



Annual Report

2018 - 2019



Contents

Annual Report 2018 - 2019	1
Board of Directors	3
All Staff Day 2018	5
Building Family Opportunities	6
Targeted Intervention Services and All Staff Day Bike Building Donation	7
Foster Care	8
Itchy Emu Nit Clinic	9
Transition to Adult Life Intensive Program	10
Microcredit Loan Scheme	11
National Disability Insurance Scheme	13
Community Foodhub	14
Port Pirie Community Hub	15
Supported Residential Care	16
Domestic Violence and Homelessness Services	17
Parham Street Centre	19
Research Agenda	20
Reunification	21
Services Directory	22
Youth Volunteering	23
Donations	24
Reconciliation Action Plan	25
Uniting Country Housing	26
Financial Report	27

Annual Report 2018 - 2019

It is with a great deal of pleasure that I present the Uniting Country SA (UCSA) 2018-19 Annual Report. As we reflect on the year that has been with its myriad of changes and challenges, we also celebrate the many achievements made by UCSA in striving to meet our vision of compassionate, respectful and strong communities where all people flourish.

Organisations like Uniting Country SA have never had a bigger role or challenge in supporting our country regions to grow and flourish. Regional areas are facing a time of decreasing employment, declining populations, business closures, withdrawal of services and drought. Locally based organisations such as ours have a pivotal role in supporting these resilient communities through advocacy, alleviating disadvantage in whatever way we can and walking alongside the communities in leadership.

UCSA continued during 2018-19 to advocate for fairness and justice in our communities. This was achieved through partnering with other agencies both government and non-government to lobby for change, participating in research and public campaigns, contributing to national activities through UnitingCare Australia and sharing our knowledge and expertise at conferences, public forums and through individual enquiries.

UCSA once again partnered with the Australian Alliance for Social Enterprise (AASE), at the University of South Australia during 2018-19 to undertake several important pieces of research which will underpin our practice with sound evidence. Two reports of note were "Young country women's perceptions of intimate partner violence" and "The social and economic value of country-based community service organisations". Both these reports can be accessed in full on our website. UCSA and AASE have plans to continue the research partnership into the future as UCSA strives to provide the highest quality, flexible and relevant services to our clients.

After extensive consultation with the Aboriginal Community and our Aboriginal staff and clients which was led by Dana Shen, UCSA developed our 2019-23 Reconciliation Action Plan. This plan will be UCSA's road map over the next four years to build stronger relationships with Aboriginal communities, empower our Aboriginal staff, achieve better outcomes for Aboriginal clients and advocate for Aboriginal people.

As part of our commitment to quality improvement UCSA has once again undertaken several measures to ensure we are at the forefront of best practice. Whilst 100% conforming with the Disability Services Standards Certificate we are now preparing to be accredited under the NDIS. We conducted the independent biennial client survey with results being extremely positive in response to 'When dealing with Uniting Country SA workers I am treated with dignity and respect' and 'I would recommend Uniting Country SA to other people'. These results further demonstrate the commitment of UCSA staff to being client centred and driven to get the best possible outcomes. Further quality improvement work has commenced to achieve our White Ribbon Accreditation and the Rainbow Tick Standards.

On a sad note UCSA saw two of its long term, successful programs come to an end at 30th June 2019. The Personal Helpers and Mentors Program (PHaMs) and Building Family Opportunities (BFO) both ended due to changes in government policy with PHaMs funding being rolled into the National Disability Insurance Scheme. Both programs have achieved some great outcomes for the clients who have been involved with them and we would like to acknowledge and thank the outstanding work of the staff who ensured the success of these programs.

The Board is made up of skilled individuals who are highly committed to advancing the work of UCSA and its strategic direction. At the Board's 2018 - 19 annual retreat, the directors undertook a comprehensive

evaluation of the Boards performance. From this evaluation an improvement plan was developed which will ensure the Board continues to provide robust governance and leadership, putting the organisation in a strong position to meet the challenges and changing demands of the future. A big thank you goes to the Board of UCSA for their generosity, exemplary stewardship and untiring commitment to supporting the work of the organisation.

No Annual Report would be complete without recognising and commending all staff and volunteers of UCSA for their dedication and commitment on a daily basis to advancing the organisation's mission. We thank each and every one of them for their enormous commitment and many achievements.

UCSA would also like to acknowledge and thank the many corporate, business, organisation and individual donors who have generously supported the organisation during 2018-19 to continue to provide essential services throughout a large area of regional and remote South Australia.

UCSA looks forward to meeting the changes and challenges of the future and to continuing to develop an organisation that is responsive, innovative and a leader in the delivery of community services to country South Australia.



Sue Park
Chair



Anthea Pavy
Chief Executive

Board of Directors



Sue Park BA, *Ass. Dip. Social Work, GAICD*
[Chair](#)

Sue has had a number of senior leadership roles over the last 25 years. At the National level she has been President of Family Services Australia, a member of the National Reference Committee of UnitingCare Australia, and Chair of the UnitingCare Australia Child Youth and Family Advisory Committee. Her contributions at the State level include being a member of the Boards of SACOSS and Community Benefit SA. Sue also recently Chaired the Board of Access 2 Place Housing. Sue Joined the UCSA Board after retiring from the position of CEO of UnitingCare Wesley Adelaide (now Uniting Communities) and was appointed to the role of Chair of the Board in 2016.



Anthea Pavy *B.Soc Work, Ass. Dip. Social Work, GAICD*
[Chief Executive](#)

Anthea Pavy was appointed to the position of Chief Executive at Uniting Country SA in March 2003, a position she continues to hold and has over 30 years' experience working in and managing the delivery of social and community services in rural and remote communities. Anthea has served on a number of peak bodies and key groups during this time including the South Australian Council of Social Services Policy Council, the UCA National Youth and Family Advisory Council, the Child and Families Welfare Association of South Australia and the National Framework for Protecting Australia's Children Partnership Group SA. Over the last 30 years Anthea has also had a range of board experience including chairing the Crystal Brook Hospital Board and the Mid North Regional Health Finance Committee as well as being a member of the Mid North Regional Health Board. Anthea is a current Board Member of the Uni Hub Spencer Gulf and the Aged Care Board of the Diocese of Port Pirie. Seeing regional and remote communities in South Australia not only survive but also thrive and flourish into the future is a passion which drives much of Anthea's work.



Peter Hollister *GAICD, B.Sc (Hons I) Maths, MBA*
[Deputy Chair](#)

Peter is passionate about applying strategic thinking to organisational planning and behaviour, to ensure effective use of resources and achievement of goals to benefit the community. This passion has been a fundamental element of his 17 years of executive level experience in State Government. He has recently concluded a 5 year role as Board Chair of a not-for-profit organisation. Peter's qualifications include a B.Sc (Hons I) Maths, an MBA, a Graduate of the Governor's Leadership Foundation (GLF2011) and a Cert II in Lay Preaching.



Lynne Walden *MBA, B Business, CPA*
[Chair of Audit Risk and Compliance Committee](#)

Lynne Walden is a Certified Practising Accountant (CPA) with extensive senior management experience in Local and State Government, covering finance, corporate and community services areas and also community engagement. Lynne has assisted several community boards and committees to improve their Governance and Financial Management and is currently chair of our Audit Risk Compliance Committee.



Bill Othams LL B
[Director](#)

Bill Othams has had considerable experience in many different areas of law. He was admitted as a Legal Practitioner in South Australia in 1975, initially working as a staff solicitor for a Port Augusta law firm before moving to Port Pirie in 1977. Since then Bill has carried on practice as a lawyer in the Port Pirie area.



Jo Curkpatrick ABC GAIC

Secretary

Jo is a highly skilled communications practitioner, with more than 25 years of experience providing marketing, communications and engagement advice and services. She is an internationally accredited business communicator – a designation earned from the International Association of Business Communicators. She is an experienced board director having served on the Grampians Medicare Local and Lake Mountain Alpine Resort Management Board. She is passionate about the value of good communication and engagement to an organisation, especially those in rural remote and regional Australia.



Rev. Ted White B Theology

Director

Reverend Ted White is a retired Minister of the Uniting Church and prior to that the Methodist Church. Ted has served on a number of Synod and Presbytery committees including Pastoral Relations, Placements and Property, Chairperson for a Presbytery in Tasmania and held Chairperson and Secretary positions for a Presbytery in South Australia. Currently Ted provides the Chaplaincy role within the Jamestown aged care facility, and continues to lead worship when requested in various congregations. Ted is currently a member of the Synod Selection Panel. He is a driver for the Jamestown Shopping bus and for Northern Transport Passenger Network.



Chez Curnow

Director

Chez is currently the Manager of Mental Health and Alcohol and other Drugs at Country SA PHN, and is responsible for the commissioning, service design and contract management of these services for 98% of the state's geographical area. Chez was recently appointed to the South Australian Premiers Council on Suicide Prevention and is leading one of the 12 National Suicide Prevention Trials. Chez is a Life in Mind Champion, advising on the National Communications Charter – Mental Health and Suicide Prevention and a member of the National PHN Lived Experience Engagement Network. She is a parliamentary representative on a Health Advisory Council within SA health and has previously worked across the sector in primary and acute settings in both prevention and postvention services. Chez is a passionate advocate for equity in access for regional, rural and remote communities and ensuring those services have a sound evidence base and follow best practise guidelines.



Fiona Duffield

Director

Fiona has blended careers in Distance Education and Residential Real Estate with a strong commitment to those among us in need of compassion and practical support. Fiona is a long term member of St Vincent de Paul, having previously been a volunteer and Management Committee member at the Vincentian Centre for Homeless Men. She Currently Volunteers with Fred's Van in Port Pirie. Fiona is passionate in advocating for families in remote and rural locations to ensure equity of services and quality support for all.

All Staff Day 2018

Uniting Country SA (UCSA) holds an annual celebration of its staff known as All Staff Day. This day provides the organisation an opportunity to celebrate the achievements of its staff and provides UCSA's people with an opportunity to connect with one another.

As an organisation with over 260 staff and 160 volunteers, it can be easy for staff to become disconnected from each other across large geographical area. All Staff Day represents an opportunity for staff to strengthen their connections with each other out side of their regular programs and sites. Staff leave the event, knowing new people, learning about new programs and projects, and being aware of the broader support that exists within the organisation. This knowledge is a vital resource, allowing programs to work synergistically together across programs and sites, helping UCSA to provide broader, more impactful support to our clients across our footprint.

This year, a message of congratulations and thanks was delivered from the CE, Anthea Pavy, and from the board, by chairperson Sue Park. UCSA also held a celebration and recognition ceremony of our long serving staff members and volunteers.

The highlights of the day included the remarkable outfits worn by staff in line with the blue and white theme and the guest speaker Olympic cyclist Anna Mears, whose speech on the value of perseverance, setting goals and teamwork was well received. The afternoon saw a competition where staff members teamed up to tackle team building exercises, acquiring bicycle components and ultimately building a bike. The 20 bikes built have since been distributed to children of all ages within UCSA's services.



“It was great, a chance for people to mingle”

– Simone Kemp, new employee.

“All Staff Day was great; it was an eye-opening experience to meet all these people I would not ordinarily get a chance to see. I think it's great we have a chance to show we are all part of the same organisation.”

– Matthew Thomson, new employee.



Targeted Intervention Services and All Staff Day Bike Building Donation

Uniting Country SA's (UCSA) Targeted Intervention Service is a home visiting case management service that assists families to address challenges embedded in everyday family life. Using a strengths-based approach, families are supported to increase parenting capacity, develop supportive community networks and address personal barriers impacting on family relationships. The service focuses strongly on children's physical and emotional wellbeing.

UCSA's Targeted Intervention Services support families living in the Yorke & Mid North and Far North regions. The aim of this service is to assist families to increase parenting capacity and to care for their children in a safe, secure and stable environment. The Targeted Intervention Service supports families living in the Yorke, Mid North and Far North regions. Case managers work together with families using planning and goal setting techniques to ensure children reach their full potential.

Uniting Country SA was able to provide unique support to one family working with the Targeted Intervention Service in Kadina. A child, who would walk over 3km to and from school each day, was chosen to receive one of 20 bikes assembled by UCSA staff at All Staff Day.

When visiting UCSA's Kadina office on an errand for his mother, he was surprised to see a new bike that was "exactly like the bike I want to get." He was even more surprised when it was revealed to be his. "No, it's not – I'm just here for a paper for mum"

"Say thank you to everyone else who gave me this bike too. I can ride to school in the morning and with my friends."



Building Family Opportunities

The Building Family Opportunities (BFO) program, first delivered by Uniting Country SA (UCSA) in 2010, was a state funded voluntary employment program that assisted disadvantaged South Australian families to thrive through accessing training and employment. It addressed the inherent causes of long-term inter-generational unemployment through intensive case management, with a unique intervention model that provided holistic support to the entire family.

Program data demonstrated that families supported by BFO faced complex barriers to participation in employment. Many faced mental health issues, struggled with drug or alcohol misuse, were socially or culturally isolated, homeless or victims of domestic violence. Over 70% were single-parent households led by women.

The BFO program demonstrated that changes in a family when employment is secured by a parent or older sibling can be dramatic. With reduced financial stress, families can seek regular medical treatment, establish better routines, eating and self-care habits, manage household finances and create stronger family relationships. For families with younger children, these changes often lead to improved school retention and achievement in education, both of which build readiness for further training and improved chance of gaining meaningful employment. This program came to a conclusion on the 30th of June 2019 in response to changing government policy.

As an example of the wonderful support provided by the team, a combined

“The program has been really helpful and has encouraged me to get out more and join community groups”

“My case manager referred me to the right agencies, she was there to listen and give guidance, we have a great professional relationship she is an awesome person”

“My daughter (23) cried for me, to see me confident enough to attend college courses”

“I feel that I have gotten on top and life is more orderly since BFO”

“I feel proud of myself, it has changed my thinking to positive”

“I wanted to find a stable home for my family and become independent”

52 64 41

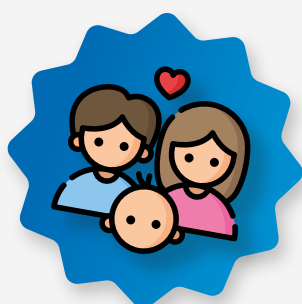
Families supported.

Training outcomes.

Empolymnt outcomes.

were achieved during the final year alone.

BFO successfully met all KPIs, working with a minimum of 50 families each year and achieving record employment and training outcomes.



Foster Care

Uniting Country SA's (UCSA) Foster Care program provides emergency, short-term and long-term placements for children and young people under the guardianship or custody of the Department of Child Protection. In addition, respite placements are provided for children and young people to support foster carers (including kinship carers) and birth families. In 2018/19 the program also expanded to include the assessment and support of Specific Child Only Placements. UCSA provides Foster Care services in the Yorke Peninsula, Mid-North, Port Augusta and Roxby Downs Regions.

87

foster care
households.

123

children / young
people cared for.



Minister Sanderson and foster carer cut cake for Fun Day.

The inaugural Fun Day for young people in care was held at the Port Broughton Football Oval on 9th October 2018. The event was organised by DCP Port Pirie and Kadina in collaboration with UCSA and Aboriginal Family Support Services. The event was officially opened by the Minister for Child Protection Rachel Sanderson and the crowd enjoyed watching her participate in the "health hustle" by dancing to the Macarena and Nut Bush along with foster carers, young people and agency staff. There were a variety of activities for the young people to participate in throughout the day including; face painting, biscuit decorating, play dough, donut eating competition and beading. UCSA provided our beading kit which proved very popular with everyone; even the Minister made herself a beautiful beaded bracelet.

A delicious lunch was provided and cooked by DCP and this was followed by a chocolate sponge cake which was cut by Minister Sanderson and UCSA Foster Carer Leanne Costello. The event was very successful, and it is planned to be an annual event.



Itchy Emu Nit Clinic

The Itchy Emu Nit Clinic is a unique Communities for Children (CFC) initiative delivered in Port Augusta by Uniting Country SA (UCSA) every Thursday afternoon and Friday. This service provides hair care for children with headlice and education for parents on how to avoid headlice in the future.

The idea developed during community consultations when it was identified that a significant number of children were missing blocks of schooling due to the 'no school' policy when an infestation of head lice was discovered on them. Often, re-infestations continued, which extended the number of days children were absent from school, with the added stigma attached to having head lice. It was decided to try and address the situation and normalize it at the same time.

UCSA has been supported by a Rotary Club donation and a grant from SA Water, which assisted in education packs, and take-home resources. In addition, this funding enabled the purchase of a washing machine, dryer and consumables.

The Itchy Emu team are now training staff at the Carlton Children's Centre where an 'Outreach Itchy Emu' has commenced – personed by the Children's Centre's own staff, parents and volunteers. This service

will be offered two afternoons per week and reduce the reliance on the Chapel Street clinic which averages 5 treatments per week, with most treatments taking approximately an hour and a half.

Six volunteers now support the initiative, including two hairdressers. Hair braiding workshops have been held to assist the volunteers in doing children's hair once the treatment session is complete. Since it's opening in June 2018 until the end of August this year, a total of 251 treatments have been provided.



Transition to Adult Life Intensive Program

The Transition to Adult Life Intensive Program (TALI) helps young people who have been in care live independently and maximise their potential. Young people are provided with case management tailored to their individual needs to enable them to transition to independent living. A Peer Mentor with personal experience of the care system is made available to walk alongside the young person on their journey to independence.

The TALI Pilot Program was referred their first client in November 2018 with a target of 20 young people required to meet the KPI's for the service.

As of July 2019, young people receiving a service currently stands at 45 with 43% of these young people being of ATSI background across Port Pirie, Port Augusta and Whyalla. This is 102% over the target required by the funding body. The TALI team is fully staffed across all sites with 44% reflecting employees of ATSI background. This is a good representation of the current client referrals.

Group workshops have been developed and delivered by staff, these include cooking programs and getting ready for work programs. A youth drop in centre has commenced in Port Pirie, staffed by TALI workers. The youth drop in centre has noted that the main participants attending are young people from the TALI service.

A statement from one of the young people who have graduated from the program:

"Without the help and support from the TALI case manager and peer mentor, I would not have had the confidence to even set goals – and look what I have achieved in 5 months. I've got a job, I'm attending TAFE to get some qualifications, I've sorted out a place to live and I've learnt how to control my frustrations, stay positive and not lose it at the smallest thing. My friends like the new me and so do I."

The above young person was one of the first referrals to be received in the Port Augusta Site.

45

current clients.

43%

of current clients from ATSI background.

102%

over the program target.



Microcredit Loan Scheme

Uniting Country SA (UCSA) has been operating a no interest loan scheme since 2001 to assist people excluded from mainstream banking services to purchase essential goods and services whilst avoiding high interest charges.

In the late 1990's early 2000s UCSA become increasingly aware of the financial difficulty many people faced when needing to purchase a washing machine or fridge. In a bid to enable low income earners to purchase these items the organisation set up a very small no interest loan scheme in 2001. It quickly became apparent that loans to cover unforeseen household expenses, essential items and services such as beds, car repairs, sporting fees and medical expenses were needed. Recognition of this need and UCSA's desire to provide access to ethical and affordable credit led to the development of a broader no interest loan program that became known as the Micro Credit Loan Scheme. During Anti-Poverty week in 2004 UCSA, in conjunction with the Mid North Regional Health Care Committee, raised the seed capital to start UCSA's Micro Credit Loan Scheme. Since then over 9,000 loans worth in excess of \$3 million have been written from a loan pool of \$40,000.

In 2018 UCSA worked with Flinders University's Australian Centre for Community Services Research to evaluate the effectiveness, appropriateness and outcomes of the UCSA Micro Credit Loan Scheme. The study involved a survey of staff and volunteers, a client telephone survey, and in-depth interviews with workers.

The research found:

- The UCSA microcredit loan scheme enabled loan recipients to gain some financial stability where this had previously been near impossible
- Loans allowed people to budget their fortnightly income to cover everyday living expenses and use loans as an emergency backup with payments being managed across several weeks or months as part of their everyday expenses. This has been called consumption smoothing – a way of smoothing financial bumps.
- Those who had previously used a payday lender said they would never use one again, since accessing UCSA's micro credit loans
- While respondents typically continued to access Centrelink cash advances, they were much less likely to opt for high interest options
- Two thirds of respondents said it was extremely likely that they would need to access microcredit loans in the future.
- More than half of respondents stated that they have more financial control now since accessing their first micro credit loan, demonstrating the MCL program is achieving outcome objectives relating to improving financial control.





**Over 9000 loans
\$3 million value
from a pool of
\$40 thousand**

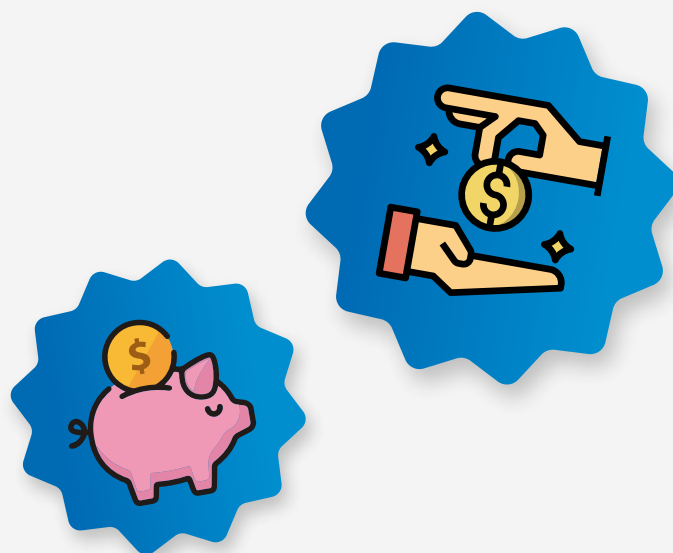
The respondents distinguished the scheme from charity because it provides access to a loan or line of credit that they were repaying.

The findings from this study align with the small number of Australian studies that have found that from the client's perspective, UCSA micro credit loans make an enormous difference to people's daily lives.

Since the release of the research paper UCSA has received a \$20,000 donation from Targeted Lead Abatement Program to increase the reach of the microcredit loan scheme. The organisation has also received a number of smaller donations from the community. In late 2019 UCSA will be celebrating the writing of our 10,000th loan.

"It makes me feel much better... because I am paying for it - it's not charity... Now at the end of my fortnight I've still got some money and I think that's good because I never used to".

"The first loan was to fix my car and without fixing up my car I would not have been able to get a job."



National Disability Insurance Scheme

Uniting Country SA (UCSA) provides a range of NDIS registered services that assist country South Australians living with a range of disabilities. UCSA's NDIS services include Plan Management, Support Coordination and Support Workers. As one of the few organisations providing NDIS support in regional South Australia, UCSA is dedicated to ensuring that country South Australians receive the same quality of support due to all Australians.

Plan Managers assist participants to access non-registered supports related to their disability, providing them with more choice and control. Support Coordination enables funded participants to navigate the complex service delivery model. Support coordinators link participants with providers, resolve conflicts and support participants through their NDIS journey. UCSA's Support Workers provide one-on-one support to participants by assisting them to access their communities, complete daily tasks and supporting participants to attend community events.

UCSA's support plans are created in partnership with our participants and our Disability Services Officer in order to align with their NDIS goals. UCSA has maintained its market share by providing our services with a unique level of person connection to our clients, a point of difference helping us tackle the unique challenges of entering a fee-for-service marketplace.

Our disability service staff have provided individual support to over 200 participants during this past year. We continue to receive new referrals and inquires on daily a basis.

Bill is supported twice weekly by two of our dedicated support workers. The first worker helps Bill complete his weekly shopping on budget. The second worker provides support in Bill's home to prepare and cook some of his weekly meals. This has resulted in Bill eating a balanced and healthy diet, while continuing to maximise his independence.

Participants name has been changed for confidentiality.



Community Foodhub

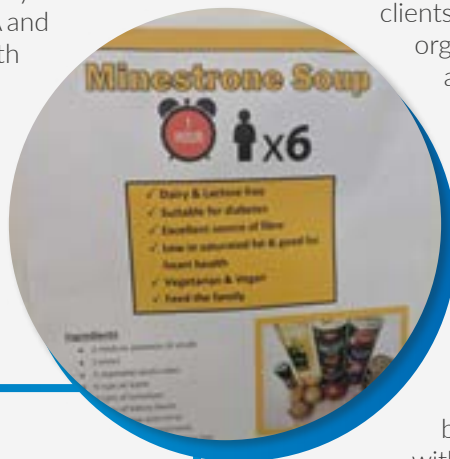
Uniting Country SA's (UCSA) Community Foodhub was established to provide members of the Port Pirie and surrounding communities with greater food security. The Foodhub is an alternative location for grocery shopping where items are sold at a lower cost than the mainstream supermarkets. The majority of its stock is purchased from Foodbank SA and Secondbite, who have partnered with local food producers, manufacturers and retailers to purchase core staple items at discounted rates.

To shop at the Community Foodhub clients must be referred by a participating organisation, who have identified their need for access to lower cost food options.

University Dietetic Students undertaking a seven-week Community Placement project to review and revise the current meal packs available at the Community Foodhub.

The students consulted with Community Foodhub clients and volunteers while researching other organisations that may have been providing a similar product. This resulted in a revised meal pack meeting nutritional needs to address medical dietary requirements such as diabetes, heart disease, obesity and food allergies. The new meal packs have been kept at an affordable price with all ingredients included. All grocery items required are stocked at the Community Foodhub. They have also been created with visual aids and step by step instructions to assist customers with limited cooking skills or literacy skills.

The dietetic students provided training to volunteers to help them inform clients and promote the meal packs. The students also conducted in store cooking demonstrations of the meal packs to further inform and promote their benefits.



905

clients assessed for financial hardship or crisis

4100

kilograms of food distributed.

13015

kilograms of fruit and vegetables distributed.

UCSA has undertaken the "Foodhub Health and Wellbeing Project" as part of the SA Healthy Towns Challenge. One of the projects goals is to address people's general health and wellbeing with a focus on diabetes, obesity and lead absorption. Poor nutrition plays a significant role in these health issues, therefore increasing the communities understanding of the relationship between healthy eating and disease management is critical in empowering people to take control of their health. Access to affordable food and the skills to create simple healthy meals are key to addressing these issues.

UCSA partnered with GP Plus, Port Pirie Yorke and Northern Local Health Network, SA Health, and the Government of South Australia Dietetics Department. This partnership resulted in two 4th year Flinders

"The cooking demonstration was great please do more of them"

"I really enjoy the service I get here regarding the healthy cooking groups ... the customer service is fantastic, great variety. Always leave with a smile"



Photo courtesy of The Port Pirie Recorder

Port Pirie Community Hub

The Port Pirie Community Hub is an open and shared space where all members of the public can meet, learn and share. The hub offers a variety of services, meeting rooms for groups and a space for the community to gather. People can source information, be referred to external services or sit for coffee and a chat with the volunteers.

The hub offers a variety of services including the Food Co-op, Tasty Tucker, Tax Help, Literacy Tutoring and Music Tutoring.

The Food Co-op provides basic food items at affordable prices and during 2018-2019 supplied 5,031 food assists.

Tasty Tucker, offered at the Hub once a week, is a two-course meal that people can dine in or purchase the main course as a takeaway. Last year Tasty Tucker provided 1302 meals 807 dine in and 495 take away.

The hub is able to offer music and academic tutoring due to the skills and experience of two volunteers. The tutors delivered 202 individual tutoring sessions in 2018-2019

Tax help, an initiative of the Australian Taxation office, is an annual service provided at the Hub by a trained volunteer. A total of 84 people were helped with their tax returns last year.



On 15th November 2018, The Port Pirie Community Hub celebrated 15 years of service to the community with an open day.

Members of the Port Pirie community, past and present staff, volunteers and service providers celebrated the day with activities, a tour of the centre, a light lunch and celebratory cake

Since opening the doors 15 years ago the hub has been a hub of activity for all community members, groups and organisations.



Supported Residential Care

Uniting Country SA (UCSA) provides Supported Residential Care services for children and young people aged 0-17 years inclusive under the Guardianship of the Department of Child Protection (DCP) Chief Executive. Supported Residential Care is designed to provide emergency and short-term care, up to 18 months, although some young people stay for longer periods. A model of therapeutic care is used which is tailored to prepare young people to successfully transition to long term care and/or independent living.

UCSA operates 5 Supported Residential Care houses which provide accommodation for a total of 16 Children in Port Pirie (3 houses) and Port Augusta (2 houses) areas. Accommodation is available for a total of 11 children in Port Pirie and 5 children in Port Augusta.



The annual Guardianship Sports Day was held at the Stirling North School Oval on 4th October 2018. The day was very successful and well attended by foster children, their carers, DCP staff from Whyalla and Port Augusta and NGO agency staff. The event was planned by DCP Port Augusta in collaboration with Uniting Country SA, Centacare Catholic Country SA and Aboriginal Family Support Services.

The Sports Day was officially opened by the Minister for Child Protection Rachel Sanderson and a highlight was watching Minister Sanderson compete in the “egg and spoon” race and the “sack” race with the young people. The children participated well throughout all events, with the scores being level up until the final and deciding event; the tug of war, with the Whyalla team eventually being the victors.

A BBQ lunch was provided by DCP Pt Augusta and was followed by a delicious chocolate sponge provided by UCSA. Next year’s event will be hosted by the Whyalla DCP team and will be held in Whyalla.



Minister Sanderson opens Sports Day.



Minister Sanderson competes in the sack race.

Domestic Violence and Homelessness Services

Uniting Country SA's (UCSA) Domestic Violence and Homelessness Services offer support to people in the geographical areas of the Yorke Peninsula, Coober Pedy, Mid and Lower North.

The Domestic Violence services offer assistance to people who are victims of Family and Domestic Violence. UCSA supports clients still in the relationship to ensure they have all the necessary information and safety plans to remain safe. Clients can be offered crisis support accommodation, allowing people leaving an abusive relationship to have temporary accommodation and assistance in finding safe and affordable long-term housing. UCSA also provides post crisis support, aimed at helping clients live a life free of violence and abuse.

The Homelessness Services provide assistance to families, single adults, and couples who are homeless. This service supports people to gain long term, safe and affordable housing. For those at risk of homelessness the service provides aid and advocacy to maintain their current tenancy. At the beginning of May, Uniting Country SA began providing homelessness support services to the Coober Pedy community.

804

clients were supported across our Homelessness services.

500

clients were supported by our Domestic Violence services.



“Hello there,

I don't know if this email is heading to the right destination, I tried to find a direct email to Amity but couldn't find one.

Around 10 years ago I was at risk living at home with an abusive alcoholic, drug abusing schizophrenic father and it was an extremely unhealthy unsafe place for me to live as a young 16 years old.

Amity youth housing in Port Pirie took me in without any hesitation, taught me how to live independently, taught me everyday life skills and on top of that helped me furnish my own first home!

I guess 10 years later I'm just thinking about my past life and never said thank you for any of that.

I am now a strong, successful independent 25-year-old man living in Adelaide who would just like to say a big thank you to all of the help and support I received from this youth shelter. Without them who knows where I would be today.

The past workers from 10 years ago may not work there anymore but regardless, I would like to pass on my life long gratitude to all of you out there helping the youth in need.

Please keep helping as much as you can and I hope my email has helped someone feel like they have really helped someone with all their hard work.

Thank you so much and all the best!”

- Letter received by UCSA

Parham Street Centre

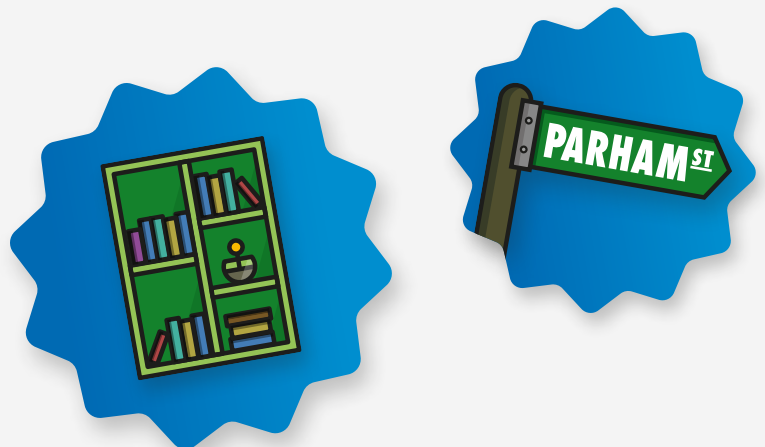
Uniting Country SA's (UCSA) Parham Street Centre offers modern conferencing facilities, a commercial kitchen, a large fully stocked workshop for woodwork and metal work, and a community space with 8 ball table, table tennis and games. This site provides a number of important programs in service to the community, acting as both a community hub and a space for UCSA to provide unique services.

The Conference Centre has seen some upgrades to better provide a meeting space for the community. The commercial kitchen has hosted a range of different cooking classes including training to families and young people with funding received from the SA Health Healthy Towns Challenge in conjunction with the Port Pirie Community Food Hub.

The workshop hosts the Shedlink program which supports disengaged students from John Pirie Secondary School. One of the students recently spoke to the faculty explaining that his time in detention has greatly reduced since joining this program. The workshop has also added a membership scheme where the community can access a range of tools and equipment for personal and community projects.

The community space hosts a men's social group who meet twice weekly in an effort to tackle social isolation. The space has also been hosting a youth drop in centre during school holidays hosted by the Transition to Adult Life Intensive program showing how our organisation works collaboratively.

The Parham Street Centre volunteers continue to contribute to the Green Bookcase project, regularly complete furniture restoration and help with the gardening and maintenance of the Centre.



Green Bookcases that are placed strategically in the community, filled with children books. Families are free to borrow books and return them to other Green Bookcases in the community.

Research Agenda

Uniting Country SA (UCSA) values research to provide an evidence base to underpin best practice for community services in country South Australia. The objective of UCSA's *Hearing Country Voices* research agenda is to provide a voice to country people through its rural research agenda. The agenda aims to ensure the voices of Country People are heard in a way that can be quantified by data and supported by evidence not anecdote.

This year, the research agenda led to the development of three projects; *The Social and Economic Value of Country Based Community Service Organisations*, *Young Country Women's Perceptions of Intimate Partner Violence*, and *An Evaluation of the Uniting Country SA Micro Credit Loan Scheme and Client Outcomes*. Copies of all the reports are available on the UCSA website at www.ucsa.org.au

The research paper entitled *The Social and Economic Value of Country based Community Service Organisations* demonstrated the economic contribution organisations based in the country are making in their local communities, both directly through their own purchasing and indirectly through the wages spent by people they employ and suppliers they engage.

The study draws the conclusion that where decision makers are domiciled in regional areas and in-situ with their workforce, they influence spending behaviours toward local business and personally contribute to local Boards, committees and other decision-making groups.

The study found regional NGOs play a significant role in reinvigorating local economies, directly and indirectly

mitigating the decline caused by the economic, population and environmental challenges facing many regional centres.

In addition to the economic boost flowing from regional NGOs, findings show this investment leads to increased volunteering in local communities.

The research paper, *Young Country Women's Perceptions of Intimate Partner Violence*, investigates young country women's views and experiences of violence in their intimate partner relationships and to assist UCSA's people to provide appropriate support to young women.

The study found that young country women were not aware that Intimate Partner Violence (IPV) included non-physical, controlling behaviours. Many young women who experienced IPV described not recognising it at the time and being unsure where to seek support. Further, some of the young women did not receive helpful support when sought.

The research found that that young country women experience similar types and means of IPV to those reported by women in urban environments. By far the most common type of IPV the women described was the perpetrator taking steps to isolate the woman from their friends and family, including the manipulation and even seduction of her friends.

Several women identified mental and emotional abuse as longer lasting in terms of their own mental health than physical abuse.

Every dollar spent locally by the NGO's returns 2.3 times the dollar value into the local economy.

Reunification

Uniting Country SA's (UCSA) Reunification program supports families who have become separated from their children to reunify. When children have been removed from a family for their safety, we work with the family to improve relationships and make their home safe. Where children and young people have been placed in out of home care we work with the family so that they can return to a safe, secure and stable environment. This service is available in the Yorke Peninsular, Mid North and Far North regions.

The aim is to preserve and strengthen family relationships to ensure children and young people live in safe, secure and stable environments. Caseworkers work directly with families to develop and maintain strong family relationships. Families are also directed to other services which can help support family goals. Once referred, this service provides up to 12 hours a week of face-to-face and indirect support.

Providing this service benefits children to safely maintain long term family relationships and support siblings to remain together with the birth family, reducing the trauma of being separated from attached relationships. Ultimately the aim is to keep children connected to their birth family and culture, decrease notifications to the Department for Child Protection Service and reduce the number of children that remain in the care system



In one reunification case a two-year-old boy was able to return to his home and his family. Case managers applied a series of education programs and other lessons to help his parents to:

- ➔ Provide an environment of harmony without any conflict or violence.
- ➔ Enhance parenting skills.
- ➔ Seek practical supports through the community to engage socially and to develop problem solving skills.
- ➔ Both parents remain drug free.
- ➔ Maintain positive emotional regulation for Mr B.
- ➔ Maintain positive emotional regulation for Ms C.

“As a family we are so grateful we could work with all the UCSA case managers. They provided us with so much care, understanding and ‘fun’. They have helped us have our family back together and on track. We were given a third party to talk to voice our concerns and talk freely. We thank you all very much for your help.”

- Reunification clients written feedback

Services Directory

During 2019 Uniting Country SA (UCSA) partnered with Focus One Health to deliver Regional Online Services directories in 5 regions of country SA. Funded by Country SA PHN, this project builds on the successful launch of the Services Directory concept in the Limestone Coast and now offers information and support to 13 regional communities in South Australia.

The purpose of the service directories is to provide communities with current and local information about the health, community, education and support services available in their region. The directories list a number of online resources and telephone services to assist people to find the right service at the right time. There are no fees involved for organisations to have their services listed and it's free to use.

Directories have been rolled out across various regional areas throughout the state. UCSA was supported to develop directories across the identified regions of Lower and Mid North region; Flinders, Port Augusta, Roxby Downs and Outback region; Lower Eyre region; Upper Eyre region and Far West region.

The directories create awareness and access to local services via a user-friendly, anonymous, web-based tool and provide a resource that strengthens coordination, linkages and referrals within our local community.



For further information about the project or for your organisations inclusion, please contact:

[Servicesdirectory.org.au](https://servicesdirectory.org.au)

Youth Volunteering

Volunteering plays a huge part in the daily operation of Uniting Country SA (UCSA). UCSA have been working in collaboration with the local high schools around the Port Pirie area to raise the profile of volunteering amongst young people. UCSA held information sessions at high schools during National Volunteers Week in May 2019 to coincide with the new Curriculum of Giving and to explain to students that volunteering isn't just for "old people"

In 2018 UCSA's Volunteer Coordinator attended the Student Volunteering Workshop, held by Volunteering SA&NT and the Department for Education in Adelaide, to investigate how to engage youth volunteers into UCSA. From this workshop an invitation was received to be part of the Curriculum of Giving future workshops. "Curriculum of Giving" was developed from Dr. Thomas W. Nielsen, and with the support from Department of Education the "Volunteering and Australian Curriculum" was formed.

The workshops deepened UCSA's understanding that through volunteering (or service learning), students are provided with opportunities to develop knowledge and skills to think and work critically and creatively, and develop empathy, and personal and social skills that will support them to lead meaningful and purposeful lives.

'Volunteering can promote social inclusion, enhance future employability and help develop values of generosity and civic responsibility.'

-Gonski 2.0

UCSA benefit by:

- ➔ being involved in the education, wellbeing and skill development of young people,
- ➔ learn from young people who see things from a different perspective,
- ➔ provide staff development through interaction and engagement with young people,
- ➔ find new volunteers for their organisation
- ➔ promote goodwill in the community through closer links with young people and schools,

UCSA know that if a pattern of volunteering is established early in life it can be maintained forever, and that for many children who do not have families involved in volunteering, school is a key place that can expose them to the benefits of a culture of giving.

UCSA partnered with Mid North Christian College and Saint Marks Highschool to promote volunteering

to school students. Students from these schools undertook volunteering opportunities as part of the curriculum at the Port Pirie Community Centre, Goods@Gertrude, the Port Pirie Community Foodhub and UCSA's Cooking Group. Gaining valuable insight into UCSA's services whilst learning empathy, kindness, compassion, and a better understanding of the value of volunteering.

"Thank-you very much for hosting our students at your Community Centre, Foodhub and Goods@Gertrude. It was wonderful to see them enjoying and engaging in volunteering in our community. Their enthusiasm for it has been sparked by you lovely ladies and well organised days. Have a blessed Christmas time."

- The staff & Students of Mid North Christian College

160
over 160 Volunteers

31k
donated hours



**"Dear Kylie and Team,
Thank you for allowing me to spend 1 week at UCSA. I am very grateful for your help in organising my placement and to all the staff for making me feel very welcomed during my work experience journey."**

- Tiah Peek

Donations

Uniting Country SA (UCSA) would like to acknowledge and thank all those who have donated in any way to support the organisation over the past 12 months. These donations come in a variety of forms including financial, goods, services and volunteering. This last year an astounding 31,000 hours of volunteer work has been provided to UCSA by our wonderful volunteers.

Of note for a third year in a row the Stansbury Community Craft Group continued their support. UCSA's partnership with this group has provided the organisation and its clients, with high quality clothing, quilts and blankets. This year the Stansbury Community Craft Group donated over 2,000 items which have been distributed across regional SA, assisting communities from the Yorke Peninsula to the APY lands.

Other notable support came from the Port Pirie Recorder who held *The Recorder's Uniting for Christmas Appeal* in December 2018. This appeal gathered over 800 items for distribution from the Community Foodhub, supporting many families and individuals over the Christmas and New Year Period.

UCSA cannot provide the extent of their services without the wonderful support we receive from individuals, community groups, businesses, and companies – we sincerely thank you for all this support and look forward to this continuing into the future.

“Businesses were fantastic with donations and acting as drop-off points for goods. This whole appeal worked because all sections of the community united to help those in need at Christmas.”

- Dylan Smith, Port Pirie Recorder Editor



31,000
Hours of
Volunteering



Reconciliation Action Plan

In 2014 Uniting Country SA (UCSA) consulted with Kornar Winmil Yunti to assist the organisation to develop their first Reconciliation Action Plan (RAP). The plan aimed to assist UCSA increase their Aboriginal workforce, become more culturally relevant in their service delivery and build confidence in advocating on Aboriginal issues.

In 2019 UCSA is building on this initial work and has developed a new Reconciliation Action Plan to take the organisation into the future. Working alongside Dana Shen, UCSA undertook a consultation process with Aboriginal communities, clients and staff to develop the new plan which has a focus of developing long term relationships with the local Aboriginal communities across the organisations footprint. This plan will be UCSA's road map over the next four years to assist the organisation build stronger relationships with Aboriginal communities, empower our Aboriginal staff, achieve better outcomes for Aboriginal clients and advocate for Aboriginal people.

This RAP encompasses four focus areas which will assist UCSA to listen, learn, support and celebrate Aboriginal people, their diversity and their strengths including:

- ➔ Creating opportunities for Aboriginal people through employment and service provision.
- ➔ Learning from Aboriginal colleagues and communities, creating respect and understanding in UCSA's workforce.



**The new RAP is available
on our website**
www.ucsa.org.au

- ➔ Building lasting relationships with Aboriginal people, communities and organisations, guiding UCSA in advocacy and the delivery of their services.
- ➔ Working with Aboriginal people, recognising the importance of Aboriginal leadership and influence across all levels of the organisation



Uniting Country Housing

Since 2010, Uniting Country Housing (formerly Wesley Country Housing) has strived to provide affordable housing to families, couples and individuals who have very limited housing options.

Uniting Country Housing operates alongside Uniting Country SA – a not-for-profit organisation with a long and proud history of building stronger communities and caring for country people.

Uniting Country Housing provides a wide variety of housing throughout the Yorke and Mid North, Far North and Eyre and Western areas of South Australia.

Housing is provided across a range of programs to clients on low to moderate incomes who need, secure, affordable accommodation and may be having difficulty securing housing in the private rental market. Our program categories include,

- Domestic Violence
- Homelessness
- Mental Health
- Disability
- Employment and Education
- Families
- Young people



Snapshot for 2018-2019

173

new tenancies
established.

454

people currently housed.

245

adults currently housed.

8%

of household occupants
are under 5 years of age.

1512

maintenance orders were
actioned in 2018-2019.

2500

property inspections by our
Tenancy Officer in 2018-2019.

Financial Report

UnitingCare Wesley Country SA Inc and Controlled Entities

SUMMARISED FINANCIAL STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

Summary Statement of Financial Position		Consolidated	
		2019	2018
CURRENT ASSETS	Cash and cash equivalents	10,705,896	10,548,564
	Trade and other receivables	347,516	543,286
	Other current assets	54,532	72,130
TOTAL CURRENT ASSETS		11,107,944	11,163,980
NON-CURRENT ASSETS	Other financial assets	1,465,573	1,396,421
	Property, plant and equipment	14,267,701	14,386,637
TOTAL NON-CURRENT ASSETS		15,733,274	15,783,058
TOTAL ASSETS		26,841,218	26,947,038
CURRENT LIABILITIES	Trade and other payables	1,187,138	2,665,341
	Governments grants in advance	-	40,263
	Unexpended Government grants	1,140,575	976,004
	Provisions	2,091,676	2,041,212
TOTAL CURRENT LIABILITIES		4,419,389	5,722,820
NON-CURRENTS LIABILITIES	Provisions	282,644	333,507
	Liability for Government assets	97,681	95,664
TOTAL NON-CURRENT LIABILITIES		380,325	429,171
TOTAL LIABILITIES		4,799,714	6,151,991
NET ASSETS		22,041,504	20,795,047
RESERVES		1,471,888	1,860,947
CAPITAL GRANTS		10,191,237	10,191,237
RETAINED EARNINGS		10,378,379	8,742,863
TOTAL EQUITY		22,041,504	20,795,047

Summary Statement Profit and Loss

Consolidated

	2019	2018
REVENUE	25,993,428	23,076,267
EMPLOYEE BENEFITS EXPENSE	(15,233,804)	(14,631,132)
DEPRECIATION & AMORTISATION EXPENSE	(489,345)	(456,507)
OTHER EXPENSES	(9,023,822)	(7,142,346)
PROFIT FOR THE YEAR	1,246,457	846,282

Summary Statement Profit and Loss

Consolidated

	2019	2018
OTHER COMPREHENSIVE INCOME/ (LOSS) AFTER INCOME TAX:		
NET GAIN / (LOSS) ON REVALUATION OF FINANCIAL ASSETS	-	14,599
NET GAIN / (LOSS) ON REVALUATION OF LAND & BUILDINGS	-	-
TOTAL OTHER COMPREHENSIVE INCOME / (LOSS) FOR THE YEAR	-	14,599
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	1,246,457	860,881
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE TO MEMBERS OF THE ENTITY	1,246,457	860,881

The summarised financial statements have been derived from the Association's full financial accounts which are available on our website: www.uksa.org.au



Uniting Country SA

T: 1300 067 777

E: unitingcountry@ucsa.org.au

60 Florence Street, Port Pirie SA 5540

www.ucsa.org.au | ***Caring for Country People***

Some icons images throughout this document have been sourced from [flaticon.com](https://www.flaticon.com)

Caring for Country People