

ANNUAL

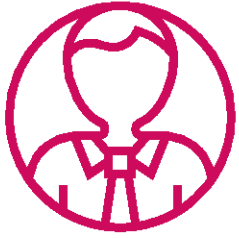
GENERAL

T R O O P E R

[2016 - 2017]

www.united.org.au
A.B.N. 80 183 657 381





OUR

TEAM

July 2016 to June 2017

AARON SANDILANDS

ALEJANDRO SIMÓN ARIAS
JONES

ANA MARÍA MUÑOZ

ANA MARÍA ROMÁN

ANDREA ARIAS VELA

ANDREA MESA

CARLINA ARÉVALO

CARLO TONIATO

CAROLINA RINCÓN

CECILIA CONSUELO SOTO

CONNIE ARANEDA

CRUZ MUNOZ

DALILA ARACELI HERNÁNDEZ

EDUARDO ESQUIVEL

ESTEBAN VIZUETE

EUGENIA BRIGNARDELLO

EUGENIA DEL CARMEN ROJAS

FRANCISCA CASTRO

GENEVIVE SKRUZNY

GISELA PATRICIA POZO

HEIDY GARCIA

HILDA BENITEZ

JENNY LIEVANO

JONATHAN SMITH

JUAN CAMILO RAMÍREZ

JUAN ROJAS

KARINA AGELVIS

KARINA DINAMARCA

KARINA LLANOS

KARINA TORO

KENIA FRINE AYALA

LADY JULIETH ROZO

LAURA CRUZ

LAURA YURANI

LINA ARENAS

LYNDA MARGARET BOURNE

MARIA CAMILA ARROYAVE

MARIA CRISTINA SAVOIA

MARIA LISETH SEPÚLVEDA

MARIA VICTORIA BENÍTEZ

MARIEL PINTO

MARIJA GROEN

MARYURY VANEGAS

MAURICIO MERINO

MIRELLA SAVINELLI

MIRTA BIANCO

NATHALIA PERDROMO

PAOLA ITURBE

PAOLA MARTÍNEZ

PETER NURSE

ROCIO MENDIETA GOMEZ

RONNEN LEIZEROVITZ

SANDRA MOLINA

SERGIO MONARDEZ

SILVIA DELGADO

SONIA CARRENO

SONIA VALENCIA

TIMOTHY WHITE

VÍCTOR MAGNONE

YANNETT ZENTENO

YURY ANGÉLICA PINZÓN



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WELCOME

TO UNITED!

We are a not-for-profit organization that provides culturally and linguistically appropriate community services to all age groups with the mission of maintaining a healthy and resilient community. **UNITED** was founded in 1977, first established in response to the increasing needs of the refugees and migrants from Spain and Latin America. **UNITED** has become the go-to organization for the Spanish speaking community in Victoria.

Making the most out of our 40 years of expertise, **UNITED** advocates for an inclusive multicultural community, that's why nowadays we provide services to people from all backgrounds, ages and cultures.

VALUES, VISION, MISSION

VALUES

INTEGRITY

DIVERSITY

RESPECT

TEAMWORK

ACCOUNTABILITY

VISION

"Healthy, resilient Spanish speaking people and families, advocating for an inclusive multicultural community".

MISSION

"To be a leading provider of culturally appropriate services for the Spanish speaking community and others".



OUR GOALS AND STRATEGIC PLAN

Our four priority goals to reach from 2016 to 2019 are:

GOAL 1 GOVERNANCE

United is recognised for having sound governance that supports continuous improvement.

United es reconocido por tener una buena gestión y administración que provee e impulsa la mejora continua.

GOAL 2 SERVICES AND PROGRAMS

United makes a real difference to our community's health and wellbeing.

United hace una verdadera diferencia en la salud y bienestar de nuestra comunidad.

GOAL 3 RESOURCES

United operates sustainably and grows.

United opera de manera sustentable y crece.

GOAL 4 ORGANISATIONAL DEVELOPMENT

United is a leading employer of choice with a culture of valuing people.

United es un empleador líder por elección, con una cultura de valorar a las personas.

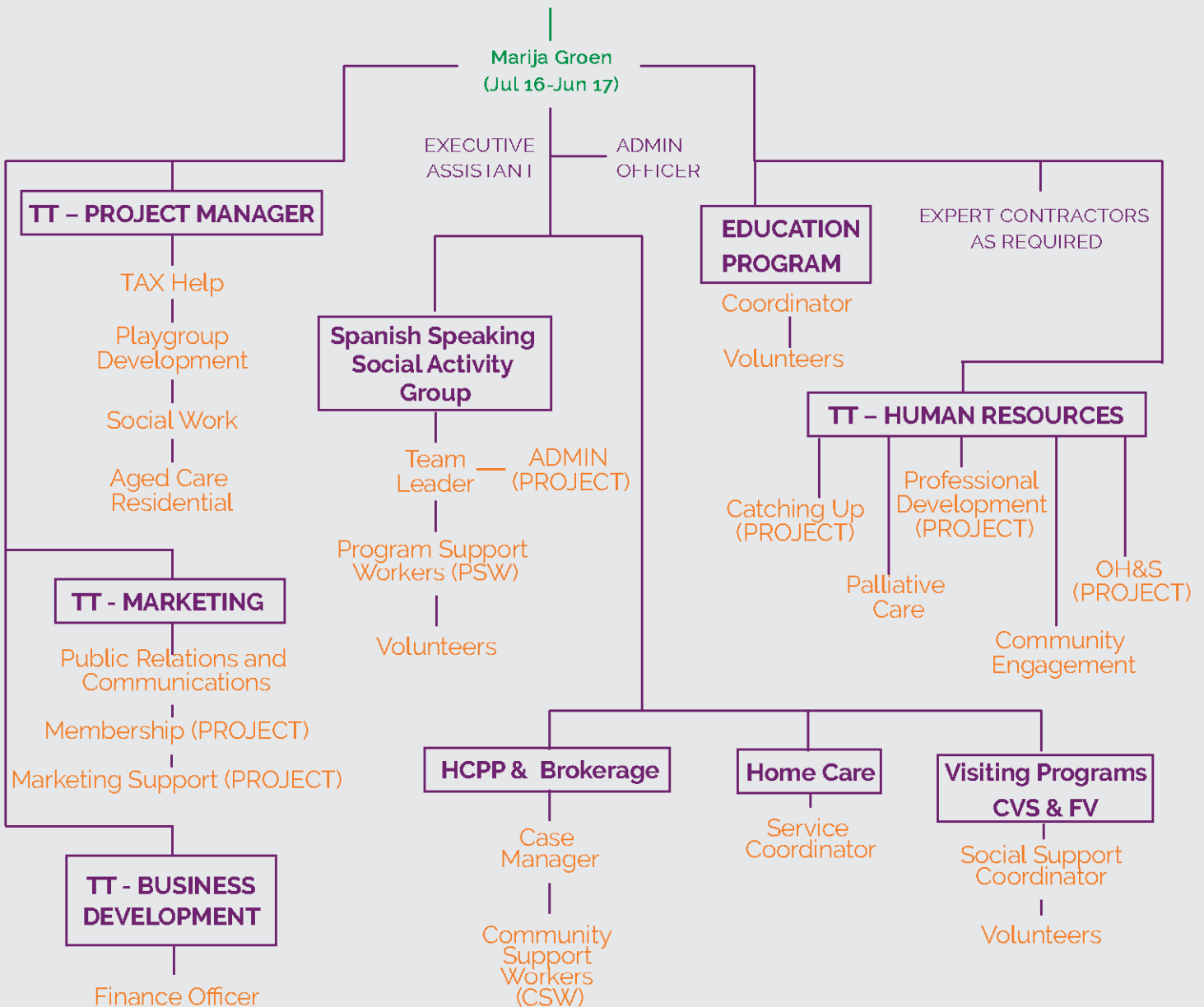


THIS YEAR ORGANISATIONAL STRUCTURE

BOARD



GENERAL MANAGER





MEET THE BOARD

CECILIA HERNÁNDEZ



President

Cecilia has been with United as president since 2012. She has extensive experience in the areas of Management of Community Services, Community Development and coordination of disability and home and community care services.

Cecilia has also sound knowledge and experience in setting up Planned Activity Groups for different organisations and local government.

The main motivation that drives Cecilia's commitment with The Spanish Latin American Welfare Centre Inc is to unify the Spanish speaking community of Victoria to work together for the growth of the organisation and the services delivered to the community, with an ultimately goal that is the establishment of a residential facility for the Spanish community in Victoria.

MANUEL SOLANO



TREASURER

Manuel Solano has an extensive experience in the financial and accountant areas.

He was Accounts Officer at SPCHG. By July 2014

Manuel finalised his Masters in Financial Management and became Finance Co-Ordinator.

Prior that, Manuel completed a diploma in Business Administration in Brisbane and a Bachelor in Finance and Foreign Trade in Colombia. While he was in Brisbane, he worked as a Sample receipt Officer and afterwards as a Laboratory Technician at ALS. Back in Colombia, where he is from, he was Financial and Administrative Director.

Manuel was appointed as Treasurer of United in May 2017.

MAURICIO MERINO



EXECUTIVE MEMBER

Mauricio is an IT professional with experience in IT Infrastructure, Desktop Engineering Support, VMware and ITIL Business Process experience.

Mauricio has over 15 years of cross-departmental, multi-platform application and network administration support. Mauricio is currently working as an IT Project Manager for another organisation.

Mauricio has also been heavily involved within Victoria's Spanish speaking community for many years. He is committed to making a difference in the community and through his experience in the private, not for profit & institutional organizations brings a vast knowledge and experience.



MEET THE BOARD

BARBARA LEÓN



SECRETARY

Barbara Leon has over 17 years experience in the community not-for-profit sector, having worked in a vast amount of roles from community development, family support, policy development, counselling and youth work. Barbara's educational background includes the successful completion of a Bachelor of Social Work, a Bachelor of Health Sciences and a Counselling Diploma. Barbara is passionate about the health and well-being of all people, as well as being committed to social justice and to addressing social inequities. Barbara is also interested in promoting cultural diversity and unifying the Spanish speaking community of Victoria.

SANDRA PENA



TREASURER

Sandra has more than 24 years' experience in management and accounting in different fields such as manufacturing, retail, hospitality, and not for profit organization. Sandra completed an advanced diploma in Business Accounting.

ANDRÉS ZAMBRANO

PUBLIC OFFICER

(Sep 16-Feb 17)

Andrés is a professional that has skills and experience in the Marketing field; he studied a Master in Business Administration and a Bachelor of Economics and a Certificate in Logistics.

GABY ROSSO

PUBLIC OFFICER

(Nov 16-Feb 17)



BOARD MANAGEMENT COMMITTEE REPORT

The members of the Board at **UNITED** are pleased to report that this year has been a highly successful year for the organisation in terms of board development and organisational growth. Thanks to the dedication, commitment and professionalism operating across all levels of the organisation, **UNITED** has grown into a leading provider of culturally and linguistically appropriate services to the Spanish speaking community of Victoria.

The Board has developed, with assistance from Tony Blackwell (Achievers Coaching Consultancy), a 3 year strategic plan for **UNITED**. This plan outlines the organisations objective to grow and further diversify the work that we do, whilst at all times continuing our focus on the provision of high quality services, community and stakeholder engagement, and upholding a culture of learning and professional development.

Throughout the year, the Board has engaged in a number of training and professional development opportunities as part of our Board Improvement plan, which has included NDS Senior Leaders and Emerging CEO Development Program and New and Emerging Community Leaders Program, both through Leadership Victoria.

Board members have also been active in increasing and improving our engagement with the Spanish speaking community, as well as relevant government representatives and other stakeholders. We are proud of the connections made in this area as we envisage and prepare for a future of expansion and development for the organisation.

The Board would like to sincerely acknowledge the tireless work, professionalism and dedication shown by the General Manager, staff and volunteers in ensuring **UNITED**'s strategic mission and vision comes to fruition. As we embark towards future challenges, we can look forward to our capable and dedicated team helping the company continue its success.

2016-2017
BOARD REPORT

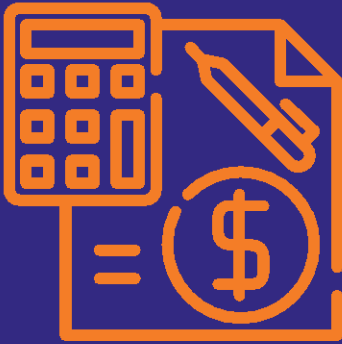
GENERAL MANAGER REPORT

As General Manager of **UNITED** in the financial year 2016 – 2017, it has been a delight to be part of all the successes and challenges working side by side with the volunteers, staff, consultants, partner organisations, the Board and the constant connection with the clients. Through collaboration, creativity and continual energy the whole of the **UNITED** team has moved the organisation, its services and its quality performance to higher levels. In September 2016, **UNITED** successfully achieved its three year National Aged Care Accreditation. This was a launching point for **UNITED** to submit for new funding sources.

Working closely with the Board, the 2016 -19 Strategic Plan was developed with the aim of meeting the Hispanic Community of Victoria's needs and being a sustainable effective organisation.

In January 2017, United was granted funding under the Commonwealth Home Care Services Program, CHSP. A doubling of **UNITED**'s income then lead to a series of organisational developments including:

-
- Organisational review and restructure leading to clear and accountable roles and responsibilities,
 - Team building,
 - Regular supervision of all workers,
 - Development and mentoring up of the Transitional Leadership Team and Client Services Team (April – June 2017),
 - Human resources role including OHS, Training and Development
 - Marketing and communications role including research, community engagement, branding, events and public relationships,
 - Move and upgrade of the United Office.
-



TREASURERS REPORT

The Auditor completed the financial accountability requirement for the Incorporated Associations Act, and for United's funding contractual compliance.

This year to 30 June 2017 proved to be another successful year financially with a profit of \$15,174. Resulting in a total balance of members funds at 30 June 2017 of \$330,454. These funds are being invested to maintain the sustainability and viability of United.

Cash at bank has also shown a healthy growth due to a successful Grant Submission for CHSP Funding received in June 2017 of \$920,590.

This funding is for the next 3 years starting July 2017.

United is moving from a small to a bigger organization and is growing in structure and services.

This year we have commenced a review of the Finance System as well as other departments within the organization.

Sandra Pena

UNITED has recognised one of its strengths as a provider of quality in-home support and group / individual social services. Thus this year we have commenced the expansion of our in-home support services and reviewed our Social Activities Groups Program. In pursuing this goal, we have utilised the previous year's grant from Bank of Melbourne for a community bus, to transport clients to and from Social Activities.

We have continued with our partnerships and collaborations to ensure we are in line with best practice and sector developments.

We have prioritised community engagement, ensuring our involvement in government consultations and policy development including My Aged Care implementation and review.

We have explored and are preparing for National Disability Insurance Scheme, as well as seeking funding for a range of services to meet the needs of our community. We have complied with all funding requirements and meet all our annual targets.

UNITED values its staff and volunteers as its greatest assets, and so in 2016/17 we have provided continued training and development to staff and volunteers. We have focused on diversity, workforce upskilling, professional boundaries, conflict resolution, climate change

and resilience and working as a team. This year we have had one work cover claim from an employee. **UNITED** has upgraded its marketing and communications through the addition of skilled professional support. We have upgraded our Facebook page & website, attended six major festivals, speed networking, community survey and client feedback.

We have improved our research through analysis of the 2016 ABS Census data and commenced an Aged Care Needs Research Project. We have had wonderful input from the eight plus Students this year, studying a range of courses including Masters, Internships, Diploma and certificate courses. We have also continued to provide computer literacy classes to Spanish Speaking people in the western region.

As part of our annual Risk Management Planning, United commenced a review of our financial systems. And finally we celebrated United at its AGM in Nov 2016.

As you can see it's been a tremendous year, with many changes across the agency. Even for me learning a few Spanish phrases!

Adiós amigos!

Marija Groen

PRIORITIES ESTABLISHED FROM THE COMMUNITY

COUNTRY OF ORIGIN	2011 CENSUS	2016 CENSUS	% SINCE 2011
ARGENTINA	3,640	4,006	+ 10.1 %
BOLIVIA	104	122	+ 17.3 %
COLOMBIA	2,838	5,335	+ 88.1 %
CHILE	7,095	7,422	+4.6%
COSTA RICA	77	94	+ 22.1%
CUBA	138	158	+ 14.5%
DOMINICAN REPUBLIC	32	42	+ 31.3%
ECUADOR	111	273	+ 145.9%
EL SALVADOR	3,141	3,165	+ 0.8%
GUATEMALA	125	145	+ 15.1%
HONDURAS	54	68	+ 20.4%
MEXICO	883	1,479	+ 67.5%
NICARAGUA	69	78	+ 13.0%
PANAMA	23	32	+ 39.1%
PARAGUAY	79	89	+ 12.7%
PERU	1,213	1,415	+ 16.7%
PUERTO RICO	20	24	+ 20.0%
SPAIN	3,107	3,519	+ 13.3%
URUGUAY	1,614	1,601	-0.9%
VENEZUELA	726	1,267	+ 74.3%
OTHER COUNTRIES	3,925	1,158	
TOTAL	29,014	34,334	
		35,497	

Do you know there are 30,492 Spanish Speakers in Victoria from over 20 countries? It's an increase of 23% from the 2011 census.

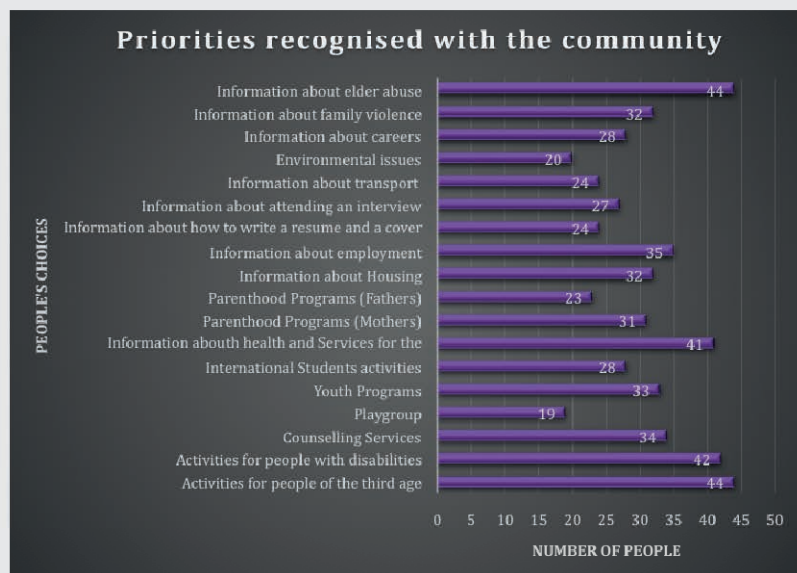
UNITED created a Community Engagement program with the objective to have a full understanding on United's target community and gather data on their needs, in order to develop a mix of services that enhances their wellbeing. Next, you can see a graph of the outcomes of the plan with the priorities that we recognised within the community.

Another need we have detected within the community is that international students need support.

Data from the Commonwealth Department of Education and Training has revealed that in 2015, 175,000 international students were studying in Victoria.

PRIORITIES ESTABLISHED FROM THE COMMUNITY

*Data was collected from our participation in different festivals:



- September 2016 Springvale Latin Festival, 2017, Frankston Festival
- Ventana Fiesta
- Colour Festival
April 2017 – Barkly Street West, Footscray
- Aged Care Expo
April 2017 – Melbourne Town Hall

*People in charge:

Andrés Zambrano – Volunteer

MBA & Marketing graduate

Ana María Muñoz

Victoria University, Social Work graduate

Andrea Arias – Volunteer

MBA & Marketing graduate

Esteban Vizuete – Volunteer

Social Science and Literature

Ana Roman – United

People and Culture Coordinator

OUR SERVICES

AGED CARE SERVICES



Enabling independence and the highest quality of life.

DOMESTIC AND PERSONAL CARE

Short period or ongoing support to maintain health and independence at home.

Our domestic and personal care services can be divided in two main categories and both programs are subsidized by the Australian Government.

LONG TERM:

Services that allow to live independently at home for as long as possible with a package of services, support and case management to meet individual needs. Please refer to our Home Care Packages Programme (View Page 12).

SHORT TERM:

Home or residential Support for situations where Support is needed in the transition from hospital to home or support in recovery after an accident or illness. Please refer to our Commonwealth Home Care Services Program (View page 13)

HOME CARE PACKAGES PROGRAMME



A Home Care Package helps you live independently in your own, providing services and case management to meet your personal needs.

We offer service in Spanish, which are culturally appropriate for all Latin American. In this Australian Government funded program, we provide, coordinate and monitor client's needs and services providing direct support services with Spanish speaking support workers, and offer brokerage social support and respite to ensure clients are living to their potential.

At **UNITED**, the Home Care Packages Programme gives consumers greater choice and flexibility over their care and services they receive. We ensure consumers a strong voice by decide what services they want to spend their package funding on.

Depending on the assessment made by My Aged Care and depending on the government allocated package, clients may receive.



MANAGEMENT OF SKIN INTEGRITY:

assistance with bandages, dressings and skin emollients.



PERSONAL SERVICES:

assistance with personal activities such as bathing, showering, toilet duties, personal grooming, mobility and communication.



TRANSPORT AND PERSONAL ASSISTANCE:

assistance with shopping, visiting health practitioners and attending social activities.



NURSING, ALLIED HEALTH AND OTHER CLINICAL SERVICES:

speech therapy, podiatry, occupational or physiotherapy services, hearing and vision services.



NUTRITION, HYDRATION, MEAL PREPARATION AND DIET:

assistance with preparing meals, including special diets for health, religious, cultural or other reasons; assistance with using eating utensils and assistance with feeding.



MOBILITY AND DEXTERITY:

providing crutches, quadruped walkers, walking frames, walking sticks, mechanical devices for lifting, bed rails, slide sheets, sheepskins, tri-pillows, pressure-relieving mattresses and assistance with the use of these aids.

CONTINENCE MANAGEMENT:

assistance in using continence aids and appliances such as disposable pads and absorbent aids, commode chairs, bedpans and urinals, catheter and urinary drainage appliances and enemas.

There has been many changes in 2016/2017 to the My Aged Care platform and the Home Care Packages Program which **UNITED** has kept up with. At **UNITED** we are working hard to assist clients and transition them to the new and improved system.

Karina Agelvis-Case Manager

Connie Araneda-Case Manager

COMMUNITY SUPPORT WORKERS:

Kenia Ayala

Hilda Benitez

Mirta Bianco

Sonia Careno

Francisca Castro

Sandra Molina

Angélica Pinzón

Dalila Hernández

Alejandro Arias

María Liseth Sepúlveda

United has supported
15 clients in this
program.
From **5 different**
nationalities.

RESPONDING TO THE AGED CARE REFORMS

To assist in implementing the reforms, UNITED has upgraded its IT area and clarified its workers roles and responsibilities. Staff has undergone significant training in the delivery of consumer directed care. Our service is empowerment focused -sharing the

COMMONWEALTH HOME CARE SERVICES PROGRAM, CHSP

The short term services that **UNITED** offer are provided thanks to the funding under the Commonwealth Home Care Services Program, CHSP. In January 2017, United was granted funding under the Commonwealth Home Care Services Program, CHSP to start providing the services. There are 3 type of services **UNITED** can provide under this program:

- **DOMESTIC ASSISTANCE:** Provided in the North (Whittlesea, Moreland, Yarra, Hume, Darebin, Banyule, Nillumbik) , South (Casey and Greater Dandenong) and Western Metro (Mooney Valley and Melton) areas.
- **PERSONAL CARE:** Provided in Western Metro (Melton, Maribyrnong and Mooney Valley)
- **FLEXIBLE RESPITE:** Provided in Western Metro (Melton, Maribyrnong and Mooney Valley)

ABOUT THE CHSP

The Commonwealth Home Support Programme (CHSP) is one of the changes made by the Australian Government to the aged care system to help older people stay independent and in their homes and communities for longer. The CHSP provides entry-level home support for frail older people who need assistance to keep living independently.

VISITING PROGRAMS



Through our Visiting Programs we match volunteers to provide social connection through regular in home visits or in residential care units. The programs are specially designed for Seniors who are socially isolated or are at risk of social isolation or loneliness, thus we provide an opportunity for social interaction.

Our coordinator of the program takes into account things like interests, hobbies and backgrounds in finding a suitable regular visitor for the clients. Some of the activities our volunteers have done with clients are book/poem reading, tabletop games, music therapy software & Online training.

The Community Visitors Scheme program (CVS)

This program provides social connection in **residential care units** by matching people with volunteer visitors who will visit at a regular time every week or fortnight for a chat, a cup of tea or a short walk.



Ana Román - Program Coordinator

Key Volunteers: Peter Nurse, Eugenia Brignardello, Karina Agelvis, Carlina Arévalo, Genevive Skruzny, Silvia Delgado

Friendly visiting program (FV)

The program is based around volunteers who **visit people in their own homes** at a regular time every week or fortnight for a chat, a cup of tea or a short walk providing opportunity for social interaction.



Ana Román-Program Coordinator

Key Volunteers: Yanett Zenteno, Jonathan Smith, Sergio Mordanez, Juan Rojas, Claribel Flores, Ronnen Leizerovitz, Timothy White, Jessica Ellen Valentine,

SOCIAL ACTIVITY GROUPS

(PREVIOUSLY PLANNED ACTIVITY GROUP -PAG-)

Our Social Activity Groups are intended for senior people to participate in an Interactive Group for those who like the Hispanic culture. **UNITED** has 4 different groups in which up to 90 clients participate on different activities such as:



ARTS AND CRAFTS:

We had a vast of Creative and Crafty people that have made Beautiful Centrepieces for their families, also we made some Murals, Paintings and Chandeliers.

EXERCISE CLASSES:

Mild physical exercises, cognitive activities, games, Zumba and meditation.

OUTING TRIPS:

We organize once a month trips to restaurants, festivals and other events-. This year we took our clients to Museums, Art Galleries, the Tulip Festival, The Morning Melodies, etc.

We plan and make use of Centres facilities from different Council such as Dandenong, Melton and Melbourne City Council. Each year we undertake a service review to ensure the quality and location meet the need of the clients.

Cristina Savoia-Coordinator
Karina Agelvis-Assessment Coordinator

Program support Workers

Cecilia Soto
Kenia Sánchez
Sonia Carreno
María Victoria Benítez
Francisca Castro
María Liseth
Alejandro Arias
Juan Camilo Ramírez
Lady Julieth Roz

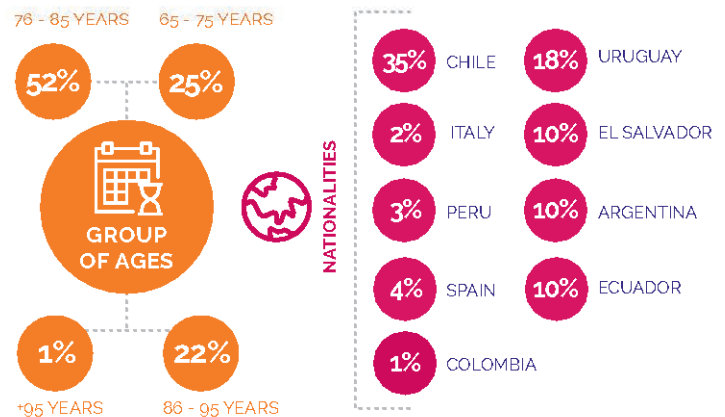
Students

Natalia Perdomo
Karina Dinamarca
Paola Iturbe
Ana María Muñoz

Volunteers

Eduardo Esquivel
Lina Arenas

TOTAL NUMBER OF CLIENTS: 85



United services clients with Transport through a rented bus from Maribyrnong City Council and a bus donated by the **Bank of Melbourne**.



SUPPORT SERVICES



Creating a resilient Hispanic community

REFERRAL AND INFORMATION SERVICES

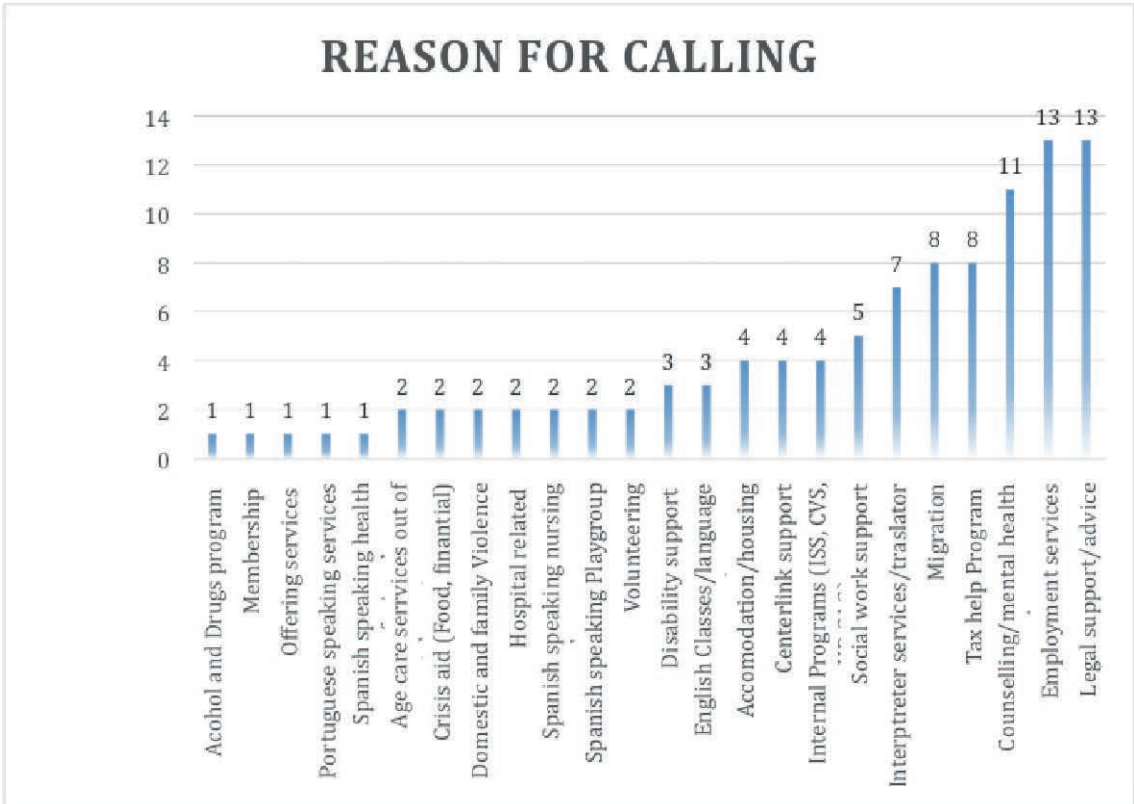
UNITED provides one to one support in Spanish to individuals from diverse cultures.

Our referral and information services covers areas such as:

- Family violence
- Elderly abuse
- Mental Health Support
- Gambling, Drug and Alcohol
- LGBTI community services
- International Students support
- Connection and referral to crisis services such as Sexual assault, Suicide and others.

The referral program is to facilitate information regarding different services that the community needs, for example finding professional providers that speak in Spanish or any other that can support the community in different areas in Victoria.

This year **UNITED** attended almost up to 100 people seeking for services in their areas. The reason for calling has a wide number of possible responses but Legal Support/advice, Employment services, Counselling/Mental health services are the ones

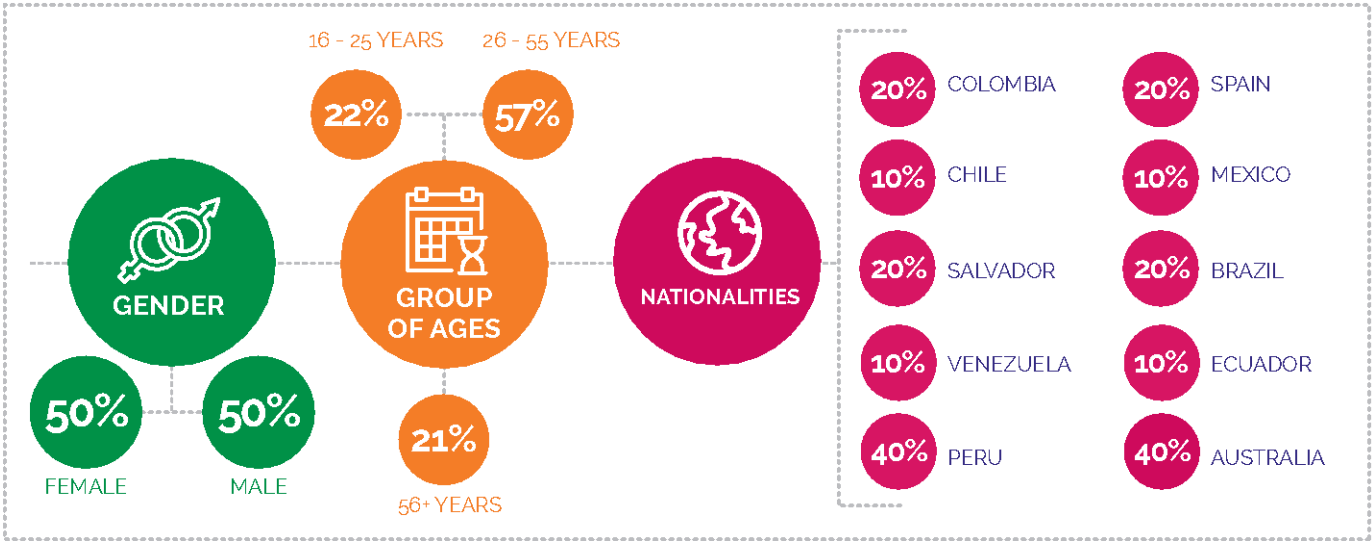


People from Chile contacted us the most, followed by Colombia and Uruguay. People from El Salvador were in the middle range and a lower demand from people in Central and South America. We didn't receive calls from Spain.

***This was a project coordinated by**
 Paola Martínez –Victoria University. Social Work Student on placement.
 Karina Dinamarca –Victoria University. Social Work Student on Placement.
 Karina Llanos – Volunteer/ Social Work graduate.
 Ana Román – United, People and Culture Coordinator

TAX RETURN PROGRAM

From 1st of August to 31st of October 2016, our volunteer accountant registered with the Taxation office helped 36 people to make their tax return at no cost.



Gisela Pozo-Coordinator
 Volunteers: Carlo Toniato and Patricia Martin.



CATCHING UP PROGRAM

UNITED was in charge to develop and deliver educational sessions to promote information about Dual diagnosis (Mental illness and substance consume) to Hispanic/Latin American background community who live in Melbourne, Australia. Next is a list of different activities and achievements of the program.

***This was a project coordinated by**

Carolina Ricon – Community Services Student on placement
 Camila Arroyave – Psychology student on placement
 Ana Roman – United, Catching Up Coordinator
 United Website - Services Directory- Referral Services.

**WE WANT TO ACKNOWLEDGE REFUGE OF HOPE,
 BLUE STUDIES AND STUDENT MELBOURNE CENTRE
 FOR PROMOTING THE INFORMATION TO
 INTERNATIONAL STUDENTS AND TO PBA FM RADIO.**

- **EDUCATION SESSIONS:** 5 sessions /160 participants
- **RADIO SEGMENT 'ASK THE EXPERT':** 4 radio segments participations talking about Dual diagnosis and Mental Illness with PBA FM Radio.
- **COMMUNITY ACTIVITIES:** We provide the information to our Social Activity group clients: 28 participants
- **COMMUNITY ACTIVITIES:** Festivals participation: we participated in Ventana Fiesta Festival 2017 and Colours Festival to provide information about Dual Diagnosis to Hispanic and Latin American community.



EDUCATIONAL PROGRAMS



UNITED run different programmes and workshops during the year. Some of them include computer classes, workability (information on how to get a job and prepare a resume) and entrepreneurship.

The programs are designed to provide support to people that might be vulnerable such as the ones on low socio-economic status localities, people from a culturally or linguistically diverse background, early school leavers, unemployed, people over 65, mothers, women experiencing family violence, etc.

For delivering this program we received funding from ACFE (Adult Community and Further Education Board).

Challenges for the year: IT and a decrease on the student numbers. Key partner organisations: Newport Hub and AMCS ACFE (Adult Community and Further Education Board). – Victorian State Government



1782
HOURS OF TEACHING



3
COURSES



54
STUDENTS

Program Coordinator:
Karina Llanos

Volunteers
Jenny Lievano and Mauricio Merino

WE THANK ALL OUR PARTNERS INCLUDING:

Australian Government- Commonwealth of Australia

Victorian State Government

Bank of Melbourne

Beth Scott Consultancies

Achievers Coaching Consultancy-Tony Blackwell

Kare One

Palliative Care Victoria

Turning Point

Michael Cory

CFO Clarity

Collins and Co

Victorian Chamber of Commerce and Industry-VECCI

Ezyway

ARUP

ECCV

Finnish Society Altona

North West Migrant Resource Centre

ABRISA

Turning Point

Carers Victoria

Annecto

Work Assured

My Aged Care Network

Western region Alliance

Residential Gardens (Sydney)

LASA

Ventana Hispana

Victoria University

RMIT

Swinburne University

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
Income	750,480	626,401
Grants: Department of Health & Human Services	301,773	297,027
Grants: Department of Social Services	(2,331)	14,459
Grants: ACFE	19,252	20,553
Grant: Eastern Health	7,000	17,273
Membership Fees	3,738	4,728
Counselling Fees	120	1,010
Other Income	79,245	35,004
Services Rendered (CHSP)	87,875	-
Services Rendered (HCPP)	218,926	203,034
Services Rendered (PAG)	30,640	29,707
Interest Income	4,242	3,606
Expenditure	735,306	563,193
Accounting, Bookkeeping & Audit Fees	2,800	2,660
Advertising & Promotional Activities	275	1,289
AGM Expenses	2,224	-
Annual Leave	2,641	(1,209)
Bad Debts	2,399	1,034
Bank & PayPal Fees	596	679
Cleaning	2,503	2,022
Client Meals	18,749	19,051
Client Transport	9,772	17,670
Computer Expenses	11,994	11,508
Consultancy Fees	26,298	17,221
Declined Direct Debits (HCPP)	-	113
Depreciation	12,456	9,757
Donations	-	100
ER Distributions	-	91
Fringe Benefit Packaging Expenses	68,128	20,715
Fundraising Expenses	-	172
General Administration Costs	4,425	3,233
HCCP Program Expenses	10,908	6,009
Legal Expenses & Disbursements	-	664
Long Service Leave	2,746	(4,110)
Medical Expenses	682	-
Minor Assets under \$1,000	4,161	6,035
Motor Vehicle Expenses	1,177	2,934
Payroll Services	2,532	1,821
Police Checks/ID Cd/Mobiles	365	537
Project Activities	5,226	5,530
Reallocation Expenses	1,540	-
Recruitment Expenses	220	-
Rent & Rates	16,885	14,616
Rental & Venue Hire	12,792	11,583
Repairs & Maintenance	693	269
Seminars & Workshops & Training	3,499	6,710
Stationery & Printing & Photocopying Expenses	6,468	6,729
Subscriptions & Library	2,433	2,740
Superannuation	42,857	31,779
Telephone & Internet Costs	9,041	7,148
Travel Expenses	8,866	17,457
Utilities: Electricity & Gas	2,216	2,358
Volunteers Allowances & Recognition	2,182	1,457
Wages & Salaries	422,997	326,077
Work Cover	9,560	8,744
Surplus/ (Deficit) attributable to the Association	15,174	63,208

The income statement is to be read in conjunction with the audit report and the notes to the financial statements.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017	2016
	\$	\$
CURRENT ASSETS		
Cash on Hand	440	3,356
Cash at Bank	1,167,122	303,416
Trade Debtors	10,880	9,706
Provision for Bad Debts	(2,068)	(456)
Rental Bond	9,350	3,960
Other debtors & prepayments	6,500	726
TOTAL CURRENT ASSETS	1,192,224	320,709
NON CURRENT ASSETS		
Property, plant and equipment	39,808	45,602
TOTAL NON-CURRENT ASSETS	39,808	45,602
TOTAL ASSETS	1,232,032	366,311
CURRENT LIABILITIES		
Trade and other creditors	29,165	25,505
ATO GST & PAYG liability	96,991	7,661
ATO GST adjustment	457	457
Income Received in Advance	752,170	-
Provision for Annual Leave	15,089	12,448
TOTAL CURRENT LIABILITIES	893,872	46,071
NON CURRENT LIABILITIES		
Provision for Long Service Leave	7,706	4,960
TOTAL NON CURRENT LIABILITIES	7,706	4,960
TOTAL LIABILITIES	901,578	51,031
NET ASSETS	330,454	315,280
MEMBERS' FUNDS		
Retained earnings	330,454	315,280
TOTAL MEMBERS' FUNDS	330,454	315,280

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2017

	Retained Earnings \$	Total \$
Balance as at 1 July 2015	252,072	252,072
Surplus/ (Deficit) attributable to the Association	63,208	63,208
Balance as at 30 June 2016	315,280	315,280
Surplus/ (Deficit) attributable to the Association	15,174	15,174
Balance as at 30 June 2017	330,454	330,454

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381
STATEMENT BY MEMBERS OF THE BOARD


The board has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board the financial report as set out on pages 2 to 7:

1. Presents a true and fair view of the financial position of the United - Spanish Latin-American Welfare Centre Incorporated as at 30 June 2017 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the United - Spanish Latin-American Welfare Centre Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the board and is signed for and on behalf of the board by:

President


Cecilia Hernandez

Treasurer


Sandra Pena

Dated this

3

day of

November

2017

Opinion

I have audited the accompanying financial report of United - Spanish Latin-American Welfare Centre Incorporated (the Association), which comprises the balance sheet as at 30 June 2017, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the members of the

In my opinion, the financial report of the Association is in accordance with the Associations Incorporation Reform Act (Victoria 2012), including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2017 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards as per Note 1 and the Associations Incorporation Reform Act (Victoria 2012).

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. I am independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter - Basis of Accounting and Restriction on Distribution

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist United - Spanish Latin-American Welfare Centre Incorporated to meet the requirements of the Associations Incorporation Reform Act (Victoria 2012). As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Frederik R. L. Eksteen

Collins & Co
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11 October 2017

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