and resilient, ensure that our work is at a high quality standard, be efficient and performance focused and work in true collaboration with other community stakeholders.

In her six years as CEO, Sue Ash AO successfully built on the foundations of UCW and grew our influence as a significant contributor to civil society in Australia. Sue recognised that increasingly, not for profit organisations will need to work on their identity and business models, and the work undertaken in her 2016 study tour which resulted in the publishing of her important paper, *'The Role of Not for Profits and Active Citizenship'* pointed out that maintaining a not for profit mission based organisation will be challenging in the changing environment.

Sue's long and distinguished career in the community services sector ensured that the voice of 'those most in need' was heard and regularly considered, and I was honored and thrilled to follow in her

accomplished path and be offered the opportunity to be appointed as the next CEO to lead UCW's renewal in 2017. My belief in the importance of leading with the strong values of our organisation – Empathy, Respect, Integrity, Inclusion and Commitment - and enormous passion for ensuring that ALL people have a 'good life' will guide UCW through the next stage of our development.

As we are embarking on the most significant alteration to how services are funded and delivered to individuals and community, it is important that we also continue to develop the strengths in community, so that we can connect vulnerable individuals and families with natural and sustainable supports. I believe that harnessing our community capacity undoubtedly will help us to unite passion and people with purpose and potential.

It is my great pleasure to share with you the successes of 2016/17... and I invite you to consider how we can all work together in the future years to achieve UnitingCare West's vision of Justice, Hope and Opportunity for all.

AMANDA HUNT
CEO

2016/17 snap shot

In the last year we have supported...



individuals to belong
and thrive in WA

This was achieved through:

421 
Staff Members

415 
Volunteers...


...who contributed
\$923,013
worth of hours

41 
Services and
Programs

299 
Houses

To
assist...

583 
people into
transitional
accommodation or
housing

5,246 
people through
financial,
emergency relief
and individual
supports

552 
people through
parenting and family
supports including
foster care

497 
people with
disability support
and supported
accommodation

1,038 
Mental
Health 1:1
Support

333 
people through
education and
training support

1,592



people supported with food, showers,
doctor, dentist, laundry, advocacy and
referral, legal counselling and case
management

Delivering positive outcomes

We build positive outcomes by working with people and communities in a way that is evidence informed, integrated and meaningful.

"We're striving for as much inclusion as possible within our programs. So our participants actually have ownership over the programs and the support they're getting and that we are ensuring that there is inclusiveness in the community."

Beth Tapscott – Team Leader, Community Options North



Outcomes Star™

"Each client is life changing for me, but I think the similar thread throughout all of them is that they have had it in themselves this whole time. But, it's nice to be there to be the person that points that out to them and puts them in a relationship and environment where they can find that."

Cassie Barnes
Senior Support Worker, Fremantle

UnitingCare West takes an outcomes based approach to support people and allows individuals to identify their strengths and acknowledge how far they have travelled.

Outcomes Star™ is an innovative, evidence-based tool that supports and measure change. This outcomes-focused approach is used across majority of our programs, building a holistic, empowering and inclusive focus on our participants and programs strengths.

UnitingCare West chose to use the Outcomes Star™ because it is person centred, uses visual representation and provides a wide range of information. It's widely accepted by our staff and we get immediate access to results, allowing for relevant continuous improvement.

Wilf Sargent House

After being closed for three years for rebuilding and renovation, Wilf Sargent House reopened at the beginning of 2017.

Wilf Sargent House is a partnership initiative between UCW, Department of Child Protection and Family Support, and Housing Authority. Wilf Sargent House has provided support and accommodation for single males who are experiencing homelessness or who were at imminent risk of being homeless since the 1970s.

On the 13th June, Wilf Sargent House was officially opened and the UCW Winter Appeal "Put the Lights On at Tranby" launched, by the Minister for Communities Ms Simone McGurk MLA.

The Homelessness and Accommodation Support Services (HASS) team will continue to provide evidence informed, integrated and meaningful services to people experiencing homelessness from this wonderful facility.

"UnitingCare West is helping me to achieve my goals over and over again, I was in the HASS program, I lived in a couple of house, including Wilf Sargent which was great, the staff were good there. They would flow through with some pretty good ideas and give you things to do, because its the boredom really, which is why you end up going back to the drugs. If you never really lived any other life... if in high school you start taking drugs, from then on out its all you know as an adult, all you have done is take drugs so you get bored you take drugs. Everyone has a different vice, it's about finding that new vice which is socially acceptable, and mine is fishing."

Mitch* is now at TAFE completing a Certificate II in Fishing Operations.



Ms Simone McGurk MLA, Rev. Steve Francis, Mr Peter Fitzpatrick AM, Ms Amanda Hunt



Taking Big Strides at Personal Helpers & Mentors (PHAMs)

Marissa* is a 35 year old lady who was referred to the PHAMs program by Joondalup community Services in March 2016. She has a diagnosis of Schizo affective disorder and presented with high anxiety, panic attacks, depression and domestic violence amongst other issues. One of Marissa's goals was to be able to leave her house alone and travel on public transport to her local shopping centre and for psychology appointments.

In order to achieve this Marissa and worker mapped out a recovery plan and commenced transport training. An occasion arose after commencing this schedule which placed Marissa in a position of having to complete this exercise on her own in one instant. Once completed, she proudly notified worker that she had successfully undertaken this challenge. Marissa divulged that she felt highly anxious and exhausted afterwards but was delighted in herself for having taken up the challenge.

Building Confidence at Wyn Carr Women's Centre

Natasha* was an Asian woman escaping a violent marriage. She had worked as a teacher in Beijing before meeting her husband and coming to Australia. She had been isolated, was not allowed to have any friends and rarely left the house. Natasha was expected to clean, cook and tidy up all day for her husband and his son, but was constantly criticised for not cleaning to a high enough standard.

On arriving at the refuge, she was very withdrawn and her self-esteem and confidence levels were very low. Gradually, as she built rapport with the staff and other residents, her self-esteem increased and she began to show her personality. She attended English classes and was also able to claim special benefits,

giving her personal income for the first time since she married. Eventually she felt confident enough to work and she secured a job.

After considering several accommodation options including private rental she chose transitional accommodation for women. Natasha was emotional at leaving the refuge and compared it to a small bird leaving the nest. She chose to leave some of her personal art work at the refuge which will be kept on display in the lounge room. Support workers will assist her to initiate divorce proceedings and enrol at college to study English on a full time basis.

Her goal is to teach Chinese to English speaking adults.

Achieving goals through the Pathways Program

The Pathways Program worked with Ryan* who had been homeless for more than 5 years.

Many services had tried to support him but never succeeded and the frustrations he felt resulted in behaviours that saw him banned from accessing Centrelink, Department of Housing, the Mental Health Commission and several homelessness services.

We allowed Ryan to identify what was important to him and we established the first priority was to get off the streets and into accommodation. Waiting for an application for a tribunal hearing to be made with

Department of Housing can be lengthy. Therefore Pathways staff worked with Ryan and found a private rental which was affordable and in an area that was known to the client. Pathways worked with Anglicare and Country Woman's Association to support the client to pay for their rent.

Pathways have since continued working with the client and looking into different community programs that the client would like to link into. The next goal to achieve is supporting them to access a community garden program where they can volunteer and give back to the community.

Rediscovering passions at Men's Support Group

51 year-old David* declined more than one invitation to attend the Men's Support Group (MSG) for fear of being judged and also because he hears voices.

He was slowly introduced him to the idea of joining the MSG by showing him photos and sharing information about what the format is and how the group interacts. After a successful meeting with another participant from MSG, who reinforced how wonderful it was, he came.

At the MSG meeting he was asked to introduce himself to the group. He did that with such honesty and told the other men that this was the first time in 17 years that he has ventured out of the house

and join a group of men. The reaction of the other guys was simply amazing they spontaneously started to applaud him and some standing up. This was a wow moment in the MSG that made the world of difference to him.

After attending a few more meetings and listening to the other guys doing some physical activities he recently joined a gym. He is so focused and said this use to be his passion before he had his brain operations and fell into depression.

He has attended four sessions at the gym and is enjoying it.


**Community
Inclusion
Participants**

438
Community
Options

59
Disability Supported
Accommodation

333
Inclusion

Being innovative and adaptable



We are a thriving and agile organisation, a sought after partner, collaborator and employer. Reflection, curiosity and creativity are central to our working ethos.

"We focus on innovation by trying to adopt those little projects outside what our general rules are. So, how can we work across teams and put on an event together? How can we offer a program where more kids than just our CAFTS program kids are involved? How can we make that work and build those relationships across those services? Little things like trying to make space for that in meetings and give people the space to present their ideas and explore what can be implemented."

Tara Reynders – Acting Manager of Therapeutic Services and Fremantle Service Centre

Achieving Our RAP



The UnitingCare West Innovate 2016-2018 Reconciliation Action Plan (RAP) was launched on the 1st of July, 2016 and has been endorsed by Reconciliation Australia.

UCW took part in a Workplace Reconciliation Barometer, run by Polity on behalf of Reconciliation Australia. 134 staff members of UCW completed the survey. A report is due to be released in November 2017. This will give UCW a baseline to measure the success of the RAP implementation at UCW over the next two years.

"I believe that UCW has a real heart for our people, aboriginal people, and its fertile. The seeds are there, we are growing them and I can't wait for it to burst into flower."

"The RAP is a good starting point, it's our first one...and most of it has been achieved. So what we are looking at doing now...is having an elevated plan which is really challenging and is pushing aspirational goals."

Josey Hansen - Cultural Architect



Tackling the 'War on Waste' at Food Rescue

Food Rescue Snapshot

537,740

kilos of
rescued food,
equating to...

1,075,480

meals
provided

30,064

kilos of organic
waste composted
on site

78

agencies
receiving rescued
food each week

42,525

items collected via
Cargo Carts from
cafes in the CBD

34,834

items collected via
Tasty Trucks in
Wangara

Food Rescue this year had a focus on being a driving force behind the 'war on waste'.

Food Rescue has been recycling 4 cubic metres of plastic & packaging a week which is taken from the rescued fresh food from supermarket collections. Recipient agencies are grateful for the work in recycling this problem waste, as it enables them to pass on fresh food to their clients that supports the care Food Rescue has taken.

UnitingCare West Food Rescue have been trialling, an aerobic digester 'ORCA'. The digester takes in an average 250kg per day of food waste and is able to turn the inedible food into water that is returned to the waste water treatment plant. Providing a cost saving \$4,500 per annum from the operation.



Bob and Lillian Donald, Julie Broad, Lyndon Nilsson

Lillian Donald – Volunteering WA's Peoples Choice Spirit of Volunteering Award

Long-time volunteer with our Food Rescue service, Lillian Donald, was a finalist in the Volunteering WA's People's Choice Spirit of Volunteering Award.

A new residence thanks to My Home

Campbell was living on his own in Nollamara he was set in his ways and difficult to engage in activities outside the home. Campbell did not live in clean conditions and refused to maintain the cleanliness of his home. The My Home team completely revamped Campbell's staff, invested in activities that Campbell enjoyed and found him part time work. Within a few short months Campbell became more vocal and began engaging in the up keep of his home and started to venture out of the house more.

In December, Campbell disclosed to a staff member he was lonely and would like a house mate. Peter,

a client who had previously lived in supported accommodation, had the capacity to live more independently with drop in support. Given Campbell and Peter knew each other, the idea was put forward to find a rental property for them to share.

Campbell and Peter went to see several rental properties and were involved in choosing which home they wanted to live in. A rental property was found and secured, then the process of moving in, creating a budget and a roster began. The men moved into the home April 2017 and have done exceptionally well, with both men stating that they love their new home.

Social Justice in Action

The social justice partnership between UnitingCare schools aims to empower students to be active citizens and contribute to their local community. By fostering numerous service endeavours and service learning opportunities, we are encouraging students to be engaged in the issues faced by their community.

To further develop the skills and awareness of these students UCW hosted the 2017 Student Forum at Presbyterian Ladies College on 25 May. The forum very well received by the 70 enthusiastic students from all 7 Uniting Church Schools and their staff members. We had guest presenters from Zero 2 Hero and Partners in Recovery, as well as our CEO, Amanda Hunt and our MC for the day was Rev. Hollis Wilson, who was an excellent addition to the program.

It was encouraging to see the commitment of the students who are already on their way to developing innovative, engaging approaches to social justice and advocacy.



"Everyone who attended thoroughly enjoyed themselves, it was great working with other students from Uniting Church schools and we all learnt a lot. We came away from the day with more knowledge about mental health and how we can help ourselves and others. This is definitely something I would volunteer for again, and I hope that many more students will get the opportunity to experience it."

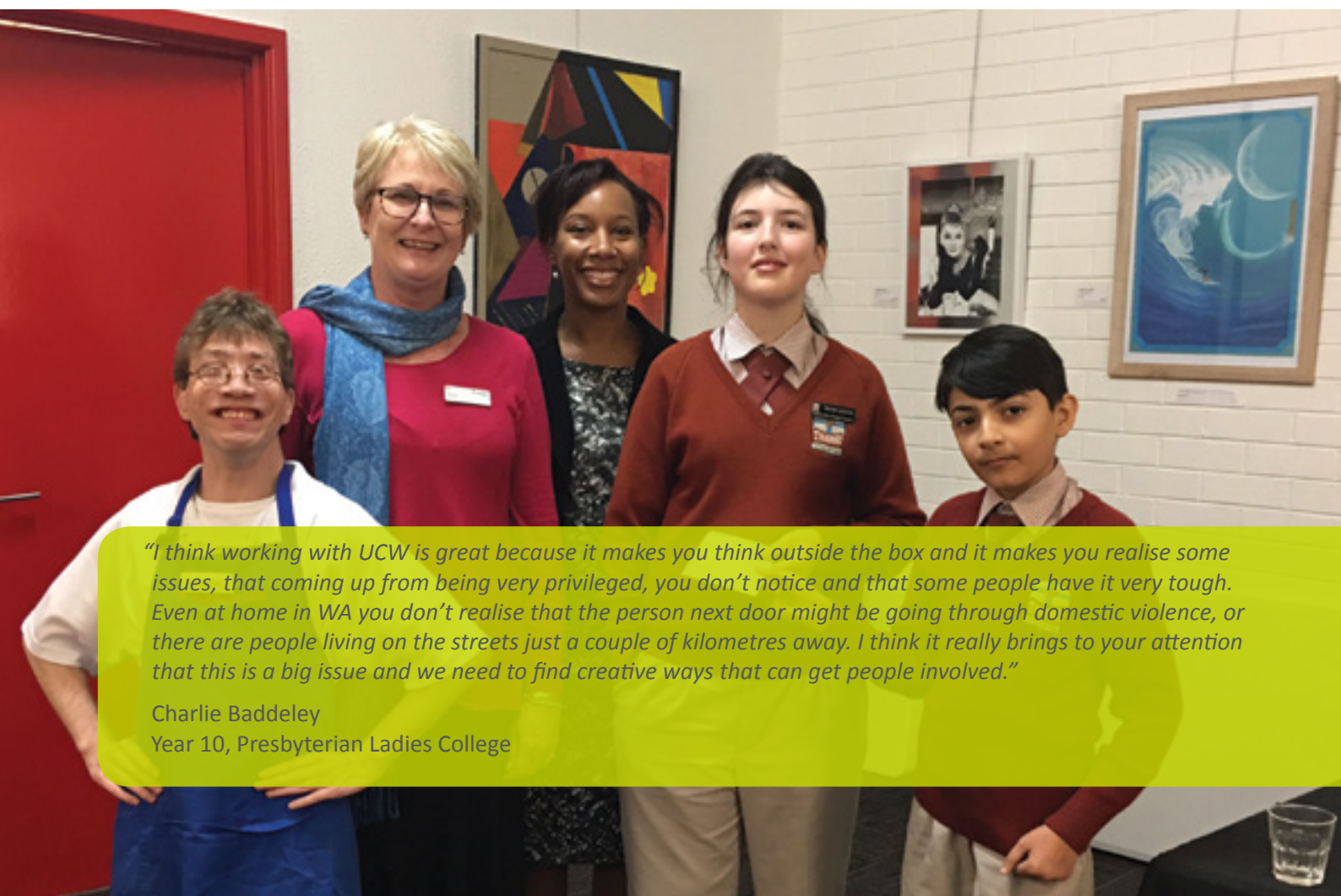
Adrienne Conway-Mortimer
Year 11 – Tranby College



"It's about planting that seed of service and you just hope it can really branch out and grow, and the students develop deep meaningful connections with the community. I think that UCW definitely plants that seed for service and it certainly branches out to the community to help and improve the lives of others."

Matt Donaldson

Teacher and Year 7/8 Service and Wellbeing Coordinator, Presbyterian Ladies College



"I think working with UCW is great because it makes you think outside the box and it makes you realise some issues, that coming up from being very privileged, you don't notice and that some people have it very tough. Even at home in WA you don't realise that the person next door might be going through domestic violence, or there are people living on the streets just a couple of kilometres away. I think it really brings to your attention that this is a big issue and we need to find creative ways that can get people involved."

Charlie Baddeley

Year 10, Presbyterian Ladies College

Being seen and heard

A photograph of two young boys with dark, curly hair, smiling and looking towards the camera. They are positioned in front of a light-colored, textured stone wall. The boy on the left is wearing a dark jacket, and the boy on the right is wearing a green and black patterned turtleneck sweater. The image is partially overlaid with text boxes.

We are a sought after service provider and influential advocate.

“The staff at UCW are so encouraging and they are amazing at engaging with the participants. I like the approach that UCW has, they build such strong relationships. You don't see these types of relationships with any other organisation”

Marina Huanuco – UCW Placement Student, Community Options Central

Progressing forward with housing services

Community Living Clients

247

Community
Transitional
Support

336

Housing
Services

Sam* a long standing tenant referred by Independent Community Living Strategy (ICLS) had for a sometime been targeted by a group of individuals. Sam was very vulnerable and this group regularly frequented his property causing nuisance to neighbours and placing him at risk. UCW tried various interventions to help assist Sam, offering, assistance and we held a number of care coordination meetings. Unfortunately, this group of individuals continued to target him and continued to cause nuisance to neighbours resulting in numerous complaints.

Housing Service therefore collaborated with Ruah, Intensive Community Outreach Team (ICOT) at the clinic, the Men's Health Commission (MHC) and the Housing Authority to help resolve this long standing issue. After some deliberation and negotiation with all parties, relocation of the tenant was agreed to be the best way forward. Sam temporarily moved out of the property to his brothers whilst a suitable property within the housing portfolio was identified by the ICLS team. A property was chosen and approved and the move was assisted by UCW Housing Service contractors.

Sam is now relocated and is managing his tenancy well. In addition, he maintained his full ICLS package, UCW have received no complaints from neighbours, and his ICOT support worker is thrilled with the progress he is making.

Life-changing counselling with Attach

Melissa*, a mother of two young children was experiencing high levels of depression and anxiety. Her social anxiety reached such extremes that it made her fearful of going to even the supermarket, and she spent almost every day shut inside with her children. Her 2 year old son was missing out on opportunities to play, exercise, and explore the world around him. Melissa was using very high doses of a variety of prescription medications, causing her concern over her physical health as well as her capacity to engage with her children. She was also deeply unhappy in her relationship and believed that she would have to leave her husband.

After five months of counselling with Attach, Melissa reported that she now feels connected to her children and has found ways to have fun with them. She had not realised that her son was capable of learning, and is now aware that engaging him using play and discipline is helping to develop life skills and language.

Her son's behaviour has improved and his symptoms associated with autism have become more manageable. She reports that she has learned to be assertive with her husband and they now have a great relationship where they communicate well and get their needs met. Melissa expressed that she is using far less medication now and is using mindfulness and other strategies to manage her anxiety. Her anxiety has reduced to the point where she can leave the house without feeling concerned about what others think, and she has joined a local group and made a friend.

Parenting and Family Support

200
Families being supported in...

51
Family Enhancement

73
Building Strengths

and...

76
Family Connections

21
individuals in the NewPin Program

Therapeutic Support Programs Participants

68
Attach Program

89
Child and Family Therapeutic Services

Futures Program

68
Participants

Being efficient and performance focused

"Getting the team balanced well and getting people to work in their area of strength is so important. To me, it's all about working from that strengths perspective, whether its with staff or clients. Being able to identify and build on them is the way forward for people, so its making the connection with the people here and working from that strengths perspective and recovery base sort of models. That is one of the ways we are able to achieve positive outcomes for people."

Sean Gardyne - Site Manager, Inner City Services Centre and Manager of Homelessness And Support Services

We build sustainability through strong governance, performance measurement, streamlined systems and efficient stewardship of resources



Volunteering



"People always ask, why do you volunteer? You don't get paid? But working with UCW is amazing, it's so rewarding. I love the people, they really appreciate you, they are happy to see you, you get to know them and they get to know you and it's wonderful."

Lisa Marshall
Volunteer - Community Options Central



"I love walking beside people as they try to understand the world that they live in and to grow understanding around themselves, that is what I do it for."

Donelle Smith
Volunteer Counsellor

2016/17 Volunteer Snapshot

Volunteering at UCW

415
Regular
volunteers

256
Expressions of
interest

27,381
Total volunteer
hours

65
Average hours
per volunteer

\$2,225
Average \$ contribution
per volunteer

\$923,013
Total \$ contribution



Staff



"Awesome place to work, I love my job. We have a really good team leader, her door is always open she is always available and she always listens. That passes on to us, which makes it easier to be good support workers. I want the clients to feel like they have been included. To feel like they are important, like what they had to say is important and to feel like their included and a part of something."

Jan Fitzgerald

Support Worker, Community Options North

Staff at UCW

65

Community
Living

131

Strengthening
Communities

158

Community
Inclusion

19

Corporate
Services

23

Business Strategy
and Development

13

People and
Culture

7

Office of
CEO

5

Office of
COO

"I just feel so happy where I work, I love what I do and I have found my niche. I have actually asked if I can change my role a bit because I don't want to do just individual counselling, I want to run some groups and I have been fully supported with that. The strength and richness of group work is...powerful. So being allowed to do that in my job and create something that I have passion for to give to people in the community, and to also solidify the work I do with the organisation, it's just perfect."

Annemaree Long

Senior Support Worker, Fremantle Service Centre




"Here I feel like I'm accomplishing something day to day, whether its getting someone into crisis accommodation or even clothing at least I know I have helped someone for the day. I feel like I get something else out of this work, but it goes beyond that, its not even work."

Hush Mohammed

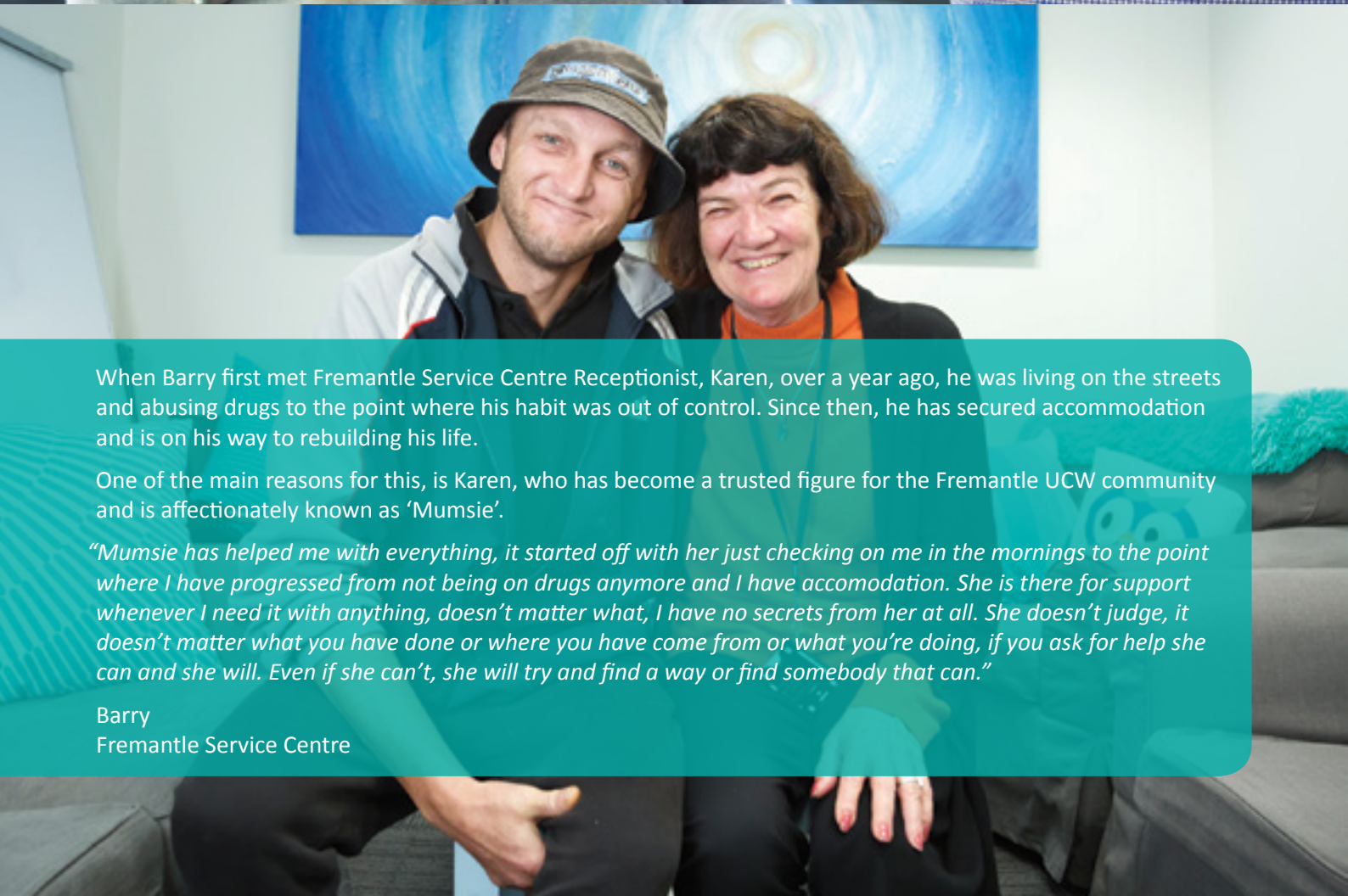
Support Worker, Tranby

People We Serve



"I have known Pam and Franca for along time, we are good friends, we knew each other back from a long time because we have been coming to Uniting Care West. We go on camps together and we go ten pin bowling, that was really fun"

Anne
Community Options Central




When Barry first met Fremantle Service Centre Receptionist, Karen, over a year ago, he was living on the streets and abusing drugs to the point where his habit was out of control. Since then, he has secured accommodation and is on his way to rebuilding his life.

One of the main reasons for this, is Karen, who has become a trusted figure for the Fremantle UCW community and is affectionately known as 'Mumsie'.

"Mumsie has helped me with everything, it started off with her just checking on me in the mornings to the point where I have progressed from not being on drugs anymore and I have accomodation. She is there for support whenever I need it with anything, doesn't matter what, I have no secrets from her at all. She doesn't judge, it doesn't matter what you have done or where you have come from or what you're doing, if you ask for help she can and she will. Even if she can't, she will try and find a way or find somebody that can."


Barry
Fremantle Service Centre



"What UCW has done might sound small to some but its huge for others, it really is. They are always willing to help, I have only ever seen people leave this place better off."

"There is not many places you can walk in and someone can say 'we will organise some accommodation for you', even if its temporary, your taking them off the street. People leave with food, bus passes...whatever help is needed. There is no interviews they just say 'you need help, its done'...there is no questions asked and that's huge...it makes the world of difference."

Richard
Fremantle Service Centre



"I like going to the workshops...going to the other things like to Bunnings, getting tools for the Men's Shed. The people here are nice, they help with my woodwork and my projects. I'm working on a bird feeder, before I did a money box and right at the start I made a CD rack. The people here are good, good mates to get along with. It's nice to come here and make things to keep for yourself, or your family and you make friends here."

Mike
Community Options North

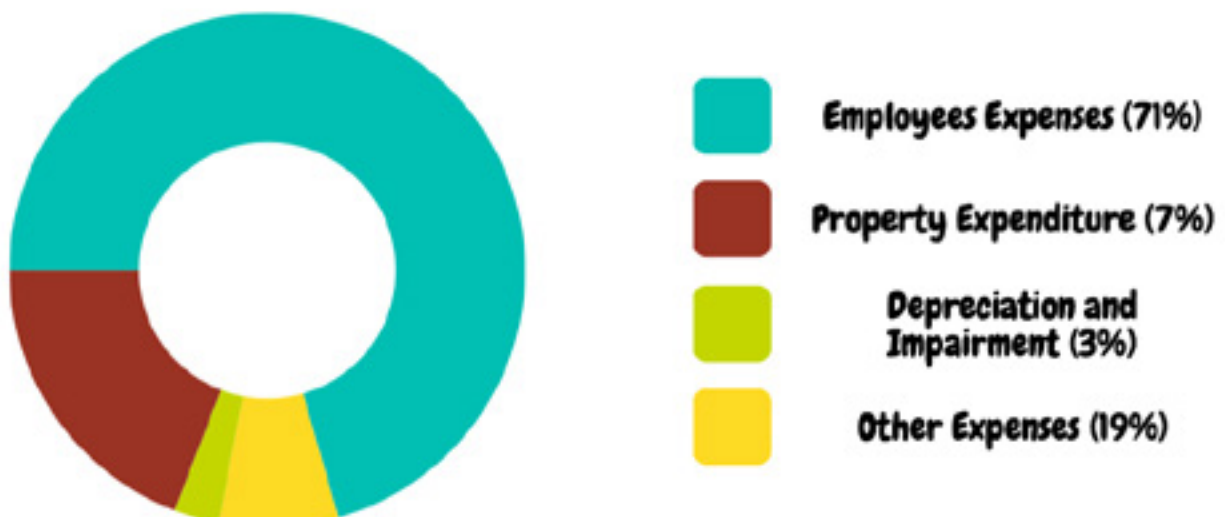
Financials

Being an effective steward of our financial resources is an obligation UnitingCare West takes very seriously. We seek to maximize the value we derive from our financial activity in line with the detailed budgets and reforecasts we prepare. Our financial objective is to use our assets as efficiently and effectively as possible for the advantage of clients in the most sustainable manner. UCW acknowledges that it is seen and heard through its finance functions, and we strive for excellence in our dealings with all clients, vendors, regulators and funding bodies. Our financial environment is an area we are seeking to continuously improve, and meeting the compliance and reporting needs of all financial stakeholders is just the start of the value we seek to add through our financial arrangements.

Revenue



Expenditure



UnitingCare West is greatly appreciative of the many individuals and families who give so generously of their time and resources through donations, in-kind support and volunteering. A special thank you to the main funders - the State, Commonwealth and Local Governments.

In addition, UnitingCare West would like to extend heartfelt thanks to the Uniting Church in the City, Fremantle Wesley Mission and other Uniting Church in WA congregations, as well as the UnitingCare WA Forum whose support is immensely appreciated.

In closing, thank you also to the following organisations and groups for their generous support and friendship.

Uniting Church and UnitingCare Partners

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

Uniting Church Schools

Methodist Ladies' College
Penrhos College
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Contact us

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*Names have been changed to protect the privacy of the individuals.