



Annual Report 2019-20

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MESSAGE FROM THE CHAIR

The 2019-20 year has been a challenging one. UnitingCare Kippax (UCK) has experienced the impacts of bushfire smoke, hailstorm damage, and the ongoing challenges arising from the COVID-19 pandemic. The year has also seen an organisational restructure, and in late May, the departure of our CEO, Steve Coster.

Throughout all these challenges UCK has continued delivering on our wide-ranging work programs within and with our community. These include early childhood, emergency relief, and employment and training programs, as well as our social enterprises that continue to develop and expand, and now include the Mower Shed, Kippax Trade Start and Kippax Movers.

The evolving nature of the COVID pandemic has required the organisation to adapt and respond in a range of ways to ensure services are safe, accessible, responsive and agile, and meet a variety of needs. The resilience of the organisation to continue to do this into a future that is ever changing is something that will continue to be developed and nurtured.

Our long-running NEWPIN program drew to a close at the end of 2019-20. This parenting program started in 2009 and has made a real difference for the mothers and children who participated. I would particularly like to acknowledge the generous support of the Snow Foundation that made establishment of this program possible, and their commitment throughout the life of the program. I also acknowledge and thank the volunteer 'grannies' and their invaluable contribution to the outcomes of the program.

As we move into the new financial year, the UCK Board is working with Meg Richens, who has been appointed as a management consultant with CEO delegation, to ensure that the organisation is best placed to continue working with others towards our vision of a more empowered and equitable society. Of particular focus are staff wellbeing, organisational capability and ensuring sustainable governance systems are in place.

Lastly, I would like to whole-heartedly thank all the staff and volunteers of UCK for their commitment, passion and professionalism. In these very testing times what has shone through is the personal and professional qualities of the people at UCK. You are what makes UCK the organisation it is.

Sue Hall
Chair
October 2020

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 participate 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

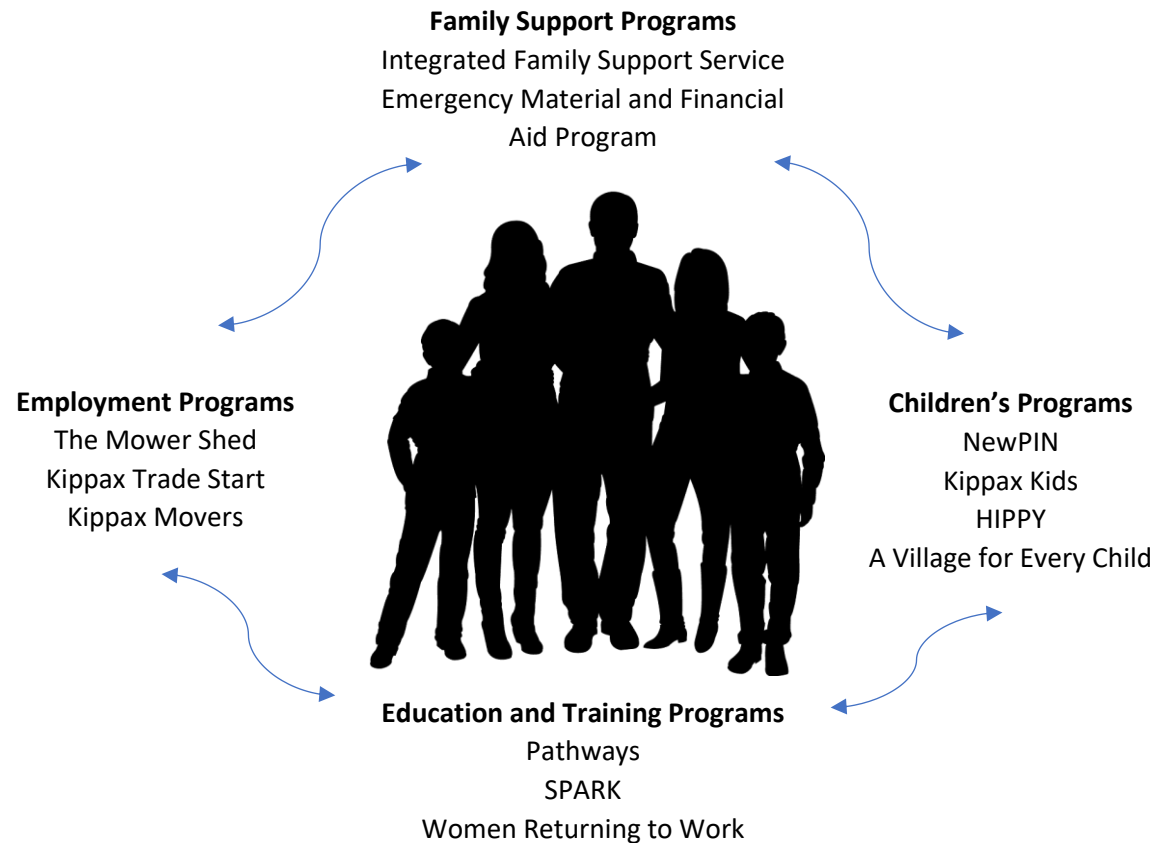
Undertake community development activities

Advocate around key issues that affect our service users

WRAP AROUND SUPPORT – HOW WE DO IT

Our programs are designed to interconnect with each other to provide a person-centred, strengths-based, holistic, wrap around service.

We have no closed doors between programs. A single mum coming to one of our children’s playgroups may be supported to access 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 supported by 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, offering support and information, knowledge and skills, resources, time and space that allow them to choose and implement actions that benefit them.



ACHIEVING OUR STRATEGIC DIRECTIONS

UnitingCare Kippax's commitment to wrap around service provision means that many people achieve their goals through a variety of engagements with us. For example, people accessing the case management program may also at some point receive an emergency food hamper, or people engaging with our employment opportunities may occasionally need help with petrol vouchers. Consequently, the following are only examples of some of the ways in which we are achieving our strategic directions goals. They're designed to give you an idea of the range of outcomes being achieved.

- People have access to food and essentials – *595 food hampers; 234 instances of pharmacy assistance; 121 instances of other types of assistance.*
- People have access to training and education – *47 people participated in training through KTS, 16 from the first intake completed training and 10 were employed in the Mower Shed. The second intake will complete their training in the new financial year. SPARK programs offered 234 training places: 99 participants were young people aged between 15-25; 70 participants were culturally and linguistically diverse; 21 identified as Aboriginal and Torres Strait Islander; and 33 identified as having a disability. Seven participants commenced apprenticeships, 48 participants were supported to engage in other training programs, 125 participants secured employment and 55 participants completed work experience.*
- People have access to jobs and work pathways – *36 people employed as casuals in the Mower Shed (over its 3-year life); 21 moved on to other employment*
- People have opportunities for social connection, social inclusion and meaningful community engagement – *130 volunteers over the year; around 100 people attended each of the six Welcome Café events; other events included Bonfire Night and Garage Sales.*



PROGRAM UPDATES: CHILDREN'S SERVICES

The **New Parent Infant Network** (NewPIN) is an evidence-based intensive therapeutic parent education program that works with families under stress to break cycles of destructive behaviour and enhance parent-child relationships. NewPIN offers personal development modules, one-on-one support, group meetings and child development activities within a supported environment that fosters self-reflection, self-realisation and a deeper understanding of the influences on children's behaviour, and parental responses to it. It results in healthier parenting styles, greater self-confidence in parenting and improved mental and social outcomes for both mothers and their children.

In 2019/20, eight mothers completed a minimum of two personal development programs, with four mothers having completed four or more. Staff observations and feedback from participants indicated that all families showed increased parent and child connection, and most showed improved behaviour management, child development knowledge and self-confidence in their parenting. Most families also reported feeling more social connection and community inclusion.

Sandra*, a young mum in a domestic violence relationship with a history of childhood trauma, joined NewPIN with little knowledge of child development, basic knowledge of child care, or of what supports were available to her. She lacked confidence in herself and her parenting. During Sandra's time with NewPIN she developed trust in the staff and her group and with that she was able to be honest, ask for and receive help. A couple of significant life events happened during her NewPIN journey and each time staff noted a marked difference in how she responded from being ashamed to ask for help to eventually advocating for herself and her child with minimal support from the NewPIN team. She naturally became the group member that welcomed and befriended new group members, showing a great deal of empathy. Her trust in the program allowed her to learn and grow; she would put strategies in action during activities and then ask for feedback, something she wouldn't have done in the first six months of her time at NewPIN. Her connection with her child improved and she'd report on interactions they'd had during the week that demonstrated that she was applying the learnings from NewPIN in her daily life.

In early 2020, as part of a restructure, UnitingCare Kippax took the very difficult decision to cease offering NewPIN. Over its 10 successful years at UCK, the program has been supported by highly knowledgeable, skilled and dedicated staff and two compassionate, committed and nurturing volunteers, Yvonne Nicolle and Beattie Hatfield. We extend our thanks to them all for their valued contribution. We also extend our thanks to the Snow Foundation for their long-term and substantial financial support of the NewPIN program.

* Names have been changed to protect people's privacy.

Kippax Kids provides one supported and a number of community facilitated playgroups for families with children aged 0-5 years that enable families to connect, socialise and learn through play. 2019/20 has been difficult for playgroups. Many of our activities occur outside, in our purpose-built play area. However, smoke from the bushfires prevented outdoor activities and the January hailstorm caused considerable damage to our play area, requiring the replacement of the pergola. Finally, COVID 19 meant that we had to make a rapid transition to online service provision. We have provided regular updates and play-based learning activities that families could use at home through Facebook and a small drop-in style playgroup via Microsoft Teams. In addition, we have continued to collaborate with the West Belconnen Child and Family Centre to run the Koori Playgroup online and we collaborated with other organisations to provide an online program during Reconciliation Week.

As we slowly move back to more connection outside the home during the upcoming financial year UnitingCare Kippax will offer a weekly playgroup held in a local park and will continue to support the Koori Playgroup in either a face to face or virtual format.

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 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. 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 25 of those families for graduation.

HIPPY had 24 families graduate at the end of 2019 out of 29 that started the program at the beginning of 2018. 26 families started HIPPY at the beginning of 2019 and currently we have 19 families looking to graduate in November. 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 has also been the case for recruitment in 2020, meaning that HIPPY Belconnen was only able to recruit 23 families, 21 of whom are still engaged in the program.

HIPPY Belconnen has done very well to adapt to the changes due to COVID. HIPPY is a home visiting program and relies heavily on the building of rapport between the HIPPY Tutor and the parent. We commend the two tutors hired in 2020, who had their pre-service training done over the phone and video link, were linked to families they did not know and then had to build this rapport over the phone. The teamwork and mutual support between the HIPPY Tutors mean the program has continued to build successful relationships despite these major changes.

One participant, an isolated single parent of two, reported that she looked forward to the weekly phone call as it was her contact to adults. Doing HIPPY and talking about her child with the HIPPY Tutor gave her many strategies to help understand her daughters complex needs on the autism spectrum. In part this was due to the activities being structured in a way that helped her understand the extra help she needed to give her child regarding communication and social/emotional development.

PROGRAM UPDATE: FAMILY SUPPORT SERVICES

The **Integrated Family Support Service** provides advocacy and support to families living in West Belconnen, and the surrounding suburbs. The service is flexible, providing short, medium, and long-term help. The Case Managers assist individuals and families to set goals, and work alongside them to achieve them. The Case Managers provide information relating to the family's current issues, make appropriate referrals, act as support persons for court, medical, school meetings and much more. Service users are given practical and emotional support to see them through difficult times.

During 2019-2020 45 families (132 people) received support through the program. 48 individuals were adults, 35 were young people (12-25yo), and 49 were children. 89% of the service users indicated that the program had assisted them. 51% reported a stronger connection to their community. 87% had improved their ability to access information and referral pathways. 25 families were exited during this time.

Sara, a mother of five with a 20-year history of involvement with the Child and Youth Protection Service (CYPS) did not initially want to engage with UCK, because she distrusted organisations. Despite being known as someone who disengaged with workers after around six months, she engaged with UCK for nearly two years. Her trust in her case manager resulted in her willingly working with other organisations to which she was referred. She confided in her case manager that she is now ready to receive counselling for trauma experienced over the last 25 years. While concerns around the maintenance of the home and supervision of her children are continuing to be addressed, she has grown in self-esteem and in feeling empowered. She now calls for care team case conferences and facilitates the meetings. She has self-represented at the Magistrate's court and negotiated with CYPS around final court orders; and she has decided to return to school, registering for SPARK Ginninderry's Hospitality Course, despite her learning disabilities and past memories of struggling throughout school.

The **Emergency Material and Financial Aid Program (EMFA)** provides timely support to individuals and families experiencing disadvantage and financial stress. The EMFA Program provides this support in various ways, including but not limited to: vouchers, grocery items, clothing and financial assistance such as the payment of outstanding Telstra bills, and information about or referral to other services for additional and ongoing support such as financial counselling or case management.

In 2019-20 EMFA has:

- Provided 794 occasions of service:
- Had 392 primary users:
- distributed 376 emergency hampers and 183 pantry hampers
- provided 234 instances of pharmacy assistance
- provided 121 instances of other types of assistance

Greg has been engaged with the EMFA since March 2019, when he had become homeless due to mental illness and family breakdown. He contacted EMFA again in May 2020, requesting assistance with his costly mental illness medication that he was seeking to get from a pharmacy with significantly cheaper prices. After significant engagement, the medication was secured at reasonable cost and a valuable relationship was created with the pharmacy. Greg recently engaged with EMFA again, reporting that he had secured accommodation, and the medication and other help provided by EMFA means he has accessed ongoing medical and therapeutic support. He thanked EMFA for helping him to come so far.

PROGRAM UPDATE: EMPLOYMENT AND TRAINING PROGRAMS

The **SPARK** expansion program, which provides wrap around support for participants prior to, during and after engagement in training programs has completed its first year of operation. SPARK delivers training and employment opportunities for Canberra and the surrounding regions across a range of industries, targetting key disadvantaged groups who are disconnected from the labour market.

2019/2020 SPARK expansion programs:

- 2019 SPARK Conservation Land Management & Horticulture
- 2019 SPARK Hospitality pre-employment program
- 2019 SPARK Community Services Taster Program
- 2019 SPARK Goulburn Construction Program
- 2019 SPARK Women Return to Work Workshops (WRTW) – Northside
- 2019 SPARK Women Return to Work Workshops (WRTW) – Southside
- 2020 SPARK Queanbeyan Construction
- 2020 SPARK Community Services Taster Program
- 2020 SPARK Early Childhood Education and Care (ECEC)
- 2020 SPARK Women Return to Work Workshops (WRTW) – Northside
- 2020 SPARK Women Return to Work Workshops (WRTW) – Southside
- 2020 SPARK Business Administration – postponed to term 4 due to COVID-19 restrictions
- 2020 SPARK Hospitality Program – Cancelled due to COVID-19 and industry restrictions.

The first half of 2020 saw some significant changes to program delivery due to the COVID-19 restrictions, but only one program – Hospitality – was cancelled. All the others have continued with delayed delivery and/or through a blended delivery of online learning and face-to-face workshops. Despite this impact, SPARK offered 234 training places. 99 participants were young people aged between 15-25, 70 participants were culturally and linguistically diverse, 21 identified as Aboriginal and Torres Strait Islander and 33 identified as having a disability. Further to this, 7 participants commenced apprenticeships, 48 participants were supported to engage in other training programs, 125 participants secured employment and 55 participants completed Work Experience.

Through the SPARK program and the ongoing support of the dedicated Relationship Managers many of our participants achieve goals that they previously believed were impossible.

One young man who engaged with SPARK as he was disengaged from school and had been suspended numerous times, struggled to complete the 15-week program. As the program progressed the impact of his disability, poor mental health and low numeracy and literacy levels became a major barrier and he was ready to give up. However, with guidance, support, and sheer determination he continued and successfully meet the requirements of the qualification and graduated in 2019. At the graduation he stated that this was the first time he had ever finished anything!

Pathways (Intensive Return to Work Support Program) provides non-accredited soft-skill training with a focus on planning and strategies for learning, jobseeking and job-readiness skills, as well as workplace and team communication.

In 2019, we delivered the first set of workshops to participants in the Kippax Trade Start Program, who also undertook trade-based training at CIT. Some of these participants are now engaged in casual work in the building industry or have transitioned into casual work with The Mower Shed and Kippax Trade Start (in partnership with Programmed Facility Management). 2019 also saw the first set of workshops to people who identify as having a Culturally and Linguistically Diverse (CALD) background, that are interested in study and work in the Disability Support Sector. One participant from this group has gone onto study Disability Support work and another participant has returned to study at CIT to complete qualifications in health therapies.

The first half of 2020, with its bushfires, hailstorm and pandemic, caused as much difficulty for Pathways as for our other programs. Recruitment into, and delivery of face to face training had to be delayed and will now be provided in October and November 2020, and February and April 2021.

The Mower Shed, our primary social enterprise, provides garden and green space maintenance services. It employs people who find it hard to gain and maintain employment and, when costs permit, provides low-cost or free garden maintenance for people who cannot maintain their own properties. We provide training in soft skills for all staff and have had three staff members complete the SPARK Conservation Land Management & Horticulture Introduction Program. We have increased the number of ongoing contracts that underpin our ability to provide free or low-cost services. The Mower Shed also worked with Programmed Facility Management (PFM) to run two programs working with Indigenous youth. The programs provide opportunities to try out different trades in a practical work environment. The programs were a great success and our Mower Shed Horticulturist, Alex, received praise for his engagement and teaching skills.

In 2019/20 UnitingCare Kippax (UCK) partnered with the Canberra Institute of Technology (CIT), SPARK, Ginninderry, PFM and Housing ACT to provide an innovative training and transitional employment initiative - **Kippax Trade Start**. This pilot is an extension of the Mower Shed and allows participants to complete accredited training through CIT, developing skills in construction and carpentry. The pilot includes building a specific project (so far a cubby house at Ginninderry, dog kennels donated to the RSPCA and outdoor seats) and additional work at ACT Housing properties fixing doors, patching and painting walls, rebuilding pergolas, and so on. Over the course of the year we trained 28 individuals and employed 23 in the Mower Shed. Nine have now moved on into other employment. KTS employs a qualified tradesperson – to oversee the development of foundational skills in areas such as carpentry, plastering, and painting as well as employment attributes – and a Liaison Officer – to help the participants overcome any difficulties they may face, and maintain relationships with PFM and their subcontractors. Our goal is to have participants move on to mainstream employment and/or apprenticeship pathways through the seventy PFM subcontractors within six months of being employed in the Mower Shed. Between them, the Mower Shed and KTS have serviced 660 ACT Housing properties this year.

In addition to Kippax Trade Start, Uniting Care Kippax has been working on a new business plan with the Millhouse GRIST Program and the University of Canberra to develop **Kippax Movers**, which will assist vulnerable people to relocate from difficult situations. These may include individuals escaping domestic violence, refugees finding re-settlement or young people at risk of homelessness. Kippax Movers is set up to minimise the financial burden and additional stress at times of physical relocation for those families and individuals requiring support. In early 2020 we have agreed to partner with Storage King in Canberra to be one of their preferred removalists for their clients who are seeking removal services at market rates.

The social enterprises are a rapidly growing area of operations for UnitingCare Kippax. We have employed additional staff and purchased extra vehicles and, as a result of the increasing workload, have employed a Social Enterprise Manager who assists with managing bookings, overseeing staff performance and ensures that all the administrative requirements of the businesses are met. We would not be able to sustain the social enterprises without the generous funding contributions from the Snow Foundation, Hands Across Canberra, Skills Canberra, Uniting's Innovative Community Grants Fund and our partnership with Milwaukee tool products which assisted with the establishment costs of KTS.



THANK YOU! VOLUNTEERS MAKING ACHIEVEMENTS POSSIBLE

Volunteers are the heart and soul of UnitingCare Kippax. From the first supports offered to families 50 years ago through to today, volunteers from the Kippax Uniting Church congregation and businesses across Canberra have created and sustained the programs and social enterprises that make up UnitingCare Kippax now.

130 volunteers provided more than 3000 hours of support for a variety of activities over the course of 2019-20. That's the equivalent of two full time positions across the year and means that community activities that are jointly provided by UnitingCare Kippax and Kippax Uniting Church, such as Welcome Café, Garage Sale, Car-boot sales and so on can happen, along with providing additional vital support to Kippax Kids, NewPIN and EMFA.

This year there are two important milestones to acknowledge in relation to our volunteers. Firstly, 2020 marks 30 years of the Kippax Kids community playgroups. Initially established by congregational volunteers, the community playgroups are facilitated by a participating parent and have at various times catered for up to 80 families at a time. Two of the original volunteers, Chris Ellis and Jean Richens, received Governor-General's medals in recognition of their contribution (which has spanned the entire 30 years). This year we extend our enormous thanks to each and every parent who has contributed as a convenor and to every other volunteer who came along to be a support to the parents, cut up fruit, play with the children and provide gentle guidance from their own experience.

Secondly, 2019-20 also saw the closure of our NewPIN program. Across an entire decade Yvonne Nicolle and Beattie Hatfield volunteered as our "NewPIN nannas". They attended sessions (up to two five-hour sessions a week) to listen, offer experience, hold babies, set up and pack down, and support the play sessions with the children while parents did Personal Development Programs. The generosity, wisdom and support they have provided over this time cannot be overestimated. NewPIN at Kippax would not have been as successful and effective for the parents who participated without Yvonne and Beattie's ongoing contribution.



THANK YOU! SUPPORTERS AND PARTNERS CREATING COMMUNITY TOGETHER

Australian Federal Police (Constable Kenny Koala)

ACTCOSS

ACT Fire and Rescue

ACT Libraries

ACT Playgroups Association

Australian Training Program

Belconnen Arts Centre

Black Mountain School

Bluearth – meet and move program

Brotherhood of St Lawrence

Canberra City Care

Canberra Institute of Technology (CIT)

Canberra Quilters Inc

Canberra Refugee Support

Capital Asian Groceries

Capital Region Community Services

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

Charnwood Capital Chemist

Community Services Directorate

Corrective Services, ACT

Dramatic Productions Inc

Easy Riders, Melba Men's Shed

Even Dots

Every Chance to Play

Families ACT

Feros Care

Foodbank NSW/ACT

Fraser Primary

Ginninderry Joint Venture

Headspace

Housing ACT

Income Tax Professionals (ITP)

Kingsford Smith School

Kippax Health Centre

Kookaburra Kids

Koomarri

Latham Primary

Lavender Lane, Gungahlin

LJ Hooker Pty Ltd

Legal Aid ACT

Leumeah Lodge Gold Creek

Lifeline Training

Lighthouse Business Innovation Ltd

Masonicare	Pegasus	Swim for Australia
McDonalds Schoolwear Macquarie	Phillips Landscapes	Target Australia
Migrant and Refugee Support Service (MARSS)	Pinnacle People	The Disability Trust
Multicultural Employment Services	Police and Citizen's Youth Club	The Millhouse Ventures Ltd
Multicultural Hub, Canberra	Programmed Facilities Management	The Uniform Shop, Holt
Multicultural Youth Services	Rolfe Honda, Belconnen	Uniting NSW/ACT
National Disability Service	Rotary ACT	UnitingCare Australia
National Health Co-op	Sharing Places	Uniting Church in Australia
Navitas	SPARK Program, Ginninderry	West Belconnen Child and Family Centre
North Belconnen Uniting Church	St Francis Xavier College, Florey	Westpac Bank
NSET Team	St Vincent de Paul Society	Women's Legal Service
Office for Women	Storage King, Belconnen	Woolworths Kippax
Onelink	Supportive Tenancy Services	YMCA – Leumeah Lodge
OzHarvest	Smith Family – Learning for Life Program	YMCA – Early Childhood Centre, Holt

THANK YOU! FINANCIAL CONTRIBUTORS MAKING FUNCTIONING POSSIBLE

We are so grateful to our generous individual donors, who continue to make a positive difference to the operations of UnitingCare Kippax.

We warmly acknowledge our primary funding partners:

ACT Government

- Community Services Directorate
 - Child Youth and Family Services Program
 - Children's Services Program
 - Community Support and Infrastructure Program
 - Office for Women
 - Participation (Digital Communities) Grants Program
- Education Directorate
- Chief Minister, Treasury and Economic Development Directorate
 - Skills Canberra

Brotherhood of St Lawrence

Chief Minister's Charitable Fund

Hands Across Canberra

National Disabilities Scheme

Riverview Projects (ACT) Pty Ltd (Ginninderry Joint Venture)

Snow Foundation

Uniting NSW/ACT

FINANCIALS – END OF YEAR SUMMARY

