

Annual report

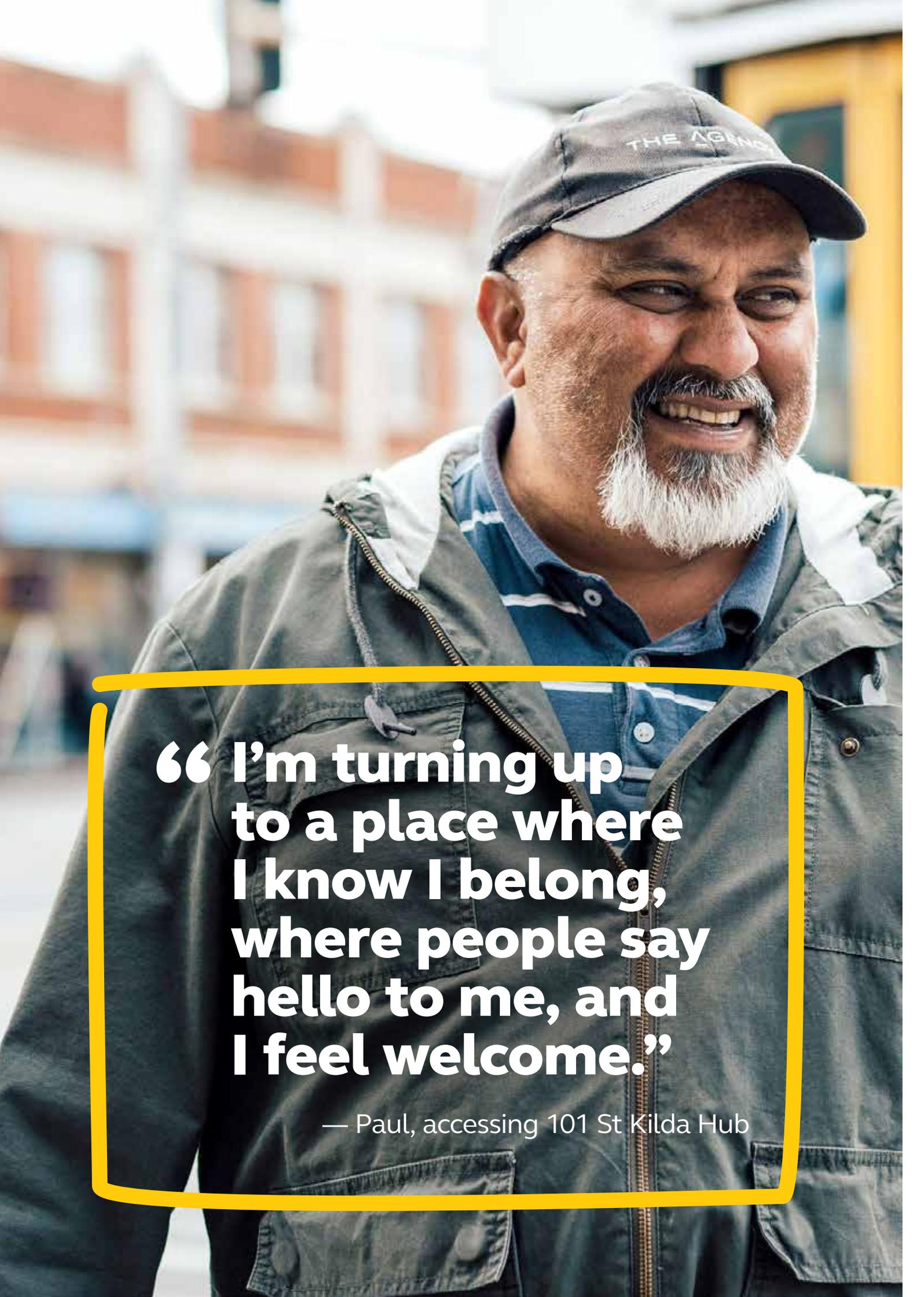
2017-2018



Uniting

Uniting is the community services organisation
of the Uniting Church in Victoria and Tasmania.





**“ I’m turning up
to a place where
I know I belong,
where people say
hello to me, and
I feel welcome.”**

— Paul, accessing 101 St Kilda Hub



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Chair report

Uniting is an organisation in its formative years– only one year into the integration of twenty-four Uniting Church entities, but with over **130 years of experience and expertise in supporting people** living life at the margins. We are the recipients, stewards, and continuity of the Uniting Church supporting people in need.

In July 2017 we became one organisation to ensure our important work is sustainable in the face of major changes across the social services sector. Today we are over 7000 skilled, passionate and imaginative people providing over 770 programs and services across Victoria and Tasmania.

We have a grassroots understanding of the issues people face – our work makes a difference. We partner with communities, government, congregations and many social sector organisations, and commit to maintaining and evolving a range of services that offer specialist expertise and local knowledge. We combine our strengths to have greater impact for our communities and the individuals we support – broadening our services in new ways to create an inclusive, connected and just world.

I am excited to share how we have come together in our first year, where significant structural changes have further connected our vision with our purpose and paved the way forward to inspire people, enliven communities and confront injustice.

This year we launched our inaugural strategic plan; a formative process which defines our ongoing role in the communities we serve, focusing our efforts to improve outcomes for the most vulnerable and marginalised. Our new strategic plan outlines the changes we want to effect by 2025, as well as more specific steps we will take over the next three years to be agile, innovative and responsive in light of major reform and social advancements and expectations.

Together, we learn from our challenges and successes to enhance our service models. We use our collective resources, connection to community, and insights to confront and address poor public policy and the structural injustices inherent in our society.

On behalf of the Board of Directors I would like to thank our employees, volunteers, partners, congregations, donors and supporters. Our collective efforts realise our potential to achieve our purpose – we have the tools, resources and expertise of a united team, equipped to make meaningful change and create positive impact.



Bronwyn Pike
Board Chair



CEO report

This year we commenced a new chapter in the history of Uniting Church community services. The establishment of Uniting in Victoria and Tasmania presents us with the **opportunity to re-imagine our future** and consider how we can best bring about positive social change.

The challenge of integrating twenty-four entities into a single organisation has been significant. Our first year has been a process of building and learning.

Minimising disruption to our consumers and ensuring service and relationship continuity in the communities we work in have been our highest priorities. While navigating changes, we also shared and leveraged our collective strengths to respond to wider sector reforms – enabling us to secure funding for a range of new services.

With a strong commitment to involve consumers in shaping our direction and services, we established a Consumer Co-Design Advisory Group. We now have a Consumer Partnership Framework to guide consumer participation practice across our organisation.

We have introduced common systems, processes and ways of working, in areas such as finance, payroll and human resources. They are the necessary foundations for a more efficient, and responsive organisation, which means going forward we are better positioned to support our work in communities.

To draw upon the diverse voices in our organisation we have commenced employee working groups across a number of areas including Cultural and Linguistically Diverse (CALD); Gender and/or Sexuality Diverse; Sustainability; and the development of our Reconciliation Action Plan (RAP).

These successes demonstrate that as a diverse organisation we share the breadth of expertise, commitment and geographic reach to address significant community issues and stand with the most vulnerable and marginalised in communities.

During the year I was fortunate to connect with many of our skilled and passionate employees and volunteers across the organisation. I am grateful to the many people who enable and deliver our services across Victoria and Tasmania.

UnitingCare Australia has been an important forum to ensure consistent engagement with the Australian government. Our collaboration with UnitingCare Queensland, Uniting NSW.ACT and Uniting AgeWell is becoming more focused and we appreciate the sharing of knowledge and resources. Similarly the Uniting Church in Victoria and Tasmania Moderator, General Secretary and Synod team have guided us and offered real support along the way.



Paul Linossier
**Chief Executive
Officer**



Our purpose

Working to inspire people, enliven communities and confront injustice.

Our values

Imaginative

We challenge convention, explore new possibilities and dare to dream for a better future.

Respectful

We act with honesty and integrity, and open our hearts to all people without exception.

Compassionate

We are nurturing, generous and thoughtful in our words and deeds.

Bold

We face injustice head on and stand up for what is right and true with confidence and strength.



Our foundation

Christ invites us to serve humanity by creating an inclusive, connected and just world.

Director of Mission report

“ Churches don’t unite, people do. That is, our work depends on people who will build relationships.”

— Rev Nigel Hanscamp, Director Priorities, Focus and Advocacy, Equipping Leadership for Mission unit of the Synod of Victoria and Tasmania

Our partnerships with over 70 congregations and the support we receive from hundreds of others depends upon our mutuality of heart and spirit and a shared vision – an inclusive, connected and just world.

In November the Synod Standing Committee endorsed our model of mutual engagement across the Uniting Church. This model acknowledges the important role of local congregations in providing for the needs in their local community. As part of this model, local engagement groups are formed with the help of presbyteries and in consultation with the new Leadership for the Mission unit of the Synod.

Together, we led the Synod’s advocacy position and adoption of a sound and progressive policy for a Medically Supervised Injecting Centre in Richmond in collaboration with the Justice and International Mission Unit of the Synod, theological partners Rev Randall Prior and Rev Dr Sally Douglas and with advice from Uniting NSW.ACT.

Spirituality is an essential part of humanity – it is what drives our thoughts and actions as an organisation. We have adopted a Spiritual and Pastoral Care policy— a commitment to meeting the spiritual and pastoral needs of our workforce and consumers.

We continue to deepen our collaborations with Uniting Housing Vic and equally, our work with Uniting AgeWell—to broaden services for people experiencing housing crisis and older people.

The role of the Mission and Ethos team, Rev Gavin Blakemore and Rev Lisa Stewart, is to lead our engagement with presbyteries and congregations. Our focus is to continually strengthen and grow relationships; including initiatives that introduce education sessions and contributing to new induction resources for employees and volunteers.

Rev Hanscamp reiterates, “Churches don’t unite, people do. Agencies don’t unite, people do. But as we work together as corporate in the best sense, agencies and churches offer us the ability to do it better – to give the best of community, advocacy and services.”



Rev John Clarke
Director of Mission



Our shared history

Faith in action.

For over two centuries we have responded to the needs of many Australians—some of our earliest work dates to the mid-1800s where individuals and congregations of the Presbyterian, Methodist and Congregational churches responded to the need they saw in their communities.

All around people were left behind as the Gold Rush and pastoral expansion generated unfathomable wealth. Spurred on by their belief that faith must be expressed through action, congregations helped the poor, the homeless and the vulnerable, particularly children.

As the years went by the story repeated itself in a different context, but the need remained. Working together, local congregations responded, and these church-birthing agencies grew in size, capability and expertise. In 1977, the Uniting Church was formed, bringing together the Congregational Union in Australia, the Methodist Church of Australasia and the Presbyterian Church of Australia.

With a united church came the opportunity to combine experience and resources. Agencies and missions started to join forces for greater impact, and the name UnitingCare emerged.

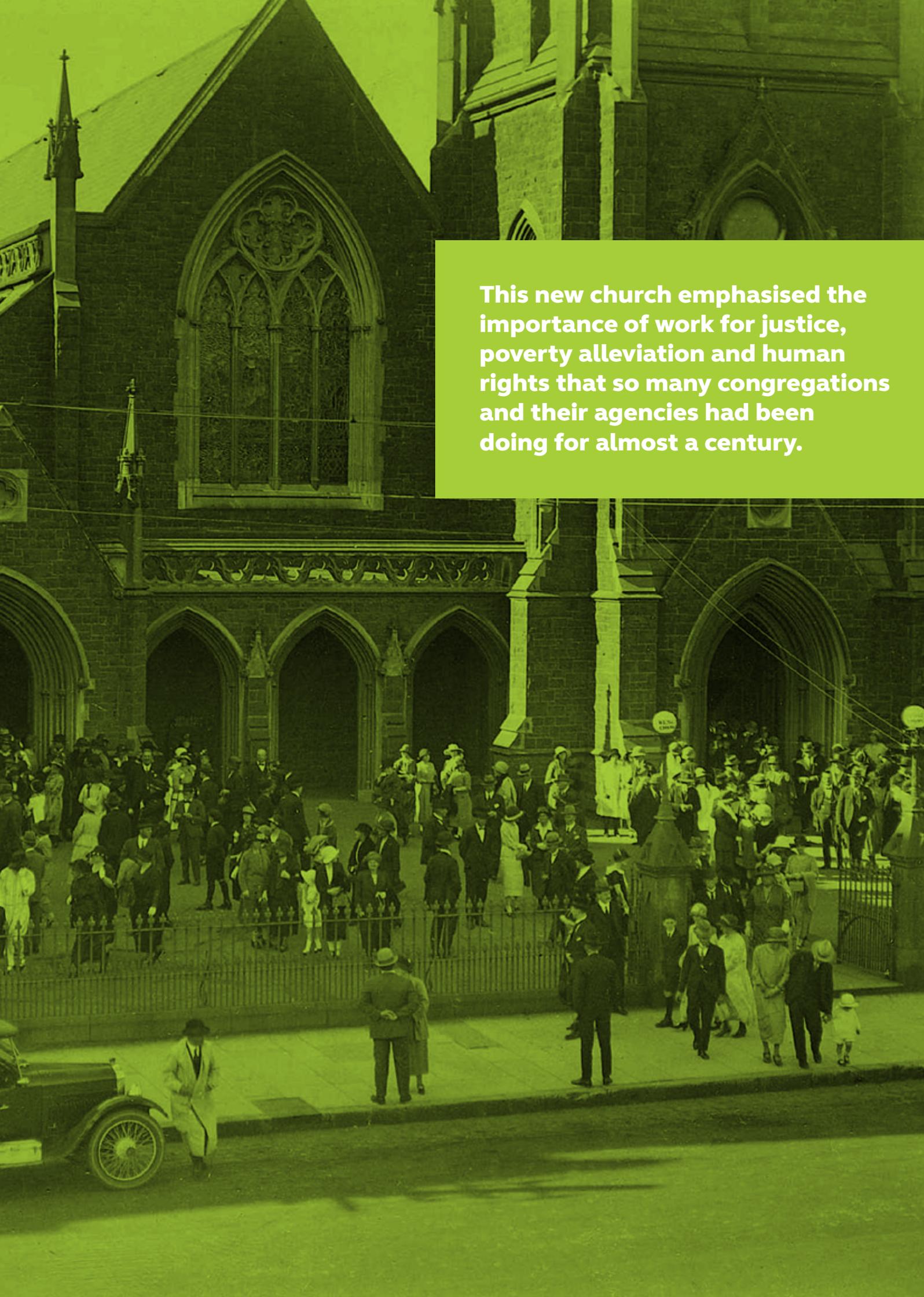
The world around us continued to change, affecting both the Church and its community services agencies. In 2015, Synod's strategic review of the life and work of the Uniting

Church in Victoria and Tasmania recommended that all UnitingCare agencies come together to strengthen their efforts to create an inclusive, connected and just world. In 2016, Wesley Mission Victoria elected to come together with UnitingCare organisations, and soon after Share the fundraising arm of the Synod of Victoria and Tasmania was also to join.

And so, in July 2017, 21 UnitingCare agencies, Wesley Mission Victoria and two Uniting Church business units became a single organisation, Uniting in Victoria and Tasmania, with a common purpose, values and identity.

It is our commitment to integrate services across agencies and programs, partnering with key stakeholders and working towards co-creating solutions for whole communities. We continue our founding agencies' long history of life-changing work, providing essential services that people rely on every day.





This new church emphasised the importance of work for justice, poverty alleviation and human rights that so many congregations and their agencies had been doing for almost a century.

Who we are

We are the carers, thinkers, doers, darers who strive to make a difference, in everyday trials and triumphs, for everyone—just as they are.

We act with impact. We draw upon the voice deep within us and raise a collective cry that cannot be ignored. **For us, enough is not enough. We want safer, fairer, brighter, better,** for the people we work alongside— for all humanity.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation.

We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the Traditional Owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

We base our work on human rights that are recognised and articulated in international declarations, treaties and covenants that aim to ensure peace and equality among people.

Photo: Karyn who volunteers to help with community outreach at the Sunbury Drop-In Centre.





Operational Plan

“Our first year as Uniting has been a process of **building and learning** as we have worked to integrate twenty-four entities into a single organisation while committing to minimise disruption for our consumers.”

— Paul Linossier, CEO

July 2017 marked a milestone in establishing the legal, funding and employment frameworks for us as a single organisation. In our first year of integration our operational plan focused on ensuring our consumers’ needs are reflected in everything we do.

Four priority pillars

During phased integration our activities were mapped and measured in four key areas.

Service continuity

We prioritised minimising disruption to our consumers and clients to ensure service and relationship continuity in our communities.

Connecting our people

We built on strong foundations as an organisation by supporting and joining up our people.

Building blocks for integration

We shared and leveraged our collective strengths to build common systems, new processes and ways of working.

Strategy

We worked together to imagine and envision our future in order to live out our purpose and values.

Highlights

**Over 200,000
service
interactions**



908 people placed in meaningful work

Employment Services

Consulted on our strategy



1 in 5 Employees & volunteers contributed to our strategic priorities by survey.

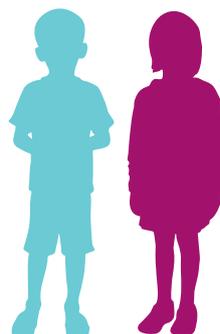


30 Workshops with employees & volunteers shaped our vision for the future.



12 Consumer focus groups highlighted what people need.

Trialling
new ways to keep siblings connected while in out-of-home care.



3,500
confident and creative learners nurtured in 71 early learning services

20% increase in donations
Share Winter Appeal

Service expansion

Supporting those with alcohol and other drug challenges.

- Family Reunification Program rolls out in the Wimmera, Gippsland, Ballarat and Melbourne
- Overdose Prevention Program to reduce the risks and impacts of opioid overdose.



3,015 volunteers contributed



1.3m hours valued at \$48.4m

Strategic Plan

Changing lives
and communities.

Changing how
we work.

For the better.

We have and will continue to **truly listen and respond to the voices and experiences** of the people we stand beside. Our strategic framework articulates those voices by recognising their differing requirements, so we can adapt our service response and facilitate stronger engagement with governance and decision making.

This inaugural strategic plan paves the way forward for our organisation; ensuring we are innovative, agile and responsive to effectively deliver on our purpose and create positive social change.

Framed through ‘Changing lives and communities’ and ‘Changing how we work’ to enable us to inspire people, enliven communities and confront injustice, with particular commitment to vulnerable individuals and communities.

The strategic framework is the collective voice of our organisation. It drives our vision over the next three years and creates momentum to achieve our goals beyond today to 2025. Bringing together our views, ambitions and connecting our collective actions, our strategic plan will align all our efforts to change peoples lives.

We build on our history and our culture; one that is known for being welcoming, inclusive and supporting diversity in all its forms.



April says the Breezeway Meals program gives her a chance to have a break from caring for her son and be part of a community where people look out for each other and feel safe.

April knows firsthand what it means to be homeless, and the impact it has on personal wellbeing and family life.

For 10 years, April shared a secure rental home with her son, daughter, her daughter's partner and her grandson, all of whom live with a disability.

In 2010, the family were asked to leave their home. The move prompted eight years of instability, and ultimately they were forced to live separately.

April and her adult son spent time in hotels and short-term crisis accommodation. They were often fearful and vulnerable. The persistent instability took its toll.

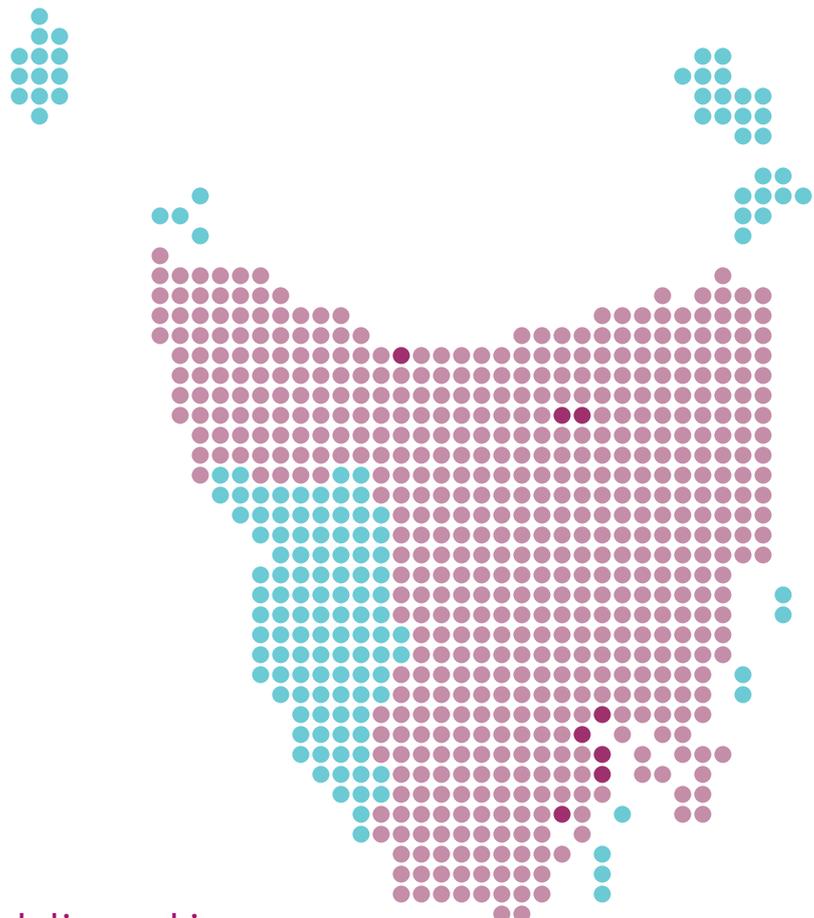
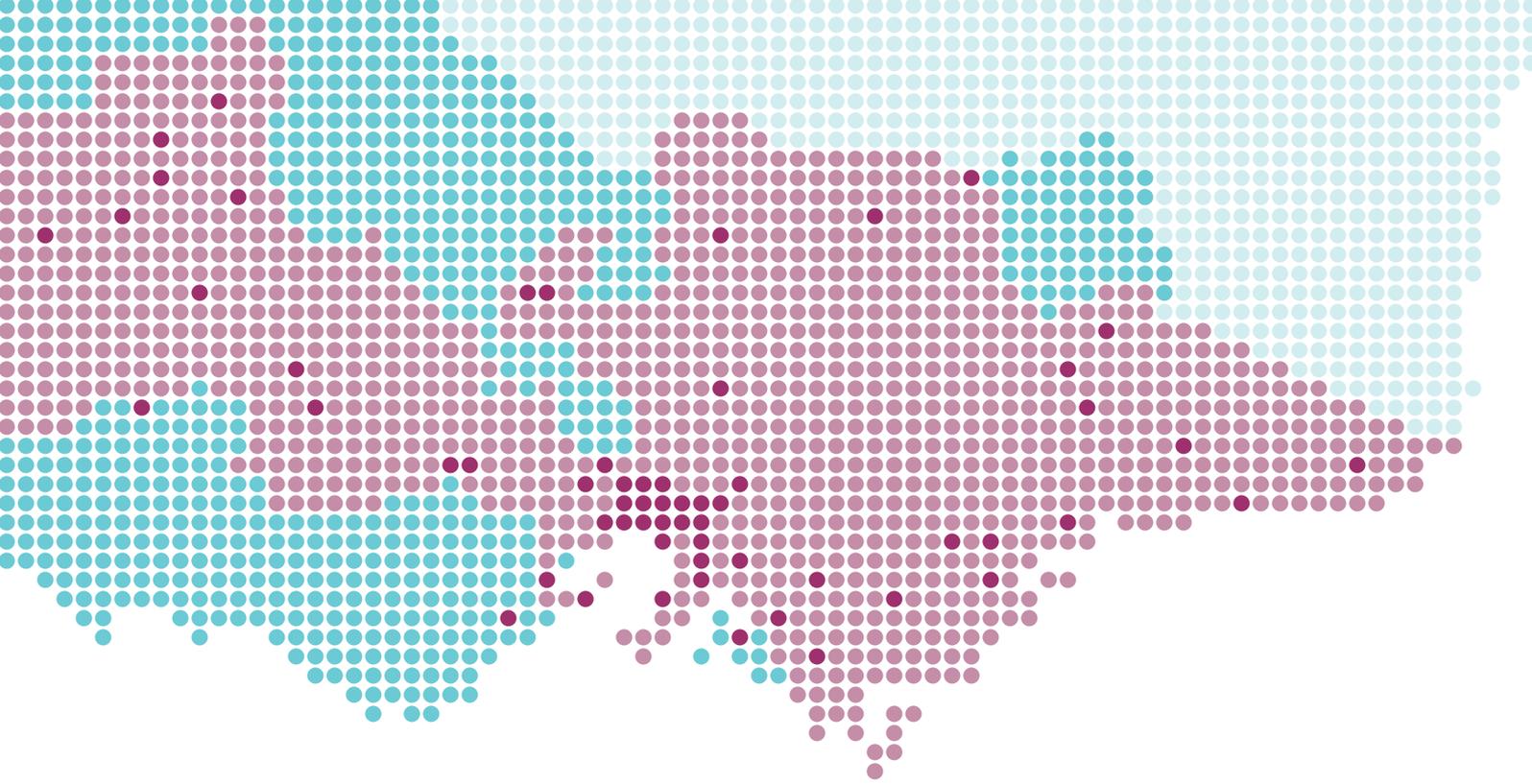
April experienced anxiety and other mental health impacts, and her son's challenging behaviours escalated.

April visited our services in Ballarat, desperate for support and understanding. We worked alongside her and her family to secure housing

and connect her to social supports.

April regularly attends our BreezeWay Meals program to access hot nutritional meals and connect with people and community.

April attended the 2018 National Homelessness Conference in Melbourne with our support. She now plans to get more involved in her community and share her experiences.



Our services are delivered in Tasmania, Melbourne, and across Victoria, from Albury-Wodonga in the north, Mallacoota in East Gippsland, to the Wimmera in the west.

What we do

We work in partnership with consumers to provide support that builds their capability and confidence, so they can journey towards **a brighter, healthier and happier future**. It's about giving people the support they need to thrive.

The right support empowers people with the information, tools, resources and skills they need— when they need it most.

People experiencing disadvantage, social isolation or marginalisation need reassurance and tangible support.

Where are there for people:

- Experiencing homelessness, who are looking for understanding and practical support
- Experiencing mental health issues, who want to connect with people and feel part of the community
- Recovering from the effects of drug and alcohol use
- With disability, who want to engage with their community and make their own choices in employment and in the support they receive at home
- Growing older and want to stay active, maintain their independence and enjoy life
- Caring for someone and need expert advice and additional supports to better care for themselves
- Looking for meaningful employment, by providing to access to training and support and connecting them with opportunities
- Newly arrived in our community and who need a warm welcome and safe support
- Ready to take the next step in their child's early education in a safe and nurturing environment
- Needing tailored support to keep their family safe, together and thriving.



Aged and Carer Services



Alcohol and Other Drugs



Business and Social Enterprises



Child, Youth and Families



Disability



Early Learning



Employment Services



Mental Health



Resilient Communities



Aged and Carer Services

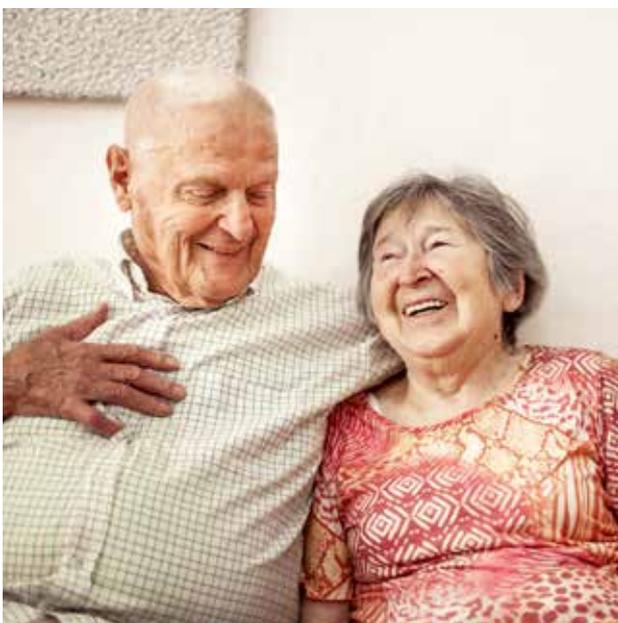
We play an active role in **empowering older people to live enriching lives**, while supporting carers to take better care of themselves.

Aged Care

- Home Care Packages: support for older people, assessed as having low-high level care needs to remain living in their home
- Homeshare: older people or people with a disability with secure tenure looking for help and companionship are matched with companions in return for affordable accommodation
- Self-funded services: flexible, affordable in-home support tailored to the needs of the individual, their family and carers
- Quick Response Service: in-home support after a 'trigger event' such as flu, fall or accident resulting in a stay in a private hospital or rehabilitation
- Hospital Admission Risk Program: for people with defined chronic diseases and complex needs to reduce avoidable hospital stays.

In addition to in-home care we:

- Enable older people to maintain social networks and friendships through positive living groups and engaging day programs
- Short-term care management and support for people aged 55+ at immediate risk of being homeless.



Carer Services

Support is available to a wide range of people including carers of people who are ageing, carers of people with disability, carers of people with a mental illness, and young carers. Our services include:

- Access to respite care
- Information, links to other services, help to navigate the system
- Peer support and networking opportunities
- Social connectedness and capacity building
- Education and workshops to help in the caring role.

We launched a Carer Hub in Forest Hill to provide people and their families with the information and support they needed for a smooth transition to the National Disability Insurance Scheme (NDIS). In the eastern region we have established additional Carer Hubs in the council areas of Dandenong and Springvale due to the increase in demand.

“We’ve been very happy with Uniting, the support we’ve received has been absolutely wonderful, especially from our caseworker. She really knows us personally. It’s the workers at Uniting who make it great.”

For Wangaratta couple Marian and Tony, relying on help from a community organisation was a new experience. Diagnosed with Alzheimer’s disease, Tony became eligible for a Home Care Package last year.



Living with a century of wisdom

“There’s so much she can teach me. I always tell my friends that I am living with a century of wisdom,” — Chelsea

Chelsea Yu, 31, knows just how rewarding the Homeshare program can be. She is an international student studying a Masters of Social Work at Monash University.

Before arriving in Australia in 2017, Chelsea grew up in a rural area in south east China, where most of her family still live.

“I wanted to study something I could use to help people. Monash gave me an offer and a scholarship,” Chelsea said.

“I discovered how difficult it is to find a place to live and saw the Homeshare program. Diana and I are from different cultures, different backgrounds, different traditions, different religions.” said Chelsea.

Diana Kahn, 95, left Poland with her parents in 1938 for Australia when she was just 14. She joined the rest of her family in Melbourne, some of whom had come from Palestine in the 1920s.

Diana’s children suggested

the Homeshare program because she didn’t want to move to a retirement apartment.

“Although I’ve got many numbers – in other words I’m pretty old – I’m still very interested in everything. I love young people, I’ve worked with young people most of my life... Chelsea is a very warm, lovable person. I am interested in her background and in her politics. She is a beautiful young woman.” Diana said.



Alcohol and Other Drugs

We work alongside people experiencing the effects of alcohol and other drugs (AOD) use, **on their path to wellness and recovery.**

Wellness and recovery services

- Residential, community and justice system withdrawal programs
- Confidential counselling and guidance
- Services for people with current or previous contact with the justice system
- Long-term treatment plans
- Group support and therapeutic programs
- Hepatitis C Outreach Clinic.

Professional services, education and training

We provide information and advice to other health and welfare agencies who work with clients experiencing AOD issues.

Also, we are a leading provider of education and training services for the AOD, mental health, allied health and community services sectors, as a Registered Training Organisation.

New programs

We launched two new AOD services this year to save lives and create safer homes for families across Victoria after securing \$1.9 million in funding from the Victorian State Government in April.

1. Family Reunification Services enable parents who are required to undergo AOD treatment as part of their children's family reunification order to access treatment as soon as possible.

This can be challenging, as alcohol and other drug use is often only one in a complex range of factors affecting parents' ability to provide a safe and loving home for their children. Many deal with social isolation, homelessness, mental health issues, family and domestic violence, childhood abuse and neglect, and complex trauma.

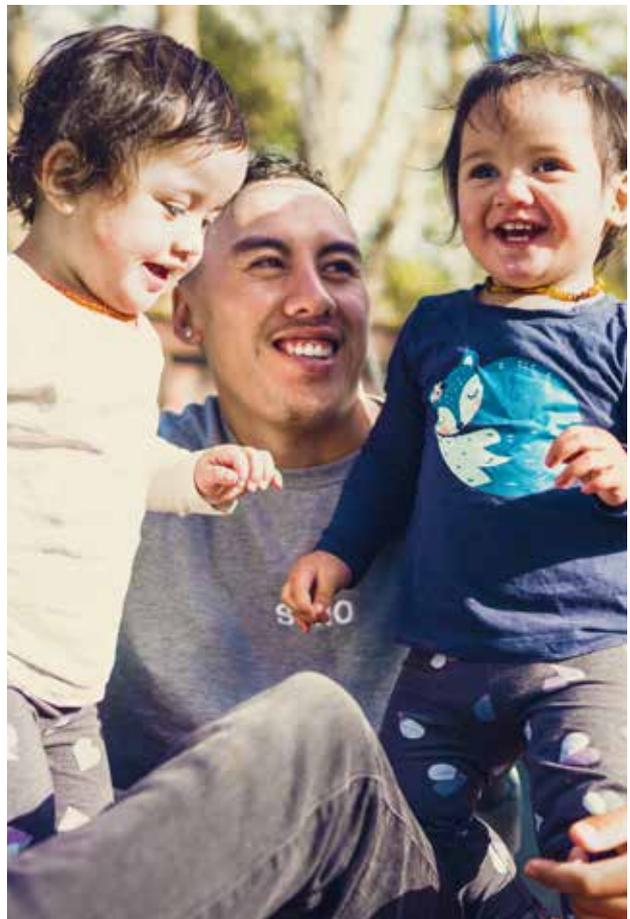
The Family Reunification program is delivered across the Wimmera, Ballarat, Gippsland and the North West regions of Melbourne.

2. The Overdose Prevention Program provides services tailored for people already engaged in an existing treatment service with a high risk of opioid overdose. Our services see us working with individuals and families during this transition to help build their knowledge and increase their capacity to respond to opioid overdose.

Overdose Awareness is delivered across the Wimmera, Ballarat, and the north west regions of Melbourne.

We welcomed funding for two family violence advisors in our specialist AOD service in the north eastern and Hume Moreland areas.

These specialists develop the capacity of AOD clinicians to work more effectively with those who have experienced family violence and their perpetrators.





Pathways to change for Stefan

Four years ago, Stefan was in the grip of addiction. With focused determination, **he took steps to recovery and wellness** and is now on track to a brighter future.

After completing withdrawal and rehabilitation programs, in 2017 Stefan decided to get involved in our Consumer Pathways Training.

This includes competency-based training in AOD and first aid, assertive and appropriate communication, public speaking, resume and cover letter writing, interview skills and child safety.

Stefan now runs information sessions for people who

start rehabilitation and says the mental health training has been an invaluable tool in his ongoing wellness and wellbeing.

“The training helped me understand that side of things more than I ever did through my own experience. It’s also helped me speak up as a consumer when I see something that concerns me, or when I can help out with advice.” said Stefan.

“It’s been hard. You have to stay focused to do the work, to take in all the new information, and put it into practice.

“Change is difficult, but it’s worth it. I help out with some of the programs, helping others and myself.

“I have a completely different insight, compared to where I was four years ago.”



Business and Social Enterprise

We have a range of Australian Disability Enterprises, social enterprises and opportunity shops that provide a variety of goods and services.

Australian Disability Enterprises (ADE) provide employment opportunities for people with disability. They offer similar working conditions as other employers and an opportunity for people with a disability to contribute and connect to their local community.

Fire & Clay is one example, where 30 people with disability are employed at a workshop in Lilydale to produce unique, functional and decorative ceramics. They exhibited at the 2018 Melbourne International Flower and Garden Show.

We have opportunity shops in Bendigo, Ballarat, the Barwon area, Sale and in suburbs across Melbourne. The Glenroy opportunity shop dates back to the creation of the Uniting Church of Australia in 1977.

The shops provide opportunities for people to give back to their local communities and gain work experience through volunteering, as well as raise funds for vital programs and services. Volunteers make up 93% of the op shop workforce and we are grateful for the ongoing contribution.

Our social enterprises are commercial businesses with social purpose, designed to generate income for our unfunded or underfunded crisis services. They range from the Mission Caters to Fresh Start which provides asset and cleaning services. We also provide corporate consultancy to the business sector and government on how to respectfully and empathetically engage with people who are experiencing hardship.



Established in 1965, **Tadpac Print** is an ADE located in Tasmania, specialising in commercial printing, mail-house services and handmade paper manufacture.

Bruce, 53, was born with spina bifida and has been working for Tadpac Print for over 30 years.

“Tadpac is a unique workplace, where all employees are treated equally and given the same opportunities. Watching a person with a disability come in with little to no skills or confidence and seeing how Tadpac helps them [develop] is one of the most rewarding parts of my job.

“My own journey through Tadpac Print has been nothing short of amazing. I’ve gone from a 20-year-old, unskilled person, to a confident, skilled and happy employee representative and sales manager. When I look back at what I have achieved in my career, it even surprises me.” said Bruce.

“ Looking back to the days we used to sell oranges to raise money for our Lifeline services to where we are now, it’s terrific!”



Delacombe Op Shop

From humble beginnings near the Ballarat Central Uniting Church, our new Op Shop in Delacombe is now bigger and better in a purpose-built, fully accessible site.

The store stocks a variety of products, including clothes, toys, books and furniture.

The official ribbon cutting ceremony was a poignant moment for Ballarat Central Uniting Church members David Pratt and Albert Peart.

Both were members of the original Parish Mission committee that first discussed the outreach work the church could

provide for the local community. The opening of the new store inspired them to reflect on their own journey – one that spans more than half a century.

“The new op shop and the services it helps support are just as important and valuable in the community today as they were when we started.” Mr Peart said.

Mr Pratt and Mr Peart have

both served as chair of the Ballarat Lifeline board. Mr Pratt also served as chair of UnitingCare Ballarat board from 2008 to 2010.

The newest op shop will continue the tradition of serving the local community, with proceeds going back into programs including BreezeWay Meals, Meals for Change and Lifeline in Ballarat.



Child, Youth and Families

We provide services that **support vulnerable children, young people and families** with case management, advice and counselling.

Empowering families to provide safe and nurturing environments means working alongside people strengthen their relationships, build their confidence and support to develop their parenting skills, to raise children with love and resilience.

Services for young people experiencing personal or family challenges are designed to support them to feel safe through counselling, mentoring and life skills development, while working towards their goals for the future.

Out-of-home care, which is considered a last resort intervention for children who require a more protective temporary or permanent environment, includes home-based foster and kinship care, adoption and permanent care, and residential care for young people.

In a national first, the Victorian State Government announced in April that we would will lead the introduction of a new trial service for foster children with siblings – the Keeping Connected Program. Many children enter care separated from their siblings. As a result, they miss out on the important interactions that help build connection, a sense of identity, family and belonging.

The service runs alongside the support of the Alfred Health Children and Youth Mental Health Service to ensure brothers and sisters are kept together where possible. The Victorian Aboriginal Child Care Agency will also play a key role, working with Aboriginal children to ensure self-determination is a core pillar of the program's considerations.

Heritage Service

The Heritage Service has been established for **past residents and their families** who received out-of-home care provided by the Presbyterian, Methodist and Uniting Churches.

We help people access information about themselves or their family member's time in care and support them in the journey to better understand their past.

For past residents and their families, we offer:

- Assistance in applying for records and information held by other agencies
- Supported release of records and documents created in their childhood – help with reading, contextualising and understanding their contents, and explaining any redactions
- Counselling support
- Family searching
- Reunions for past residents.

From July 2017 to June 2018, we received 201 requests for records, and supported four reunions. Some highlights include:

- Starting the Methodist Babies Home Mothercraft Nurses Photographic Project. We organised small gatherings where former nurses brought in named photographs of babies and toddlers to add to our collection
- Helping a past resident learn about his mother's passing, which reunited him with a sister he had never known existed
- Reconnecting people who had not seen each other for over 50 years by hosting a gathering for past residents of Kilmany Park Farm Home for Boys.



Foster Love, Foster Care

“The kids give you just as much as you give them.” — Maureen

Residing in the small rural town of Rupanyup, near Horsham, Maureen and Peter Hellmuth signed up to be foster carers nearly 21 years ago after seeing a television advertisement. They’ve welcomed 130 children into their lives and home ever since.

“It was just the two of us living in a big house and we love kids, so we knew we had the space and love to offer,” Maureen said.

“We were in our 50s at the

time and planned to do it for a couple of years. But 20 years on, we’re still going, and we enjoy it more than ever.

“All children are different, but if you provide them with a welcoming and loving environment, most will blossom. The kids give you just as much as you give them.” said Maureen.

Our caseworkers provide comprehensive support and training to carers to ensure both they, and the children they care for can truly thrive.

More foster carers are needed to help vulnerable children.

In 2018 we called for people to open their hearts and homes to a child or young person who can’t live with their family.

Our foster carers come from all walks of life. They can be of diverse cultural and religious backgrounds, be of any sexual orientation, partnered or married, employed or full-time at home.



Disability

Accessing the right supports is about being empowered through choice. We work alongside people to be independent and achieve their goals.

We are a registered provider of disability services under the National Disability Insurance Scheme (NDIS) and take a person-centred approach to all our services.

Our focus is to help people be independent, get involved with their local community, and achieve their goals.

This year we committed to provide NDIS-funded Capacity Building services in the key areas of Support Coordination, Live-Work-Recreation and Supported Independent Living.

- Our Supported Independent Living programs assist people with disability with tasks of daily living in a shared living environment. Some of our services include the Neurological Support Service which is a residential support service providing holistic care for people with Huntington's disease, multiple sclerosis, spinal or acquired brain injuries
- Live-Work-Recreation programs are group-based services designed to increase independence in daily life, develop skills to prepare for employment and develop relationships and have fun

- Support Coordination helps build people's ability to act independently. This can include empowering people to access and co-ordinate the right supports, and providing assistance to help participate more in their community.

Ballarat was the trial site for the new National Disability Insurance Scheme (NDIS) Customer Relationship Management system, which commenced in April 2018 and increased efficiencies.

Growing from strength to strength, NDIS Support Coordination developed its capacity, supporting more than 100 clients in the Central Highlands Area. Participants accessing the NDIS with us have enjoyed the option of exploring the additional range of services provided, including:

- Housing
- Alcohol and other drug rehabilitation
- Mental health clinical treatment
- Aged care community programs.

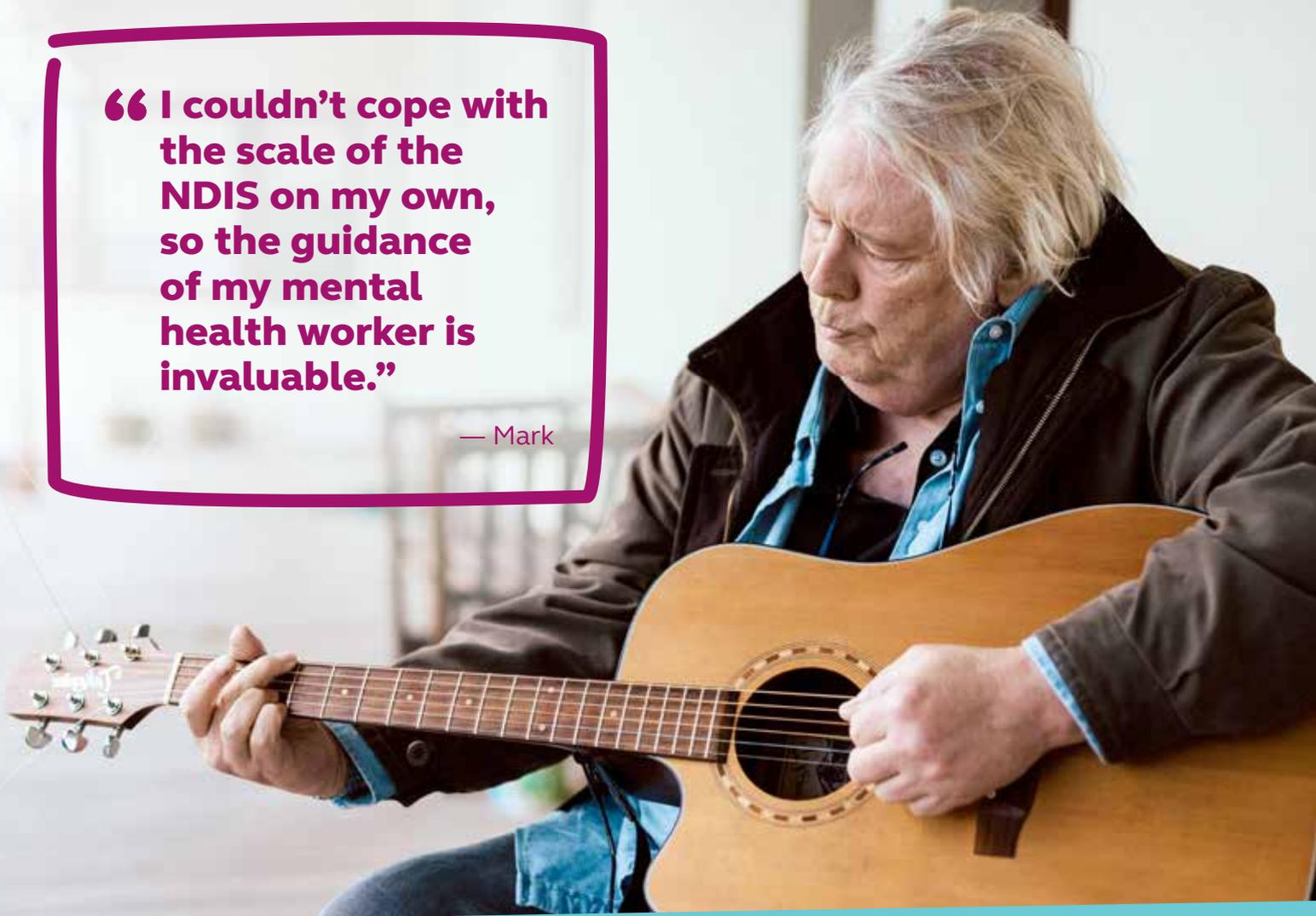
We were honoured to be recognised at the **2017 Victorian Disability Awards.**

Long-standing volunteer Laprini Dimitrakpolous was celebrated as a finalist for her incredible contribution to the Kids Under Canvas program, which has been offering young people with disabilities adventure outings and camps for nearly 20 years.



“ I couldn’t cope with the scale of the NDIS on my own, so the guidance of my mental health worker is invaluable.”

— Mark



Mark’s story

Mark Leishman is always happiest with a guitar in hand but living with disability and mental illness has made it hard for him to continue to pursue his passion.

With the support of services in Ballarat, Mark was able to access the National Disability Insurance Scheme (NDIS) in September 2017, allowing him to fully focus on his music.

“I’ve always loved playing the guitar. It’s my creative outlet and my opportunity to have a voice... a musical voice,” Mark said.

“Setting goals and having something to work towards

helps me manage my mental health issues.”

Through his NDIS plan, Mark has been able to employ an occupational therapist, undertake additional psychology sessions, participate in a ten-week group therapy program, and connect with a song writing program to reignite his passion for music.

Mark started his long association with our services

in Ballarat nearly 25 years ago, when he sought housing assistance in 1994.

He has now lived in the same rooming house for 24 years, where he enjoys the balance of having his own privacy and the chance to interact with others.

Mark has started recording his music for family and friends and hopes to share his passion with his community.



Early Learning

We nurture children to **create, learn and grow** through high-quality education and care services.

Our services include kindergarten, family day care, occasional care, out-of-school care, long day care, with extended hours of supervised play beyond kindergarten or day care.

In the 2017 2018 financial year, over 3500 children enrolled in our early learning services. This was across 58 kindergartens, 20 long day care centres, four out-of-school care and vacation programs, and five occasional care services.

We also provide Kindergarten Inclusion Support and Preschool Field Officers to support children with additional needs.

Kindergarten Inclusion Support allows children with a disability or complex medical

needs to access and participate in all parts of kindergarten programs with other children.

The aim is to build the capacity of funded kindergartens to support the access and participation of children with disability or complex medical needs.

The Preschool Field Officer (PSFO) Program provides support to government-funded kindergarten program staff to support the access and participation of children with additional needs in inclusive kindergarten programs through the provision of consultative support, resourcing and advice to kindergarten teachers.

KIS STA

“This program ensures all children living with a disability or developmental delay can make the most of their kindergarten year,” said Peggy Tan, Area Manager for North East Early Learning Services.

Starting early years education with the right support is vital for children living with disability or developmental delay.

To help families access the support they need, we are partnering with the Victorian Department of Education and Training to establish a Short-Term Assistance service as part of our Kindergarten Inclusion Support program during 2018 and 2019.

This free service assists state-funded kindergartens in Victoria to access additional support for children and to plan for their ongoing inclusion.

Support is tailored to the learning and development needs of each individual child. This includes funding for sensory toys, social storybooks, additional support staff, or further training for existing staff.

Our guiding principles

Inclusion

Each child, their family and caregivers deserve to be active participants in learning; influence the learning environment; and feel a sense of belonging in their community.

Child as citizen

We recognise each child as citizen and value their rights in our services and in the wider community.

Equity

We are active in supporting all children, families and caregivers to access opportunities to thrive and participate in society.

Learning

Learning is more than teaching, we create experiences and environments for all children to learn about themselves, other people and their world.

Quality

We strive for continuous improvement and take action to deliver consistently high quality education and care.



Kindergarten Tree Warmer Project

“Our intention is to teach **children how to interact with the wider community**, observe and enjoy the combined efforts of a community working towards a project and feel a sense of pride and ownership in their kindergarten environment.” — Angela

The St Andrews Sunbury Kindergarten Tree Warmer project launched in April. The initiative was born from a discussion with the children about a large pine tree and how to keep it warm during the winter.

Inspired by the ‘Street Life’ community event, the children and staff were spurred to create a colourful blanket for the tree using a

large donation of wool they had received. Excited to get the community involved, they extended the idea to the children’s families, the Uniting Church congregation, Sunbury Library’s Monday knitting club and our local drop-in centre.

Angela Dance, Educational Leader at St Andrews Sunbury Kindergarten said, “This is also a wonderful

opportunity to enhance the involvement of our families.”

Jeanette, who volunteers at the our drop-in centre, was a proud participant in the project. “Seeing the squares sewn together and put on the trees was just wonderful. It was a great visual representation of what can be achieved when a community comes together.” Jeanette said.



Employment Services

People experiencing unemployment, people with disability and people experiencing mental health issues **find meaningful employment.**

We work with people, partners, and employers of every background and industry to create fair, meaningful and long-term employment solutions that provide an opportunity for individuals to contribute, grow and thrive.

Our employment services provide employment pathways, training, vocational opportunities and community building links for people of all ages and abilities. Our services are offered in 15 locations across Melbourne.

We worked with 5,425 people across our JobActive and Disability Employment Services (DES). With 615 placements achieved through JobActive and 293 in DES, we had success in placing 908 jobseekers during the course of the year. We helped people living with a disability, early school leavers, parents,

Aboriginal and Torres Strait Islander people and people of culturally and linguistically diverse (CALD) backgrounds.

In acknowledgement of our success, we were awarded a Disability Employment Services tender to expand our services into new seven new locations in partnership with PeoplePlus.



Irene's story

“I am so grateful to have found my perfect role. **I appreciate the flexibility and ongoing support from Uniting,**” Irene said. “My team at Woolies are so encouraging, I know I’m a valued team member.” — Irene

Some might relish the idea of retirement – not Irene. A true go-getter, she set her sights on stepping back into the working world, knowing a casual or part-time opportunity would be the perfect fit for her lifestyle.

Eager to take on a role she would enjoy, Irene also needed to factor in the kind of work that would be the most manageable with her multiple sclerosis and chronic back pain.

We work with job seekers like Irene to understand their strengths and abilities, so they can be matched with employers who will nurture their talents and value their contribution to the workplace. Irene was partnered with one of our employment consultants and together they set goals about the kinds of roles and opportunities Irene was suited to.

Irene’s bubbly and outgoing personality makes her the perfect candidate for customer service. When an opportunity became available at the local Woolworths store, the team thought so too and Irene became their newest employee.



Brad and Bella's story

“I have to be punctual and very organised, but I’ve discovered I’m really good at that!” — Bella

There’s nothing quite like the excitement of securing your first job—and the experience was no less satisfying for Brad, 27 and Bella, 23. The dynamic duo has been bursting with enthusiasm ever since they began their careers with Telstra.

For almost two years, Brad and Bella have been dedicated and reliable employees at the company’s flagship Melbourne store.

“Getting the call to say I got the job was a very happy feeling for me,” Brad said.

“I told them I was going to do the best I could, and so far, I’ve been keeping my promise.”

Supporting the sales team by stocking shelves with new deliveries and keeping the innovative “touch tables” spotless and ready for interactivity, Brad and Bella are integral to a seamless

customer experience.

“I can’t remember a single day when either of them has taken a day off. We always have to tell them to stop working!” said Store Leader Wendy Duff.

Bella says she was thrilled to be given the opportunity, “This is the first time I’ve had to do things on my own,” she said.



Mental Health

We work alongside people experiencing long-term mental illness to develop a recovery plan, build skills and confidence and achieve their goals.

Through Lifeline, we provide counselling for people experiencing personal crisis. Lifeline centres across the country are run by not-for-profit community service organisations like us. We run the largest centre in Victoria and Tasmania out of Melbourne, as well as a regional centre in Ballarat.

This year was one of transition with the Mental Health and Community Support Services (MHCSS) program and the Personal Helpers and Mentors (PHaMs) program beginning to wind down as NDIS rolled out. We are supporting all our current participants

to transition to NDIS with tailored assistance.

We are committed to continuing to provide NDIS-funded Capacity Building services in the key areas of Support Coordination, Live-Work-Recreation and Supported Independent Living.

We continue to provide vital community mental health support services such as the Voices Vic network support group, 101 St Kilda Engagement Hub and peer support groups.

Engagement Hub

The 101 St Kilda Engagement Hub is a support network for people experiencing mental illness, social isolation or homelessness.

Up to 90 people attend the hub each day to connect with those in a similar situation – and the numbers continue to grow. To meet growing demand for the service, the Hub received a much-needed upgrade and reopened to the public in the second half of 2017.

Reverend David Pargeter from the St Kilda Uniting Church attends the Hub each week to offer support and participate in activities.

“For many who attend the Hub, it takes away the isolation they are experiencing in their lives. They feel safe here.” Reverend Pargeter said.

This is certainly the case for Bradley* who suffers from debilitating mental illness. His doctor recommended he visit the Hub in 2010 and since then, he has become a regular. Each week he attends yoga classes and has also tried his hand at singing, drama and writing classes.

Through meeting people who can relate to his mental health experience, he is reminded that

he is not alone. Bradley* says he now realises how important it is to stay connected to his community to help manage his mental health.

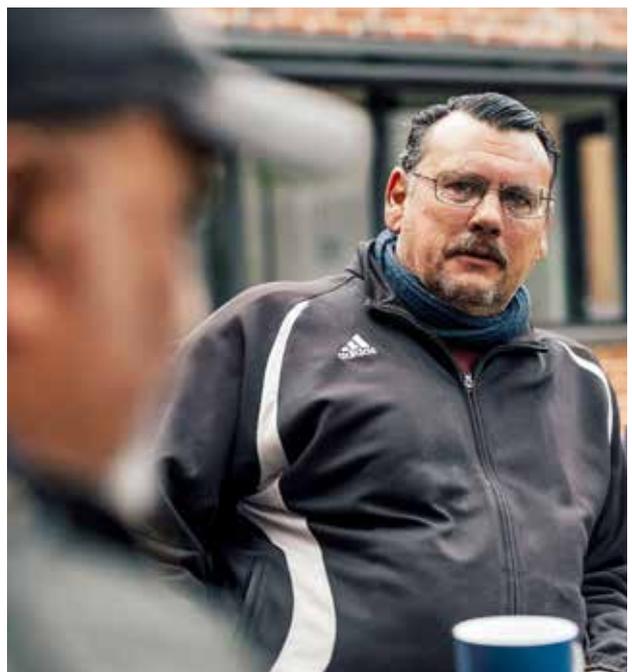


Photo: Paul and Dean, who attend community mental health programs with Bradley* whose name has been changed to protect his identity.

“To be able to walk alongside other voice-hearers on their journey has given me a sense of meaning and purpose.”

— Janet



Janet's story

In August 2017 Voices Vic team member Janet Karagounis received the **Most Inspirational Person Award** at the Hearing Voices World Conference from Intervoice, the Hearing Voices Network International Body.

Voices Vic is the leading body in Victoria for voice hearers. The state-wide specialist program seeks to improve the lives of people who hear voices and is led by people with a lived experience.

The Hearing Voices approach is not about trying to get rid of voices. It's about changing the relationship with them. It's about dealing with anger,

fear and shame; getting support when needed and learning to get control.

Janet gained recognition for her ongoing dedication to the hearing voices movement, starting out as a group member in 2005 and going on to become a facilitator, trainer and mentor.

Her tireless efforts, passion, sharing of her own story and

ability to see the potential in others have inspired hundreds of voice-hearers, carers and mental health workers.

“To be able to walk alongside other voice-hearers on their journey has given me a sense of meaning and purpose,” Janet said.

It's an honour to work for Uniting, who have invested so much in this program.”



Resilient Communities

People experiencing crisis and homelessness often need support while they focus on **building brighter days ahead.**

We provide housing and emergency relief support for people in crisis and people newly-arrived in our community. We support people experiencing financial hardship and people seeking asylum by providing access to food parcels, bill payment assistance and community meals. We also work with people to build their financial capacity and wellbeing by developing their budgeting skills and applying for safe, no-interest loans.

We successfully secured a \$2.7m grant from the Department of Health & Human Services (DHHS) as part of the Victorian Government's Accommodation for Homeless program, which will provide accommodation for some of the most vulnerable Victorians experiencing homelessness.

We will use the funding to build accommodation for women who have experienced family violence, with a focus

on older women. The new program will be managed within the Crisis & Homelessness team at Mitcham in partnership with Community Housing Limited, who will build the accommodation, and Mountview Uniting Church, who will provide social support and connections for the women using the service.

In April, our Komak service in Dandenong was given an additional \$460,000 in funding. Komak (meaning 'help' or 'support' in Dari, one of the languages widely used within the Afghan community) offers an extensive range of health, wellbeing, community engagement, education and training opportunities for men, woman and young people in the local Afghan community. The program works to empower the community to self-advocate by encouraging the group to work together to take on new opportunities.

LGBTIQ

Our people got creative to support lesbian, gay, bisexual, transgender, intersex, and queer (LGBTIQ) colleagues and families on International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT Day) on May 17.

In Shepparton we worked with other local community organisations to arrange a morning tea event, where they created an IDAHOBIT tree giving participants an opportunity to write and attach messages of support for all to read.

In the Wimmera, project manager Scott Robinson organised a 'rainbow runway realness' fashion parade inspired by RuPaul's Drag Race with local employees eagerly getting involved.





“ People come to us not only for support, but to find a place where they belong and a sense of community.”

— Andi Jones, Asylum Seeker Program Manager

Seeking asylum and belonging

Many people seeking asylum have no work rights or access to welfare. **Many have nowhere to live**, as they are unable to apply for accommodation in public housing programs.

Our Asylum Seeker Program provides housing, emergency relief support and other services to help people navigate through the challenges of living in a new country.

Esta sought refuge in Australia after fleeing persecution in her home in Papua New Guinea. She made the difficult decision to leave her three children in her mother’s care.

“Most of the time I stayed in the house; when I think about my children it’s stressful.” Esta said.

Esta began working in rural Victoria, living on a farm and fruit picking. When the cost of living became too much, Esta was asked to leave.

With nowhere to go she reached out to us. She now has a place to call home and is working towards a brighter future.

Esta is an active member of the Asylum Seeker Program Women’s Group, “We come together at the Women’s Group, all [from] different countries, and we forget about everything. We go out, we eat, we learn about things. It has given me confidence.” she said.

The Asylum Seeker Program relies on support from the community.

Engaging our supporters

Uniting is grateful for the support of many individuals, businesses, corporate partners, schools, community and church groups who help us provide essential services for the most vulnerable members of our community.

Food for Families

The success of our 2017 Food for Families campaign demonstrates the strength of our wider community. Over 40 tonnes of essential food and toiletries were donated to our emergency relief programs.

People reach out to us 500 times a day to access critical services across Victoria and Tasmania. Emergency relief receives limited government funding comparative to the demand we experience. We rely on the generosity and compassion of supporters to keep our doors open to people when the need is most.

After years of enduring family violence, Colleen's main focus was just getting through the day, least of all planning a family meal.

"I was so unwell... going through chemotherapy and trying to keep my kids together and safe in stable accommodation."

"I'd look in the cupboard and find just a couple of cans, and try to think of a meal to prepare," Colleen said.

"Having access to extra food – it just meant the world. It meant I could pull together a decent meal for my kids. Sitting down together for a family meal made a difference to what we were going through."

For Colleen, Christmas was a particularly difficult time, as they were trying to rebuild their lives and had no extra money for special food or presents.

"Without those food donations, Christmas Day would have just been another day where I would have been struggling to put food on the table. Instead, I could give my kids a special Christmas."



Winter Breakfast

15% of renters in Australia are spending more than 60% of their income on rent. Startlingly, there are people who have to choose between heating their homes or cooking their food.

That is just one outcome of inequality that was raised during our Winter Breakfast event in May, hosted with the support of the City of Stonnington.

A panel of experts, including Emma King of VCOSS, Emma Dawson of Per Capita, Prof. Roslyn Russell of RMIT and economist Jeff Oughton discussed economic factors driving increased demand for emergency relief services. During the discussion, moderated by Prof. Allan Fels AO, the audience heard that:

- One-third of Australians living in poverty have a job
- 1 million Australians currently working would like to have more work-hours to help make ends meet
- 40% of households earning under \$40,000 a year have seen their income go down in recent years

The event was held at the beginning of the Winter Breakfast program, which provides over 4000 hot breakfasts to people in Prahran during the winter months.

Photo: Panellist Professor Roslyn Russell.



Pancake Day

St Leonard's Church Brighton Bayside has been a long-time supporter of Pancake Day, so it is fitting that they now hold the record for the highest amount ever raised from a Pancake Day event in Victoria and Tasmania.

In 2016, the congregation made a bold move. They did away with the gold coin donation for each pancake served.

The inspired approach paid off, raising \$2600 in 2016 and \$5500 in 2017.

"I was trying to think of a different approach to this fundraising event, which supports those finding life a struggle," said Barry.

Barry met with church Minister, Rev Kim Cain and reflected on what he had seen. After their own caffeine-fuelled discussion, the Coffee Mug Challenge was born.

"In the lead up to International Coffee Day in October, we challenged over 100 people to make a commitment to put \$4 a week in a coffee mug until February 11, when the congregation held their Pancake Sunday event."

The congregation was invited to come forward and place the accumulated funds from their coffee mugs in a bowl and following the service, were given a complimentary cup of coffee.

Over \$10,000 was raised from the initiative.

Our People

Together, we make a difference. With 7000 people delivering over 770 programs and services—we live our mission, values and beliefs. Collectively we are the spirit of our organisation.

With dedication and resilience, we deliver on our commitment to consumer outcomes. We are highly experienced, qualified and innovative thinkers who invest in our purpose and values; it's the foundation for us to grow.

Our priority is clear. Building on our heritage, we foster the engagement and wellbeing of our people. By developing their capability we ensure a supportive, respectful and inclusive workplace culture.

On 1 July 2017, our organisation embraced a new way of working. 3,800 employees and over 3,000 volunteers transitioned to a new People and Culture operating model.

Adopting a business partnership structure with human resource teams we supported continuity of service delivery. We set up specialist streams to drive the new direction with updated tools and frameworks, where we have already made strong early progress exemplified in our inaugural strategic plan.

Following extensive consultation, we implemented an organisational development roadmap to attract, retain and develop our people to secure the right skills and behaviours to deliver our purpose now and in the future.

Our people are our greatest strength in creating a brighter future for all.



Photo: Silvia Alberti, General Manager Western Victoria and Tasmania with Board Chair Bronwyn Pike in the Wimmera.



Meet the Board

Bronwyn Pike (Chair)

Bronwyn Pike is a Principal Consultant with BizConsult, where she provides strategic planning, executive mentoring and non-government organisation support.

She is also currently working with the NSW, ACT Uniting Church Synod and the AFL Industry Education Committee.

Bronwyn is the current Board Chair of Western Health and Renewal SA, president of the Australian College of Educators, Chair of the advisory committee for the RMIT Centre for Urban Research and a Board member of Uniting NSW.ACT, and a former Board member of Wesley Mission Victoria.

Prior to these roles, Bronwyn was the State Member for Melbourne and Victorian Minister for Housing, Aged Care, Community Services, Health, Education, Skills and Workforce Participation. Her 13-year parliamentary career included 11 years as a Minister.

Before entering parliament in 1999, Bronwyn was the Director of Uniting Church welfare programs in Victoria, which provided children, youth, family and aged care services as well as social justice advocacy.

Sue Norman (Deputy Chair)

Sue was formerly a Chair and Board member of Wesley Mission Victoria and has a long association

with the Uniting Church in several capacities.

She is an experienced company director, with a proven track record in applying sound business and governance principles to not-for-profit organisations.

An accountant by profession, Sue is a former Executive Director of UCA Funds Management and is credited with transforming the organisation to a professional funds management operation, by employing specialist staff, introducing contemporary business practices and systems, and establishing transparent reporting.

Sue is also a past member of the Board of Trustees and Director of Benefund Limited (the Uniting Church in Australia Beneficiary Fund) and the University of Divinity Council (formerly Melbourne College of Divinity).

Robyn Batten

Throughout the past nine years, Robyn has held leadership positions in some of the Uniting Church's largest community and aged care agencies. These include her roles as Executive Director of Uniting Aged Care (Vic/Tas), Executive Director of Blue Care and Executive Director of Australian Regional and Remote Community Services (ARRCS) in Queensland.



Paul Linossier, Bronwyn Pike, Heather Watson and Linda McCrorey

Prior to her work with Uniting Church services, Robyn held CEO and executive positions in health and local government in Victoria and South Australia. Many of those roles involved leading major organisational change.

Robyn began her career as a registered nurse and holds both Bachelor and Masters' degrees in Social Work and a Masters of Business Administration. She is also a Fellow of the Australian Institute of Company Directors (AICD).

Currently a Director of Aged and Community Services Australia, the national peak aged and community care organisation, Robyn has been a Director of Barwon Water and Good Shepherd Youth & Family Services as well as a number of other not-for-profits.

Mark Heintz

Mark is Chief Executive Officer of Otway Pork, a fully owned subsidiary of privately-owned Australian agri-food company The Pastoral Pork Group. He is Vice President of Cycling Victoria and is a former Chair and Board member of Lentara UnitingCare.

Formerly a crisis intervention

counsellor, Mark has extensive leadership experience in large-scale business turnaround, change management, strategic planning and dealing with conflict.

Mark is a past participant of the Williamson Community Leadership program and was awarded the St James Ethics Centre Fairfax Fellowship and an Asialink Business Leaders Scholarship. He has also lectured at Leadership Victoria's Leadership Master Classes and Emerging Leaders Program.

Linda McCrorey

Linda is the Principal Consultant with Enhancing Quality Services Consulting and was previously a Chair and a Board member of UnitingCare Gippsland.

Linda has lived and worked primarily in regional Victoria. Her work experience is in the health and community services sector, in the areas of community health, disability, case management, women's health, aged care, sexual assault services, Aboriginal services and alcohol and drug services.

Her formal qualifications include a Bachelor of Arts (Social Science),

Graduate Certificate in Quality Improvement for Primary Health Care, Certificate IV in Training and Assessment and a Diploma of Professional Counselling. Linda is a member of the Australian Institute of Company Directors (AICD) and is currently preparing to undertake the formal assessment to become a Graduate of AICD.

Phil Morris

Phil is a former Deputy Chair and Board member of UnitingCare Tasmania. He was an inaugural Board member following the merger of several Uniting Church agencies in Tasmania some years ago.

He has worked in the health and community health services sector for over 35 years. Prior to retiring in 2014, Phil was senior executive manager of eight rural hospitals as well as a number of community health centres and services across northern Tasmania. Phil has degrees in social work and public policy.

Phil is also a Board member of the Headspace youth mental health service in Launceston, a member of the Pilgrim Uniting Church



Sue Norman



Robyn Batten



Mark Heintz

Council and a member of the Presbytery of Tasmania Standing Committee. Every Monday, Phil volunteers in Maggie's Cafe, an outreach of Pilgrim.

Peter Prasser

Peter is General Manager-Group Balance Sheet and Liquidity Management with the National Australia Bank.

He has more than 15 years' experience reporting to boards, executive management committees and regulators on business strategies, funding, risk management issues and policies, and financial performance in an environment of sound corporate governance. He has a strong focus on ensuring businesses understand the dimensions of governance and risk within their operations.

Peter was a former Chair and a Board member of Prahran Mission and is a member of the Council of Elders at the Toorak Uniting Church. He is also a Fellow of the Australian Institute of Company Directors (AICD).

Rev Allan Thompson

Rev Allan Thompson, now semi-retired, previously

ministered in rural and suburban congregations. He was a presbytery minister and associate general secretary of the Synod, with special responsibility for the Uniting Church in Tasmania. In recent years, Allan has had a national role overseeing the Uniting Church's response to and engagement with the Royal Commission on Institutional Responses to Child Sexual Abuse.

Allan was the Chair and Executive Director of Wimmera UnitingCare. He was the inaugural Chair of Connections UnitingCare and UnitingCare Tasmania. He has also served on hospital and Uniting Church school boards and was a member of the Tasmanian Heritage Council for six years.

Allan is the Chair of Uniting AgeWell (Vic/Tas) and believes it is vital that the Uniting AgeWell Board and the new Uniting Board work closely together, particularly in the provision of services to older people.

Heather Watson

Heather is a partner in national law firm McCullough Robertson, and a former chair and Board member of UnitingCare Queensland, where she chaired the

Board's Audit and Risk Committee and Governance Committee periodically during her term.

Heather currently chairs and is a Director of the Community Services Industry Alliance and is a Director of the National Affordable Housing Consortium. She is also a Board member of Uniting NSW.ACT and chairs the Governance, Audit and Risk Committee.

She has had lifelong involvement with the Uniting Church and was a founding Director of BoardConnect, a not-for-profit specifically focused on improving the governance capacity of non-profit boards.

Paul Linossier

Experienced public sector and community services professional Paul Linossier is the inaugural Chief Executive Officer of Uniting Vic.Tas. Previously the CEO of Wesley Mission Victoria, Paul has over three decades experience in leading organisational change and system reform.



Phil Morris



Peter Prasser



Rev Allan Thompson

Executive team



Paul Linossier
Chief Executive Officer



Jeffrey Pearse
**General Manager
People and Culture**



Aimee Suchard-Lowe
**General Manager
Marketing and
Communications**



Rev John Clarke
Director of Mission



Angela Forbes
**General Manager
East Victoria**



Silvia Alberti
**General Manager
West Victoria and
Tasmania**



Clare Jennings
**General Manager
Quality and Program
Performance**



Tracey Gibson
**General Manager
Transitional Services**



Deborah Sullivan
**General Manager
Corporate and Financial
Services**



Quinn Pawson
**General Manager
Advocacy and Citizen
Engagement**

Our People

Volunteers recognised

3,000 people generously give their time to our work with people and communities. **It would be impossible for us to deliver comprehensive support and services without them.**

Some of our wonderful volunteers were recognised at the 2017 Victorians Premier's Volunteer Champion Awards.

We are delighted that Todd Jolly received a service award for his long-standing volunteer work at the Kangaroo Flat Emergency Relief Centre in Bendigo.

Todd started volunteering ten years ago alongside his grandfather Don. He says that being able to work with his grandfather has been one of the highlights of volunteering.

As the youngest team member at the centre, Todd has become the go-to helping hand for all the heavy lifting. That is of course when he's not busy collecting and sorting deliveries or helping to manage the store.

His gentle and kind nature has been a blessing to the centre. He always tries to put a smile on children's faces.

“The kids can feel really overwhelmed when they see their parents upset, so I try to make their experience at the centre a good thing.” — Todd

The welcoming and supportive environment at the Kangaroo Flat centre means Todd has formed great friendships over the years. Max, his team leader, says “He is such a swift and diligent worker, we would be lost without him.”

Todd accepted his award at a ceremony at Government House in February 2018 with three of his family members present.



Other individuals and teams were highly commended at the event:

- Melinda Spencer (Uniting Life Assist/Link Health and Community)
- Anne Monk (Asylum Seeker Welcome Centre)
- Vinod Prasad (Financial Inclusion)
- A Cuppa with Company (Angela Draper, Heidi Evett, Tom Patterson, Gerald Willcocks, Ehlana Dodge, Jessica Stone, Brenda Long and Kristin Baldwin)

We extend a heartfelt thank you to every single one of our volunteers, for everything you do.



“The Awards provide a fantastic opportunity to distinguish important outcomes across the sector.”

— Adam

Exceptional efforts acknowledged

It was a proud moment when Adam was recognised for exceptional contribution in **supporting people experiencing homelessness.**

Adam Liversage, Assertive Outreach Worker for Ballarat’s Street to Home program, accepted the Leading Practitioner award at the Council to Homeless Persons 2017 Victorian Homelessness Achievement Awards on 13 September.

He was selected from six outstanding nominees for the award, which recognises the exceptional efforts of

workers within the specialist homelessness service.

Adam was awarded for his role in driving the Street to Home program, which brings together local businesses and council to lead a collaborative approach to supporting people experiencing homelessness.

“It’s an honour to receive this acknowledgement from the Council to Homeless

Persons. This award reinforces that what we do matters and makes a difference in the community and to people facing injustice,” said Mr Liversage.

The Street to Home program has received further funding from the Department of Health and Human Services and will be used as a pilot for services across the state.

Reconciliation

Renewed relationships and **reconciliation with First Peoples.**

A key priority for our organisation is to **develop a clear pathway to reconcile and better foster relationships** with Aboriginal and Torres Strait Islander peoples and communities.

Building on strong foundations are pivotal in making this a reality, through the:

- Continuing reconciliation work with the Uniting Church of Australia and its Covenant with the Uniting Aboriginal and Islander Christian Congress
- Acknowledging our existing Reconciliation Action Plans and culturally relevant services developed by a number of our services.

Our journey begins with two important steps:

- We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we live and work
- We acknowledge our own role in colonisation and its impacts on First Peoples.

Colonisation, discrimination, racist and oppressive practices and failure to respect the rights and culture of First Peoples have caused great suffering for Aboriginal and Torres Strait Islander people. Regretfully, the intergenerational trauma still impacts people today. We apologise for our failures, and for

the actions of our founding churches that cooperated with governments implementing racist and paternalistic policies.

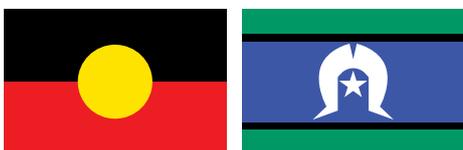
For relationships and reconciliation to progress we must ensure we work in ways that foster self-determination for First Peoples and contribute to meaningful partnerships with communities we work alongside.

This begins with the our Reconciliation Action Plan (RAP). In 2017, we initiated the first RAP working group including seven Aboriginal and 12 non-Indigenous members. Two independent Aboriginal elders offered guidance and support. We are hopeful that our inaugural RAP will be endorsed and formally launched in the 2018-19 financial year.

Our RAP will formalise our commitment to improve our knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements and to embrace new ways to strengthen relationships with First Peoples in Victoria and Tasmania.

It lays the foundations for new, culturally safe partnerships between our organisation and Aboriginal peoples and communities.

We are committed to listening, learning and acting to ensure we are a safe place for First Peoples employees to work and access services. We will strive to better understand and respond to the different needs of Aboriginal and Torres Strait Islander elders, women, men and youth in our services.



**As an
organisation,
we ~~acknowledge~~
diversity. *celebrate***

Our commitment to diversity

We welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation.

We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services.

We pledge to provide inclusive and non-discriminatory services.

Accreditation highlights

Accreditation is a requirement to ensure **we can continue to meet high standards of service delivery.**

Accreditation helps us to:

- Continue to receive government funding for many of our programs
- Recognise our commitment to safety and quality
- Provide consumers with confidence
- Build a better and more efficient organisation with quality and performance assurance
- Increase capability
- Reduce risk
- Comply with regulatory requirements.

In June 2018 we underwent the accreditation audit for Health and Community Service Standards, Department of Health and Human Services (DHHS) Human Service Standards, and National Standards for Mental Health Services.

As part of this process we consolidated and streamlined certificates and accreditation across our founding agencies, into one standard.

We successfully gained accreditation under the Quality Improvement Council, Health and Community Standards (7th edition); Human Services Standards and the National Standards for Mental Health Services.

Some of our Aged and Carer Services underwent their 3 yearly audit under the Home Care Standards, while the Wimmera also received their HACCP certification.



Financial report

Overview

The financial information presented in this report has been extracted from the audited financial report of Uniting (Victoria and Tasmania) Limited for the year ended 30 June 2018. A copy of the full financial report and the auditor's report is available on request.

Volunteers and donations in kind

Uniting had 3,015 (2017: 3,517) volunteers who made an invaluable contribution to our work. During the financial year under review, it is estimated that the volunteers provided approximately 1,358,517 hours of service which would equate to approximately \$48.4 million. Uniting also received donations in kind valued at \$3.574million (2017: \$0.275 million).

Results for the year

Uniting reported a loss for the year of \$0.9 million. (2017: \$16,000). The total revenue for the year was \$280.6 million (2017: \$261.6 million).

Review of financial condition

The total equity of Uniting at 30 June 2018 was \$289.2 million (2017 restated: \$287.5 million).

The net cash inflow from operating activities during the financial year was \$15.4 million (2017 restated: inflow \$6.5 million).



State Government contributions.....	66%
Federal Government contributions.....	14%
Service fees.....	12%
Philanthropic, bequests and donations	03%
Sale of goods.....	01%
Rental income.....	02%
Investment income.....	01%
Other.....	01%



Aged and Carer Services.....	09%
Alcohol and Other Drugs	07%
Business and Social Enterprise	04%
Child, Youth and Family.....	30%
Disability and Mental Health	21%
Early Learning.....	15%
Employment Services	03%
Resilient Communities	11%

Director's declaration

In accordance with a resolution of the Directors of Uniting (Victoria and Tasmania) Limited, we state that in the opinion of the Directors:

(a) the financial statements and the notes of Uniting (Victoria and Tasmania) Limited for the financial year ended 30 June 2018 are in accordance with the Australian Charities and Not-for-profit Commission Act 2012, including:

- (1) Giving a true and fair view of the company and its consolidated entities' financial position as at 30 June 2018 and of their performance for the year ended on that date; and
- (2) Complying with Australian Accounting Standards and Australian Charities and Not-for-profit Commission Regulation 2013; and

(b) there are reasonable grounds to believe that Uniting (Victoria and Tasmania) Limited and its consolidated entities will be able to pay their debts as and when they become due and payable.

On behalf of the Board



Ms Bronwyn Pike
Chairperson of the Board of Directors

Melbourne, 3 October 2018

Director's report

Corporate Structure

Uniting (Victoria and Tasmania) Limited (Uniting) is a company limited by guarantee under the Corporations Act 2001 (Cth) and domiciled in Australia.

Nature of operations and principal activities

The principal activities during the year were to advance social welfare by providing support to people in need.

Employees

Uniting employed 3,835 employees as at 30 June 2018 (2017: 3,639 employees).

Volunteers and donations in kind

The Agency has 3,015 (2017: 3,517) volunteers who make an invaluable contribution to the work of Uniting. During the financial year under review, the volunteers provided approximately 1,358,517 (2017: 1,307,469) hours of service which would equate to approximately \$48.431 million (2017: \$30.071 million). Uniting also received donations in kind valued at approximately \$3.574m (2017: \$0.275m) which have not been recognised in the financial statements.

Review of results of operations

Entity overview

Uniting (Victoria and Tasmania) Limited is the principal community services organisation of the Uniting Church in Victoria and Tasmania.

Social welfare activities provided

Uniting delivers 834 (2017: 770) programs and services that enrich communities in Victoria and Tasmania. These programs support and counsel people in crises and include homelessness services, youth and children's services, accommodation, disability services and emergency relief and deliver such services in ways which promote human dignity. The entity also promotes research into community needs and advocates attitudes and actions which aim to lessen disadvantage, poverty and exclusion in the community.

Operating results for the period

Uniting reported a loss for the year of \$0.9 million (2017: loss \$0.016 million). The total revenue of Uniting for the year was \$280.6 million (2017: \$261.6 million).

Dividends

Uniting is a not for profit charitable company operating under a constitution which prohibits the payment of dividends or distribution of profits.

Director's report

Review of Financial Condition

Capital Structure

The total equity of Uniting at 30 June 2018 was \$289.2 million (2017 restated: \$287.5 million), a increase of \$1.7 million compared to the prior year.

Cash from operations

Uniting's net cash outflow/inflow from operating activities during the financial year was an inflow \$15.4 million (2017 restated: inflow \$6.5 million).

Liquidity and funding

Uniting has sufficient liquid resources to fund its operating activities with \$79.0 million of cash and cash equivalents (2017 restated: \$75.7 million).

Non-Audit Services Provided By Ernst & Young

During the financial year Ernst & Young provided additional accounting advisory services to Uniting management. The Directors are satisfied that the provision of non-audit services is compatible with the general standard of independence for auditors imposed by the Australian Charities and Not-for-profit Commission Act 2012. The nature and scope of the non-audit service provided means that auditor independence was not compromised.

Events After Reporting Date

From 1st July 2018 Uniting has assumed control of Tadpac Print, a not for profit disability enterprise operating in Tasmania.

Environmental Regulations

There have been no significant known breaches by Uniting of the environmental regulations to which it is subject.

Likely Developments and Expected Results

Uniting's future operating results are expected to be consistent with its past performance.

Indemnification and Insurance of Directors and Officers

During the financial year Uniting provided insurance cover to directors and officers. This insurance policy provided indemnity to directors and officers against liability at law for damages or claims made against them by reason of wrongful acts committed by them in their capacity as directors or officers of the entity. The policy also provides provisions to reimburse the entity for payments of legal costs and damages incurred by directors or officers of the entity where permitted by law. The amount of annual premium paid for the insurance cover was \$77,690.

Directors and Other Officers Remuneration

The Uniting (Victoria and Tasmania) Limited constitution provides for Directors to be paid reasonable remuneration for undertaking the ordinary duties of a Director.

The Board examines and assesses the remuneration of the Executive Team by referring to the relevant employment market.

Director's report

Directors' Meetings and Board Committees held 1 July 2017 - 30 June 2018

Meetings	Board Meetings	Agency Reporting & Support	Audit & Risk	Church & Community Engagement	Governance	Finance & Property	Quality & Clinical Advisory
Meetings held:	11	1	5	4	4	11	4
Meetings attended:							
Bronwyn Pike (Chair)	11	0	0	0	3	10	0
Sue Norman (Deputy Chair)	11	0	0	0	0	8	0
Robyn Batten	11	1	5	0	0	0	0
Mark Heintz	10	0	0	0	0	11	0
Linda McCrorey	10	0	0	0	0	0	4
Philip Morris	11	0	0	4	0	0	4
Peter Prasser	9	0	5	0	0	0	0
Allan Thompson ⁽¹⁾	8	0	0	4	3	0	0
Heather Watson	10	0	0	0	4	0	0
Paul Linossier	10	1	5	4	4	11	4

⁽¹⁾ Allan Thompson's absence from some meetings was due to an approved leave of absence.

Corporate Governance Statement

Background

In mid-2016 Synod Standing Committee approved the joining together of 21 existing UnitingCare agencies in Victoria and Tasmania, Wesley Mission Victoria, Synod led Early Childhood Services (ECS) and Share to create Uniting (Victoria and Tasmania) Limited.

Following both external and internal legal advice, the assets and liabilities of the existing 21 agencies were transferred to the corporate structure of Wesley Mission Victoria, enabling the new organisation to have a formal and legal basis in which to act in accordance with legislative requirements, related Church entities and legal frameworks, ASIC and ACNC requirements. This approach also allowed for a bona fide structure for government and non-government funding arrangements to be transferred to the Uniting (Victoria and Tasmania) Ltd entity. The first set of consolidated annual financial statements were prepared for the 2016/17 financial year.

On 3 October 2016 the new Uniting Board was formally appointed. At the same time the Boards of the 21 UnitingCare agencies concluded their appointment and the directors of Uniting were each appointed as the directors of each of the 21 unincorporated UnitingCare boards.

During the 2016/17 year when the Board of Directors met, it did so as the Board of Uniting (Victoria and Tasmania) Ltd and as the Board of each of the 21 unincorporated entities. On 1 July 2017 the operations and assets and liabilities of the 21 UnitingCare agencies were transferred to Uniting.

Preparations for the cancellation of the 21 unincorporated UnitingCare agency ABN's is progressing and is expected to be completed by the end of 2018. This will coincide with dissolution of the 21 unincorporated entity Boards.

During the course of the year the Board has reviewed proposals and undertaken due diligence examination of the organisation known as TADPAC (Tasmanian Association of Disabled Persons Abilities Centre). Following resolutions by both Boards, TADPAC personnel, assets and liabilities will be transferred to Uniting on 1 July 2018.

Director's report

Board Composition

Members of the Uniting Board are appointed by the Synod Standing Committee in accordance with the requirements of the Victorian and Tasmanian Synod, Uniting Constitution and By-Laws. The Board is currently made up of ten members including the Chair, Deputy Chair and Chief Executive Officer (CEO) and carries one vacancy.

The following Directors were reappointed during the reporting period following the expiry of their initial term at the 2017 Annual General Meeting in accordance with the Constitution:

Robyn Batten – reappointed for a further three-year term, concluding no later than the 2020 Annual General Meeting

Mark Heintz – reappointed for a further three-year term, concluding no later than the 2020 Annual General Meeting

Linda McCrorey – reappointed for a further three-year term, concluding no later than the 2020 Annual General Meeting

The above re-appointments were approved by the Uniting Church of Australia Synod of Victoria and Tasmania Standing Committee in accordance with Section 7 of the Uniting Constitution.

There were no other changes to Directors during the reporting period.

Board Procedures and Policies

The Board's Governance Charter was developed in accordance with the ACNC Governance Standards. The Charter outlines the roles, responsibilities and terms of reference of the Board and each of its Committees. It also includes Uniting's Code of Conduct; which all new Board members are required to sign. The Charter requires that the performance of the Board and CEO be reviewed on an annual basis.

The CEO is a voting member of the Board. Uniting maintains a register of Director's interests and any potential conflicts of interest are recorded annually and reviewed monthly as part of normal Board meeting procedures.

The Board receives regular reports and presentations from senior executives on strategic, financial and operational performance, enterprise risk management, key policy decisions, social justice, research activities and Church policy and relations.

Board Sub-Committees

The Board has established committees to assist the Board in fulfilling its responsibilities. Each committee has its own terms of reference or Charter which set out the authority delegated to it by the Board and details the manner in which the committee is to operate. Each of the Board committees review and monitor relevant performance data against established key performance indicators.

During 2017/18 the Board approved committees were:

- Audit and Risk Committee
- Church and Community Engagement Committee
- Finance, Investment and Property Committee
- Governance Committee
- Quality and Clinical Governance Committee

Director's report

Audit and Risk Committee

The purpose of the Audit and Risk Committee is to assist the Board in fulfilling its statutory, fiduciary and regulatory responsibilities relating to enterprise risk management and compliance, as well as fostering ethical practice and risk informed decision making. The Committee oversees the development and maintenance of risk management systems, internal control systems, compliance with applicable laws and the appointment of the external auditor. The Committee also reviews the Annual Financial Statements jointly with the Finance, Investment and Property Committee.

Church and Community Engagement Committee

The purpose of the Church and Community Engagement Committee is to ensure that adequate policies, plans and processes are effective in maintaining constructive and mutually beneficial relationships across the Church at congregational, Presbytery, Synod and Assembly levels; provide appropriate opportunities for community input to programs and fosters strong and mutually beneficial partnerships with a broad range of groups, networks and organisations.

Finance, Investment and Property Committee

The purpose of the Finance, Investment and Property Committee is to assist the Board in ensuring that adequate policies and procedures, systems and processes are in place and that they adequately support the organisation to i) meet its financial and accounting obligations, ii) manage and monitor the financial performance of its investments and iii) meet its obligations in relation to the development, ownership, maintenance and use of property. This Committee also reviews annually the Uniting Budget Policy.

Governance Committee

The Governance Committee assists the Board to discharge its oversight and monitoring responsibilities under the constitution for Uniting (Victoria and Tasmania) Ltd including monitoring the processes and governance of the Board, reviewing periodically the policies to be adopted by the Board on an enterprise wide basis and oversees the Board's reporting and accountability framework. This includes facilitating the Board's consideration of the CEO annual performance plan and review of performance against that plan and monitors the processes for setting Board and Executive remuneration.

Quality and Clinical Governance Committee

The purpose of the Quality and Clinical Governance Committee is to ensure that appropriate and effective clinical governance systems are in place across the organisation specifically in relation to clinical safety, clinical risk, quality and scope of practice. The Committee promotes forward planning that minimises risk and identifies opportunities and alternate ways to achieve better results for our community.

Uniting (Victoria and Tasmania) Ltd engaged independent firm, Ernst and Young, as external auditor for the two reporting periods spanning July 2016 to June 2018.

The Board of Uniting (Victoria and Tasmania) Ltd is proud to present the organisation's second Annual Financial Statements which reflect the combined results of the founding 24 entities consolidated effective 1 July 2017.

Signed in accordance with a resolution of the Directors.



Ms Bronwyn Pike
Chairperson of the Board of Directors



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Fax: +61 3 8650 7777
ey.com/au

Auditor's Independence Declaration to the Directors of Uniting (Victoria and Tasmania) Limited

In relation to our audit of the financial report of Uniting (Victoria and Tasmania) Limited for the financial year ended 30 June 2018, and in accordance with the requirements of Subdivision 60-C of the *Australian Charities and Not-for profits Commission Act 2012*, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of any applicable code of professional conduct.

Ernst & Young

Paul Gower
Partner
3 October 2018

Independent Auditor's Report to the Members of Uniting (Victoria and Tasmania) Limited

Report on the Financial Report

Opinion

We have audited the financial report of Uniting (Victoria and Tasmania) Limited (the Company), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- a) giving a true and fair view of the financial position of the Company as at 30 June 2018 and of its financial performance for the year ended on that date; and
- b) Complying with Australian Accounting Standards and the *Australian Charities and Not-for-Profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

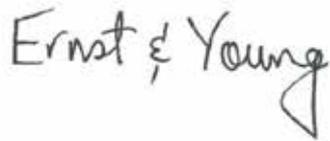
Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Ernst & Young



Paul Gower
Partner
Melbourne
3 October 2018

Statement of income

	2018	2017
	\$'000	\$'000
Government contributions	224,033	208,144
Fees for service	32,783	20,085
Donations, bequests and other philanthropic income	8,680	12,454
Sale of goods	4,116	5,099
Other income	10,951	15,841
Total revenue	280,563	261,623
Employee expenses	203,447	182,432
Client expenses	29,703	33,337
Occupancy expense	18,555	15,243
Administration expense	20,040	22,094
Depreciation and amortisation	5,608	5,558
Other expenses	4,123	2,975
Total expenditure	281,476	261,639
Net surplus / (deficit) for the year from continuing operations	(913)	(16)
Other comprehensive income		
Net changes in fair value on available for sale financial assets	2,928	3,429
Revaluation of property, plant and equipment	(315)	81,836
Total comprehensive income for the year	1,700	85,249

This Statement should be read in conjunction with the accompanying notes.

Financial statement

	2018	2017
	\$'000	\$'000
Current assets		
Cash and cash equivalents	79,007	75,653
Receivables	6,958	7,887
Other current assets	2,230	2,241
Total current assets	88,195	85,781
Non-current assets		
Property, plant and equipment	220,958	225,012
Intangible assets	10,968	10,968
Available for sale investments	34,932	31,613
Assets held for sale	2,982	-
Other non-current assets	10	20
Total non-current assets	269,850	267,613
Total assets	358,045	353,394
Current liabilities		
Payables	37,544	37,118
Provisions	17,337	18,334
Total current liabilities	54,881	55,452
Non-current liabilities		
Payables	4,440	4,525
Provisions	9,486	5,879
Total non-current liabilities	13,926	10,404
Total liabilities	68,807	65,856
Net assets	289,238	287,538
Equity		
Contributed equity	12,623	12,623
Reserves	285,154	268,608
Accumulated surplus / (deficit)	(8,539)	6,307
Total equity	289,238	287,538

This Statement should be read in conjunction with the accompanying notes.

Thank you to our supporters.

Thank you to the thousands of donors, volunteers, businesses, community groups, schools and church congregations who donate funds, in-kind goods and their time, to support people in the community. We appreciate the generosity of the following donors, trusts, foundations and governments, just some of those, whose support makes a tangible difference in people's lives.

Trusts, foundations, businesses and community

Bagot Gjergja foundation
Barings
Bendix Family Charitable Endowment
Beverley and Elsie Family Trust
Boom Logistics
Border Trust Community Grants Program
Campbell Edwards Trust
City of Port Phillip
City of Stonnington
Collier Charitable Fund
Edwards Foundation
Feed Geelong
Feed Melbourne
Foundation for Rural and Regional Renewal
Geelong Community Foundation
Give Where You Live Foundation
Godolphin
Grenet Foundation
Harold Mitchell Foundation
Joe White Bequest
Lord Mayor's Charitable Foundation
Melbourne Firefighter Stair Climb
Miller Foundation Ltd
Mona Georgina Harris Perpetual Charitable Trust
Outer Eastern Asylum Seeker Support Network
Percy Baxter Charitable Trust Perpetual
Pethard Tarax Charitable Trust
Price Family Foundation
Rotary Groups
Searchlight Group
Simpson Family Foundation
Sirius Foundation Ltd
St Andrews Foundation
The Andrews Foundation
The Danks Trust
The Dick and Pip Smith Foundation
The Douglas & Phillip Young

Charitable Trust
The Fagg Foundation
The Flora & Frank Leith Charitable Trust
The Harcourts Foundation
The Isabel & John Gilbertson Charitable Trust
The John and Betty Laidlaw Legacy
The Marian & EH Flack Trust
The Muffin Foundation
The Peter Isaacson Foundation
The Queen's Fund
The R E Ross Trust
The V V Marshman Charitable Trust
The Walter & Eliza Hall Trust
The William Angliss (Vic) Charitable Fund
UCAF Stamp Fund
Uniting Church in Australia Synod of Victoria and Tasmania
Wellcom Group Ltd
Whitehorse Community Chest

Bequests

A G Cowley Trust
ACF - Ralph and Betty Sims Foundation
Agnes Jessie Caroline Wilson Charitable Trust
Alexander Miller Estate
Alison Margaret Clark Estate
Daisy Gardner Trust Fund
DTM & Ethel Davies Memorial Fund
Estate of Allan Keith Wah Doon Lim Joon
Estate of Arthur H Brown
Estate of Bertha L E Rimmington
Estate of Bessie Mary Thompson
Estate of Clifford George P Prowse
Estate of Dudley Barton Adams
Estate of Dulcie G Rayment
Estate of Ethel Mary Jones
Estate of Frances Alberta Watts
Estate of G E Bradshaw
Estate of G L Godfree
Estate of George Leslie Henderson
Estate of Gladys May Davis

Estate of Harry Halliwell
Estate of Helen Judith Campbell
Estate of Herbert Alexander Glover
Estate of Leslie Doris Meredith
Estate of Lillian Bessie Hewitt
Estate of Lindsay J Baldy
Estate of Margaret Jean Sutton
Estate of James Holt
Estate of Norma Jean Ward
Estate of Reginald Llewellyn Stanley
Estate of Ronald William Grylls
Estate of Rosemarie Mac Dougall
Estate of Samuel Charles Courtney
Estate of William & George Sunderland
Frank H Bateman Estate
George Haley Charitable Trust
George Warman Estate
Grant Bequest
John Edmond Taylor Bequest
Joseph Hill Trust Fund
Joseph T Tweddle Trust
Estate of Merle Oakes
NJ Horton & Grace Horton Charitable Fund
STAF - Alfred John Hutton
STAF - The Francis Family
STAF - William A Shipperlee
The A & D Clayton Fund
The Harry Dicker Fund
The John Robertson Grigor & Eva McKenzie Bequest
The Therapon Foundation
WF Barrow Charitable Trust

Government

Commonwealth Government

Department of Employment
Department of Health
Department of Human Services
Department of Immigration and Border Protection
Department of Social Services

Get involved

Even the smallest **acts of kindness** can brighten someone's day.

Victorian Government

Department of Economic Development, Jobs, Transport and Resources (DEDJTR) Horsham

Department of Education and Training

Department of Health and Human Services

Department of Justice and Regulation

Tasmanian Government

Department of Education

Department of Health and Human Services

We thank all **Local Governments** who partner with us and enable us to deliver meaningful services that are relevant in local communities.



Make a donation

Your generosity has the power to save lives, and every little bit helps.

Donations – big or small – help us to provide essential services to the most vulnerable and at-risk people in our community.

A gift today or a bequest for the future can help us make an immediate difference in someone's life.

Volunteer with us

There is no shortage of ways to get involved. Help us sort donated goods at our emergency relief centres or op shops. Bring a smile to an older person's day with a visit to their home. Put your green thumb to use in one of our blossoming community gardens or use your creative passion to mentor artists with a disability.

If you have a skill to share and a vision to create a safer, fairer, and better future for all, volunteer with us.

Become a foster carer

For children and young people unable to live with their birth families, a safe and supportive home environment can be life changing.

We offer foster care and permanent care opportunities. You can be single or married, with or without children, of any sexual orientation and any religion.

If you have a spare room and a big heart, we'd love to hear from you.

Learn more

hello@vt.uniting.org



Cooper, with early learning educator Angela at St Andrews Kindergarten.