

ANNUAL REPORT

2018-19



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MESSAGE FROM THE CHAIR



Anker Brodersen

Chair, UnitingCare Kippax Board
22 October 2019

Welcome to the UnitingCare Kippax (UCK) Financial Year 2018/2019 annual report. The year has continued to broaden our services and level of support with the goal of increasing the positive effect we have on the ACT community.

Importantly, the basis for all that we do continues to be the same values that have existed since UCK was formed. The over-riding consideration is that everyone is treated with dignity and respect.

Notably, the range of our support has reached much further. Although many of our services are still focused on the West Belconnen region, some are now delivered across the whole of the ACT and surrounding parts of NSW.

The foundation for that growth owes much to the leadership of our retired Executive Officer, Meg Richens. Her efforts to more clearly articulate the needs of many in our community and explore new ways of addressing these needs has influenced many other organisations in the ACT. Meg's vision and efforts will be felt for many years. To build on those efforts, the Board is delighted to have recruited Steve Coster as the new CEO.

We also have sought to do more than just influence others. With a belief that community support is best provided through a strong network, we have actively worked to increase our

partnerships with like-minded organisations that share our values and a desire to enhance the well-being of our community.

While there is a lot of effort in delivering our services, both well established and new, the UCK Board and management have also been focused on how to best achieve our mission as we continue to evolve. Most of our governance processes and policies have proven to be well suited to our growth. However, we continue to review them and ensure they are relevant for the effective and efficient delivery of services, while minimizing and mitigating risks to our service users, partners and the organisation.

As I step down as Chair of UCK, I would like to thank the past and present Board members for their wisdom, time and collegiate approach.

Finally, particular thanks go to the program staff and volunteers who daily meet with individuals in challenging circumstances. Through observing their tireless efforts, I have developed the deepest respect and admiration for their consistently positive and caring approach - they are the very genuine face of making a positive difference in our community.

MESSAGE FROM THE CEO



Steve Coster

CEO, UnitingCare Kippax

16 October, 2019

I am proud to be presenting what I hope to be the first of many Annual Reports for UnitingCare Kippax.

Since taking up my position a little over 10 months ago I have been impressed not only by the professionalism but also the dedication and work ethic of all the staff employed within the various programs. Whether it is caring for children in one of our playgroups, helping their mums in our intensive parenting program, assisting their parents to be the child's first teacher, ensuring their family has access to advocacy, food and essential medicine or providing education, or providing training and work opportunities for their parents, the one thing that drives the people who work here is their passion to make a positive difference in the lives of the people who come to us for help.

I have joined UnitingCare Kippax at an exciting point in time. Over the last six months the number of staff has increased from 35 to 50+ and the number of programs from 8 to 12. There will undoubtedly be challenges for us in the time ahead but I am determined that as an organisation we never grow so large that we forget how to genuinely care for the people we are trying to help.

As a workplace UnitingCare Kippax inspires you to be open and honest with others, to be driven by ethical goals and to think outside the box. It also invites you to live generously, compassionately and inclusively with all people, especially those whom mainstream society tends to forget and neglect.

I look forward to contributing to the success of UCK in empowering and transforming the lives of all those who seek our service.

OUR VISION, MISSION AND GOALS

OUR VISION

To create a more empowered and equitable community, in which people have robust human, social, economic, spiritual and cultural capital.

OUR MISSION

Together, create community. We work in a collaborative, nurturing and engaging way with both individuals and other organisations to create a community that is inclusive, resilient and connected.

OUR GOALS

To ensure that:

- People have access to food and essentials
- People have access to training and education
- People have access to job and work pathways
- People have opportunities for social connection and social inclusion
- People have opportunities to be engaged in meaningful community engagement

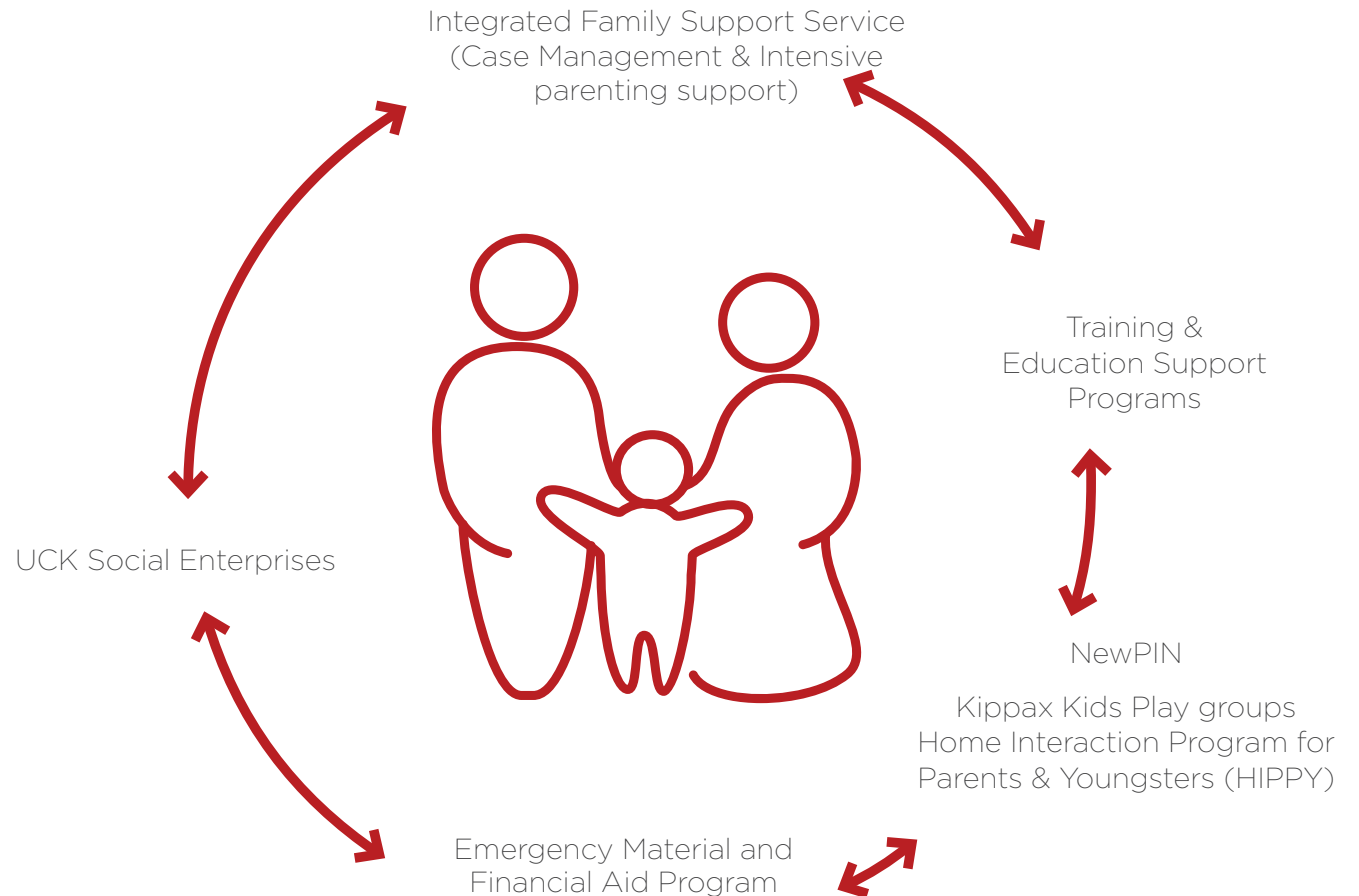
OUR STRATEGIES

- Provide wrap-around community services to deliver genuinely holistic support
- Establish social enterprises to provide training and employment pathways
- Undertake community development activities
- Advocate around key issues that affect our service users

WRAP-AROUND SUPPORT; HOW DO WE DO IT?

OUR PROGRAMS ARE DESIGNED TO INTERCONNECT WITH EACH OTHER TO PROVIDE A PERSON CENTRED, STRENGTHS-BASED, WHOLISTIC, WRAP-AROUND SERVICE.

We have no closed doors between programs. A single mum coming to one of our children's playgroups may be soft referred to both our emergency relief, and training and employment programs, while a dad who accesses our emergency relief service who suffers because he has become estranged from his kids may be referred to our case management program. We choose to work with people in ways that build on their strengths and capacities to empower them to act on their own behalf. Our goal is to walk beside them, rather than lead them to where we think they should go.



THE YEAR'S HIGHLIGHTS

018/2019 saw several important milestones as UnitingCare Kippax continues to grow and evolve. Here are just some of them..

A new Strategic Directions Document

Over 300 playgroups

More than 3,000 emergency relief service occasions

Over 670 Christmas Hampers distributed to disadvantaged families

Our First ever Christmas Lunch sees over 160 people attend

Our new Social Inclusion program begins

Welcome Café commences

We receive funding to establish our second social enterprise (Kippax Trade Start)

Over 100 people assisted with training and employment pathways

21 Graduations from HIPPY

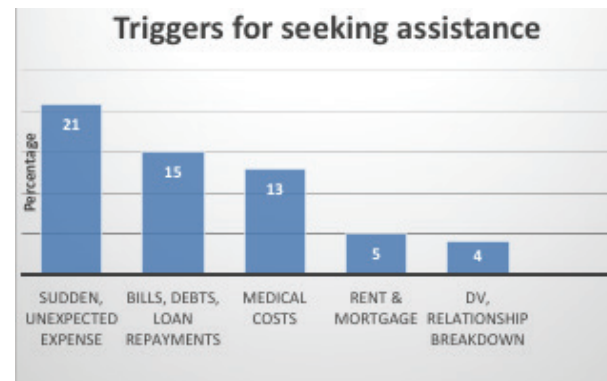
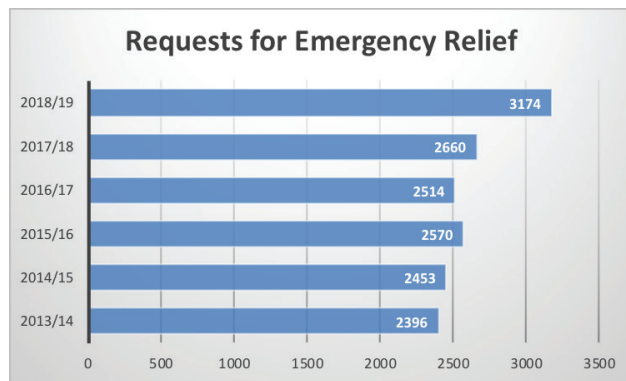
More than 60 families assisted by Integrated Family Support Service

A New CEO

PROVIDING THE ESSENTIALS... OUR EMERGENCY RELIEF SERVICES

Our Emergency Material and Financial Aid Program (EMFA) is one of our most important core programs and it continues to grow.

Over the last 6 years the number of requests for emergency assistance has increased by almost one-third. Last year there were 3,174 requests by people in need.



JP's baby born at 32 weeks and still in hospital. Mum has to go back and forth to feed bub while looking after other kids. Husband unemployed.

Spent \$280 on fuel and cannot afford groceries.

BL ineligible for public dental health care because of his migrant status. Unemployed and couldn't afford to go private. Had a friend pull out his abscessed tooth with a pair of pliers.

During the last 12 months we assisted disadvantaged families with:

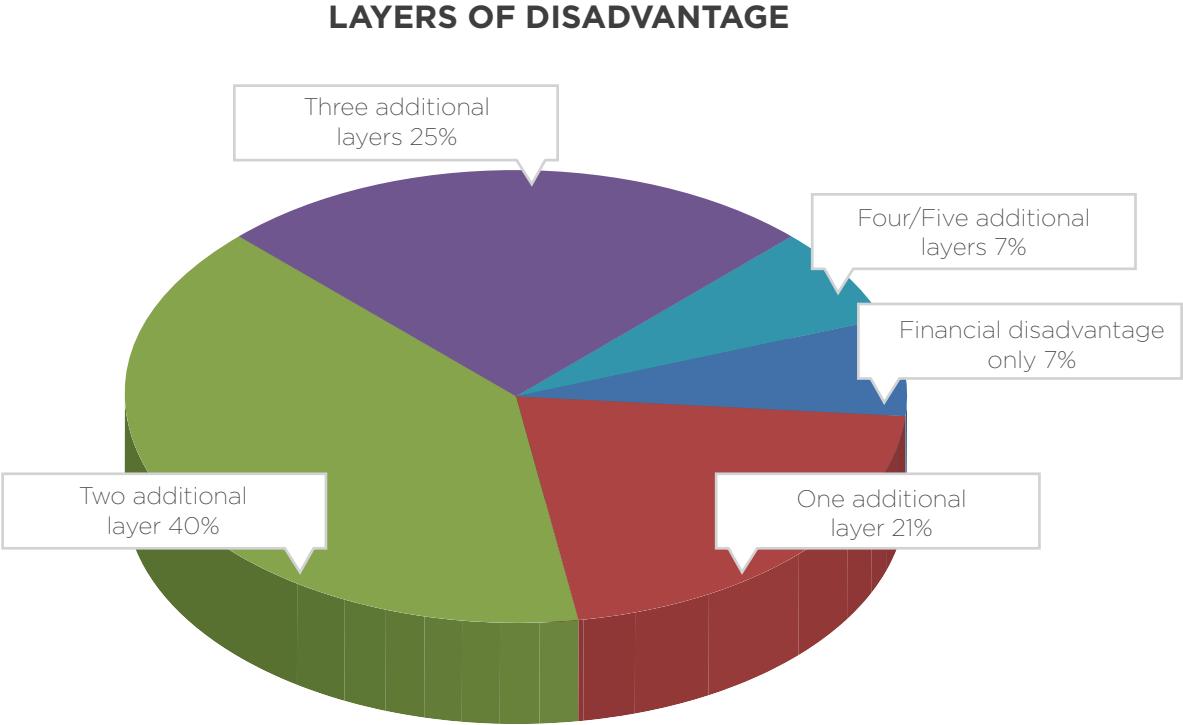
- More than 1,100 self-selected full-sized food hampers
- Almost 1,500 pre-packed emergency hampers
- Over 1,200 Woolworths food vouchers
- Over 700 petrol vouchers
- Almost 850 prescriptions

While people most often ask us for food, petrol or help with prescription and other medical costs, there are many reasons or "triggers" underlying these requests. These include things like sudden unexpected expenses (e.g. car smash repairs), bills, debts, loan repayments, costs associated with medical treatment and the costs associated with domestic violence or the breakdown of a relationship.

LAYERS OF DISADVANTAGE

Our service users live complex lives. They often must deal with an interplay of factors that all contribute to multiple and complex layers of disadvantage, each one impacting not only on their own quality of life and opportunities, but also those of their children.

By giving a score of 1 for each of the following: needing to access our service due to financial disadvantage; Aboriginal or Torres Strait Islander heritage, non-English speaking background; asylum seeker or refugee background; single parenthood; insecure accommodation; having some form of disability; needing to rely on Government benefits, we can gain an insight into the daily battle many of our service users face.



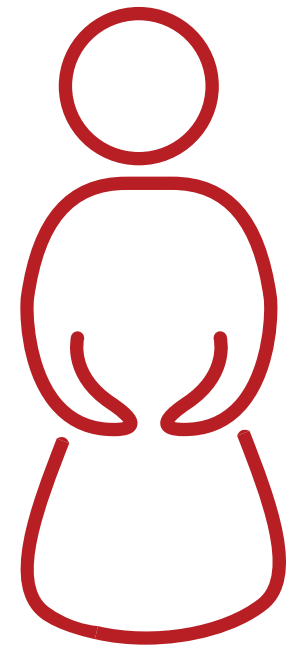
Our Typical Emergency Relief Service user is:

- Female
- Single parent
- Lives in Public Housing
- Not employed
- Relies on either SPP, DSP or Newstart*
- Experiences two or more 'layers of disadvantage'

"Thanks for seeing me and not sending me somewhere else. I'm so grateful for how non-judgemental you are"

Notes from a Client's file:

"JP has cancer. Was just managing financially until a recent demand for payment. Now says he takes his cancer meds every second day to conserve funds".



LOOKING AFTER INDIVIDUALS, FAMILIES AND CHILDREN

ROCK, RHYTHM AND ROLL

After 14 incredible years, Patsy Allen and colleagues have retired our **Rock, Rhythm and Roll Program**, with the last program running from February to April 2019.

Over the course of time a great many parents have learnt the joys of engaging with their infants and toddlers through story and song and forged some great friendships along the way.

We will genuinely miss the lullabies and laughter that enriched our day whenever this program was on.

"It wasn't even necessary to offer a solution... she just needed to know someone had heard her."

"It has been lovely to share in the joy the parents feel...."

KIPPAX KIDS

Kippax Kids provides community and supported playgroups for families with children under five years of age. It also serves as a "soft" entry point for members of the community identified as experiencing financial stress or other difficulties into any of our programs which they feel they could benefit from.

Over the last 12 months we supported:

- 181 adults, 246 children from 176 families
- Ran 292 playgroups on-site
- Facilitated 32 Koori playgroups in conjunction with the West Belconnen Child and Family Centre

We also celebrated:

- A new mum's playgroup
- A bloke's playgroup
- The opening of our newly renovated playground!



The Integrated Family Support Service comprises both our **Case Management** and **Intensive Parenting Support** (or **NewPIN**) programs. Both programs offer highly individualised support from a strengths-based and trauma informed perspective.

As with all our program, they offer a person-centered holistic approach

Over the last 12 months Case Management assisted almost 50 families, comprising 57 adults, 41 young people and 73 children, while NewPIN worked with 18 mothers as they came to understand both the joys and challenges involved in parenting.

"You did not give up on me, even if I was difficult sometimes..."

"Thank you for checking on me. You give me encouragement to keep on doing stuff"

Dear UCK,

Let me introduce myself, my name is xxxxx. I have been participating in the Newpin Program with xxxxx and I have been having the support of the Case Manager xxxxxx since August last year.

I am just taking the opportunity to thank Uniting Care Kippax for the wonderful support shown to me during difficult times.

First of all I want to mention how my journey with UCK started, I used to come to the play group sessions on Tuesdays I think, then I stopped due of my circumstances changing at that time. One day I came across to xxxxxx (Playgroup Coordinator) and she was very nice and caring on asking if I needed some help.

Sometimes, we don't stop and ask further, but she was able to show me friendliness and care. Then she told me about the amazing programs run by UCK. I was able to participate in Newpin with very good and caring staff. Newpin has helped me to learn new parenting skills and feel more prepared and informed on how to guide my little one. xxxxxx were very supportive and did an amazing job on running the program among the rest of the team and the loving nannies!

Last but not least, I want to thank xxxxxx for all the remarkable support that she has been providing me. The role she played guiding me step by step on what to do was very important in my life since I don't have family here in Australia, I was able to get the information and support that I needed the most.

Over all, thank you to all your team for everything!!

The **Home Interaction Program for Parents and Youngsters (HIPPY)** supports parents to be their child's first teacher and prepares both parents and children for the transition to school.

In keeping with previous years we continued our special focus on providing opportunities particularly to families of non-English speaking backgrounds and this year more than half of

our families came from countries as diverse as Afghanistan, South Sudan, China, India, Korea, Indonesia and South America.

Over the last 12 months our home tutors trained more than 72 parents and 54 children from 50 disadvantaged families in the West Belconnen area, with 21 children graduating from the program in January 2019.

The Village Project is an exciting new initiative involving a collaborative and collective approach to improving children's health and educational outcomes in the ACT.

Important work has been undertaken during the last 12 months to further delineate its structure, governance and strategic direction.

Its key goals are to increase:

- connections between early childhood education providers and schools;
- participation of children in early childhood education; and
- participation of children aged 3 and 4 years in early childhood services



CHANGING LIVES.....

UNITINGCARE KIPPAX SEEKS TO EMPOWER PEOPLE TO LIVE THEIR OWN LIVES AND TO PROVIDE OPPORTUNITIES THAT WILL BRING ABOUT LONG-TERM SUSTAINABLE CHANGE.

Through our partnerships with Ginninderry's education and training program (SPARK), the ACT Government's Adult Community Education (ACE) initiative and participation in the National Disability Services' (NDS) Workforce Impact Collective we are endeavoring to provide training and employment pathways that will lead people out of social disadvantage.

KIPPAX CONNECTIONS

July to December 2018

- > 100 people assisted, 67% female
- > 1 in 3 culturally & linguistically diverse
- 1 in 7 had a disability
- 1 in 5 aged 40 years and older

Participants were able to access driving lessons, child care, resume and interview support, trade certificate training programs (e.g. white card, working at heights etc.), enroll in SPARK (Ginninderry's training and development program) and attend various CIT education programs.

They could also make appointments to see one of our own emergency relief counsellors, make a booking to see a Centrelink community engagement officer on-site, or access financial counselling or the No Interest Loan Scheme (NILs) through our partnership with Care Financial Inc.

They could also access bulk-billing medical services through our partnership with the National Health Co-op.

KIPPAX ACCESS

March to June 2019

Specifically targeting people from a culturally and linguistically diverse (CALD) background, this program focused on those people who were interested in working in the disability sector. This was one of the NDS' Workforce Impact Collective (WIC) pilot projects.

- 38 individuals participated, 68% female
- 117 community groups and community service agencies contacted
- 8 participants who were fully qualified were supported to find employment, another 4 were supported to find work placement to complete their qualification, two enrolled in a Certificate III in Community Services and another 5 were
- planning to undertake the Induction to Disability program in the second half of 2019.

OUR SOCIAL ENTERPRISES...

The Mower Shed continues to grow and expand its services across the breadth and depth of Canberra.

Now employing 15 workers, The Mower Shed has gone from strength to strength. It now has:

- been awarded more than 7 commercial contracts
- undertaken almost 1,000 commercial lawnmowing, gardening and rubbish removal services
- and provided over 70 full fee-paying, 40 concessional and 20 no-cost gardening and rubbish removal services.



EXTRA! EXTRA! LATE NEWS!!

Just before the end of the financial year we received news that funding for our second social enterprise **Kippax Trade Start** had been approved. This means that we will be able to provide more training and employment opportunities to people interested in working in a variety of trades. Look out for more news and opportunities to get involved!!



BUILDING COMMUNITY.....

THIS IS THE FIRST YEAR WE HAVE HAD A FORMAL SOCIAL INCLUSION WORKER AND THEY HAVE CERTAINLY MADE A MARK!

Just a few of the year's social Inclusion activity highlights include:

- The distribution of more than 640 Xmas hampers as part of our annual **“Let’s Give Everyone a Christmas Campaign”** to disadvantaged family in the Canberra region, including distributing hampers to The Canberra Hospital, and Companion House for the first time.
- Establishing the **“Welcome Café”**, a free community lunch held on the first Wednesday of every month.
- **Winter Arts Fair**
- 160 people attend our Inaugural **Christmas Day lunch**, held on-site at UnitingCare Kippax in association with our partners YMCA Leumeah Lodge and OzHarvest.
- Community Youth Nights
- Community concerts
- Community Garage Sales

AND LET’S NOT FORGET OUR ON-GOING COMMUNITY DEVELOPMENT ACTIVITIES INCLUDING:

- The **English Language Conversation Group**, offering an informal and social introduction to English conversation for people from a non-English speaking background
- Our **breakfast clubs** at Kingsford-Smith School, Fraser Primary School and Hawker College.
- Our **“Holiday Happenings”** program, offering low-cost school holiday activities for primary school aged children.
- Our community development, community services and social work student placement programs with CIT, the University of Canberra and the Australian Catholic University.



THANKING OUR VOLUNTEERS

OUR VOLUNTEERS ARE THE HEART AND SOUL OF UNITINGCARE KIPPAX.

We must never forget that the origins of our organisation lie in the selfless service provided to disadvantaged local families by the original Uniting Church congregation members almost 50 years ago. Today, many of those members

are still active in various capacities in different parts of the organisation. They can be found volunteering in our reception, running our English language conversation classes, helping out as “honorary grandmothers” and special helpers in our

Kippax kids playgroups and intensive parenting sessions and organising our concerts, winter art fair and garage sales. All in all we have around 150 congregation members who volunteer to help out on different occasions. We could never have achieved what we have without them.

In addition to these individuals we also have:

- 13 volunteers who assist in our reception / front office
- 100 volunteers from various organisations including L.J.Hooker, Westpac, C3 Community Church Belconnen and others who assisted in our Christmas hamper distribution (and make great looking Xmas elves!)
- Students from Year 9, St Francis Xavier College Florey who help pack over 500 Xmas hampers for us each year
- Declan and Chris and their care assistants who pack emergency hampers for us every week
- More than 50 Community Development and/or Social Work students who assist with our Social Inclusion activities, Welcome Café, ERFSP food pantry and numerous other activities across our campus.

Our heartfelt thanks to each and every one of you!



THANKING OUR SUPPORTERS AND PARTNERS

AN IMPORTANT PART OF OUR MISSION STATEMENT IS TO WORK COLLABORATIVELY WITH OTHER AGENCIES AND ORGANISATIONS. WE ARE SINCERELY APPRECIATIVE OF THE SUPPORT FROM THE FOLLOWING PEOPLE/GROUPS:

Australian Federal Police (especially Constable
Kenny Koala)

ACTCOSS

ACT Fire and Rescue

ACT Playgroups Association

Australian Training Program

Belconnen Arts Centre

Belconnen Community Services

Black Mountain School

Bluearth – meet and move program

Brotherhood of St Lawrence

C3 Belconnen Church

Canberra City Care

Canberra FM

Canberra Institute of Technology (CIT)

Canberra Quilter Inc

Canberra Refugee Support

Capital Asian Groceries

Career Keys

Care-More Pharmacy Kippax

Carlee's Children's Wear, Gold Creek

Care Financial Inc

Career Shop

Catholic Care

Centrelink Community Engagement Program

Child and Youth Protection Service

Community Services Directorate, education &
training division

Community Services Directorate, emergency child-
care services

Corrective Services, ACT

Doris Women's Refuge

Dramatic Productions Inc

Easy Riders, Melba Shed

Even Dots

Every Chance to Play

Families ACT

Foodbank NSW/ACT

Ginninderry

GIVIT Canberra

Headspace

Housing ACT

Income Tax Professionals (ITP)

Kingsford Smith School

Kippax Health Centre

Kippax Library

Kookaburra Kids

Koomarri

L.J.Hooker Pty Ltd

Legal Aid ACT

Leumeah Lodge, Gold Creek

Lifeline Training

Lighthouse Business Innovation Ltd

Marymead

Masonicare

McDonald's Schoolwear, Macquarie

Migrant And Refugee Support Service (MARRS)

Multicultural Employment Services

Multicultural Hub, Canberra

Multicultural Youth Services

National Disability Service

THANKING OUR SUPPORTERS AND PARTNERS (CONTINUED)

National Health Co-op	Rolfe Honda, Belconnen	The Disability Trust
Navitas	Rotary ACT	The Uniform Shop, Holt
North Belconnen Uniting Church	Sharing Places	Uniting NSW/ACT
NSET Team	SPARK Program, Ginninderry	UnitingCare Australia
Office for Women	St Francis Xavier College, Florey	Uniting Church in Australia
Onelink	St Vincent De Paul Society	West Belconnen Child and Family Centre
OzHarvest	Storage King, Belconnen	Westpac Bank
Pegasus	Supportive Tenancy Services	Women's Legal Service
Phillip's Landscapes	Smith Family – Learning for Life Program	Woolworths Kippax
Pinnacle People	Swim for Australia	YMCA – Leumeah Lodge
Police and Citizen's Youth Club	Target Australia	YMCA – Early Childhood Centre, Holt

THANKING OUR FINANCIAL CONTRIBUTORS

UnitingCare Kippax would like to particularly thank the following groups and agencies for their financial support:

Commonwealth Government –
Centrelink staff donations

ACT Government – Child, Youth and Family
Services Program

ACT Government – Chief Minister’s Charitable Fund

ACT Government – City and Territory Services
(Nature Play Grants)

ACT Government – Community Services
Directorate

ACT Government – Community Support and
Infrastructure Program

ACT Government – Education Directorate

ACT Government – Environment, Planning and
Sustainable Development Directorate

ACT Government – Office for Women

ACT Government – Participation (Digital
Communities) Grants Program

ACT Government – Reconciliation Day
Grant Program

ACT Government – Skills Canberra (Adult and
Community Education Program)

Dramatic Productions Inc

Hands Across Canberra (Chief Ministers Fund)

Honda Foundation – Honda Hero Loan Vehicle
(from Rolfe Honda Belconnen)

Income Tax Professionals (ITP)

Masonicare

National Disability Services – Workforce Impact
Collective Program

Riverview Projects (ACT) Pty Ltd (Ginninderry)

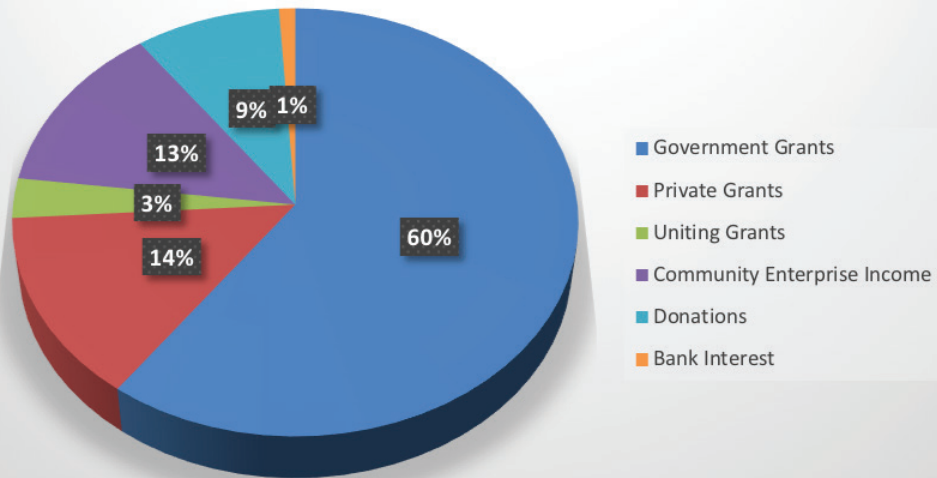
Snow Foundation

Uniting NSW/ACT

Westpac Bank

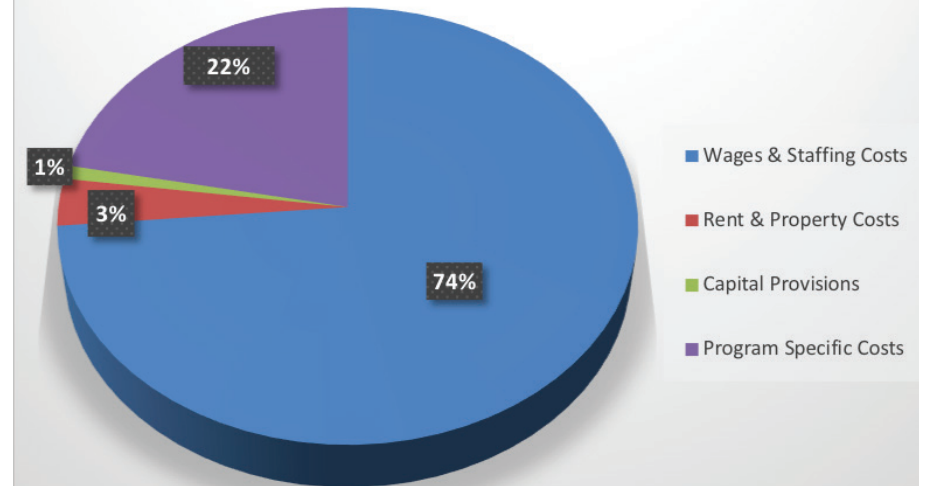
FINANCIALS - END OF YEAR SUMMARY

2018-2019 UCK Income Sources



TOTAL INCOME \$1,885,062

2018-19 UCK Expenditure



TOTAL EXPENDITURE \$1,885,062



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