

Acknowledgments

ANNUAL REPORT 2003 - 04

"Together we can make a difference. Thank you to our generous supporters."

UnitingCare Wesley Port Adelaide Inc. thanks its many friends for their generous contributions.

**"A friend of many needs many friends".
Rev. A.D. McCutcheon, Superintendent
1935 - 1954**

Special acknowledgement is given to all the dedicated staff and volunteers of the Organisation.

- Adelaide Bank Charitable Foundation
- Adelaide Brighton Cement
- Adult Community Education
- Alberton Ladies Fellowship
- Association of Ukrainians in SA Inc
- Bakers Delight
- Bank SA Staff Charitable Fund
- City of Salisbury
- City of Charles Sturt
- City of Port Adelaide Enfield
- Commonwealth Bank of Australia
- Commonwealth / State Supported Accommodation Assistance Program (SAAP)
- Commonwealth Department of Health and Family Services – Disability Services
- Community Benefit SA
- Croatian Club of Adelaide
- Department of Education, Training and Employment (SA)
- Department of Employment, Education, Training and Youth Affairs
- Department of Families and Communities
- Department of Health
- Everyone who donated to UnitingCare Wesley Port Adelaide Bequest Program
- Friends and Families associated with the Mission
- Foodbank
- Home and Community Care (HACC) Program
- Kiwanis Club of LeFevre Peninsula
- Lions Club of Port Adelaide
- Local Businesses
- Local Churches
- Maughan Thiem Motors
- Mix 102.3
- Morialta Trust
- National Power
- Normetals
- Port Adelaide Football Club
- Port Adelaide Women's Service Association Radio 5AA Special Children Christmas Party
- SA Health Commission
- SA Rotary Clubs
- Simsmetal Ltd
- South Australian Community Housing Authority (SACHA)
- SPARC Disability Foundation
- Spotless Laundries
- Sunday Mail
- Target Fulham and Newton Store and its customers

- The Fleurieu Quilters
- TOWER Trust Ltd.
- Triple M
- Uniting Church in Australia Parishes and Fellowships
- User Choice, Department of Education, Training and Employment
- West Lakes United Parish
- Workskil
- Wyatt Trust
- Zonta Club

Join us "Together we can do more".

Become a Volunteer and share your time and talents. This can make a difference to others as well as yourself.

Join our staff and work with a skilled, enthusiastic team.

Give a donation by mail, phone, or website, which will enable our programs to reach more people and be more effective.

Leave a bequest and make a difference by making a lasting, caring memorial gift.

Seek further information by visiting our web site www.ucwpa.org.au



We express our sincere thanks to the Board of Directors, the staff and volunteers of UnitingCare Wesley Port Adelaide Inc. (UCWPA) for their commitment and great work during 2003/04.

Throughout this report you will read of the activities of this organisation working with the frail aged, people with a mental health related disability, unemployed people, families in crisis, homeless youth, children, and people from culturally and linguistically diverse backgrounds.

Again this year UnitingCare Wesley Port Adelaide Inc. has actively supported the development of close relationships between Uniting Church agencies locally and at a national level. At the local level we have maintained a close working relationship with the Synod, Presbytery of Adelaide North West and local congregations. Three local ministers and one layperson are chaplains at our Aged Care Facilities.

Nationally, CEO, Mr. Peter Bicknell, has chaired the Uniting Church Missions Network and UCWPA has hosted its Executive Director, Chris Hall. Our CEO has also been a member of the UnitingCare national steering committee. All of this has facilitated our input into national policy development and advocacy, provided a significant sharing of ideas and problem solving as well as enabling our organisation to keep in touch with Federal Government initiatives.

Our "Partnership in Mission" with Adelaide Central Mission Inc., Wesley Uniting Mission Inc. at Bowden and UnitingCare Port Pirie Central Mission Inc. led to the four organisations coming under the one banner, "UnitingCare Wesley". The Governor of SA Marjorie Jackson-Nelson launched the new name at a special function attended by some three hundred members of Community Services Sector at Glenelg on 14th October 2003. Joint planning, cooperation between services and increased benefits for staff have led to enhanced efficiencies and outcomes for clients showing that "together we can do more".

Here in SA, the CEO has provided valuable input to a number of State Government instrumentalities as a member of the Premier's Social Inclusion Board, the Minister of Social Justice's Advisory Committee of Alternative Care

and the Minister of Energy's Consumer Advisory Council.

The expenditure of over \$21 million on three new Aged Care Facilities in the last two years was funded by the organisation's internal liquid assets and a modest loan from Westpac Bank.

As a result of careful management and the implementation of macro and micro policies, the organisation has continued to operate profitably in 2004. The outcome of these actions has seen an improvement in liquidity enabling the organisation to set aside reserves to reduce the Westpac Bank loan in accordance with its contractual obligations. The expansion of the business has resulted in the provision of extra support services such as Quality and

expertise, endeavour, support and willingness to make far-reaching decisions for the long term good of our clients and residents.

We thank Mrs. Robyn Cannizzaro for her nine years service as a member of the Board and welcome Reverend John Watt to the UCWPA Board of Directors. (John was previously a member of the Board from 1973 to 1980.)

With our 750+ staff being our most valuable resource the Board of Directors has again acknowledged staff who have served for 5/10/15/20 and 25 years service. Each person was recognized with a statement of recognition and appropriate gift.

The effort of our volunteers adds value to the work of our staff and is richly valued. By



Planning, OH&S, WorkCover, Business Analysis and Information Support services.

A risk management process has been instigated to shield the organisation from any foreseen and unforeseen threats.

The support of both Federal and State Governments and many donors and sponsors is essential to the work of the UCWPA and is acknowledged with deep gratitude. Our role is to work in partnership with these supporters and turn their contributions into effective services.

The eight non-executive members of the Board of Directors of UCWPA have given freely of their time to participate in Board and Committee meetings and support the ongoing activities of the organisation. We take this opportunity to thank them for their

talking with elderly residents, sorting used clothes, organising furniture or undertaking many other tasks volunteers make a big difference to peoples' lives.

We welcome our new senior staff: Ms Jan Chorley as Manager of "Communities for Children", Ms. Ruth Crawford as Director of Nursing at Regency Green, Ms. Pat Zahra as Director of Nursing at Seaton Aged Care Facility and Mrs. Natalie Szabo who commenced a 12 month contract as Manager at Paralowie Youth Service while Ms. Michelle Papiillo takes maternity leave.

Peter Bicknell
Chief Executive Officer

Rev. Don Catford
Superintendent Chairperson,
Board of Directors

Ethnic Link

Home and Community Care has provided funding for the past 10 years to Ethnic Link Services to employ bilingual/bicultural workers who assist the frail aged, the younger disabled and their carers with language, advocacy and linkage to mainstream services.



A Russian couple arrived in Adelaide in the early 1950's and settled in the western suburbs. The husband found work at GMH where he mixed with other men from Russia, but learned only enough English to get by. His wife stayed at home and cared for their three children, only relating to her Russian speaking friends. The children grew up and moved interstate.

The husband retired and a few years later, suffered a stroke. His wife became his principal carer. She now had to deal with Centrelink, the GP, specialist, hospital, and council but did not have English language skills.

The Council referred the family to Ethnic Link Services, as they could not communicate with the wife. Our Russian worker undertook an assessment to develop a case plan. The worker then facilitated the Carer's Allowance, assisted with a visit to the Council to arrange the required home help and ensured there was an interpreter at the hospital. The worker accompanied the client to initial appointments such as physiotherapy to ensure the needs of the client were being met, and where necessary advocated on behalf of the client for service provision.

This is just one of many clients with whom Ethnic Link Services works.

UCWPA has had an exciting year, with expansion of services, embracing our vision of a compassionate, respectful and just community in which all people participate and flourish.

Each of our aged care services put our values into practice by providing high quality care focusing on client and resident needs. Teamwork, communication and continual improvement are ongoing to maintain standards of excellence in service delivery.

Regency Green Multicultural Aged Care Facility on Days Road at Regency Park was officially opened by the Premier of South Australia, Hon Mike Rann, on Saturday 26th June 2004. Some 280 people attended the opening and were welcomed to Kurna Land by Kurna Elder Lewis O'Brien. Thanks to all those who had played a part in bringing a dream to reality. The facility has a Memorandum of Understanding with seven priority groups namely Aboriginal, Chinese, Filipino, Maltese, Spanish Speaking, Vietnamese and Zhulin Buddhists. Eight group homes that make up Regency Green Facility have been named by the priority groups.

The facility, previously owned by the Crippled Children's Association (CCA), was leased to UnitingCare Wesley Port Adelaide in late 2001 for the relocation of residents during the rebuilding of the low care facility at **Westminster Village** at Grange.

An application was made to the Federal Department of Health and Aged Care for Residential Aged Care places for **Regency Green** in September 2001. When these were granted, along with 17 places for indigenous people, (a total of 78 places in all), UCWPA purchased the land and buildings from the CCA.

Following the return of residents to **Westminster** in early 2003, a major refurbishment of the facilities was undertaken. The new staff arrived at **Regency** for orientation in August 2003 and shortly afterwards residents moved into their new home.

Many of the staff are bilingual, covering dialects stemming from ethnic backgrounds of Maltese, German, Italian, Spanish, Vietnamese, Polish, and Chinese. With their cultural heritage they are able to offer our residents culturally appropriate support.

A steering Committee, with representatives from UCWPA and representatives of the seven priority communities, meets regularly to provide input into the caring and cultural programs provided at this innovative, multicultural home. This builds on our partnerships at **Seaton, Wesley** and **St Teresa** in providing culturally specific care.

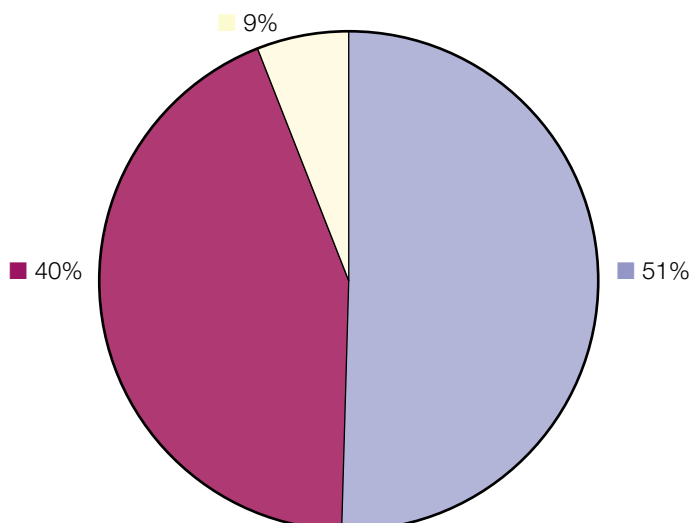


UnitingCare Wesley Port Adelaide Incorporated
Extract from Financial Reports
Consolidated Summary of Financial Performance
Year end 30th June 2004

	<u>TOTAL</u>	<u>ACCOMMODATION SERVICES</u>	<u>COMMUNITY SERVICES</u>	<u>DEVELOPMENT & INVESTMENT</u>
<u>REVENUE FROM ORDINARY OPERATIONS</u>				
Rendering of Services	36,067,155	18,405,700	14,733,617	2,927,838
Rents	855,863	383,727	185,102	287,034
Interest/Dividends	88,770	0	19,139	69,631
Disposal Of Assets	5,712	0	5,712	0
TOTAL INCOME	37,017,500	18,789,427	14,943,570	3,284,503
<u>EXPENSES FROM ORDINARY ACTIVITIES</u>				
Expenses from Ordinary Activities	33,171,783	18,116,102	14,369,854	685,827
Depreciation & Upgrading Provisions	2,874,286	1,214,432	407,075	1,252,779
Interest Expense	667,804	136	1,523	666,145
Loss from Disposal Fixed Assets	28,976	4,611	16,712	7,653
Bad Debts	4,234	4,154	80	0
TOTAL EXPENDITURE	36,747,083	19,339,435	14,795,244	2,612,404
SURPLUS/DEFICIT FOR YEAR	270,417	-550,008	148,326	672,099

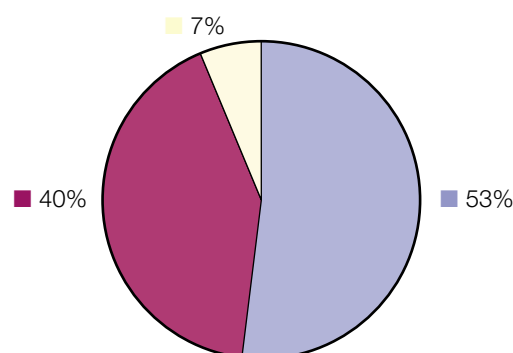
Consolidated Income

- Accommodation Services
- Community Services
- Development & Investment



Consolidated Expenditure

- Accommodation Services
- Community Services
- Development & Investment



**UnitingCare Wesley Port Adelaide Inc.
Extract from Financial Reports Statement of Financial Position
as at 30th June 2004**

	<u>2004</u>		<u>2003</u>
CURRENT ASSETS			
Cash at Bank	2,653,416		968,971
Receivables	<u>1,679,827</u>		<u>1,852,675</u>
FUND ASSETS	4,333,243		2,821,646
Investment General	1,061,137		1,214,959
Fixed Assets	<u>50,076,881</u>		<u>49,211,615</u>
TOTAL ASSETS	<u>55,471,261</u>		<u>53,248,220</u>
CURRENT LIABILITIES			
Payables	4,389,025	3,142,949	
Interest Bearing Liabilities	2,000,000		
Incoming Resident Payments	1,258,342	900,446	
Provision for Deferred Expenditure	<u>2,565,085</u>	<u>5,182,185</u>	
TOTAL CURRENT LIABILITIES		10,212,452	9,225,580
NON CURRENT LIABILITIES			
Interest Bearing Liabilities	6,500,000	8,500,000	
Incoming Resident Payments	10,744,056	8,104,015	
Provisions	<u>494,540</u>	<u>295,962</u>	16,899,977
TOTAL LIABILITIES		<u>27,951,048</u>	<u>26,125,557</u>
NET ASSETS		<u>27,520,213</u>	<u>27,122,663</u>
ACCUMULATED FUNDS & RESERVES		<u>27,520,213</u>	<u>27,122,663</u>

This extract from UnitingCare Wesley Port Adelaide Inc Financial Report as at 30th June 2004 is an accurate extract from the consolidated Statement of Financial Position and Statement of Financial Performance. This extract should be read in conjunction with the full financial report.



Deane & Associates
R. F. Deane (Principal)

Note: A Copy of the full statement of accounts is available on request.



"A very meaningful part of the opening ceremony was the presentation of symbols to represent the eighteen nationalities presently residing at Regency Green."

In keeping with our commitment of providing aged care services, **Hawksbury Gardens** has expanded to provide nursing home care to 16 elderly people in the Salisbury area and **Westminster Aged Care Facility** officially opened their new four Hostel houses named Grange, Tennyson, Semaphore and Largs this year. All the residents have settled into their new homes enjoying the numerous activities at the sites including the staff nativity play at Christmas, raffles, and Easter celebrations. **At Wesley House** residents now enjoy a refurbished courtyard and can enjoy their leisure time gardening in the new raised garden beds.

Due to our growing response to meet the needs of the elderly in the community we have restructured our management team to include a Senior Manager of Aged Care and have appointed a Systems Coordinator to work across all Aged Care sites. This has significantly enhanced the quality of our service provision with all sites successfully maintaining accreditation.



Pet Therapy at UCWPA Aged Care Facilities



All of our sites have adopted the philosophy of including animals in caring for the aged. We have resident cats, rabbits, fish and birds and have organised visits from the canine association. Stroking a dog or cat can reduce a persons blood pressure, encourages stretching and turning and the use of hands and arms. It gives people a common interest and provides a common focus for conversation.

Animals can help people feel engaged and strengthens their capacity to give and receive care. Visits from dogs can provide entertainment and a welcome change from routine. People often talk to the dogs and share with them their thoughts, feelings and memories. Animal visits provide something to look forward to.



Taperoo Family Centre brings new confidence



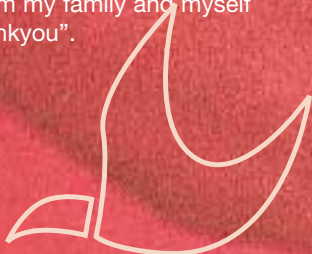
Kerry attends the Taperoo Family Centres' adult literacy course and addressed a group of people on what the family centre means to her. Her speech is self explanatory:

"Hello, my name is Kerry; I have been here about six months. I first came to Taperoo Family Centre because I have a 7 year old who brings home readers that I just could not read.

I can now listen to her read and by me doing the adult literacy course has helped myself and my little girl. We can now do our homework together. The centre has helped my life turn around. I can now read much better.

Taperoo family centre, Kathy, Jan and all the people I have met have helped with my confidence and my self-esteem.

From my family and myself
thankyou".



UCWPA continues its commitment to supporting people with mental health issues. Our programs aim to make a positive difference by improving people's quality of life and building on their strengths. Support is offered in peoples' homes, linking individuals with community, support in employment and training, participating in recreational activities, shopping and enhancing independent living skills.

The Western Area Recovery Program, known as **Metro GP Access**, was launched on Tuesday 16th December 2003 by the Hon. Lea Stevens, Minister for Health. The unique collaboration between **UnitingCare Wesley Port Adelaide**, the Department of Human Services and the Adelaide Western Division of General Practice, is aimed at a better response to the needs of people with a severe and enduring mental illness. This is an extension of **Metro Access** and allows General Practitioners to refer directly to the Program. Specialist Mental Health Services will also be able to refer directly to the Program and will participate in the assessment of need and care planning to provide care/treatment as appropriate.

The State Government has recognised the need to support residents in **Supported Residential Facilities and Boarding Houses** who have been a vulnerable group for some time. By working collaboratively with a range of providers in the western region, we are now able to provide psycho-social and personal support services to meet their needs.

Residents are enjoying diverse activities, have improved health outcomes and are participating in a range of social outings.

Communities for Children is a new initiative of UCWPA and receives funding from the Commonwealth Government. Working collaboratively with local parents and key stakeholders we have developed a comprehensive plan of services that will improve the lives of children and their families in Western Adelaide. We will facilitate the provision of services to promote healthy young families; assist with early learning development; support families and parents of young children and further develop child friendly communities. We will be responsible for funding programs and ensuring that outcomes are achieved.

Family services are core to the work of UCWPA. We work alongside families to strengthen community, celebrate diversity and build on their strengths. There is a focus on family work, office based personal counselling, referrals, and support to address the barriers to



of the Families and Community strategy. This program works collaboratively with the community and key stakeholders to improve health and well being of children 0-5 years of age in the North Western region of Adelaide.

Preparing for Work

Work for the Dole

64 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2260

The Work for the Dole (WFTD) program is funded by the Department of Employment and Workplace Relations (DEWR) and is based in the Northern, North Western, South Western and Metropolitan Employment Service Areas (ESAs). The aim of the Program is to provide assistance to the Community and provide meaningful work experience to jobseekers.

Transition to Work

70 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2235

Transition to Work (TTW) provides experience and opportunities to Parents, Carers or those over the age of 50 years who have been out of the workforce for two years or more and are seeking work.

SAHT Maintenance Call Centre: 8110 4218

The South Australian Housing Trust Call Centre responds to the maintenance requests of tenants and organises the appropriate contractor to carry out the necessary work. This financial year this service has exceeded the expectations in customer service.

Comskil

106 Currie Street,
Adelaide SA 5000

Phone: 8110 4200

Comskil provides computer training in word, excel and other packages, keyboard training and skills assessment training such as testing of computer and keyboard skills, personality testing and general skills such as literacy and numeracy. Our business support programs include a human resource advisory service and payroll service.

Employment Access

208 Port Road,
Alberton SA 5015

Phone: 8240 2366

Employment Access, at Alberton, Elizabeth and Christies Beach, with outreach services at Whyalla, Mt Gambier and Clubhouse SA Inc offer competitive employment, training and placement services funded by Department of Family and Community Services. It provides pre-employment and post-placement support to job seekers and a business work program for people with mental health related disabilities. Accredited training in office and computer skills is also offered.

Port Business Partnerships

208 Port Road,
Alberton SA 5015

Phone: 8240 2366

Port Business Partnerships, funded by the Department of Family and Community Services, is a business service that provides work programs for people with mental health related disabilities in the areas of industrial sewing, office/house cleaning, garden maintenance, car detailing, light industrial process work and packaging. Workers are registered as Business Partners and have the choice of working 1 - 5 days per week, sharing in the profits of the business, decision making and day to day running of the business.

Supporting Services

Supporting Services

Level 1, 70 Dale Street,
Port Adelaide SA 5015

Phone: 8241 0211

A dedicated team of administrative workers supports the services that are provided to meet community needs. The team consists of finance and administration, corporate services, staff relations, quality management, human resources, information services and occupational health safety and welfare.

The William Fisk



Restoring a vessel with historical links to Largs Bay, Port Adelaide and Glenelg has given a group of job seekers the opportunity to contribute to local history while learning new skills.

This Work for the Dole project restored the William Fisk a former police launch and rescue boat. They worked under the leadership of tradesmen, a historian and the retired skipper, Snr Police Constable Bill Bird who provided knowledge and motivation.



Aged Care Information Services

70 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2206

Aged Care Information Services provides information, referrals and support to older people in the community and their friends and family.

Community Mental Health

1st Floor, 64 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2220

Port Mission's Community Mental Health Services funded by Department of Human Services include:

- Metro Access provides community support and housing brokerage for people with a mental health disability where the consumer is the tenant.
- Metro Community Living provides intensive community support and housing to people with a mental health disability in Whyalla, Mt Gambier, Northern and Southern Metropolitan Adelaide.
- Metro Options provides community support for people with an acquired brain injury and mental health disability.
- G.P Access is a recovery program that provides a range of flexible support services to individuals with a disability associated with Mental Illness. G.P Access is an extension of the Metro Access Program with referrals made by General Practitioners.
- Neighbourhood Access provides social and recreational services for people with a mental health disability in the Salisbury/Elizabeth area.

Paralowie Youth Service

94 Waterloo Corner Road,
Paralowie SA 5108

Phone: 8281 4137

Paralowie Youth Service, funded by Department of Human Services, aims to be a vibrant, welcoming community facility for young people in the northern region, providing access to diverse programs and services on site and connecting young people with key services and activities in the wider community.

Supporting Families & Children

Family Centre

58 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2290

Port Family Centre provides a comprehensive range of professional family support services through direct service provision and referral to appropriate agencies.

Emergency Assistance: 8241 0016

Emergency Assistance provides help to people in financial or other crisis, both through emergency assistance of food, clothing and Financial Counselling and a No Interest Loan Scheme.

Personal Support Program: 8440 2290

Personal Support Program, funded by Family and Community Services, provides long term support, referral, advocacy and counselling to people who face many complex barriers to employment.

Port Family Project: 8240 3180

Port Family Project, funded by the Department of Human Services, assists low income and other disadvantaged families in the north western suburbs of Adelaide, by providing case work, community development and a broad range of preventative services.

Strengthening Families Program: 8241 0773

Strengthening Families Program, funded by the Department of Human Services, aims to work with parents to develop positive parenting roles. A preventative approach is utilised to mobilise informal caring community resources to strengthen and support parents.

Taperoo Family Centre

14-20 Yongala Street,
Taperoo SA 5017

Phone: 8248 2122

The Taperoo Family Centre acts as an information and referral source for families and community members. It also offers workshops and courses with regular interest groups and a range of professional services and programs to families and individuals.

Men and Family Relationships

Program: 8240 3180

The Men and Family Relationships Program is a Commonwealth Government funded service that aims to support men in their family relationships. The program offers a range of services including individual and family counselling, support groups and educational courses on parenting and relationship skills.

Takikurtinna Wiltarendi: 8440 2297

Takikurtinna Wiltarendi is funded by Family and Community Services. This project provides support in parenting and has developed a training kit to assist volunteers working with Aboriginal families.

Aboriginal Mens Program: 8440 2290

The Aboriginal Mens Program is funded by Family and Community Services and commenced in January 2003 offering counselling and group programs.

Supported Tenancy Project: 8440 2247

Supported Tenancy Project provides Housing Trust tenants with support, problem solving and independent living skills training to assist them in maintaining their tenancy.

Supported Residential Facilities Program: 8440 2275

Supported Residential Facilities program (SRF) was introduced by the State Government to support people with complex needs who live in SRF's. It brings together service providers, proprietors and the community to build a supportive network in the Western suburbs of Adelaide.

Boarding House Project: 8440 2275

The Boarding House Project, funded by the State Government, aims to engage with people living in boarding house accommodation providing support, referrals and links with the local community.

Communities for Children

Level 1, 70 Dale Street,
Port Adelaide SA 5015

Phone: 8241 0211

Communities for Children is an initiative of the Commonwealth Government as part

employment, home-based family support, group work and development work.

Emergency Assistance is a valued program with around 7,000 people benefiting each year from food parcels, food vouchers, clothing, blankets and Christmas toys. Members of the Church, Church schools, the public and many UCWPA staff, donate generously to the program. Financial counselling and No Interest Loans were initially offered to the community in October 2004 due to our cooperation with the Wyatt trust.

Managing Anger courses have been developed for both men and women with around 6-8 people attending each group. Participants report that while it can be challenging at times, they learn a lot and it helps them with their relationships.

We have an excellent team of Aboriginal staff working with families and individuals. Local Elders, artists from Taoundi College and children from Mansfield Park Primary School helped to design and paint a banner which hangs in our foyer. The staff offer group programs and where possible, work in partnership with other agencies.

In order to reduce the number of evictions of Housing Trust Tenancies the Family Centre hosts a **Supported Tenancies Program** providing intensive case work intervention at the point of eviction. This strategy has been very successful and has been expanded to assist people across the metropolitan area. **Comskil Housing Trust Call Centre** answers numerous calls from housing trust tenants assisting them with maintenance on their homes.



For the Port Parade UCWPA worked with families on a theme "celebrating families having fun in the Port". Children, parents, volunteers and staff from the **Port and Taperoo Family Centres** enjoyed seven weeks of workshops, making musical instruments, funny hats, mad masks and colourful stickers, which they used when they joined in and had fun in the Port Parade.

Taperoo Family Centre continues to provide a wide selection of programs from Meditation to Computing, Basic Maths and English. The centre has moved to the former Kindergarten site in Yongala Street offering refurbished facilities and a high standard of amenity.



Volunteers at UCWPA



Volunteers provide valuable support to our organisation and the local community. They make a difference by being members of our Board and Advisory Committees, assisting with food and clothing vouchers, distribution of bread and food parcels, providing friendship for residents, joining in activities, assisting at meal times and make a significant contribution at Christmas.

Whilst they contribute so much to others many volunteers tell us that they receive a great deal in return.

By training and working as part of a supportive team volunteers gain new skills, personal confidence and the satisfaction of making a difference to other people's lives.



Pancake Day



UnitingCare's national Pancake Day was held on Tuesday 24th February at more than 2000 sites across Australia. Volunteers and staff from UCWPA sold fresh pancakes at all our sites.

Local businesses supported the Dale Street event by placing advertising posters in their shop windows to assist with the promotion. UnitingCare Wesley Port Adelaide sites raised over \$1000 on the day.

Pancake Day continues to raise community awareness of the services we provide. This event has doubled in size in its second year which shows the wonderful commitment by the community of Port Adelaide as well as the staff and volunteers who participated in this great cause.



Paralowie Youth Service has continued to work collaboratively with the community to meet the needs of young people in the northern region of Adelaide. Some of the programs operating include: young mums group, support for young people with mental health issues and independent living skills training. Premier, Hon Mike Rann, officially opened **Paralowie Youth service** in March, 2004. It was a celebration of the energy, strength and enthusiasm of young people and recognition of some of the challenges they have encountered in their past. UCWPA also provides supported accommodation to young people in the western region of Adelaide. The **Port Youth Accommodation and Western Connections program** has made a significant difference to lives of young people, supporting them to overcome challenges and enabling them to live independently in the community.

Finding a job gives income as well as confidence to those who have struggled with unemployment. Meaningful work, relevant training and practical work experience are the cornerstones of our support for job seekers giving them skills

for work and life. **Work for the Dole** is a rewarding program assisting job seekers to become job ready by developing new work skills or enhancing current work skills. This is done through work experience in non profit organisations.

Employment Access offers people with mental health related disabilities the opportunity to join our business partnerships and receive support in gaining access in open employment.

Planning continues to be a key focus of our management teams. We have implemented a 2004 – 2007 Quality and Strategic planning process using the Australian Business Framework. Services used UCWPA corporate goals, the outcomes of their quality self assessment, their knowledge and expertise, service agreements and improvement plans to finalise their strategic plans in April 2004. UCWPA Asset Management Plan involved site property audits and enables identification of condition, remedial work and anticipated capital works.

All services across UCWPA are supported by a dedicated committed corporate services team.



Providing a Home

Port Youth Accommodation Program

George Martin Centre,
Glebe Street, Alberton SA 5014

Phone: 8341 2099

Port Youth Accommodation Program (PYAP) provides responsive, flexible support and housing to young people aged 12-25 years who are homeless or at risk of homelessness in the western suburbs. This is provided through the 24 hour staffed service or the Outreach team who provide support in rental accommodation or public housing. These services are funded by the Supported Accommodation Assistance Program (SAAP). PYAP also runs Western Connections: a Drug Diversion Program funded by Department for Human Services, providing counselling, information and community development activities in relation to reducing the negative impacts of drug use.

Portway Housing Association Inc

Level 1, 64 Dale Street,
Port Adelaide SA 5015

Phone: 8440 2219 or 8440 2244

Portway Housing Association Inc provides long term affordable housing to low income families, young people and people with a mental health related disability. The properties are predominantly in the western region of Adelaide.

Faggotter Grove

8/35 Manly Circuit,
West Lakes SA 5021

Phone: 8242 1622

Faggotter Grove offers a semi-independent lifestyle for ten elderly people who are supported by a Co-ordinator. It is ideally situated in grounds adjacent to the West Lakes Shore Shopping Centre, which provides easy access to necessary services including a doctor's surgery, chemist and post office.

Hawksbury Gardens Aged Care Facility

8 Elmgrove Road,
Salisbury North SA 5108

Phone: 8281 6259

Hawksbury Gardens Aged Care Facility provides a caring community to 53 elderly people.

Independent Living Units

Phone: 8440 2206

The Mission provides independent living to 145 people in 130 Independent Living Units. Residents enjoy the social benefits of living in a community that allows for maximum personal independence within range of support services.

Regency Green Multicultural Aged Care Facility

181-193 Days Road,
Regency Park SA 5010

Phone: 8345 3518

Regency Green Multicultural Aged Care Facility provides a home to elderly people from a range of cultural backgrounds including Maltese, Spanish speaking, Indigenous Australians, Chinese, Vietnamese, Cambodian and Filipino.

Seaton Aged Care Facility

172 Trimmer Parade,
Seaton SA 5023

Phone: 8268 7677

Seaton Aged Care Facility provides high level care to 52 residents. People of Ukrainian and Croatian background have priority of placement.

St Teresa Aged Care Facility

92 Robert Street,
West Croydon SA 5008

Phone: 8346 3052

St Teresa Aged Care Facility provides accommodation and culturally appropriate high level nursing care to 46 residents by multilingual or culturally aware staff with priority to elderly people of Polish origin.

Wesley House Aged Care Facility

324 Military Road,
Semaphore Park SA 5019

Phone: 8449 7066

Wesley House Aged Care Facility cares for 46 high care residents, 76 hostel residents and provides 39 Community Care Packages, which include 15 giving priority to Indigenous Australians. People of Russian background have a priority to 5 residential places and respite services are also provided.

Westminster Village Aged Care Facility

Cnr of Fort Street and Sylvan Way,
Grange SA 5022

Phone: 8353 5011

Westminster Village Aged Care Facility is home to 147 elderly people in high care, hostel and independent living units. Palliative Care services are offered with the assistance of the Western Region Palliative Care Team.

Providing Community Support

Bright Hour

70 Dale Street,
Port Adelaide SA 5015

Phone: 8241 0211

Bright Hour is a group for older people who provide an opportunity for people to enjoy themselves and to meet others in a social setting. Members are generally older people who live in their own homes, Aged Care Facilities or independent living units.

Community Aged Care Packages

324 Military Road,
Semaphore Park SA 5019

Phone: 8449 7066

Community Aged Care Packages are available to frail aged people living in the community, UCWPA's group home or independent living units. The program enables a range of support to be organised to meet the needs of individuals so that they can remain as independent as possible in their preferred environment.

Ethnic Link Services

George Martin Centre,
Glebe Street, Alberton SA 5014

Phone: 8241 0201

Ethnic Link Services is a Home and Community Care (HACC) funded program which aims to assist the frail aged, people with disabilities and their carers from diverse language and cultural backgrounds to access appropriate support services so that they can remain living independent lives in their own homes and communities. Staff assist clients to identify their needs and link them to a range of supports. Ethnic Link also works with service providers encouraging and assisting them to be more sensitive to the needs of people from diverse language and cultural backgrounds.