



Annual Report 2011

“we assist people to take charge of
their own lives”

Who IS UnitingCare Harrison?

UnitingCare Harrison is part of a network of 85 UnitingCare agencies and missions across Victoria and Tasmania that were founded by the Uniting Church in Australia.

Since the 1960s, UnitingCare Harrison has been offering general welfare services in the Eastern Metropolitan area of Melbourne. Today, with more than 80 employees and 200 volunteers, UnitingCare Harrison is one of the leading welfare organisations in the Eastern suburbs - assisting or accommodating more than 450 people at any one time.

Current services offered to clients, tenants and residents include Homelessness Services, Youth and Family Services, Disability Services and Housing Services.

All UnitingCare Harrison services aim to maximise client, tenant and resident satisfaction and to establish well-documented, measurable and high standards of professional practice. For further information, please visit our website www.unitingcareharrison.org.au.

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UnitingCare Harrison's Mission

To assist people to take charge of their own lives

UnitingCare Harrison's Vision

To be an influential leader in the provision of quality housing and community services

UnitingCare Harrison's Values

- ◆ Hope
- ◆ Excellence
- ◆ Compassion
- ◆ Integrity
- ◆ Equity
- ◆ Independence



Jaden's Story - Aged 15

When my son's Principal rang to tell me he'd skipped school again, I hung up the phone in despair. Phone calls from Jaden's school to my office were not uncommon. My son had turned from a happy child into a disruptive, rude teenager who was abusive to his siblings, took illicit drugs and refused to adhere to curfews. I just didn't know what to do anymore.

When I tried to speak with Jaden about the situation, the argument quickly got out of hand. Jaden produced a knife and threatened to use it if I did not leave his room. Fearing for the safety of my wife and two other children, I told Jaden to leave the house immediately.

I pressed charges against Jaden for threatening me with a knife. He had to know there were consequences to his actions. When the police located him, he was living rough on the street with a local drug dealer who was known to the police.

When the police approached him he threatened them with a knife and resisted arrest, so they charged him with several offences and placed him in temporary DHS care. His life was taking a turn for the worst. Something had to change.

At this point, the UnitingCare Harrison Finding Solutions program became involved. They found Jaden emergency respite accommodation through UnitingCare Harrison Youth & Family Services (page 22) for a period of three months. Their workers supported him, helping him to buy food, transporting him to appointments and encouraging him to communicate with us. The program also linked Jaden in with a youth specific GP, a local psychologist and kept us in the loop around his development.

At the same time they were helping Jaden, the Finding Solutions Program worked with my wife and I to teach us about healthy communication techniques. We both attended the Effective Parenting Program run by UnitingCare Harrison, to prepare us for the future, when hopefully Jaden would move back home.

Jaden is now living with us fulltime, attending school on a regular basis, no longer carries a knife and has a better understanding of boundaries and why we implement them. He has also been successfully treated for Anxiety.

I have never been so grateful in my life. The work that the Finding Solutions Program has done with my son is tremendous and I thank them greatly. We now have our son back, happier and healthier than we have seen him in a long time.

“More than 10 per cent of Australian households are spending so much on rent or mortgage payments that they have little left over for other bills”



Stephanie Webber

Message from the Chief Executive Officer

Reflecting on my first year as Chief Executive Officer, I was reminded of a Bible verse, from Deuteronomy 15:11, that says "There are always going to be poor and needy people among you. So I command you: Always be generous, open purse and hands, give to your neighbours in trouble, your poor and hurting neighbours."

Having worked at UnitingCare Harrison for more than 21 years, and seeing the number of people who are in housing crisis increase, it could be easy to become disheartened. Despite successive Governments responding with more funding and resources, the number of homeless people accessing our services still increases each year.

As I write this, more than 10 per cent of Australian households are spending so much on rent or mortgage payments that they have little left over to cover other bills. With rental costs skyrocketing, one in four renting households is considered to be in housing stress.

And yet, despite the statistics, I find hope in this passage from Deuteronomy. Every day, in my role as CEO, I witness acts of amazing generosity and kindness as people reach out to their "poor and hurting neighbours".

I take this opportunity to thank all our partners and friends of UnitingCare Harrison. Whether you support us financially, by volunteering your time and skills or by offering up your

rentable houses and spare church manses for us to use as transitional housing – you are an invaluable partner.

The support of our partners has enabled us to not only provide our core services to those needing assistance today, but to also look ahead to the future.

This year, one of our main agendas has been in building and regenerating properties to better meet the need of the community in the future.

One of the highlights this year was starting the building stage of Gifford Village, which will provide a community centre and 18 one and two-bedroom units. I take this opportunity to thank Croydon North Uniting Church, UnitingCare Community Options and Uniting Housing Ltd. who have partnered with UnitingCare Harrison to develop this site.

In an economic climate of uncertainty, we have struggled to obtain funding for other regeneration projects. Our regeneration team continues to seek funding to build the Ivanhoe Project, and we hope and pray that this innovative development will go ahead in the very near future.

Early this year, the UnitingCare Harrison Board, along with senior managers, held a retreat to set the way forward for the coming year. Some of the goals we have set for the agency relate to;

- collecting data in relation to client outcomes to ensure that our clients are receiving an appropriate response to their identified needs;
- improving our systems to ensure the agency is compliant in relation to essential safety measures, contractors and risk management;
- developing a strategic framework with mission and vision statements for the Regeneration program;
- developing a system for cyclic maintenance within our housing department.
- To improve staff retention rates and provide staff opportunities to improve their skills.

Throughout the past year, our staff have worked diligently on these areas of improvement and I am sure that residents, clients, staff and partners of Harrison will benefit from our improved systems.

Finally, I would like to thank all our staff for their dedication to the poor and needy amongst us. It is a difficult but rewarding task and UnitingCare Harrison is thankful to have a team of keen people who want to make a difference.

I look forward to continuing to improve our services to the community and to increase our housing stock to ensure the homeless have somewhere to call home.

“I am proud of our team, and the work our staff, volunteers and supporters do to bring hope to those less fortunate than us”



John Allen

Message from the Chairman

The year marks a period of significant changes within UnitingCare Harrison.

At board level there has been significant movement. I came in as Chair following Ron Townshend's retirement, and Marc Robertson came in as Treasurer following Bator Martonyi. Both Ron and Bator had been active in UnitingCare Harrison for more than 10 years.

On behalf of our team, I thank them for their magnificent contributions over that period and particularly for their efforts more recently in their roles as Chairman and Treasurer.

In April, we welcomed Damian Jardine to the board, bringing with him a wealth of experience, energy and passion for the work of UnitingCare Harrison.

Another major change early this year was Stephanie Webber taking on the role of CEO of UnitingCare Harrison. We welcome Stephanie to this role and I thank her for the

great effort and drive she has directed into UnitingCare Harrison in her first year.

Stephanie replaces Roger Gough who had been CEO for some 20 years. We thank Roger for the

To assist the needy in welfare and homelessness, and spiritually

magnificent job and contribution he has made to UnitingCare Harrison. During his time as CEO, Roger saw UnitingCare Harrison grow from about a dozen staff to the team we have today - around 70 employees and 200 volunteers. Roger now heads up UnitingCare Harrison's Regeneration Programme.

As an organisation, our aims and objectives remain the same: to

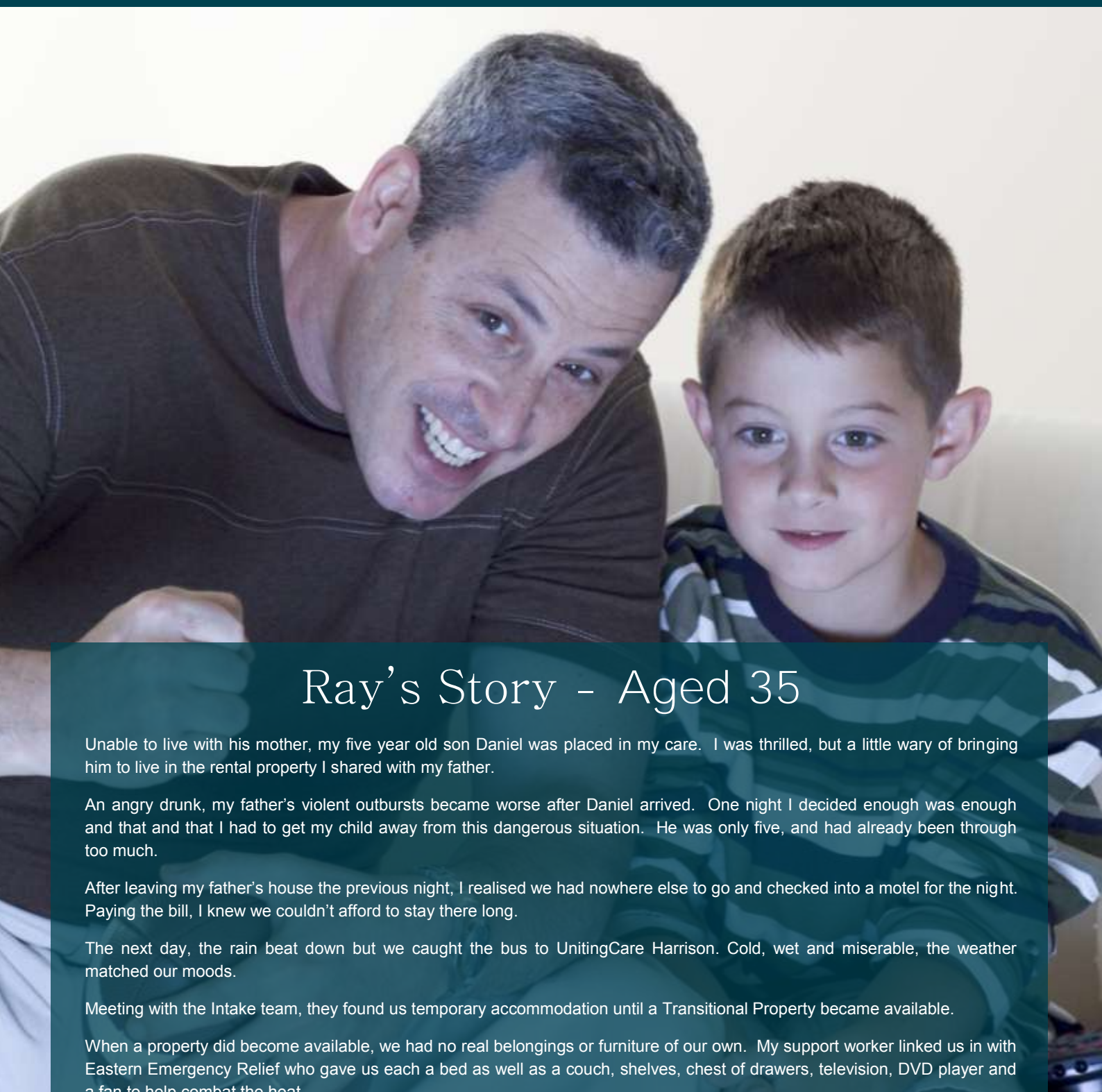
assist the needy in welfare and homelessness, and spiritually. This seems to be an ever increasing demand and reflects perhaps the huge gap we have in our society.

From an overall perspective we have remained true to our values and our steadfast plans. On top of this we have continued with our Regeneration objectives, which are a proactive approach to the general problem of homelessness.

As Chairman, I am proud of our team, and the work our staff, volunteers and supporters do to bring hope to those less fortunate than us.

Looking forward, we must continue to summon the willpower, the commitment and the passion to reach out to the most vulnerable in our community.

So let's go after it again in 2012!



Ray's Story - Aged 35

Unable to live with his mother, my five year old son Daniel was placed in my care. I was thrilled, but a little wary of bringing him to live in the rental property I shared with my father.

An angry drunk, my father's violent outbursts became worse after Daniel arrived. One night I decided enough was enough and that and that I had to get my child away from this dangerous situation. He was only five, and had already been through too much.

After leaving my father's house the previous night, I realised we had nowhere else to go and checked into a motel for the night. Paying the bill, I knew we couldn't afford to stay there long.

The next day, the rain beat down but we caught the bus to UnitingCare Harrison. Cold, wet and miserable, the weather matched our moods.

Meeting with the Intake team, they found us temporary accommodation until a Transitional Property became available.

When a property did become available, we had no real belongings or furniture of our own. My support worker linked us in with Eastern Emergency Relief who gave us each a bed as well as a couch, shelves, chest of drawers, television, DVD player and a fan to help combat the heat.

I am now feeling more positive about our future. UnitingCare Harrison has promised they will continue to support my son and I until permanent, stable accommodation become available.



Mark's Story - Aged 38

Living in a Rooming House is not where I wanted to raise my two children. With the three of us squeezed into one room and having to side-step syringes in the communal hallway, it felt like I had taken them from one abusive situation straight into another.

My ex-wife was not always so abusive. High school sweethearts, we were quite happy for many years before she developed serious mental health issues. Refusing to take her medication, she became irrational and abusive toward the children and I. I tried to make it work, but after three years of continual abuse, I decided my children deserved a better life.

I had promised our children that life was going to get better, but it turned out it was a promise I couldn't keep while living in the rooming house.

It seemed like the police were called every weekend. My 16 year old son had to call an ambulance after a woman ran into our room with slit wrists. I was finding syringes throughout the house and being harassed by other residents for food and money. To top it off, this sub-standard accommodation was costing \$350 a week.

Terrified for my children's safety, I desperately applied for private rental properties. After five months of being knocked-back, I was desperate for help.

I turned up at UnitingCare Harrison feeling like I was doing the wrong thing. That the staff might tell me there were plenty more people worse off than me. Happily, I was wrong.

I was assigned an Accommodation Options for Families worker. Concerned for my children's well-being, we were given a UnitingCare Harrison Head Leased property until appropriate accommodation became available.

With a roof over our heads, I now feel like I'm back on my feet and able to give my children the life they deserve.

“UnitingCare Harrison is well placed to achieve its mission of assisting people to take charge of their own lives for many years to come”



Marc Robertson

Message from the Treasurer

It has been an extremely busy year for UnitingCare Harrison with much change emanating from within the finance department.

Contributing to this has been the ever expanding activities of the agency, with new programs in the Homelessness Services area and further opportunities in property regeneration.

The past year has also seen movements in key personnel, including a new CEO, Board Treasurer and agency accountant. I would like to thank Bator Martonyi for his generous handover after his many years as Treasurer on the UnitingCare Harrison Board, which has made for an enjoyable transition into my role.

For the financial year ended 30 June 2011, the financial statements of Harrison have been prepared on a consolidated basis to include the activities of the agency as well as the 9 independent living units ("ILU") under the control of UnitingCare Harrison management. With this being the focus,

UnitingCare Harrison has reported an operating deficit of \$142,000 (FY10: \$93,000 surplus) for this financial year. It should be noted that the 2010 comparative figures for the majority of ILU's are for a six month period given the change in reporting period to a June year end (from December) which is now in alignment with the agency.

On a like for like basis, it is pleasing to note that most income streams increased from the year prior. Government contributions lead the way, increasing by \$283,000 or 7% to \$4.3million in the past year. This additional funding has been used to support the agency's core welfare programs; Homelessness Services, Disability Services and Youth and Family Services.

A significant investment has been made in the area of property regeneration, with the agency committing just over \$2.4million to property redevelopments as at 30 June 2011. The most significant project is the 87 unit "Apartments for Life" project in Ivanhoe. Along with

providing social or low-cost housing, it is expected that these developments will, in time, yield positive cash flows that can be used to further supplement UnitingCare Harrison's existing income streams.

Equally impressive is the asset base of the agency which has increased by \$7.1million or 15% for the period, largely due to the acquisition of Maroondah Retirement Village - a 30 unit, five acre site in Healesville (+\$4.9m).

Also contributing to the increase were favourable revaluations of existing properties (+\$1.3m). This has led to Harrison having net assets of \$40.9m, a remarkable position for the agency to be in given its humble beginnings. In 1990 Harrison had net assets of \$187,000.

Overall, UnitingCare Harrison has a strong balance sheet with limited debt funding external to the Church and is, therefore, well placed to achieve its mission of assisting people to take charge of their own lives for many years to come.

“Ensuring continuous improvement within the organisation through teamwork, innovation and reflection”



Sharon Wolstenholme
Manager Quality Assurance

Continuous Quality Improvement

Quality Assurance and the Continuous Quality Improvement Committee have worked diligently over the last 12 months in preparing for UnitingCare Harrison's third accreditation against the QIC *Health and Community Services Core Standards* and *Homelessness Assistance Service Standards* (HASS) in December 2010.

Preparation included a self-assessment of UnitingCare Harrison's organisational practices, service delivery and stakeholder relationships, along with reviewing the agency's policies and procedures against the standards.

The review team spent three days reviewing documentation and interviewing staff, consumers and external agencies. At the end of their time, the review team recognised numerous key strengths for the agency along with areas that required enhancing prior to our accreditation being granted.

Key Strengths

- UnitingCare Harrison's long-standing strong reputation within the local community for providing welfare services.
- The commitment and passion of

all staff that is reflected in the organisational values and was observed to be embedded in the service provided to clients.

- The organisation's comprehensive and coordinated service delivery model to meet the needs of its clients.
- A comprehensive and effective induction program for informing new staff members about the organisation and their roles.
- The organisation's strong social justice framework.
- The staff's strong relationship with their clients, reflected by the clients' eagerness to attend interviews.
- The newly modified intake process that streamlines the management of access to the range of services provided.
- The relationship with Sustainability Victoria and the development of the sustainability project implemented within the independent living units.

Areas for Improvement

Human Resources: Streamline processes and formalise a three year quality improvement plan.

Knowledge Management: Review version control systems. Enhance policy documentation relating to supporting specific groups within the community.

Risk Management: Provide additional training and improve reporting processes. UnitingCare Harrison successfully completed the improvement areas of work and has developed a Continuous Quality Improvement Plan for the next three years.

Quality improvement initiatives that the various service areas have been working on over the last financial year include:

- Developing a new Website;
- Implementing an Employee Assistance Program;
- Implementing Youth Key Worker program
- Client Mentor Program
- Increasing housing options

Current Accredited Standards

- QICSA – Quality Improvement Council Standards & Accreditation
- HASS – Homelessness Assistance Service Standards

Pending Standards

- Disability Service Standards – 2012.



Poh, David & Jay's Story

For a new mum, life in a new country without any family around is difficult. But for Poh, from Vietnam, life became a daily struggle when her son Jay was born 23 months ago in Melbourne with Wolfhirschhorn syndrome. This devastating chromosomal disorder impacts upon Jay's development, organs and senses, and shortens his life expectancy.

To further add to the trauma, at the time of Jay's birth and diagnosis, Poh and her husband David were living in transitional housing, having to endure frequent moves. As Poh is not a permanent resident, she is not entitled to a Centrelink income, placing a huge financial strain on the family.

Since his discharge from hospital, Jay has needed daily specialist appointments at Monash Hospital. Apart from their transitional housing making it difficult to get to the hospital, Poh and David were upset that their little boy didn't have a permanent home they could keep clean and at the constant temperature his condition required.

After hearing about the young family's desperate situation, UnitingCare Harrison put referred them to its A Place To Call Home program. The family were accepted and moved into their new home.

Thrilled to have a permanent home, Poh and David have worked hard and been creative in developing ways to make ends meet. The couple has built a vegetable garden and Poh is feeding chickens with the left over rice they cook for dinner so they have fresh eggs every day. Having a garden, chooks and fresh vegetables makes Poh and David feel truly at home and gives them a place to escape to when the realities of their son's illness gets too much.

Concerned the family was having to rely on public transport to get their son to medical appointments, UnitingCare Harrison also secured them a low interest loan to purchase a car. The family and the worker have developed safety plans and special arrangements with ambulance dispatch sites to ensure that when calls are made, immediate responses are received to best ensure Jay's safety.



Vermont Opportunity Shop

Visit UnitingCare Harrison's Vermont Opportunity Shop and you'll find a shop full of treasures – living treasures that is! Ninety-one year olds, Joyce and Ted, joined the team at eighty nine years old – a time when many of their peers were moving into retirement or nursing homes. Sporting a good sense of humour, the pair are well liked and appreciated by customers and other volunteers.

Joyce says she volunteers at the Op Shop because “I love the fellowship of the other volunteers, that feeling of being part of the local community - meeting the customers , having a chat , that sort of thing .“

Susan, an Irish livewire, says she enjoys volunteering because “I like being able to give back, but I also enjoy having fun ...and there's plenty of that to be had!”

Carole, another volunteer at Vermont Op Shop, says she donates her time because “I'm so fortunate with my life - having my health, a comfortable home, two happy children and a well stocked kitchen and pantry....I know that other people are not in the same situation.”

“No matter what your skills, education or age, you can make a difference to the lives of those in need”



Jane Davoren
Administration Manager

Community Relations

What inspires people to volunteer? It can't be the pay packet, there isn't one. And it sure isn't for the public recognition, as opportunities for this are few and far between. And yet, in the past year a growing number of people have donated their time, skills and enthusiasm to help UnitingCare Harrison assist those most in need.

Without our volunteers' valuable help and commitment we would not be able to deliver numerous services and supports to our clients. With many new volunteers joining UnitingCare Harrison in the past year, we are able to provide more support than ever before. For this we offer our heartfelt thanks!

An example of just one way our volunteers assist is the weekly Community Meal Service, operating out of the Wesley Uniting Church in Box Hill. This amazing service shows how compassionate the community can be. Students and Corporate Volunteers join us each week to serve delicious food and provide company to those in need.

The Community Meal Service continues to be a success with more than 1,000 nutritious meals donated by Box Hill TAFE in the last financial year.

Participants come from different disadvantaged backgrounds and in some situations, may not have eaten in two to three days.

**Over \$60,000
received in cash
donations in the last
financial year**

Another way the community supports UnitingCare Harrison is through corporate donations. Corporate donations come in many forms – all of which are greatly appreciated. Your company may be able to provide much needed funds to the organisation, food for the hungry or time for the lonely.

In the past year, UnitingCare Harrison's corporate support base has gained momentum with a

number of organisations in the Eastern Region supporting us with large donations.

In some instances, organisations allow their staff to spend time assisting UnitingCare Harrison with a special project. Recently, staff from Glaxo Smith Kline (GSK) donated time to do up the garden of one of our Disability Service Properties.

Swapping their computers and production lines for gardening gloves, staff happily set to work clearing and rejuvenating the property's overgrown backyard. Despite the wet weather conditions, GSK staff finished the task much to the delight of the residents.

No matter what your skills, education or age, you can make a difference to the lives of those in need. If you are thinking about volunteering, donating or have a group of friends or business colleagues who want to help out, please contact Jane Davoren on (03) 9871 8700 to discuss possible projects.

“Assisting those with a disability to take up the independent living challenge”



Glen New
Team Leader Disability Services

Disability Services

Disability Services continues to surge forward and assist clients on their road to independence. With service referrals rising in the past six months and clients successfully transitioning into more independent living options, it's clear that our services are making a real and positive difference in the lives of people with a disability.

In part, the success of UnitingCare Harrison's Disability Services is because we seek to empower our clients to take up the independent living challenge and set program goals that assist people to take charge of their own lives.

Staff and volunteers have worked really hard to improve property presentation across all Disability Service properties. Our goal is to foster a home-like environment that allows clients to live and learn in a comfortable and safe setting.

Client and property matching processes have been reviewed and improved with great success in the past year, with outcomes exceeding all program expectations. The

major contributing factor to this has been the friendships that have developed between clients as well as the “*working with*” approach modelled between clients and staff.

In the last financial year, Disability Services have provided 7514 hours of skill development services to 67 clients. In addition to this, Gifford Arts Project participant numbers have been steady, and the program continues to reach new levels, with artists being recognised in the Melbourne art sector.

Multiple achievements have been experienced by our cliental within the last 12 months and what has been noted as a successful outcome has varied from one client to another. For some, it has been taking the plunge to move out of the family home to commence the 20 week Genesis Individual Development Program. As for others, it has been being able to manage a budget independently.

We are very proud of one of our clients, who has taken a big step into uncharted waters and is now

living in an independent living unit in the outer Northern Region of Melbourne.

The individual commenced the Genesis 20 week live-in Individual Development Program in 2008 and transitioned to other UnitingCare Harrison Disability properties following the conclusion of the program.

Over the span of three years, the individual continued learning and rather than being defeated when obstacles appeared, used the experience to learn important lessons and increase their confidence.

The year ahead will see our service work towards achieving 2012 Disability Services Framework Accreditation. This along with other key program initiatives will come with challenges, though we have a great team of committed and dedicated staff that will band together to see this through to completion.



Iain's Story - Aged 28

I was living at home with my parents in a situation that wasn't working. We all sat down and realised the best solution was for me to move on. We had looked at cheap rent and many other options when someone told me about UnitingCare Harrison. I called UnitingCare Harrison and spoke with Glen, the Team Leader of Disability Services. After some discussion, Glen showed me a UnitingCare Harrison property which was ideal for my needs at that time. Glen facilitated my relocation into the house that would begin the next stage of my life.

With the support of Disability Services we identified the areas of assistance I needed and come up with a plan which addressed my hopes and goals. I appreciated the personal and warm approach the Disability staff showed me which enabled me to improve in areas I struggled with previously.

After finding employment, I found my ongoing health issues to be a barrier to retaining employment. With the help of Disability Services we have developed a plan to reduce the impact my health has on my employment prospects and my life in general.

My future is looking brighter, thanks to UnitingCare Harrison and their on-going support. I appreciate their understanding of my needs and aspirations and their willingness to make my dreams happen where possible.



Lucy's Story – Aged 32

Before I met the staff at UnitingCare Harrison I felt alone. I was living in Adelaide with no money, no family support, no one who cared, and a deadly domestic violence situation. The only way I felt I could escape was to just run, with no thought.

It was a last minute decision. Acting on impulse, I took my five children and boarded a train destined for Melbourne. We had very little, no clothes apart from what we were wearing. I remember thinking “Oh, please don't find me”. I was terrified.

Once we got to Melbourne reality hit. I was in a different state, even worse off financially than what I was before. At least in Adelaide we had a roof over our heads. But even so, just to escape was worth it. I just did not know what to do now. Lucky for us, a crying woman sitting at a train station with five children did not go unnoticed.

We were placed into a crisis motel overnight and the next morning I was referred to UnitingCare Harrison, where the Intake Assessment & Planning team took care of me. They arrived in a mini bus to transport us all to their office, where they were able to supply us with something to eat, give us fresh clothing and of course, find out the whole story.

UnitingCare Harrison paid for us to stay in a motel for a further two weeks. In that time I was allocated a support worker who was able to secure a four bedroom transitional house. I was also helped to apply to Centrelink for payments, set up our new home and get my children into kinder, primary and secondary school and a special school.

My support worker lodged an Office of Housing application on my behalf. I was unbelievably lucky. Within six months I was offered a new four bedroom home in the Western Suburbs. The help didn't stop there. My support worker helped get me furniture, whitegoods and everything I would need for my new home, my new life. When the local Secondary School refused to enrol my oldest child as they were full, UnitingCare Harrison stepped in to advocate on my behalf. A phone call to the Department of Education and Early Childhood Development and a space was found for my daughter. I would never have thought to contest it further.

Now I am happy, I am free. And I am no longer jumping at every sound, or every shadow I see out of the corner of my eye.

“Assisting people to obtain affordable housing”



Mark Dixon
General Manager Homelessness Services

Homelessness Services

Homelessness Services works alongside with clients who are homeless, or at risk of becoming homeless, and assists them to find secure, affordable and safe housing.

Given the current demand for secure housing this can be a very lengthy and involved process.

The Homelessness Services' Intake Team has had another busy year, supporting more than 1596 clients including families, couples, single adults and young people. The number of people seeking support from Homelessness Services has increased by 5 percent in the past year, but by 753 percent in the past five years.

The dramatic increase in people seeking support from UnitingCare Harrison during the past five years is a reflection on the current rental market in Melbourne. Private rental vacancy rates have reached a record low of 1.7 percent, causing the cost of rentals to go up. In turn, this is dropping affordability rates to a low of 18.9% (compared to 40.5%

six years ago), which is pushing many people out of the market.

These low affordability rates for private rentals have also caused a boom in both registered and unregistered rooming houses across Victoria.

\$158,000
dispensed in funds to purchase emergency accommodation and assist with initial private rental costs

Unable to secure private rental, desperate families and individuals are forced to live in overcrowded conditions. Lounge rooms are often converted to bedrooms, for which tenants paying excessive rents of up to 75 percent of their income.

Homelessness Services is currently supporting single parents with one child, on benefits, paying up to \$350

per week in rent. This is leaving them with \$119 for transport and to buy food, medications, hygiene products and clothes. An almost impossible situation.

Accommodation Options for Families assist people in these situations to find alternative accommodation.

The *Single Adult, Families and Multicultural Support* and *Support for Families at Risk* programs continue to work diligently in supporting clients to obtain positive long-term housing outcomes. During the last financial year, more than 614 single clients and families with 669 children were supported to secure and maintain suitable housing. This was 121 clients above the targets set by the funding body.

WHISH (Wesley Harrison Information Support & Housing) assists public housing tenants to establish and/or stabilise their tenancies. This year more than 415 public housing tenants were supported by the agency, 81 of which were at risk of being evicted.

“Maintaining a sustained focus on customer service delivery in a timely and efficient manner for our residents”



Julie Baxter
General Manager Housing Services

Housing Services

Having recently joined UnitingCare Harrison as the General Manager Housing Services in early June 2011, I am delighted to have the opportunity to report on the Housing Services program over the past financial year and to provide an update on the plans and objectives for the year to come.

In 2010, the Housing Services program underwent significant change with the retirement of the long-serving General Manager, Stephen McGarry.

A highlight of the year occurred in October 2010, with the official transfer of ownership and management of the Maroondah Retirement Village Inc. (a 30 unit property on 11 hectares) from the Healesville Lions Club to UnitingCare Harrison. In order to ensure a smooth transition, substantial dialogue and planning between the two organisations was undertaken. UnitingCare Harrison would like to thank the Lions Club again for entrusting us to manage the property and for providing ongoing support to the residents.

As at the end of 2010/2011 Financial Year, Housing Services

are responsible for managing a total of 243 properties, the majority of which house people from a range of backgrounds and circumstances, along with the 5 Opportunity Shops.

Housing Services provides tenancy management, outreach support, building, grounds and maintenance services.

UnitingCare Harrison's portfolio of properties include;

- **Independent Living Units for people aged 55+**
10 locations (total of 166 units)
- **Affordable Housing for people aged 50+**
1 location (40 units)
- **Clients Services Housing**
 - Disability- 10 properties
 - Homelessness - 11 properties
 - Youth & Family- 1 property

The list above does not include UnitingCare Harrison's access to a range of properties managed by other agencies

- **Opportunity Shops** - 5 properties
- **Private rental** - 7 properties

- **Other**- Church, Offices - 3 properties

The Housing services team has planned a range of customer service focused initiatives and strategies for the coming financial year. These include:

- Doing a fabric audit of our property portfolio which will underpin the planning for future property upgrades and ongoing cyclic maintenance program.
- Ensuring that all of our residents receive a high level of customer service with a major focus being customer responsiveness. In order to meet this objective, a number of new positions have been created and a new maintenance computer program is being used to enable more efficient delivery of maintenance services.
- Updating housing related policies and procedures to ensure a more efficient and equitable service is provided for our residents.

Housing Services look forward to supporting our residents in the coming year.



Duncan's Story - Aged 67

Last year I was like any other normal person – whatever normal is exactly. I had a beautiful wife, a caring son, a job and a home. I was so happy like you would never believe. I had everything I desired, even if my desires were not extravagant.

That was until my wife was diagnosed with cancer. And then my only son.

I was devastated. For both my wife and my son, by the time the cancer had been diagnosed, it had spread too far and was terminal.

My wife was the first to pass away. Each day was more and more painful for her, I could see her life slipping away, leaving her eyes. She made me promise to take care of our son and make his last days count.

Our home had been in our family for generations. I sold it. I sold it and took my son on a holiday to remember. He was so happy and joyful. The beautiful seas, the wonderful fresh air. I did not want it to end. He was looking so good most days, I had hoped that we may have more time than predicted. However, every journey must come to an end. Once we returned home I watched my son slowly die as I had with my wife.

After my son passed, I could not secure long-term accommodation. I still had money left from the house sale, but not enough to buy another. I couldn't understand it when landlords kept passing over my rental applications.

Everything seemed so hard with my family gone. All I had was my dog Jasper for company. A stray I picked up along the way. I ended up couch surfing in the South Eastern suburbs. But I knew this wasn't something I could do forever.

One day, I just turned up at UnitingCare Harrison. When I talked with someone about my situation, the Housing Services team helped me into one of their available Independent Living Units.

I am now living in an area which is still close to my friends, but it's a great feeling not to have to rely on them to give me a bed for the night. I can finally start to grieve for my wife and son and try to move on with my life. In the mean time, I know there is always hope even when one is so lost.



Proposed Wesley Court Development

Green Light for Gifford Village

After eight years of planning, building work has started on redeveloping the Croydon North Uniting Church site into a village with 18 one, two and three bedroom units, a community centre and a new church.

With the local congregation keen to continue their history of supporting those with intellectual disabilities, the new development will have a mix of residents; some owning their own home and some – including those with physical or mild intellectual disabilities - in social and affordable housing.

“Gifford Village” is a wonderful example of how regeneration can breathe new life and hope into a community. It is inspiring to see such a successful partnership between the local congregation and presbytery and UnitingCare Harrison, UnitingCare Community Options, Uniting Housing Inc. and the Commonwealth Government.



‘Regenerating underutilised Uniting Church properties to provide affordable housing and a surplus to be spread throughout the wider church, the congregation and the presbytery’



Roger Gough
Director Mission and Regeneration

Regeneration and Property Development

UnitingCare Harrison was the vision of a Congregation and has always been linked closely with the ethos of the Uniting Church. As Mission and Regeneration Director, my role is to ensure UnitingCare Harrison maintains this close working relationship with Uniting Church congregations, presbyteries and our synod.

'Regeneration' is the name we use for our work in partnership with Uniting Church congregations and presbyteries in developing integrated responses to community need. Most often, this takes the form of providing affordable housing and housing for older people

As part of my role, I work alongside congregations and presbyteries who invite me to assist them in developing their mission goals. In some cases, this could involve finding ways to provide new services and, quite often, use their buildings in a more effective way.

The Regeneration and Property Development team is small, but experienced. General Manager Property Regeneration, Raoul Spackman-Williams, manages all of the day to day operational aspects of a project, from its initial concept stage to delivering the final project on budget and on time. Senior Project Manager Marie Lakos, is an architect and is responsible for internal architectural advice, physical project development, supervising project managers and is the first point of call for external consultants. Daryl Whinney, Manager, Strategic & Financial Planning Regeneration and Property Development, provides analysis on the viability of potential projects, negotiates with funding bodies and provides risk and financial analysis.

After much planning, the first of our regeneration projects, Gifford Village, is in the building stage (see left for more details). A number of other innovative regeneration

projects are also in the pipeline, with the proposed redevelopment of Wesley Court in Ivanhoe the first of our larger "Apartments for Life" projects (artist impression left). At the time of writing we are waiting on final approval from our Synod. The Wesley Court project will include 87 new large units and include a community drop-in centre, a community gardens project and a restaurant. It is anticipated this project will generate a surplus, the profits of which will be shared by the wider church, the congregation and the presbytery. Monies over will be spent providing more affordable housing in needy areas.

Our Synod is looking at new ways to be Church in the future and to me regeneration is one of the ways. Witnessing underutilised properties being regenerated to encourage more community use and to provide affordable housing is an inspiring area to work in. It makes me proud to be a Uniting Church person!

“Supporting young people and their families to reduce conflict in the home before it escalates to the point of the young person leaving the family home or their education”



Jenny Tomlin
General Manager Youth and Family Services

Youth and Family Services

In most cases, it's best to sort out family issues early rather than letting things escalate to the point where young people end up leaving home or school. Below is an outline of the services that Youth & Family Services are able to provide to young people and their families;

Adolescent Support provides specialist case management services for young people who are at risk of significant harm or abuse, or statutory clients in need of additional case management support, to prevent placement and assist with family reunification.

Front Door Family Reconciliation provides mediation, individual support and appropriate referrals for young people who are homeless or at risk of becoming homeless.

Youth Homelessness Support Service assists young people who are homeless, or at risk of homelessness, to obtain safe, affordable housing. The service offers supported accommodation and outreach to young people by

providing information, resources and practical assistance that empowers them towards self-sufficiency and independence.

Youth Homelessness Key Worker Pilot ensures young people presenting at UnitingCare Harrison Opening Door are supported from the initial point of contact until accommodation is secured.

Creating Connections provides young people with support to develop everyday life and living skills or link in with employment and education options.

Stronger Families assists young people and their families to develop strategies that minimise family conflict and encourage young people to remain within the family unit.

Effective Parenting helps parents to develop and strengthen their relationship with their adolescent child. The group address areas

such as boundaries, trust, self-care and understanding personal values.

Finding Solutions aims to divert adolescents away from the Child Protection and statutory systems. Child Protection first undertakes a Child Protection assessment. If no protective action is assessed as required, but the young person and/or family require a level of intensive or timely support, a referral is made to Finding Solutions.

Two new initiatives were implemented by Youth and Family Services in the past financial year. The first involves providing a youth specific response at Intake, with each member of the Youth Homelessness Support Service rostered to the Intake area for four hours each week.

The second initiative involved the Finding Solutions, Stronger Families and Adolescent Support programs piloting a data collection process to provide information regarding the impact of our intervention on young people and their families.



Amelia's Story - Aged 22

I first left home when I was 11. I was removed by Child Protection when they discovered the ongoing sexual abuse inflicted on me by my mother.

Unfortunately the abuse did not stop there. I experienced ongoing physical and sexual assault in almost all of my foster care homes. Homes, they were never really homes. This hard life has left me with Post Traumatic Stress Disorder, Anxiety Disorder, Depression and Early Psychosis.

The day I turned up at UnitingCare Harrison was the day I was discharged from Maroondah Psychiatric Hospital.

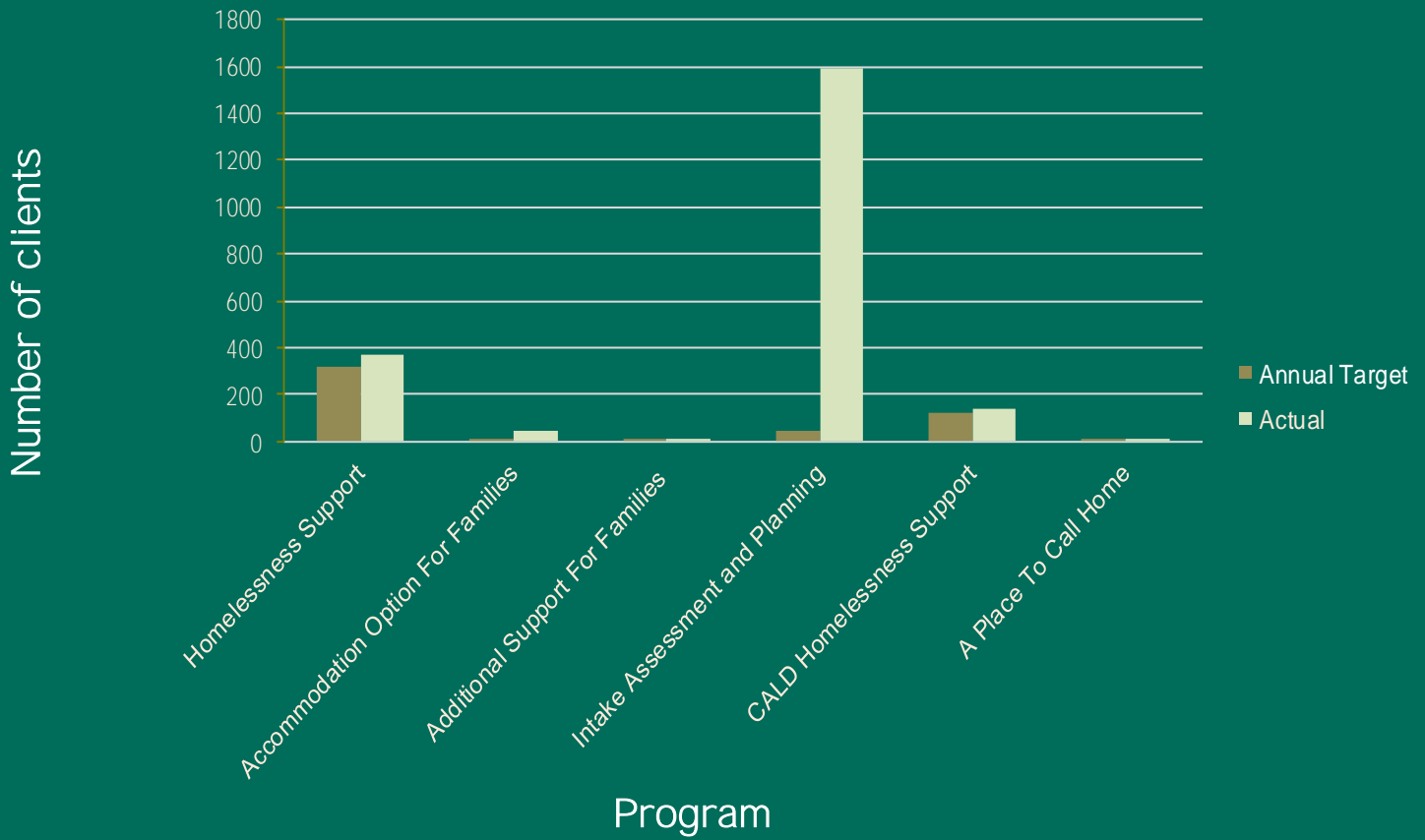
I knew I had a lot of problems. I knew I had to leave my two year old son with his father. I was an unfit parent. I did not want my son to have to live the life I have lead.

I was 22 years old and all I wanted to do was fade away. I wanted help, but I refused to make eye contact with anyone. I didn't trust anyone. I hadn't met anyone yet who was worthy of my trust.

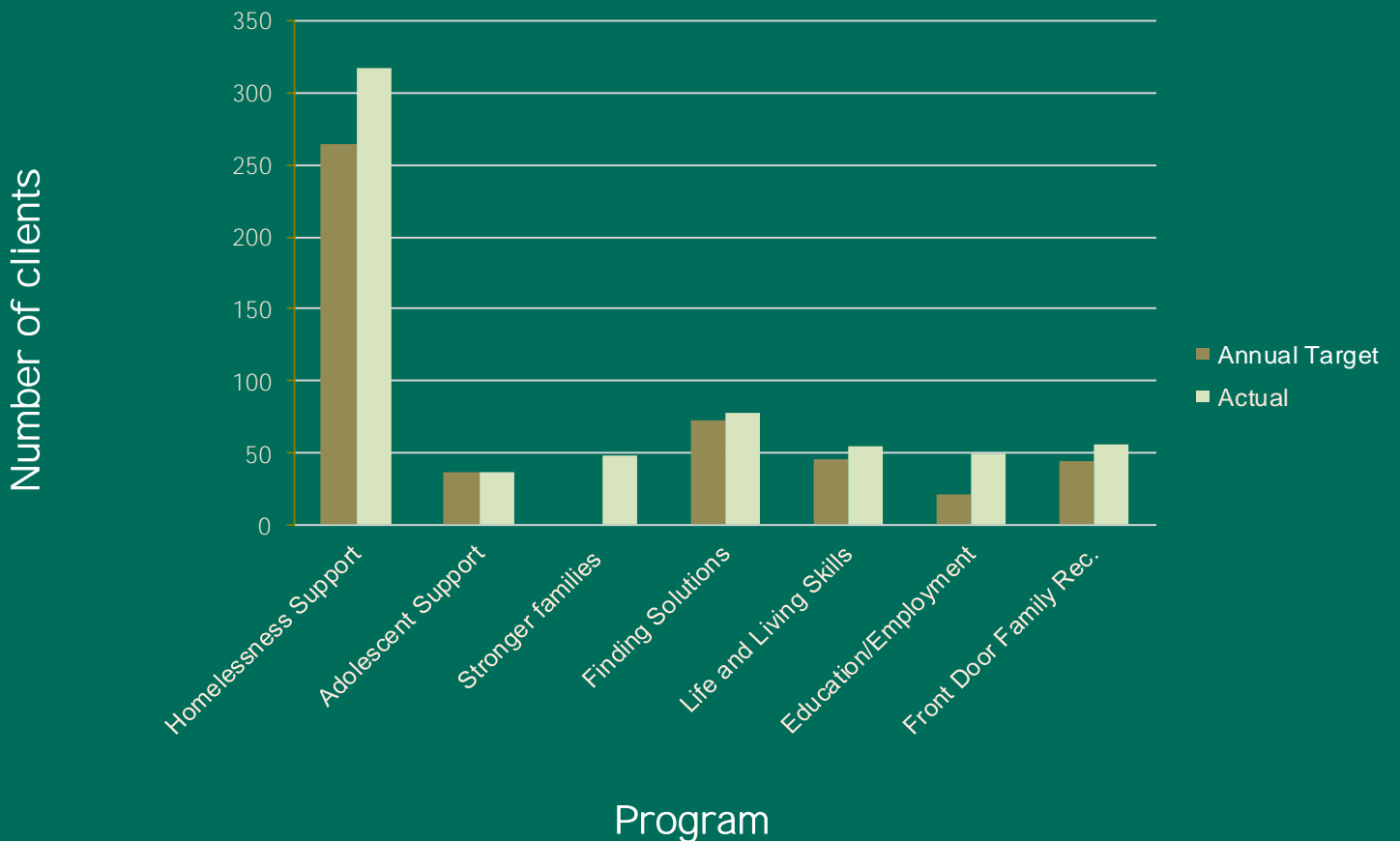
I was allocated to the Key Worker Program at UnitingCare Harrison. The goal was to find me some appropriate accommodation. The Key Worker found me transitional accommodation and I was then transferred to a Youth Homelessness Worker. This new worker completed a Segment 1 application for Office of Housing. They linked me back in with the Maroondah Early Psychosis Team. My Youth Worker was always there when I needed them, they provided me with the strength and support I needed to pull through.

I am now happier than I have ever been before. I am on medication, have people to support me and best of all, I now have my son back. I hope the hard times are behind me, all I can see is the light ahead of me. It shines so brightly on my face.

Homelessness Services Statistics



Youth and Family Services Statistics



Strategic Framework 2009–2030

Mission

UnitingCare Harrison assists people to take charge of their own lives.

Values

UnitingCare Harrison's work is inspired by its Christian foundations and the *Statement of Purpose* of UnitingCare Victoria and Tasmania.

Hope

UnitingCare Harrison believes people have the capacity for positive change.

Excellence

UnitingCare Harrison is a responsible steward of all its resources, striving for the best in everything it does.

Compassion

UnitingCare Harrison listens and works together with people to find solutions, having particular concern and empathy for those who are vulnerable, poor and marginalised.

Integrity

UnitingCare Harrison acts ethically at all times.

Equity

UnitingCare Harrison stands for justice and a fair go for all people regardless of their background, ability or circumstances.

Independence

UnitingCare Harrison fosters self-reliance.

Vision

UnitingCare Harrison will be an influential leader in the provision of quality housing and community services.

Strategic Plan

Infrastructure

UnitingCare Harrison will ensure that its infrastructure adequately supports its operational needs.

Strategic Positioning

UnitingCare Harrison will ensure that its reputation as a leading provider of housing and community services is well known by stakeholders and the community.

UnitingCare Harrison will use its influential voice to promote the issues of people in need.

High Quality Client Services

UnitingCare Harrison will strive for excellence in the delivery of client services.

Housing

UnitingCare Harrison will pursue growth in affordable and social housing through property development, and provide specialist expertise to the wider church in the area of property regeneration.

Key Relationships

UnitingCare Harrison will build on our relationships with the wider church, other service providers, government, corporate bodies, philanthropic organisations and private donors.



Aidan Wright



David Baxtor



Damian Jardine

Board of Governance



James Downing



John Allen



Marc Robertson



Pam Young

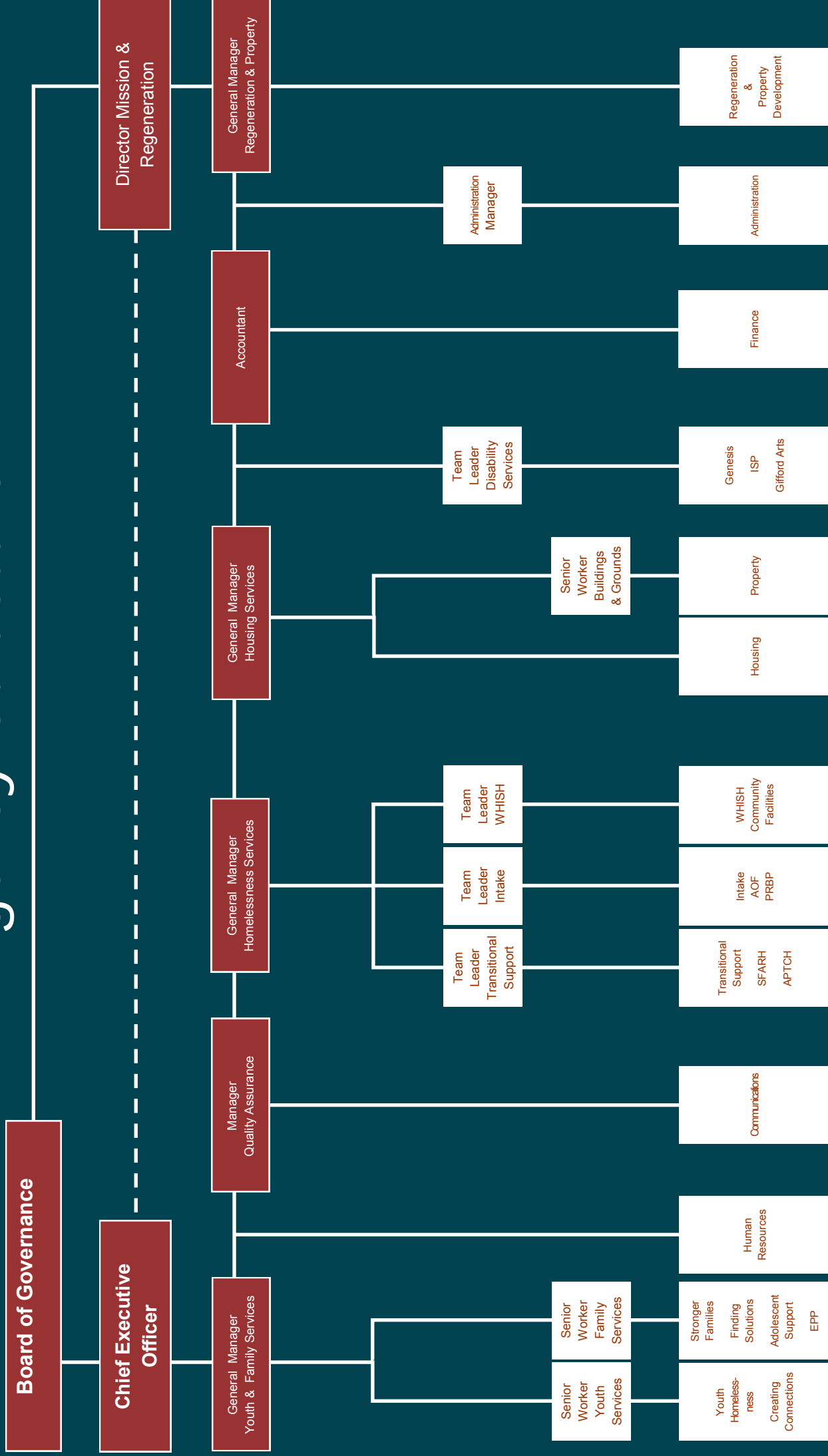


Roger Gough



Stephanie Webber

Agency Structure



Four walls and a roof?

Homeless get swag of excuses instead

Community | Emma Schmidt

WELFARE agencies are handing out swags to homeless people in Moosh because there is not enough public housing.

UnitingCare Harrison has been forced to offer people swags because of a lack of accommodation and limited budget to pay for motels until houses become available, homeless services general manager Mark Dixon said.

As of June this year, there were 4926 families on the public housing waiting list in Melbourne's eastern

metro region, which includes Monash.

UnitingCare Harrison manages transitional housing for 1500 people each year in Moosh - interim housing for people on the waiting list - but there are just not enough properties to meet the demand, Mr Dixon said.

"Sometimes we offer people swags so they stay warm and dry," Mr Dixon said.

The bedding was often a starting point because of the lack of affordable options, he said.

Department of Human Services statistics show the eastern metro region has significantly fewer public housing properties than the rest of Melbourne. There are 5629 in the north and 13,548 in the south.

"We have got almost four times as many people on our waiting list but

the same amount of stock as the Loosdon Mallee in the country," Mr Dixon said.

Greg Taylor, who now lives in a boarding house in Glen Waverley but has spent much of the past 25 years living on the streets and in transitional housing, said governments were not doing enough to provide for the homeless.

"The government needs to do something - there's not enough

housing and all these guys are sleeping out," Mr Taylor said.

State Government spokesman Chris O'Neil said the state and federal governments were working together to provide more than 900 new properties in Moosh.

Shadow Minister for Housing Wendy Lovell said it was "appalling" that agencies were handing out swags to the homeless.

But she refused to offer anything better, saying she could not yet reveal the Liberals' housing policy for the state election.

► A mother's fight, p5

Homeless heartache

Community | James Dimond

IT'S Tuesday afternoon and homelessness worker Mark Dixon has only hours to find a bed for the night for a desperate teenage girl who has just arrived on his door.

The manager of homelessness services at Uniting Care Harrison's Knox City office is frantically calling every youth refuge in Melbourne, but he is running into brick walls at every turn.

If he can't find something by 5.30pm, Mr Dixon will have to send the vulnerable 16-year-old, Alyssa (not her real name), to an unsupervised motel room, an outcome he is desperate to avoid.

Alyssa has arrived on Mr Dixon's door, crying and panicked, in what he describes as a "complete family breakdown".

"She is vulnerable, in tears, wondering 'what am I going to do tonight - what am I going to do for the rest of my life?'," he explains.

"She has no friends, no family and no support network she can turn to - she is totally on her own."

It's a scene that is played out daily at homelessness support agencies across Melbourne, as charity workers try to fit a surging number of homeless into a static supply of crisis and social housing beds.

Mr Dixon has watched aghast as the number of people wanting help from the charity's Knox City open-door service has surged by more than 700 per cent in three years.

In his 25 years in the sector, he has never seen anything like it.

He says skyrocketing rental prices (up almost 35 per cent in the outer-east since March, 2007) are forcing many to the wall.

And senior citizens are increasingly among those going to Dixon, saying they can't pay the rent.

Individual stories are heart-rending - the client living in a quarry in Ferntree Gully, the man who was, until recently, living in and around Knox City shopping centre, the couple with a young child sleeping rough in Boronia bus shelters, the man in a tent in Sherbrooke Forest or the man with severe mental health issues who spent two years living in his car.

Mr Dixon says it's their invisibility that allows the situation to



'Alyssa' faces spending the night on the street unless Uniting Care Harrison can help out.



Uniting Care Harrison staffer Mark Dixon is shocked at the increase in the numbers of those needing shelter.

Picture: LAWRENCE FINDER N3380653

persist, like a festering wound under the social fabric. He supports a new campaign calling for 10 per cent of property taxes to be dedicated to providing homes for the homeless, but seems resigned to it being a passing interest for politicians, the media and public.

"No one is chasing your votes when you are homeless - these people are focused on for a while but then they are forgotten again," he says.

Statistics show there was a 10 per cent increase to almost 40,000 the number of people on public housing waiting lists in Victoria

up to June 2009, but the supply went backwards.

Alyssa is just one of them, and tomorrow there will be another four or five walking into Mr Dixon's office, some of whom won't fare as well as the 16-year-old.

Alyssa ends up staying with the parents of a friend while the charity continues attempts to find a spot for her in a youth refuge.

It's not clear where she will go after that.

If Alyssa had been a single male adult, she probably would have been sent on her way with a swag and some pool passes to get a shower, an outcome Mr Dixon describes as an "indictment on the system".

"Every figure is a family or a young kid that wants to grow up and be a member of this community," Mr Dixon says.

"(Alyssa) is just a kid that wants to be a member of this community, but I can tell you, she's got a big weight on her shoulders tonight."

► Information from www.ittakeshome.org.au

In The News...



Glen Waverley's Kelly Norris, pictured with Tilly, 4, one of her seven children, has been on the public housing waiting list for four years and wants answers. Picture: STEVE TANNER / NOPWH405

Mum, seven children, need a home

Plea | Hannah Donnellan

KELLY Norris hopes one day soon her children will have a place to call home.

For four years, the single mother and her seven children have been living in cramped and dire conditions while they wait for public housing.

"We have been waiting for the State Government to give us a house for four years now," Ms

Norris said. "I just don't know when something is going to come up... it's just so tiring to wait and not know."

Unable to secure an affordable rental property, the family of eight were left homeless.

"My kids and I were forced to live out of my car for two weeks because we didn't have a place to sleep," Ms Norris said.

"That was one of the hardest times in our lives."

Four years ago UnitingCare Harrison, a Box Hill-based non-profit organisation that helps people with crisis accommodation, found the family a transitional house in Glen Waverley.

But Ms Norris said her family were tired of living in an overcrowded and decrepit house.

"My 14-year-old has to sleep in the same room as her two siblings, which is really heart-breaking," Ms Norris said.

Boost housing with levy

Community | James Dimond

KNOX homelessness campaigners are backing a call for 10 per cent of property tax to be allocated to providing homes to the homeless.

The Council for Homeless Persons' campaign comes as homeless support agencies in Knox report a surge in the number of people struggling to put a roof over their heads.

Uniting Care Harrison manager of homelessness services Mark Dixon said there had been an increase of over 700 per cent in the number of people presenting at the agency's Knox City office for help in the past three years.

He said surging rental and housing prices were largely to blame.

And there has been a big jump in the number of people in their 50s and 60s at risk of homelessness, according to Mr Dixon.

"People are finding it harder and harder to afford rent and there has been very little growth in public housing," he said.

The push to use property tax to boost Victoria's inadequate public housing stocks is backed by an independent survey that found 76 per cent of Victorians would support it.

Council for Homeless Persons chief executive Michelle Burrell said the survey showed Victorians were prepared to contribute financially towards ending homelessness.

"Last year the State Government collected around \$5 billion in property taxes," Ms Burrell said.



Uniting Care Harrison's Mark Dixon has seen a massive increase in the number of homeless people needing help. N13KN603

"Spending just one in 10 of these dollars on homes for those in need would make an enormous contribution to tackling homelessness in Victoria."

The campaign also calls on all candidates in the upcoming state election to sign up to a raft of measures to reduce homelessness.

In Victoria, 23,299 people were re-

corded as homeless on Census night in 2006. Single people made up the majority (54 per cent) followed by families (26 per cent). Almost half were under 24.



Years of Volunteering

1 Year

Ada Wong
 Aimee Hughes
 Ava Briskey
 Bec Horton
 Carmel Cusato
 Carole Vincent
 Carolyn Zantuck
 Dorothy Jenkins
 Dorothy Ivey
 Hannah Stanley
 Heather Mc Donald
 Janet Davies
 Janice Ni Juan Juan
 Judy McClelland
 Kelley Farrell
 Leonie Weatherhead
 Lorna Griffin
 Mary Blesse
 Meryl Benjamin
 Jingyi Zhang
 Patricia Atkinson
 Patricia Rivett
 Sarah Templar
 Tatiana Boelen

2 Years

Amanda Filleul
 Andrina Wilson
 Anna Owens
 Anne Fox
 Bill Mackay
 Charlotte Pike
 Dawn Grewcock
 Don Brown
 Erika Berrer
 Ernie Leopoldo
 Frances Duggan
 Gitta Green
 Glenda Noble
 Hazel Lemin
 Janice Henderson
 Judy Yeaman
 Julia Davey
 Krissy Clarke
 Margaret Austin
 Merrilyn Sorensen
 Merrilyn Velcek
 Pamela Banfield
 Pamela Atkinson
 Patricia Grundy
 Patricia Arthur
 Peter Pieklo
 Ruth Gallitz
 Shaz Willis
 Sue Glennen
 Sue Jamieson
 Suvra Das

3 Years

Brygyda Maiden
 Carolyn Worth
 Catharina Dwight
 Christine Westley
 Ted Parker
 Evelyn Wookey
 Janine Cheung
 Jenene Lancashire
 Kathryn Lyle
 Margaret Hutson
 Marlene McHutchison
 Maureen Breuer
 Patricia Aarons
 Rita Theodore
 Rosemary Jansz
 Ruth Van Gramberg
 Susan Mc Kenna
 Susan Purcell
 Usha Narayan

4 Years

Anna Mackow
 Barbara Wilson
 Bill Clarke
 Joyce Billington
 Malcolm Bailey
 Stuart O'Brien

5 Years

Paul Mance
 Rosemary Morrison
 Ross Corben

6 Years

Dorothy Sharples
 Jan Corben
 Joan Cocks
 Lorraine Rozenboom
 Nola Peshut
 Nola Michelsom
 Ruth Waters
 Sandra Keddie
 Sylvia O'Brien



For The Year Ended June 30 2011

7 Years

Anne Martin
Joan Luke
Nancy Matthews

8 Years

Barbara Kershaw
Carl Davids
Carol Pickering
Emmy Lauterbach
Ethel Davids
Jackie Jamison
Joan Green
Judi Bailey
Judy Irvine
Rosemaire Inwood
Yvonne Lowe

9 Years

Joan Barker
June Carter
Lois Conboy
Sandra Vivian

10 Years

Betty Grewcock
Eileen McPherson

11 Years

Elaine Hewson
Hester Calderbank
Michelle Trebilco
Verona Cousin

12 Years

Anne Van Der Leeuw
Anne Cornell
Colleen Wilhelm
Lesley Kent
Pat Paxton
Phillip Boaden
Teresa Balogh

13 Years

Darrell Roach
Judy Shirley
Norma Logan
Sia Feretopoulos
Thelma Young

14 Years

Lyn Berry
Rose Daglish

15 Years

Alison Findlay
Betty Matters
Jay Reidy-Crofts
Kathy Nash
Roma Webb
Stella Cox

16 Years

Jean Carter

17 Years

Barbara Laub
Betty Brook
Marilyn Jones
Bill Jones
Grace Davis
Karen Spiers
Lee Smith
Pat Stemmer
Sheila Buckle
Sylvia Marsh
Trevor King
Yuksel Okur

18 Years

Beryl Tate
Dorothy Perks
Jeanette Bain
Leslie Craig-Brown
Louise Jansen
Marlene Stephens
Muriel Cupido
Muriel Steel
Val McCarthy

19 Years

Evelyn Street

22 Years

Val Shepherd

24 Years

Grace Mackay

26 Years

Thelma Stone

UnitingCare Harrison Consolidated Statement of Comprehensive Income for the Year Ended 30 June 2011

	2011	2010
	\$	\$
Income from operating activities		
Government contributions	4,346,531	4,063,822
Accrued Deferred Management fees	413,107	261,202
Service fees	832,638	448,254
Gifts, donations, bequests and trusts	62,395	43,784
Accommodation charges	96,590	-
Other revenue from operating activities	1,034,348	967,568
	<u>6,785,609</u>	<u>5,784,630</u>
Income from outside the operating activities		
Interest	396,049	242,834
Profit sale of plant and equipment	29,499	13,894
	<u>425,548</u>	<u>256,728</u>
Total Income	<u>7,211,157</u>	<u>6,041,358</u>
Expenses		
Employee benefits expense	3,599,252	3,339,201
Depreciation expense	512,771	329,949
Insurance claims and premiums paid	82,351	44,475
Consulting and legal fees	66,819	54,351
Motor vehicle and travel	185,109	149,821
Repairs, maintenance, property expenses, rent	1,559,090	984,305
Postage, telephone, printing and stationery	124,435	99,788
Purchased services	274,013	211,102
Emergency relief	62,000	80,727
Audit fees	16,696	4,853
Administration expenses	22,341	21,383
Borrowing costs	85,525	-
Brokerage	100,730	684
Other expenses	661,716	627,921
Total expenses	<u>7,352,848</u>	<u>5,948,560</u>
Net Profit from continuing operations	<u>(141,691)</u>	<u>92,798</u>
Other comprehensive Income		
Asset revaluation reserves	6,213,425	2,713,347
Unrealised gains/losses reserve	120,133	(188,988)
Total comprehensive income for the year	<u>6,191,867</u>	<u>2,617,157</u>

The summarised consolidated financial report including Statement of Comprehensive Income and Statement of Financial Position has been derived from the signed Consolidated Financial Report of UnitingCare Harrison for the year ended 30 June 2011. A copy of the full Consolidated Financial Report (including the Board of Governance and Independent Auditor's reports and declarations and accompanying notes) is available upon request by phoning (03) 9871 8700 or can be downloaded from our website www.unitingcareharrison.org.au/annualreport.html.

A full description of the accounting policies adopted by UnitingCare Harrison is provided in the notes to the Financial Statements which form part of the Consolidated Financial Report.

UnitingCare Harrison Consolidated Statement of Financial Position as at 30 June 2011

	2011 \$	2010 \$
Assets		
Current Assets		
Cash and cash equivalents	451,989	310,971
Trade receivables	15,144	39,920
Investments	1,320,095	1,704,357
Other current assets	77,099	78,254
Assets classified as held for sale	-	-
Total Current Assets	1,864,327	2,133,502
Non-current Assets		
Available-for-sale investments	3,844,262	3,180,099
Receivables	2,335,466	2,155,974
Property, plant and equipment	45,145,708	38,599,957
Total Non-current Assets	51,325,436	43,936,030
Total Assets	53,189,763	46,069,532
Liabilities		
Current liabilities		
Trade and other payables	160,589	207,175
Short-term provisions	1,006,158	897,087
Resident payout provision	763,750	1,018,750
Other current liabilities	267,956	79,206
Total Current Liabilities	2,198,453	2,202,218
Non-current Liabilities		
Resident ingoing loan	9,174,610	8,356,390
Long-term provisions	52,794	54,423
Other non-current liabilities	821,950	706,412
Total Non-current Liabilities	10,049,354	9,117,225
Total Liabilities	12,247,807	11,319,443
Net Assets	40,941,956	34,750,089
Equity		
Accumulated funds	16,095,348	16,237,039
Asset revaluation reserve	24,726,475	18,702,038
Unrealised gains	120,133	(188,988)
Total Equity	40,941,956	34,750,089

Our Supporters

Ararat Uniting Church	Hungry Jacks
Australia for Christ Fellowship	IGA - Wantirna Mall
Angus & Robertson Bookstore	Karoo Primary School
Bakers Delight - Studfield	Kew East Uniting Church
Belgrave Builders	Kmart - Knox
Big Slide Play Centre - Knoxfield	Kogo - Knit One Give One
Boronia Heights Uniting Church	Magic Moments Basket Brigade
Box Hill TAFE	Manchester & More
Chicks for Charity	Montrose Uniting Church
Concept Amenities	Movement of Spiritual Inner Awareness Australia
Contours Gym - Vermont South	National Credit Management Limited
Croydon North Uniting Church	Radio Rentals - Carnegie
Croydonairs Singers	Rotary Club of Balwyn
Curves Gym - Ferntree Gully	SHARE
Domtex Australia	Supply LINQ
Epworth Hospital - Eastern employees	Sweet As
Ferntree Gully Uniting Church	Target - Knox
Forest Hill Uniting Church	Target - Glen Waverley
GS1 Australia	Toorak Ecumenical Opportunity Shop
Glaxo Smith Kline - Boronia	Wesley Uniting Church
Hair House Warehouse	YMCA - Boronia
Heathmont Interchurch Help	

UnitingCare Harrison is grateful for your contributions throughout the last financial year. Thank you for helping us assist people to take charge of their own lives. We look forward to working with you in the coming financial year.

Making a Donation

Please fill out the form below or go online to

www.givenow.com.au/unitingcareharrison

to donate to our cause

\$10 Can buy a toiletry kit for families and young people living in crisis.

\$20 Can buy art materials to support the Gifford Arts Program for people with a disability.

\$70 Can supply a swag to those sleeping rough.

\$95 Can house a homeless family for the night.

Name

Address

State

P/Code

Phone

Email

Please Indicate

\$10 \$20 \$50 \$100 or \$

All Donations of \$2 or more are tax deductible. A receipt will be issued.

Payment Method

Cheque or Money Order—Please make payable to UnitingCare Harrison

Visa MasterCard Bankcard

Card number

Card expiry

Cardholder signature

Please return to UnitingCare Harrison PO Box 4503 Knox City 3152

“We assist people to take charge of their own lives”

UnitingCare Harrison

1012 Little Burwood Highway Wantirna Victoria

PO Box 4503 Knox City 3152

P: (03) 9871 8700 F: (03) 9801 3134

enquiries@harrison.org.au

www.unitingcareharrison.org.au

