

ANNUAL REPORT

2020-21



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"Names of service users in the entire report have been de-identified to protect their identity, privacy, and confidentiality."

MESSAGE FROM THE CHAIR



Meg Richens

Chair, UnitingCare Kippax Board
October 2021

Working, paid or unpaid, with a community service organisation is a privilege. It allows us to contribute, connects us to people of similar intention, and it means in tough times we have a way of feeling of value – a way of making a contribution that we believe matters.

This has been especially true for those of us working with UnitingCare Kippax over the past two really difficult years. Bushfires, hailstorms and the pandemic have exacerbated existing economic and social differences. Like many organisations, UnitingCare Kippax has also

struggled, but has continued to provide service through both face-to-face and electronic means. We have worked hard to maintain contact with people who use our services, to support the broader community and to support workers as they have dealt with the extended ramifications of being both 'carers' and people needing care.

One of the impacts for UnitingCare Kippax has been high turnover in both volunteers and staff. I am so very grateful to those who led the organisation through and into what has become a renewal phase, who have dealt with critical, difficult issues with wisdom and compassion. I thank the staff members who have moved on to other opportunities and I sincerely welcome the enthusiasm, commitment and future focus of our new staff and new Board members. Special thanks go to those who have worked throughout this difficult period in a variety of roles:

Jenny McCombe, Diane Gibson, Clare Camilleri, Michael Nurmi, Elena McAvoy, Heli McKellar, Warrick Eppelstun, Hemali Gunawardana, Sally Chapman, Nadia Apps, Michelle Adolfo-Rezar, Shifa Muhammed, Cassandra Johnson, Alex Richens, Mark Clapp, Marie McGregor, Kathleen Clarke, Mark Grose, Ivan Moore, Heidi Hobbs, Shayla Rankine and Melanie Lyons. UnitingCare Kippax is an intrinsic part of Kippax Uniting Church and critical support, expertise

and care has been provided so consistently throughout this time by the Ministers, Karyl Davison and Aimee Kent. We are all grateful for their generosity and patience.

I have had the privilege of being Chair of the Board since April 2021 and I'm grateful for the opportunity to work in collaboration with others to support those in our community who are most vulnerable. In addition to the ongoing support and care work, we have progressed the renewal of our strategic directions, maintained relationships with our key stakeholders, and continued to work to influence the local micro-economy for the benefit of local people. The workload for both Board and staff has been considerable and I am grateful for the commitment and dedication shown in maintaining these normal operations in such difficult times.

Finally, thanks to Jenny McCombe, Diane Gibson and Penny Dakin as they move on from the Board. They have each made important contributions and we are grateful for the time, experience and expertise they have given so generously. Special thanks go to Michael Nurmi for his work as Chief Executive Officer since February 2021, and to Elena McAvoy for acting in that position while Michael took well-earned leave. The conduct of a community service organisation is such a team effort! Thank you all.



Jenny McCombe

Chair, UnitingCare Kippax Board
November 2020 – March 2021

I acted in the role of Chair from November 2020 to March 2021 and totally endorse the comments above. In that time, we worked to strengthen the relationship with the Church Council. Having been a member of the Church Council for some time and Chair for several years, I grew to understand the importance of the relationship with both the Council and congregation as well as identifying the gaps. It was this understanding that guided a refresh of the governance arrangements between Kippax Uniting Church and UnitingCare Kippax.

It was endorsed by Church Council that the congregation had a strong sense of ownership and desire to remain connected to UnitingCare Kippax along with its ongoing commitment to mission. To strengthen the Carver Governance model, the UnitingCare Kippax Board introduced portfolio responsibilities that act as an 'overlay' to this model, to mitigate the risks that the single point of delegation brings with it. The portfolios include Risk and Finance, Strategy and Policy, Health and Wellbeing, Social Enterprises, A Village for Every Child, Governance and

Church Council Communication. To the Board members who have taken on these additional responsibilities, thank you. This work will be ongoing as the Church Council and Board review the delegation documents and communicate this piece of work to management and congregation.

I would like to thank Meg Richens for her passion and commitment, along with her skills and experience that she brought to the organisation in her management consultancy role. Following completion of her management consultancy role, Meg accepted a position on the Board and Church Council appointed her to the role of Chair. Meg brought that same passion, skills and experience to the governance role, and this continues to have a positive impact on the organisation and the communities UnitingCare Kippax serves.

CEO REPORT



Michael Nurmi

Acting CEO October 2021

It has been a year of rewards, challenges and change. I would start by echoing Meg's opening statement. Working with a community service organisation is a privilege and an opportunity to make positive impacts in people's lives that allows them to thrive. On a daily basis our staff and volunteers demonstrate their commitment to living out the values of our organisation.

UnitingCare Kippax has been in a state of renewal and rebuilding throughout 2020-2021, with a large recruitment round of new staff being onboarded and settling into their new roles. This has been an interesting period of observing a fresh and enthusiastic new team working together during a tremendously challenging time.

UnitingCare Kippax has had many achievements to celebrate in the past year!

The implementation of our new strategic plan for 2021-2025 is essential in guiding UnitingCare Kippax to meet our goals and objectives over the next five years. Through this process we have engaged with our community and stakeholders to gather input to inform our approach, vision,

purpose, and to define the strategies that we use to achieve our purpose.

A Village For Every Child is progressing well with a solid committee base and working groups taking this project forward. This project brings together our community partners, ACT Government, businesses and universities to create system change within our Belconnen community and the chance to extend this across Canberra to improve children's education.

Our new Parenting Engagement Program in Personal Support Services has been busy recruiting new volunteers to become parenting mentors. Staff and volunteers completed a number of training opportunities to equip them to deliver a high-quality parenting engagement program. Families will be matched with trained volunteer Mentors who will work with them in their own homes in a range of ways to support the development of parenting skills over a period of up to 12 months.

Our social enterprise works hard to build community networks and provide employment

and training through The Mower Shed. This continues to have a positive impact on the micro-economy of our local area. No doubt Mower Shed has been on a roller coaster of change, with interruptions to workflow and the establishment of new processes. Over the next financial year we are redesigning The Mower Shed in partnership with Police Citizens Youth Club (PCYC) to expand our reach across Canberra. Thank you to Snow Foundation and Hands Across Canberra for funding this new venture.

The challenges that we faced due to COVID-19 had the most impact leading up to the 2020-2021 year and changed the way we worked through the first lockdown period in March 2020. At this time UnitingCare Kippax was involved in the setup and rollout of the Canberra Relief Network, an important project but one that also stretched the organisation's capacity and led to changes in staffing from July 2020.

I would like to thank Meg Richens for stepping into the CEO position for a six-month period to assist in the rebuilding of staff culture, delivering

on new financial software with the support of our Chief Financial Officer and Financial Officer, and the implementation of the Health and Wellbeing Strategy. I would also like to thank all of the wonderful staff and volunteers at UnitingCare Kippax. I am continually impressed by the resilience of the staff and volunteers and their ability to pivot and change their priorities whilst continuing to deliver a very high standard of service.

Finally, I would like to acknowledge and thank the UnitingCare Board members who donate their time to guide the direction and purpose of the organisation and advance our vision and mission.



WHO ARE WE?

UnitingCare Kippax is a medium sized community organisation, a registered charity and an arm of Kippax Uniting Church. We are a local, for purpose, community organisation that seeks to improve wellbeing.

We continue to play an integral part in working with people in our West Belconnen local community who need additional support to live a decent life. For over a decade now we have focused our energy on creating spaces that accommodate all who want an opportunity to participate in our community.

UnitingCare Kippax still has a strong focus on families and children 0-5, but the organisation has also adapted to changing times. The development of new training and employment programs has complemented our existing programs to assist in closing the gap for some people to be more empowered in making their own choices. A willingness to investigate new opportunities and strive to be innovative in new and challenging spaces, is so very important. We are an organisation that lives and breathes our mission, vision and values daily and is committed to connecting with community.

We deliberately work with other Not-For-Profits to avoid duplicating program services and work in collaboration to be able to assist more people.

When individuals and families who have engaged with us no longer require assistance from UnitingCare Kippax, we know we are doing our job!

WHY DO WE EXIST?

Primarily, charities support individuals and families in a range of ways including assisting young people, the elderly, people living with disabilities and those experiencing poverty. Nearly half of all registered charities have social and community welfare as their main purpose and approximately 17% of charities identify their main purpose as education¹. UnitingCare Kippax focuses on both of these as equally important to our local community.

We exist because our services continue to be needed in our community and our outcomes demonstrate that we make a difference to those seeking assistance. To make change, we need to focus on services that break the cycle of poverty and UnitingCare Kippax considers education and employment opportunities as being crucial to empowering people to change their circumstances. That being said, we provide services across a wide range of areas to ensure that we are also meeting individual and family needs.

As of 31 March 2021, Canberra's 2021 population was estimated at 431,826². In 1950, the population of Canberra was 19,921. On average, incomes in Canberra are much higher than the national average. The average weekly wage for an Australian is \$577 but in Canberra the average weekly income is \$917³. Unfortunately, not all Canberrans are in such a privileged situation. Almost 40,000 Canberrans live in households that are among Australia's most disadvantaged and over 25,000 people in low-income households are experiencing food stress⁴.

UnitingCare Kippax has focused on service provision in the local west Belconnen community as our area is home to some significantly disadvantaged and vulnerable families and individuals. In the Belconnen demographical area in March 2020 7.5% of people experienced poverty and this figure increased to 10% in October, due to COVID-19. This indicates that our area is subject to high and increasing needs in our community.

As the organisation moves forward, we continue to identify gaps in community need to best respond to changing times along with supporting our people and focusing on operational excellence in areas of governance, human resources, financial and business administration. We strive to do our work in collaboration with other like-minded community organisations.

1 <https://www.acnc.gov.au/for-public/australian-charity-sector>

2 <https://www.treasury.act.gov.au/snapshot/demography/current-population>

3 <https://www.actcoss.org.au/publications/advocacy-publications/factsheet-poverty-and-inequality-act>

4 <https://www.actcoss.org.au/publications/advocacy-publications/factsheet-poverty-and-inequality-act>



PASSION LED US HERE

WHAT AREAS DO WE WORK IN?

"I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can".

George Bernard Shaw.

UnitingCare Kippax has been committed to our community for over a decade and the areas we work in are deliberately chosen to respond directly to critical community issues with the best possible service.

We provide services in three streams, Children's Services, Employment and Training Services, and Personal Support Services. Our focus on children 0-5 and families is very important and has been the backbone of our service provision for many years. More recently we have branched out in areas of employment, training and improving education and life outcomes for children. We are very proud of the nine programs that UnitingCare Kippax delivered in 2020-2021.

WHO MAKES ALL OF THIS POSSIBLE?

UnitingCare Kippax employs 38 staff in full-time, part-time and casual positions. Our staff are very dedicated individuals focused on living out our mission. The staff bring a range of expertise from different backgrounds that adds much value to the organisation, including qualified Social Workers, Counsellors, Horticulturist, Childcare workers, Trainers and Assessors, Psychologists and so many more.

Our staff's cultural diversity is wonderful and helps us to connect to the entire local community. We are a cohesive group of individuals that work as one team, assisting each other to get the best results for those connecting to our organisation.

Our volunteer participation continues to be strong even in difficult times. The reception space at the Community Centre still has committed volunteers engaging with our community members providing assistance including food, clothing, vouchers and just being available to listen to people's stories. They're the first point of contact for UnitingCare Kippax. Their dedication

and enthusiasm shines through day to day and we are very grateful for their participation. Our organisation is volunteer driven, supported by UnitingCare Kippax staff. Truly, the organisation couldn't have the impact we have in our community without our volunteer workforce. From ongoing events held throughout the year, like our Christmas campaign through to new volunteer initiatives created from our programs, we endeavour to give as much opportunity as possible for volunteers at Kippax.

We continue to have a strong relationship with Registered Training Organisations and Universities to provide student placements at UnitingCare Kippax. Students contribute valuable and dedicated time to programs requiring extra support throughout the year. In the 2020-2021 we gave six students an opportunity to complete their placement.

Overall, there are many who contribute to their time to help us at Kippax, and all of this makes us an adaptable, generous and diverse organisation.



STORIES



Warrick Eppelstun

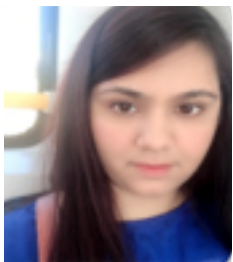
HIPPY Belconnen – Coordinator

My time at Kippax:

I have been the HIPPY Coordinator at UnitingCare Kippax since May 2009. I believe I am the longest serving HIPPY Coordinator in Australia, which now has 100 sites. I do love how the program helps families – especially those from vulnerable backgrounds – to connect with their children. As a past Primary School teacher, including Learning Support Units and Autism Units, I can really see the benefit of the program for parents and children.

Working at UnitingCare Kippax has been a great journey. I have seen many staff and Board members come and go during my time, however, nearly 100% of all of those had the same traits that I value. People at UnitingCare Kippax wish to help people and work in a non-judgmental, strength-based approach. It has always felt like being part of a family. Personally, I have been through many challenges over the years and the one thing that was a constant to me over that time was UnitingCare Kippax, the staff, the care and support that they give. UnitingCare Kippax works at looking after their staff, as it has always been said, “If you are not well, what good are you going to be to the people you are trying to

empower”. I have often thought that I should return to some study and work towards furthering my career in the counselling/psychology field, however, I am quite content where I am. That is because UnitingCare Kippax gives you a lot more than a job title.



Sadaf

Counsellor (EMFA)

How I started my journey with UnitingCare Kippax

UnitingCare Kippax was one of the very few organizations in Canberra who continued to provide field-placement opportunities to students amid the COVID-19 pandemic. I was fortunate to be accepted at UnitingCare Kippax to do my Masters of Social Work student placement in July 2020. As a student on placement, I was given numerous opportunities to apply knowledge gained in classes into practice. I was privileged to be supervised by coordinators of various teams at UnitingCare Kippax. This helped me gain valuable knowledge and insights of what goes into planning and executing activities for community development, community transformation and community service provision. I was also inspired by the emphasis and efforts put by the leadership team into motivating and building capability of their employees, students, and volunteers. On successfully completing my student placement, I wanted to pursue a full-time career in a helping profession. Therefore, I applied for available job openings at UnitingCare Kippax and secured a position as a Community Inclusion/Counsellor within the Emergency Material and Financial Aid team in December 2020.

What I love about working at UnitingCare Kippax

UnitingCare Kippax continues to provide the opportunity and platform to integrate evidence-based theories and practices into every-day interactions with service-users and other stakeholders. I love that UnitingCare Kippax embraces opportunities for innovation and growth. UnitingCare Kippax has transparent and efficient strategies for employee engagement and their continuous professional development. Employee wellbeing is not only endorsed but also championed by the senior leadership team at UnitingCare Kippax. I have personally experienced this because I have been continuously supported by the management to transition from a student on placement into a full-time employee; as well as I was supported with necessary documentation to help me settle with my family members in Australia. Furthermore, I was given opportunities for career progression within the organization. Currently I work as a counsellor in the Emergency Material and Financial Aid team, and I also provide task supervision to students on placement. UnitingCare Kippax has been instrumental in providing me a great work-life balance and a fulfilling career experience.

HOW DO WE FUND IT?

Charities have three primary income sources – government, giving and other income/revenue (which includes income from memberships, sales and investments). Around 1 in 4 charities depend on giving and philanthropy for 50% or more of their total revenue. Smaller charities tend to depend on giving and philanthropy for a higher proportion of their income compared to larger charities⁵.

UnitingCare Kippax funding streams vary, but we are largely dependent on Government grants for the continuation of our services. Through relationships with our supporters, we are able to explore and innovate to generate new opportunities for our community.

There are some similarities to our 2019-2020 income streams with fee for service through our social enterprise staying at the 21% mark. Our Government grants decreased slightly, private sector grants were up 9% and donations dropped from 5% to 1.69%.

The generosity of Canberrans is shown in a range of in-kind donations that are not reflected in the financial chart. We continued to receive food donations from the community including Melba Church, Oz Harvest, Canberra Relief Network, community members and many others. Our

Christmas appeal received strong donations of new toys, food, vouchers and Share the Dignity bags (<https://www.sharethedignity.org.au/itsinthebag>). We also received low cost and pro bono support from individuals and organisations who generously gave their time and skills to our organisation, in the form of employment law, information technology, marketing and theory of change workshops to name a few. Thank you to Deborah McKenzie Employment Law, Even Dots Creative, SOLVit and the Social Impact Hub.

Strong partnerships with the Mower Shed continue to provide fee for service work, allowing us to provide training and employment opportunities for people finding it difficult to gain and maintain employment. In particular, we thank Ginninderry, Storage King, Argyle Housing and Programmed Facilities Management for their ongoing commitment to providing Mower Shed with work.

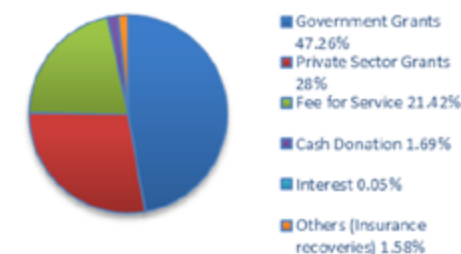
The Snow Foundation and Hands Across Canberra have provided essential financial support to UnitingCare Kippax, and furthermore have been generous in providing expertise when we reached out.

Overall, the contributions received from Government, philanthropy, bequests, individuals

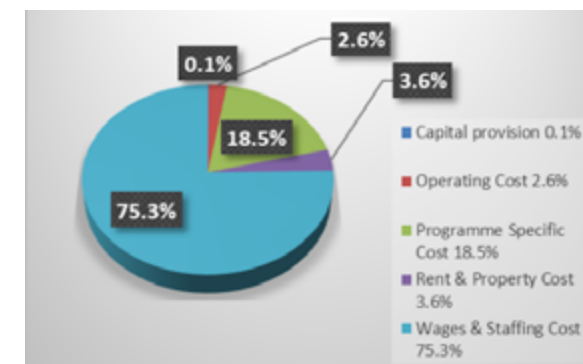
and families, demonstrate the commitment to UnitingCare Kippax and its mission and we are extremely grateful for this support.

The Income and Expenditure Interim audit 2020-2021

Income



Expenditure



⁵ <https://www.philanthropy.org.au/tools-resources/fast-facts-and-stats/>

WHAT HAPPENED IN 2020-2021

CHILDREN'S SERVICES



Belconnen - A Village for Every Child. We believe by improving collaboration and committing to community engagement we will ensure that all children in Belconnen are physically healthy, socially and emotionally strong and ready to engage fully in learning and life.

UnitingCare Kippax is the auspicing body for Belconnen - A Village for Every Child (Village). Village wants to bring the Belconnen community⁶ together around the issue of improving education and life outcomes for children. We are using the collective impact approach so that key stakeholders in the community can work collaboratively to achieve change in this complex social problem.

UnitingCare Kippax's Strategic Direction Document 2018 - 2021 states that:

"We choose to work with the community in ways that recognise and strengthen its assets

in order to build a society in which people have the necessary opportunities to be able to live a decent life. We focus on the social determinants of health (SDH) as evidence-based, whole-of-community issues that require change in order to have a positive effect on the wellbeing of all members of the community."

Village focuses on the SDH with specific focus on the Early Years (pre-birth to 5). It works within the Collective Impact framework which allows us to work in deep collaboration with cross-sector partners that influence the outcomes of children and families to initiate change at a system level. Collective Impact provides a framework that ensures that communication and consultation informs the work that not only we do at UnitingCare Kippax but also that our Village partners and stakeholders do.

We know that there are many supports, services, programs and agencies that are working towards the same goal in the Belconnen region. We also know that there is something amiss in the system that is resulting in increasing numbers of children with 1 or 2+ developmental vulnerabilities identified when they enter Kindergarten (AEDC data 2015, 2018). Our vision is to bring together the key players in this space to align our efforts and support each other, to each enable the other

to work in the most effective way, reaching more of the community than we currently are. There is a lot of talk at the moment of reform of the early childhood system and the importance of taking place based and community-based approaches to it because we know one size does not fit all. There are initiatives and lobbying happening across the country and at parliament which means that we have in our favour existing and emerging evidence to inform our activities and create real change. The aim is for Village's work in the Belconnen region to inform ACT wide policy and practice change.

⁶ Community - Refers to everyone responsible for the wellbeing of children in the Belconnen region, this includes but is not exclusive to parents, carers and government and non-government agencies.



LOVE
WHAT YOU DO
AND
DO WHAT YOU
LOVE

£20.00

2020/2021 Activities

During this financial year Village has made significant steps, including:

The Backbone team is hosted by UnitingCare Kippax as part of its auspicing role. It was recruited by the end of 2020 and was fully on-boarded in January 2021. Backbone team members bring a diverse skill and knowledge set that stretches from experience working within the Collective Impact framework, through strong administration and organisational capability to extensive experience of supporting children and families.

The Leadership Group which is responsible for the governance and strategic direction of Village has been meeting regularly since January 2021 following the disruptive events of 2020 and has a wide representation of key stakeholders. In the current membership there is experience of working in and leading initiatives that worked within the Collective Impact framework or similar, involvement in setting up Schools as Communities in the UK and expertise in community engagement all of which is adding value to an already dynamic group.

Current Leadership Group:

- UnitingCare Kippax (Chair)
- Canberra Region Community Services
- West Belconnen Child and Family Centre
- ARACY
- Playgroups ACT
- ACT Education Directorate
- ACT Health Directorate
- ACT Community Services Directorate
- Libraries ACT (Transport Canberra and City Services)
- The ACT Multicultural Hub
- Riverview – Ginninderry Development
- University of Canberra

Extensive community engagement has occurred primarily around schools, Early Childhood Education and Care services (ECECs) and service providers. This has been met with enthusiasm for the initiative, and is creating the foundation for Village to stand up the Working Groups over the next 12 months.

The current projects embedded in this stage of the Village initiative will provide the foundations for ongoing whole-of-system collaboration in the Belconnen district.

Better Data	This project will involve mapping of children and families in the Belconnen area, their demographics and vulnerabilities, as well as data that informs where the Village should focus its efforts over time. Success will be demonstrated by the agility of the Village to adapt and form new partnerships in response to changing need.
Improved Transitions to School	This project will support effective transitions to schools by ensuring teachers have the information they need about the incoming cohort of children and broker relationships between ECECs, Pre-schools and schools. The project will do this by; engaging in qualitative research with Kindergarten teachers and early childhood educators to identify the information needed to respond well to their incoming cohort; creating effective communication pathways for information and knowledge transfer; and supporting improved relationships between providers.
Improved Service and School Connections with Families	This project will improve parent capacity by increasing childhood development knowledge, positive parenting practices, easier accessibility to child and family support services and form positive relationships between families and schools early in the child's life. This will be done by; exploring outreach opportunities for services to go where families are; using schools, playgroups and libraries as support hubs; and seeking strategies to promote positive experiences for families with schools.

Communications

The Facebook page has been refreshed and regular posts are being uploaded about local events and programs as well information about parenting and child development that support children and families to thrive. Work is underway to create a dedicated website that will be a portal for families to find online and local resources relating to raising healthy children, specifically focusing on pregnancy to age 5 as per the Village's focus.

Commissioned Artwork

Village Commissioned a piece of artwork from a Ngunnawal artist that represents A Village for Every Child.

Commissioned artwork 'A Village for Every Child' by Ngunnawal Art

Prize Winners

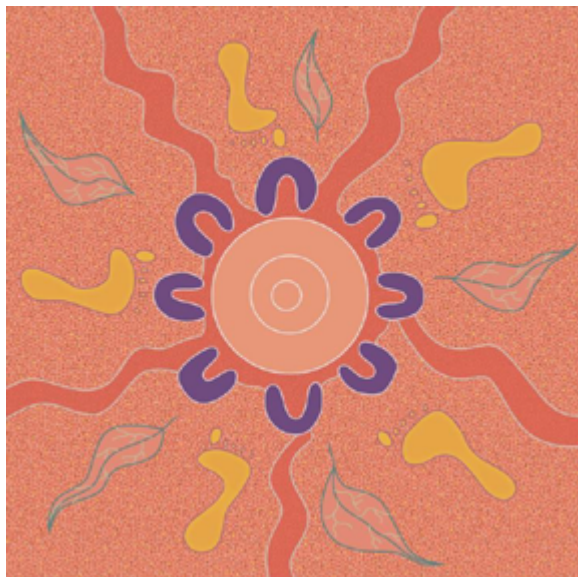
In recognition of National Reconciliation Week 2021 and Reconciliation Day in the ACT, the ACT Council of Social Service (ACTCOSS) invited ACT community sector workplaces to share via an online form their response to the following question:

"How is your workplace taking action, more than words, to be more effective with actively addressing and speaking up about issues affecting Aboriginal and Torres Strait Islander peoples?"

A Village for Every Child were selected for the major prize which includes resources worth over \$300.00.

Presentation of the prizes from the National Reconciliation Week 2021 and Reconciliation Day draw. Left to right: Emma Campbell – CEO ACTCOSS, Megan Larder - Administration and Communications Officer A Village for Every Child, Sarah Brittle – Community Development Officer

A Village for Every Child, Julie Butler – Gulanga Program Officer ACTCOSS Gulanga Program





Kippax Kids provides a safe and welcoming space for community groups and organisations, to hire and use for their self-run playgroups and parenting sessions. The facilities and resources are suitable for children 0-5yrs and their families to play, laugh, learn, and connect with other families in the community.

Kippax Kids was established 30 years ago by congregation members, in response to a perceived need in the local community. As participation grew, the need for more specialised intervention became clear and funding from the Children's Services Program in the Community Services Directorate was secured and a part-time Family Worker was employed.

At the beginning of the reporting period for 2020/21 Kippax Kids was delivering a virtual Kippax Kids playgroup and partnering with West Belconnen Child and Family Centre to deliver a virtual Koori playgroup as the ACT slowly came out of lockdown. Throughout term 4 2020 Kippax Kids was able to deliver a playgroup in the park while use of the creche and playground was still limited due to delays to repairs following the hailstorm in January.

In the second quarter of the reporting period Kippax Kids reviewed its service delivery methods to ensure that our service users are satisfied with service quality, that our delivery methods are sustainable inside current resources; and that the programs are prepared to be proactive, responsive and flexible going into the future.

We considered the organisational context, (strategic directions, contract requirements, and available resources), the local context (needs, similar services, gaps), identifying best possible practice (finding evidence for our current methodologies and for alternatives if required), and identifying if we needed to make changes to achieve our goals.

This consideration has resulted in UnitingCare Kippax changing the way we deliver Kippax Kids to improve contract outcome achievements, maintain access to playgroups, complement other local service provision, and ensure that our resources are used most effectively. The following changes were implemented:

- The staff role was changed to a purely administrative one, with responsibilities for finding organisations to run playgroups in the custom creche and playground space at Kippax Uniting Community Centre, maintaining the space, and maintaining resources.
- Offer the space to specialist playgroup providers (eg: Playgroups ACT; Dutch playgroup) to run community playgroups under their structures and processes.
- Identify gaps in service provision and seek

specialist providers to offer supported playgroups on our site to meet those gaps.

- Offer the space to newly established self-run community playgroups (eg: those that develop out of the new mum's groups run by the Maternal and Child Health nurses).
- Provide a small number of resources for people running playgroups on our site to use as part of the hire agreement for the space.

Our expectation is that these changes will allow us to run more groups on site, using our resources more effectively than we were able to within the current funding. These groups will be able to meet the current gap in community playgroups and ensure that any supported playgroups are provided by people with the appropriate skills and knowledge for the specialist area being targeted; and ensure that we are able to meet our contractual obligations for the Kippax Kids grant.

The Kippax Kids Administrator was successfully recruited during term 1 and onboarded at the beginning of term 2. During term 2 the hire agreements were developed, policies and procedures were updated and a COVID Safe Plan was created amongst other administrative tasks needed to be able to bring users into the space under the new model. In addition the Kippax Kids Administrator has actively made connections with other child and family service providers in the local community to promote the space and at the end of the 2020/21 financial year we were starting to receive hire enquiries as a result and had 1 group signed up to start at the beginning of term 3.

Because of the environmental and health impacts experienced in 2020 and the changes to the methodology to achieving the outcomes in the Funding Agreement reporting at the end of the financial year 20/21 shows significantly lower than expected number than previous years. A total of 10 Kippax Kids playgroups were held and a total of 28 families/67 individuals attended one or more of those playgroups.



The Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year, early childhood enrichment program for parents in Belconnen starting when their child is in preschool and continuing until the end of kindergarten.

HIPPY Belconnen is the only HIPPY site in the ACT and only services the Belconnen area. HIPPY aims to give children an early love of learning, empower parents to be engaged in their children's early learning and development, assist in training and education for HIPPY staff members, and connect families to their community. Over the two years, a parent is linked with a HIPPY Tutor to guide them through 45 booklets, each with 5 activities for the parents to do with their children. The activities aim to enhance parents' knowledge and children's development in 1) Thinking and Exploring 2) Communication 3) Creativity 4) Social and Emotional Development and 5) Family and Community Connections. HIPPY aims to engage

30 families each year and retain a minimum of 25 of those families through to graduation.

HIPPY had 18 families graduate at the end of 2020 out of 26 that started the program at the beginning of 2019, a 69% retention rate. 23 families started HIPPY at the beginning of 2020 and currently we have 14 families looking to graduate in November, a 61% retention rate. A lot of the withdrawals in 2020 occurred because vulnerable families were finding it hard to deal with the impacts of bushfire smoke, the hailstorm, lockdown, home-schooling and COVID. This was the case for recruitment in 2020, meaning that HIPPY Belconnen was only able to recruit 23 families and retention was lower. Recruitment of 27 families for the 2021 cohort was seen as promising from HIPPY Australia as numbers have been down across Australia in the current environment.

HIPPY Belconnen has done very well to adapt to the changes due to lockdown in 2021. HIPPY is a home visiting program and that is the model which has been shown through research to have the most benefit for families. The HIPPY Tutors have done an amazing job transitioning to working from home, home schooling their own children and keeping families engaged while they are in lockdown and have their children with them too. HIPPY has been well received during the 2021 lockdown as families knew more about the environment they were going into and really appreciated the resources and support of the HIPPY Tutors to help with keeping their children 'occupied' with meaningful activities.

Story:

A participant in the program started HIPPY and really appreciated the resources, knowledge and support provided by their HIPPY Tutor which helped them better understand their child who has special needs. They were able to adapt a lot of the activities to suit the child's learning style and have made some good progress. The HIPPY mother had also shared some troubles she was having at home. Through these conversations and reaching out for support, the participant was linked into UnitingCare Kippax's EMFA support and Case Management and she is in the process of navigating her way out of a domestic violence situation. This has achieved 3 of HIPPY's 4 outcomes.



EDUCATION AND TRAINING



SPARK delivers training and employment opportunities for Canberra and the surrounding regions across a range of industries. SPARK specifically targets key disadvantaged groups who are disconnected from the labour market. Relationship Managers and a Youth Worker provide wrap around support for participants prior to, during and after engagement in training programs and an Administration Assistant ensures that the programs run smoothly, and relevant reporting and administration work is completed.

Overview

After COVID-19 disrupted program delivery in early 2020, the second half of 2020 saw the re-commencement of programs and learning. Community Services, Queanbeyan Construction and ECEC all re-commenced with a blended delivery model of online learning and face-to-face learning and a further 7 programs (as listed below) were delivered in the last 6 months of 2020.

Thanks to grant money secured by UnitingCare Kippax from Hands Across Canberra at the end of the 2019-2020 financial year, SPARK were able to purchase and supply IT devices and internet connection to participants across programs to continue with online learning throughout 2020 and into 2021. February 2021 brought the commencement of SPARK JobTrainer programs including a youth focused Industry Explorer program which provides participants aged 17-24 with the opportunity to 'try' seven different industries and gain a certificate II in Skills for Work and Vocational Pathways.

Story

"Jane" came to SPARK because she wanted to do something for herself. A domestic violence survivor and mother of three she had decided that now was the time to learn some new skills and pursue her interests in gardening and nature. In the midst of a COVID-19 lockdown, Jane applied online to do the 2020 SPARK Conservation Land Management Program. Throughout the 19-week program Jane struggled with literacy, numeracy, digital literacy, low self-esteem, poor mental health, and family issues.

SPARK provided Jane with wrap around support throughout the program and continued to be a support network for Jane in 2021. Over the past year this support has included encouraging Jane to seek academic and mental health support, a loan laptop for study, fuel and food vouchers,

support with afterschool care, and referrals to EFMA, case management and CRN for a Christmas Hamper.

Jane successfully graduated from the SPARK Conservation Land Management program in December 2020, stating the support SPARK provided increased her confidence. At the completion of the program Jane decided to pursue Conservation Land Management as a possible career and enrolled to continue her studies. Despite difficult personal and family barriers arising in early 2021, Jane continues to persevere with her Certificate III studies and her hard work and dedication is being rewarded with High Distinctions!

2020/2021 SPARK expansion programs:

- 2020 SPARK Conservation Land Management & Horticulture
- 2020 SPARK Goulburn Construction
- 2020 SPARK ACT Construction Taster
- 2020 SPARK Women in Civil
- 2020 SPARK Business Administration
- 2020 SPARK Women Return to Work Workshops (WRTW) – Northside
- 2020 SPARK Women Return to Work Workshops (WRTW) – Southside
- 2021 SPARK Women Return to Work Workshops (WRTW) – Northside
- 2021 SPARK Women Return to Work Workshops (WRTW) – Southside

- 2021 SPARK Queanbeyan Construction
- 2021 SPARK JobTrainer Industry Explorer Program 1
- 2021 SPARK JobTrainer Women in Trades Taster
- 2021 SPARK JobTrainer Early Childhood Education and Care (ECEC)
- 2021 SPARK JobTrainer Ginninderry Construction Taster
- 2021 SPARK JobTrainer Industry Explorer Program 2

Statistics:

- 248 training places delivered
- 129 participants were youth aged between 15-25
- 67 participants were culturally and linguistically diverse
- 23 participants identified as Aboriginal and Torres Strait Islander
- 38 participants identified at enrolment as having a disability
- 54 identified job seekers (2021 only)

Outcomes:

- 13 participants commenced apprenticeships
- 42 participants were supported to engage in other training programs
- 130 participants secured employment
- 92 participants completed Work Experience



Kippax Pathways

Kippax Pathways was established to support people to more effectively participate in education and training. The intention of the program is to work with individuals who need additional support to enable them to move into VET education opportunities.

Pathways was set up after UnitingCare Kippax identified that some people were not ready to move into VET programs such as SPARK and needed more intensive support to prepare for an educational pathway. This program was funded by Skills Canberra Adult Community Education.

UnitingCare Kippax provided intensive wrap-around support to learners from disadvantaged backgrounds, and in addition ran non-accredited courses in "soft skills" that are a mixture of both pre-foundation and foundation skills training. By providing this support and working collaboratively with recognised RTO providers we had a supportive pathway to increase the engagement of disadvantaged learners with the VET system, and maximise course retention and eventual completion rates once enrolled.

The Disability Support sector is one of the strongest growing employment areas in the economy⁷. Despite this, significant barriers exist to supporting the needs of people from culturally and linguistically diverse backgrounds (CALD) with disabilities,⁸ and there have been calls to increase the number of disability support workers from non-English speaking backgrounds.⁹

Kippax Pathways for CALD Disability Workers was a targeted program to recruit workers from CALD backgrounds into the disability workforce, with the specific intention of reducing the barriers that disabled people from CALD backgrounds have in accessing and retaining appropriate and culturally sensitive support care.

This pilot builds on the WIC (Workforce Impact Collective) pilot study undertaken in early 2019. This project aimed to increase the choice and control of people living with disability by improving the quality, capacity and sustainability of the ACT disability workforce, particularly with reference to people from CALD backgrounds.¹⁰ People from CALD backgrounds who expressed interest in working in the disability sector, and who met appropriate criteria were recruited as participants. Those who were assessed as job ready were encouraged and supported to enrol in

the Induction to Disability training course offered by Skills Canberra. Those who were not job ready but wished to become so, were supported with individualised, holistic wrap-around services to address their needs and help them overcome any barriers they may face.

By the end of the Pathways project we had achieved the following outcomes:

- Increased awareness among people from CALD backgrounds seeking work about opportunities within the disability sector;
- People from CALD backgrounds indicating they wished to enter the disability pathway
- That half of the study participants either enrol in further VET disability-related programs, and/or gain work in the disability sector.
- The numbers of participants 29 was lower than anticipated, but this has been due to the impact of COVID-19. However, for those who did attend, there was a high completion rate. Participants who engaged with the soft skills training over the two sets of workshops moved directly from the program into casual employment or more focused and intensive study.
- Kippax Pathways delivered non-accredited soft-skill training with a focus on planning and

7 National Disability Services. Australian Disability Workforce Report. February 2018.

8 Mortimer, P. and McMahon T. Still Outside the tent. Cultural diversity and disability in a time of reform - a rapid review of evidence. Settlement Services International. Occasional Paper - No. 2. October 2018.

9 National Ageing and Aged Care Strategy for people from Culturally and Linguistically Diverse (CALD) backgrounds. Commonwealth of Australia (Department of Social services) 2015. Canberra

10 <https://innovation-connect.smartygrants.com.au/form/4394515/review#:~:text=ACT%20Workforce%20Impact%20Collective.%20Pilot%20Project%20Proposal%20for%20UnitingCare%20Kippax%20Access.>

strategies for learning, jobseeking and job-readiness skills, as well as workplace and team communication, to a cohort of participants in need of intensive support. More than half of the 29 participants who engaged with the soft skills training over the two sets of workshops moved directly from the program into casual employment or more focused and intensive study.



The Mower Shed is a social enterprise that provides support for people who find it hard to gain and maintain employment, as well as ensuring that people can safely use and enjoy their gardens.

Our homes are our castles... they are the place we go to for refuge and renewal. They're family and private places. They often include yards that provide play spaces, gathering places, relaxation opportunities, beauty to look at and maybe a BBQ. Yards need attention. They need to be

safe. You need to be able to get into them and out again!

The Mower Shed has provided over 100 general gardening services to members of the community in the 2020/2021 financial year.

The Mower Shed's purpose is to contribute to addressing intergenerational disadvantage, building pride in place, building a strong and positive community, and modelling ways in which employment programs and mainstream employment overall can be more inclusive and supportive.

We have done this by providing low cost or free garden maintenance work to over 30 families and individuals who were unable to do their own for a variety of reasons, e.g. cost, lack of equipment, physical capacity, as well as by providing employment opportunities for people who find it hard to gain and maintain employment in the mainstream market. A large part of the work Mower Shed achieves through the year is our contract work. These contracts provide the financial backbone of the sustainability and allows us to provide work to our casual workforce. This is particularly useful for casual staff in learning how to meet work ethic expectations in professional workplaces. Mower Shed would like to thank our contract providers including Ginninderry, Programmed Facilities management, Storage King, Argyle and Civium.

By assisting the casual staff to re-establish work habits as well as capacities through supporting

them to gain general certificates (Working with Vulnerable People card; police check; white card; Programmed identification) and where possible to gain working at heights; chainsaw ticket; and other similar role-specific certificates, they have increased their employability.

An integral part of this process has been the Team Leaders. They are not only responsible for ensuring quality and timeliness of jobs and tool maintenance, but also training and practical on-the-job support for the casual staff, including:

- providing support for staff who are experiencing difficulty with implementing soft skills effectively;
- identifying areas requiring further development; and
- identifying who is ready for further professional development and/or alternative employment opportunities.

They model a positive work ethic, engagement and high-level team skills.

The outcomes of this have been increased social engagement, increased capacity to participate in the economic and social aspects of the community, increased connectedness and, through these, increased wellbeing.

The Mower Shed has provided employment to 16 vulnerable people in the community who have found it hard to gain and maintain employment in the mainstream market. 11 of them have now moved into other employment or study.

Stories

"Andrew" - former Mower Shed staff member

"Andrew" was struggling with anxiety and depression after the death of his father which was making it difficult for him to get a job. He had not had the opportunity to develop the necessary skills to function in the workplace and had lost confidence in himself.

Working in the Mower Shed, Andrew was able to develop important skills like communication, organisation and punctuality. This has enabled him to find full time work to support his young family as well as be more open about his struggles and seek help.

"Jane" - Mower shed staff member

"I have been working for the Mower Shed for three years and it has really had a positive effect on my life, the people I work for and with are great. The Mower Shed really helps with getting young people work ready and then helps them get a job. I can't thank the Mower Shed enough for giving me a chance."

"Mary" - member of the community

"My husband and I have been using the Mower Shed for a couple of years now, as we are elderly, we can't do the gardens and mowing anymore. The Mower Shed, they really look after us, the fact that Mower Shed is around to support people like myself and my husband makes the community a joy to be a part of. We can't thank the Mower Shed enough for their services."

"Anna and Paul" Mower shed staff members

Anna and her son Paul both worked together in the Mower Shed. While Anna said she loved getting up in the morning to go to work, her son admitted he was not a morning person, but regardless he loved his job.

"I really enjoy it, being outdoors and just seeing the satisfaction after you have finished ... it's something you can look back on and go, 'well that's a big change'," Anna said.

Anna, 55, said she had found it difficult to find a job following the death of her husband.

"I was unemployed for a while after my husband passed away and I couldn't get a job because of my age," she said.

Like his mother, Paul, 20, also struggled after the death of his father.

"I have depression and anxiety. It's not as bad anymore but when I was a bit younger it was heavy because my dad died and it was a very hard thing to overcome. But after a while I decided to pick my feet up," he said.

Paul said the training program gave him a new lease on life.

"It helped out a fair bit, I overcame my depression and my anxiety," he said.

"I can communicate a whole lot more and I'm just able to talk to people. Because of my depression I couldn't talk to anyone because I was so afraid but now I can talk to people I can understand

a little bit more about what I am doing and I'm where I am now."

Anna is so proud of her son.

"It's so good to see him come such a long way from being so depressed and down and trying his hardest and now, I even have tears in my eyes just the way he was talking ... because he's always been afraid to talk," she said.

Likewise, Paul is very proud of his mother.

"It's a great experience working with my mum, seeing her working very hard and seeing her come from where she was to now was a great big step up," he said.

"To be honest, it is a miracle seeing her happy now."





In 2019 UnitingCare Kippax partnered with CIT, SPARK, Ginninderry, Programmed and Housing ACT to provide an innovative training and transitional employment initiative – Kippax Trade Start. This was an extension of the Mower Shed and allowed the participants to complete accredited training through CIT in construction and carpentry.

On the back of our pilot program in 2019/2020, we followed that up with a successful second round in 2020/2021. This was a great achievement given the challenges we faced, mainly COVID 19 which occurred just after we recruited the students and resulted in a delay to the program start date. The KTS team worked hard in keeping the students engaged through this period.

We had 23 people enrol in the second round of the Kippax Trade Start Program, with more than half graduating, despite the impacts of COVID-19.

Kippax Trade Start (Round 2) assisted 21 Young people get their White Card, Asbestos Awareness and Working at Heights certificates.



CIT MODULES COMPLETED

- Certificate 2 in Construction modules
- White Card CPCCWHS1001
- Asbestos Awareness ASBIRA001
- Apply OHS requirements, policies and procedures in the construction industry CPCCOHS2001A
- Manual Handling MEM11011B
- Use carpentry tools and equipment CPCCCA2002A
- Handle construction materials CPCCCM2004A
- Assemble components CPCCJN2001A
- Use brick and block laying tools and equipment CPCCBC2002A
- Working safely at heights RIIWHS204D

As part of the practical component of the course, the participants built a cubby house in the first

round of intake and in the second group we built and painted dog kennels. We donated the kennels to the RSPCA who were incredibly grateful for the donation.

Stories

“Adam”

“Adam” was 15, refusing to go to school and was getting in trouble with the police. His Mum was unable to get him up and out of bed and get him motivated. When he started the KTS course he was the first one up in the house and all organised. He didn't miss a single day and also became a reliable and enthusiastic employee. He recently moved to Queensland with his family and actively sought out an apprenticeship.

“Jane”

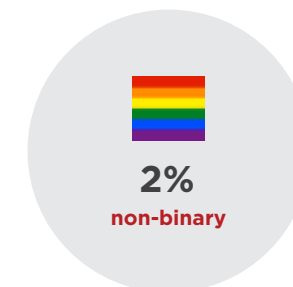
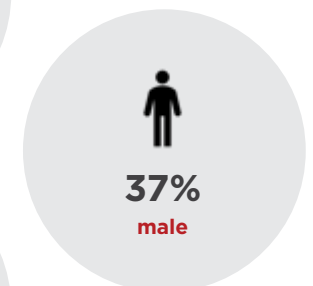
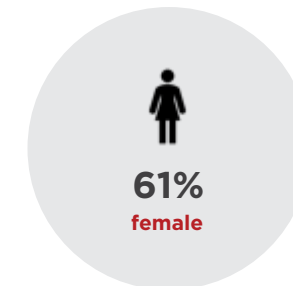
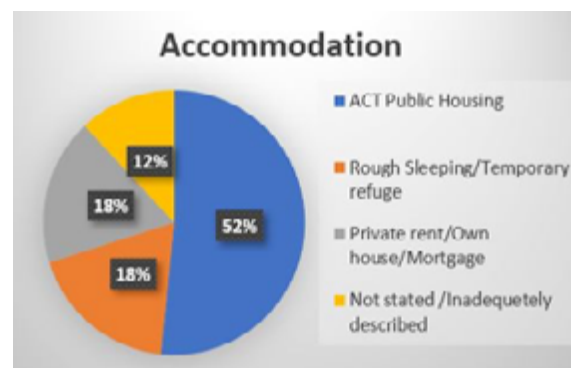
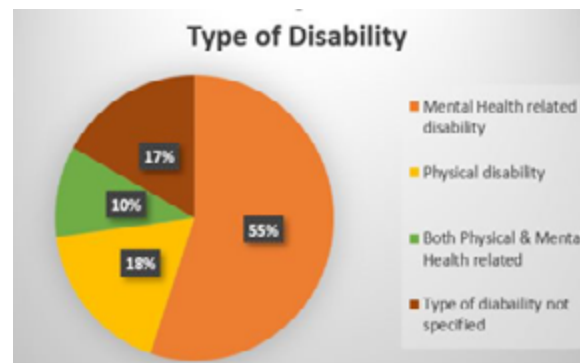
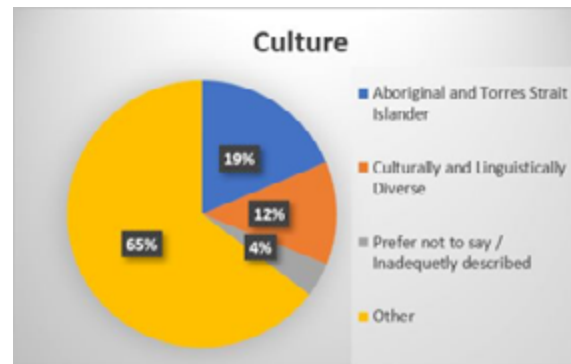
“Jane” did not finish school and was not motivated to do anything – sleeping until the afternoon, smoking cannabis and getting into trouble. From day one of the KTS program she was on time, enthusiastic and hard working. She passed the course with flying colours and was an extremely reliable employee who was happy to do whatever was asked of her and picked things up really quickly. She went on to do a Women in Civil course through SPARK and passed that course. Jane went on to get a job civil construction company in the ACT.

PERSONAL SUPPORT SERVICES

Emergency Material and Financial Aid program

The Emergency Material and Financial Aid program (EMFA) has a team of professionals who provide short-term counselling, socially inclusive services and workshops, triage, outreach support and appropriate referrals for people in the community who are experiencing financial, social and personal hardships.

The services also include provision of non-perishable food and hygiene hampers; grocery, fuel, and clothing vouchers; fresh fruits/vegetables; frozen meat, meals, and soups; prescription medication assistance at pharmacy; partial/full assistance with sourcing educational resources and technology aids for service users; financial assistance for transport, and financial support for medical procedures etc., determined on a case-by-case basis subject to assessment by the EMFA team.



15.7% (107 Service users) self-reported as having a disability or were on Disability Support Pension (DSP). 19% were of Aboriginal and/or Torres Strait Islander background. 18% were in insecure accommodation. Each of these attributes when combined with factors such as dependence on government pension as the only source of income; raising children as single parents; increased food-insecurity with COVID-19; job-losses due to the COVID-19 pandemic; and facing some level of financial difficulty can add to the complexity of dealing with life issues. The above charts indicate the proportion of EMFA service users who were facing financial difficulty along with other complexities such as disability, housing, and other cultural factors. Therefore, the EMFA team has always endeavoured to deliver services in a culturally inclusive manner with an awareness of overlapping and interdependent impacts of social-isolation, discrimination and disadvantages in the community.



"Rose" was referred to the Emergency Material and Financial Aid Program (EMFA) by her children's school. Her children had noticed that she had been upset a lot and wanted her to get some help. As such, they spoke to their teachers who, in turn, recommended EMFA. Rose explained her difficult situation in detail, including being pregnant, in the process of applying for an AVO against her ex-partner and her struggles accepting that her 12-year-old son is growing up. Rose disclosed her own difficult upbringing, her struggles with suicidal thoughts as a young person and her fears for her own children. She expressed a strong desire to do things differently to her own father and requested assistance with referrals for parenting courses and information. EMFA helped to meet her immediate and basic needs. We provided food, hampers, vouchers, and pharmaceutical assistance. She was supported therapeutically, highlighting numerous strengths she brings to parenting her own children. Rose commented that she had never thought of herself that way and expressed her deepest gratitude.



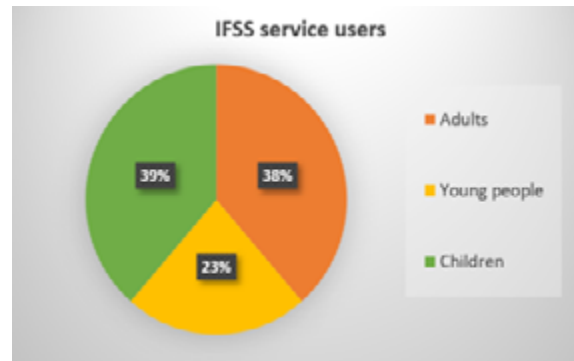
Young person "Jez" was referred to the Emergency Material and Financial Aid Program (EMFA) by another UnitingCare Kippax program with which he is involved. Jez attended with his partner who is in the early stages of pregnancy. He spoke about his recent illness, upcoming parenthood, and significant ongoing expenses. Jez explained he wishes to provide for his family but is still undertaking studies making it difficult to find work. He and his partner requested some key supports such as food and baby items saying they did not wish to take too much. The requested support was provided along with information about Child and Family Centres and other new parent services. Jez and his partner expressed their sincere gratitude, thanking EMFA profusely for the support at such a crucial time in their young family's life.

Integrated Family Support Service

The Integrated Family Support Service (IFSS) provides case management and parenting support to families and individuals.

Through Case Management we provide information, advice, advocacy, and practical assistance to help clients experiencing a range of challenges. We support people to develop confidence, link them to community connections, and empower them to access other support services they may need now, and in the future. At Case Management we engage compassionately with individuals and families to identify their needs and goals, walking along with them through pathways to achieve positive change in their lives.

2020-21



A total of 47 referrals were accepted into the program during the reporting period. This number consisted of 38% adults, 23% young adults (12-18 years old) and 39% children (0-12 years old). A total of 50% of the families in Case Management achieved all of their goals. 19% reported improved personal connections, 28% reported improved community connections and 53% showed commendable achievement in access to services, information and increased independence. 31% adults, 49% children (0-12 years old) and 20% young people (12-18-years old) were engaged in education, training and employment during this reporting period. 22 families reported an increase in capacities, showing a significant proportion of families increased their level of initiative, ability to acquire new information and apply it in practice. Self-regulation improvements were observed in 11 families. 10 families showed improvements in tolerance which was linked to a better understanding of systems and processes.

It is imperative to note that Case Management supported 47 families during this period, due to COVID and its impacts, and had low staffing in the Case Management team for an extended period. As a result of staff shortfalls, the available Case Managers were not able to handle large caseloads during this period and some clients were referred to alternative support services. UnitingCare Kippax has since recruited more staff and Case Management is currently well staffed and equipped to support more families.



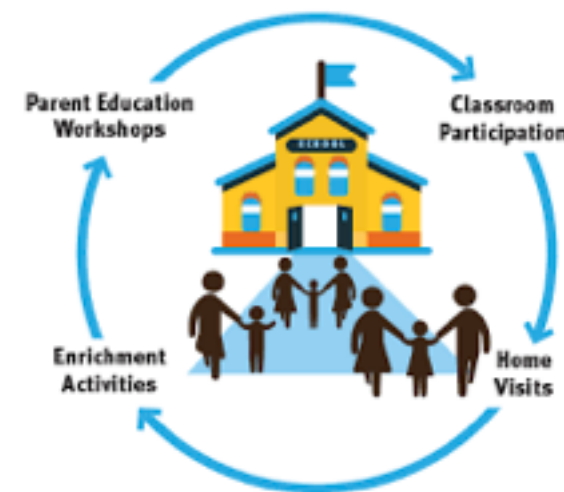
“Jane”, from a culturally and linguistically diverse background, is a single parent and full-time carer of her five-year-old daughter. She moved to Australia in 2014 after an arranged marriage, wherein she experienced prolonged domestic violence for many years. She separated from her ex-husband in 2020 and was diagnosed with anxiety and depression. She engaged with a Case Manager in April 2021 and her identified goal was to seek legal advice as her husband threatened to sell the property, leaving her and her daughter homeless. Case Management applied for the Legal Aid Grant to support her with property settlement and parenting orders and her Legal Aid Grant was approved and she was assigned a solicitor. She applied for Housing and a two-bedroom social housing home was approved for her. During her short-term engagement with Case Management she managed to achieve her goals of housing, employment, income support and was linked to mental health supports. Jane continues to be extensively supported by the Program.



“Tracy” is a 30-year-old female, single mother of five children aged 3-13 years old from a culturally and linguistically diverse background experiencing prolonged homelessness. She self-referred to Uniting Care Kippax in February 2021 with prolonged housing needs identified as the main issue. At the start of case management, Tracy was hesitant to disclose her living arrangements. After continued engagement with her in a culturally appropriate and respectful manner and using a strength-based person-centred approach, she disclosed living in an overcrowded house with five other members of her extended family. Through Case Management she was supported to explore housing options, applied for Social Housing with Housing ACT and was supported with material and financial aid through EMFA and UCK’s partner organisation Companion House.

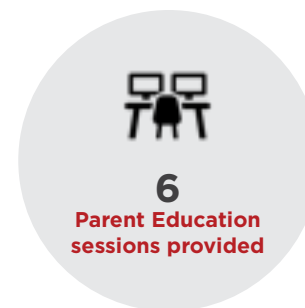
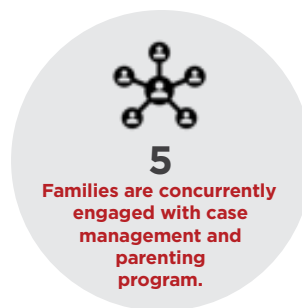
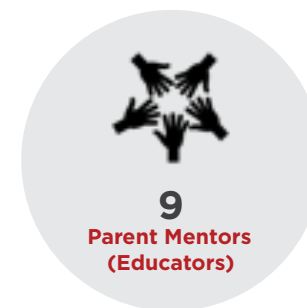
Due to the long waiting times with Housing ACT, the client became homeless. Case Management coordinated services with different stakeholders, such as St Vincent de Paul Society, Onelink and Canberra Refugee Support, to establish a network of supports for this family. UnitingCare Kippax supported Tracy through the Snow Foundation with brokerage funding for temporary emergency accommodation in a hotel as they awaited

an outcome from Housing ACT and OneLink. To date the family is housed in temporary accommodation awaiting a longer-term accommodation option. The family continues to be supported by UnitingCare Kippax due to their complex needs and more outcomes are expected in the long run, particularly being able to source long term stable and secure accommodation.



The Parenting Engagement Program is a newly established mode of service delivery which provides companionship and support to families during difficult times. The program commenced service delivery in December 2020, which explains the current low client caseload, however the program caseload is gradually expanding with a noticeable increase in client engagement.

Through the Parenting Engagement Program we provide an added layer to the work done by the Case Management team, and we aim to work with individual families as they develop and apply their skills and knowledge in parenting. With the help of volunteer parent mentors, the program provides a supportive relationship for socially isolated and vulnerable families and works with them as they develop their family cohesion, ability to manage and reduce family conflict and knowing how to find additional support when it is needed. In our engagement with families, we undertake home visits, provide therapeutical counselling, educational resources, parenting support, educational assistance, and family enrichment activities to support vulnerable families in the community.



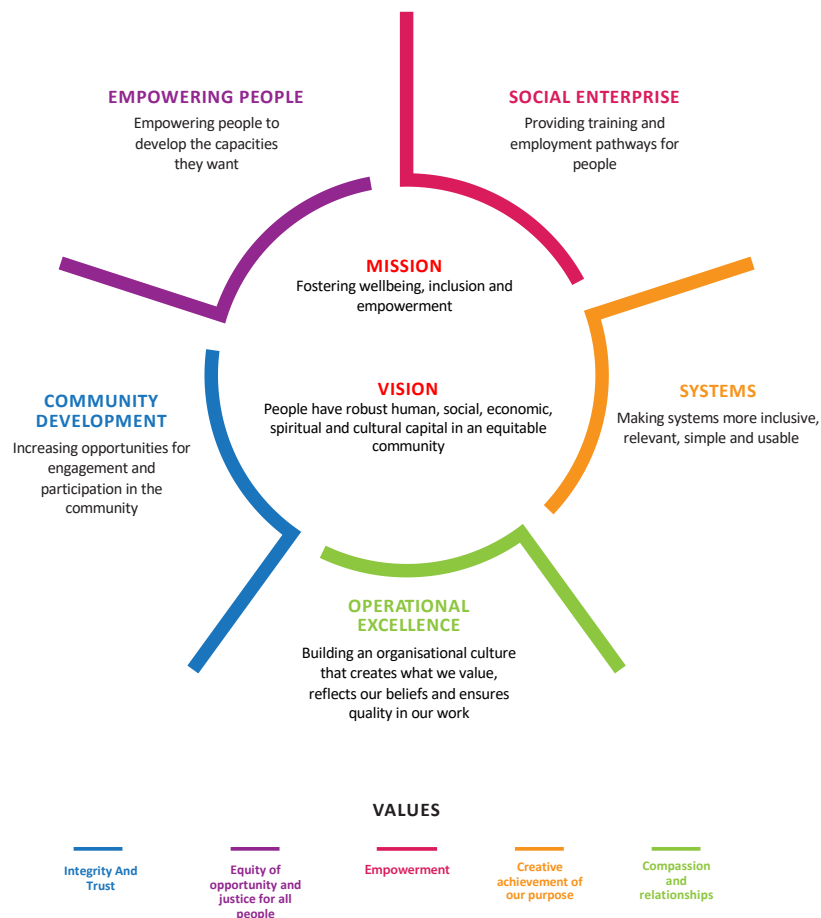
Engagement Team in April 2021, seeking support in restoring her relationship with her second son who lives with her ex-partner, and assistance in parenting with her eldest son RB (12 years). Lynn separated from her husband due to domestic and family violence and lived in two Women and Children Refuges in ACT prior to securing tenancy through Housing ACT. Lynn requested parenting engagement support as her eldest son was disengaging with school and on one occasion was violent towards her.

The Parenting Education Officer arranged a meeting with the school Wellbeing Coordinator, the Class Teacher and Lynn to explore ways to engage with her son to help get him back to school. The school representatives, the Parenting Engagement Team and Lynn discussed different activities and workshops that might persuade RB to attend school. Once it was known that RB is a keen bike rider, this was incorporated into his daily routine. Flexible Minds, Cultural Dance Club, Toy Making and Textile workshops were other activities that were explored to encourage RB to have regular attendance. The Parenting Program supported him with flexible learning options and secondary bursary scheme grant application and eligibility was explored as well. A referral was made to the Mums program through Communities 4U, and the family continues to receive ongoing support in this regard. Lynn reported feeling more connected to her son and RB continues to engage well with the school.

Conclusion

UnitingCare Kippax - Integrated Family Support Services and the Emergency, Material and Financial Aid programs utilise holistic, family centred, person centred and strengths-based approaches in our combined support to service users. Our main focus is on the strengths that people already have and we use this to build on their strong points to better support them and help them achieve desired outcomes. Our support is strongly centred around the values and principles of collaboration, empowerment, voluntary service, social inclusion, flexible support, trust and providing wrap-around services. We use this focus to ensure that the work we do with individuals, families, groups and across the community is centred within evidence-based practices, models and effective client-centred service delivery. We recognise that crises do not happen according to set patterns and may take a while to work through. We aim to assist our clients to build resilience based on their existing strengths and move from crisis to a sustainable position of independence.

Strategic Plan 2021-25



MOVING FORWARD AT UNITINGCARE KIPPAX

UnitingCare Kippax is nearing completion of its next strategic plan for 2021-2025.

This has been made possible in consultation with the Kippax Uniting Church congregation, UnitingCare Kippax staff, volunteers, Canberra businesses, Government and philanthropic foundations. Our purpose is to foster wellbeing by building a more inclusive community and empowering people to participate. We have embedded strategies to achieve our purpose, and are specifying outcomes that demonstrate the achievement of our objectives.

The organisation has been through many challenges over 2020-2021 but has remained resolute in its focus on serving the community.

Moving forward, we have opportunities to continue our programs and explore new avenues to address gaps in service provision in the community and partner with like-minded agencies in Canberra. UnitingCare Kippax thanks everyone that has contributed their time to work with us.

THANK YOU TO OUR SUPPORTERS

Snow Foundation

Social Impact Hub

Westpac

ACTCOSS

ACT Fire and Rescue

ACT Playgroups Association

Brotherhood of St Lawrence

Canberra City Care

Canberra Institute of Technology (CIT)

Canberra Quilters Inc

Canberra Refugee Support

Capital Region Community Services

Care-More Pharmacy Kippax

Care Financial Inc

Centrelink Community Engagement Program

Community Services Directorate

Hands Across Canberra

Corrective Services, ACT

Even Dots Creative

Families ACT

Foodbank NSW/ACT

Ginninderry Joint Venture

Housing ACT

Kingsford Smith School

Lavender Lane, Gungahlin

LJ Hooker Pty Ltd

Legal Aid ACT

Lifeline Training

Masonicare

McDonalds School wear Macquarie

Migrant and Refugee Support Service (MARSS)

Multicultural Employment Services

Multicultural Youth Services

National Health Co-op

North Belconnen Uniting Church

Onelink

OzHarvest

Police and Citizen's Youth Club

Programmed Facilities Management

Rotary ACT

SPARK Program, Ginninderry

St Vincent de Paul Society

Storage King, Belconnen

Supportive Tenancy Services

ARACY

ACT Health Directorate

ACT Community Services Directorate

Libraries ACT (Transport Canberra and City Services)

The ACT Multicultural Hub

University of Canberra

Target Australia

The Millhouse Ventures Ltd

Uniting NSW/ACT

THANK YOU TO OUR SUPPORTERS (CONTINUED)

UnitingCare Australia

West Belconnen Child and Family Centre

Women's Legal Service

Woolworths Kippax

YMCA - Early Childhood Centre, Holt

Charnwood Capital Chemist

ACT Education Directorate

**SEARMS - Providing high quality Aboriginal
Housing Services**

The Community Studio (Canberra)

Canberra Relief Network

Mackenzie Workplace Law

Child and Youth Protection Service

SOLVit - IT Network Support

**Australian Federal Police (Constable Kenny
Koala)**

Grind to Ground

The Riverview Group

Ginninderra Rotary



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