

GENERAL

ANNUAL 2017 - 2018

REPORT



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We are proud to acknowledge the Wurundjeri People as the Traditional Owners of the land on which our workplace is located. We pay our respect to their Elders, past and present.

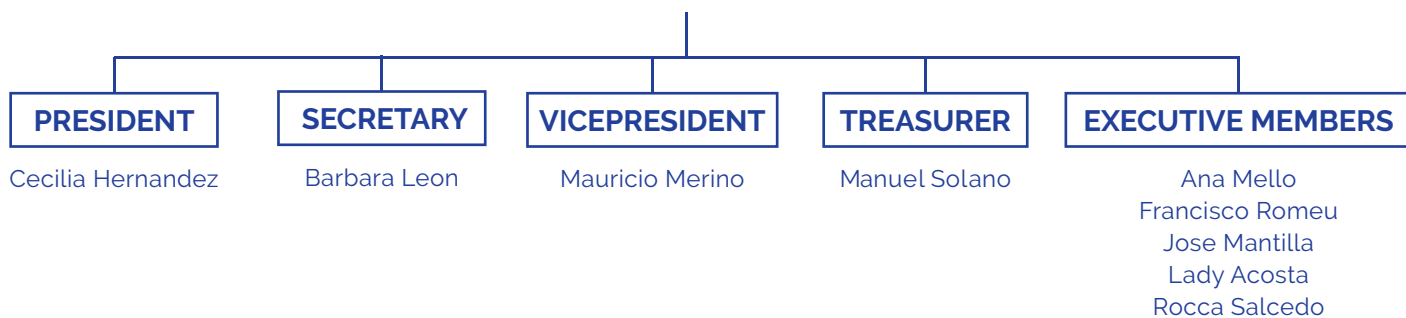
Estamos orgullosos de reconocer al pueblo Wurundjeri como los dueños tradicionales de la tierra en donde se encuentra nuestro lugar de trabajo. Nuestros respetos a sus mayores, su pasado y su presente



OUR TEAM

July 2017 to June 2018

BOARD



STAFF

- Achol Kir
- Alvaro Gomez
- Ana Maria Roman Cuautle
- Anas Dheg
- Andrea Arias Vela
- Andrea Del Pilar Mesa Bayona
- Angela Itinteang
- Aura Zuluaga
- Ayak Mark Mawien
- Azieu Akol
- Carlos Antonio Acevedo
- Carmela Salvatrice Tuccio
- Carolina Caneleo Pizarro
- Carolina Rincon Chacon
- Catalina Ramirez Nino
- Cecilia Soto
- Clara Juliana Giraldo Panduro
- Claudia Janeth Salas Guerrero
- Claudia Lucia Acero Lozada
- Diana Carolina Pena Diaz
- Eilyn Garcia
- Esteban Vizuete Cevallos
- Etalem Salvatory
- Francisca Victoria Castro Rojas
- Gaby Rosso
- Gema Sanchez Ruiz
- Giovanna Paola Posso Beltran
- Gisela Patricia Pozo
- Gouthami Gajula
- Hajra Fuaad Mahmoud
- Heidy Marcela Garcia Rivera
- Helena Monsalve Silva
- Hilda Claribel Escobar De Flores
- Jackeline Quintana
- Jorge Rafael Apitz Solorzano
- Juan Carlos Grajales
- Jyoti Jyoti
- Kamaljit Singh
- Karina Alejandra Agelvis
- Karina Dinamarca Sepulveda
- Kenia Frine Ayala Sanchez
- Lorena Castro Saucedo
- Luis Alberto Acevedo
- Machiko Stockton
- Manuel Alejandrino Bustos
- Margarita Price
- Maria Cristina Savoia
- Mariel Anabella Pinto Zuniga
- Marija Groen
- Marisol Medina
- Mayom Deng
- Munyatatu Zombo
- Natalia Perdomo Pernalete
- Onesmus Mbuvi
- Rabieh Al-Mir
- Robinson Miranda
- Rocio Mendieta Gomez
- Sajani Dissanayake
- Sandra Karina Toro Esquinca
- Sandra Molina Gutierrez
- Sandra Soledad Pena
- Song Seongnam
- Sonia Ibeth Fajardo
- Sonia Rosa Carreno
- Tejaswee Uprety
- Victor Hugo Caracciolo
- Waldo Canales
- Yuli Paola Garay Simbaqueba

PRESIDENT REPORT



This past year has been very challenging for United. The Spanish speaking communities of Victoria are growing older and their need for support services is increasing significantly. United's Social Support Groups are extremely popular and are running at full capacity as are other aged care related programs, including the Community Volunteer Visiting Program which is extremely successful.

In mid- 2017, United engaged a community researcher to look into the Aged Care Support Needs of the Spanish-speaking Communities. One very important research finding is the lack of knowledge and understanding by our communities of the Government's My Aged Care Support Services and Programs. Barriers for our community in terms of access to services, include the apparent lack of technological skills to access My Aged care online, plus cultural and linguistic barriers. An extremely high percentage of our older groups do not know about the Government's My Aged Care website. For United this means that we will need to consider providing more information and education to our communities about My Aged Care.

Given the increasing aged care needs within our rapidly ageing community, United received a substantial grant this financial year from the Commonwealth Department of Social Services to deliver the Commonwealth Home Support Program (CHSP). As a result, United had to expand operations rapidly in a short period of time. The organisation attempted to develop the appropriate systems, processes and structures to administer this program. However, our efforts were unsuccessful and have placed the organisation in a difficult financial situation as identified in the audited reports for this financial year. The organisation is now required to review

and restructure such operational systems and processes, including exploring the potential transfer of the CHSP.

The Board has been in contact with the Federal Department of Social Services and they have been very understanding and supportive in helping us in this period of transition. At this stage, the Department has agreed to continue to support the Spanish-speaking communities through United. The Federal Department of Social Services recognizes the important role that UNITED has played in providing culturally and linguistically appropriate services to the Spanish and Latin American communities for 41 years now.

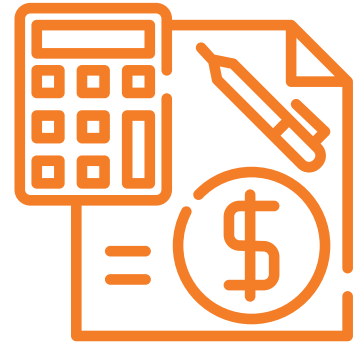
As president of the Board of United I am totally committed to moving the organization through this challenging period and to ensure that it continues its history of community support. I would like to acknowledge and thank all current and departed Board members for their commitment and hard work over the past year.

I would also like to express my appreciation to United's staff and volunteers who have been in-charge of delivering the various UNITED programs with great professionalism, passion and commitment throughout this financial year. I would also like to thank the Community Visiting Volunteers who have made such a great difference in older people's lives.

We are looking towards the future with great optimism and prepared to work hard on behalf of our very deserving communities.

Cecilia Hernandez
President

TREASURERS REPORT



Dear Members,

The Auditor completed the financial audit of United Spanish Latin American Welfare Centre Inc. ('United') to discharge United's funding liabilities with the agreements made with the Federal and Victorian Governments. The total balance of member's funds is \$293,156, these funds are invested to maintain the actual services provided to the Spanish-Latin American Community.

Though United has received a large subsidy from the Federal Government 'CHSP', currently the Board of Management ('We') are studying the viability of this funding with United actual organisational framework. In order to address this concern, we are doing a review of all departments within the organisation.

Kind regards

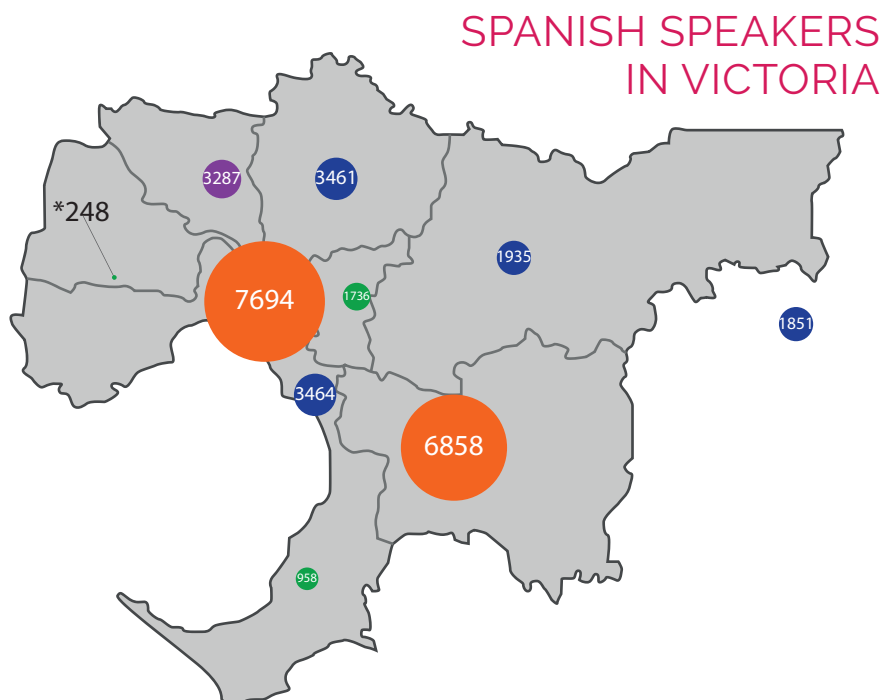
Alicia Noia

(on behalf of Manuel Solano who resigned as United Treasurer in March 2019)



Spanish-speaking Population of Victoria

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 %
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	+ 16%
HONDURAS	54	68	+ 25.9%
MEXICO	883	1,479	+ 67.5%
NICARAGUA	69	78	+ 13%
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	31,492	



PALLIATIVE CARE PROGRAM

Palliative Care Victoria and United have been working together to develop informative sessions in Spanish to increase the knowledge in our Spanish Speaking community about the meaning of Palliative Care and, the services that could benefit anyone from our community.

On 2017-2018 United delivered 5 sessions all around the metropolitan areas of Melbourne to acknowledge our community about the services they could acquire in case of need it or even to refer someone who could be benefited

“Discovering a different and positive perspective from the Quality of Life that these services provide”

Coordinator
Carolina Rincón

Our Social Activity Groups are intended for senior people to participate in an Interactive Group for those who like the Hispanic Culture

SOCIAL ACTIVITY GROUPS

(PREVIOUSLY PLANNED ACTIVITY GROUP –PAG–)

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, cognitives activities, games, Zumba, relaxation exercises, Thai classes.

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.

Coordinator
Cristina Savoia

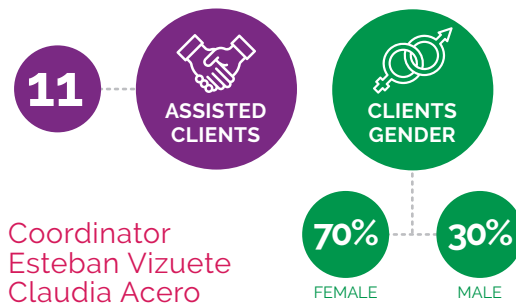
The Community Visitors Scheme program (CVS)

The Community Visitors Scheme is a government initiative in which visitors are **matched for companionship and friendship** to older people living in Aged Care Homes or in their own home receiving or waitlisted for a home care package.



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.

Friendly visiting program (FV)



Volunteers



Manuel Jesus Figueroa
Rocio Mendieta
Sergio Monardez
Helena Monsalve Silva
Peter Nurse
Sandra Rodriguez Ossa
Eugenia Brignardello
Juan Rojas

Jonathan Smith
Jessica Ellen Valentine
Yannett Zenteno
Jorge Argueta
Lucille
Waldo Canales
Olga Galvan
Maria Gabriela Veloz

Robinson Miranda
Gabriela Ochoa
Victoria Perez
Carlos Plata
Diego Soto
Luis Acevedo
Alessandra Bolanos

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 and English, 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.

Case Manager

Clara Giraldo
Andrea Mesa

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



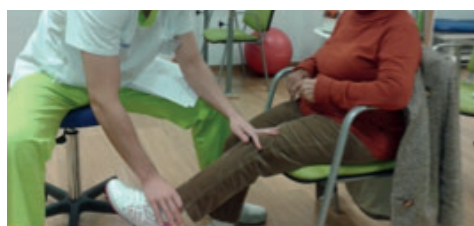
MANAGEMENT OF SKIN INTEGRITY:
assistance with bandages, dressings and skin emollients.



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.

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381
INCOME EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
Income		
Grants: Depart of Health & Human Service	549,337	301,773
Grants: Department of Social Services		(2,331)
Grants: ACFE	19,961	19,252
Grant: Eastern Health		7,000
Membership Fees	3,421	3,738
Counselling Fees		120
Other Income	83,647	79,245
Services Rendered (CHSP)	549,431	87,875
Services Rendered (HCPP)	367,572	218,926
Services Rendered (PAG)	23,689	30,640
Insurance recoveries	5,050	
Interest received	20,866	4,242
Subsidies received	12,510	
Total income	<u>1,635,484</u>	<u>750,480</u>
Expenses		
Accountancy, Audit & bookkeeping fees		2,800
Advertising & promotion		275
AGM Expenses	10,126	2,224
Audit fees	351	
Bad debts	3,515	2,399
Bank fees & charges	965	597
Catering & staff amenities	4,818	
Cleaning	3,630	2,503
Client Meals	15,040	18,749
Client Transport	11,203	9,772
Computer Expenses	19,346	11,994
Community Development	4,773	
Consultants fees	40,001	26,298
Counselling staff	940	
Doubtful debts	1,387	
Depreciation	23,770	12,456

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
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INCOME EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
Donations	100	
Contractor, sub-contractor & commission	101,281	
Fringe benefits packaging expenses		68,128
General Administration Costs		4,425
General expenses	6,600	
HCCP Program Expenses	17,651	10,908
Holiday pay	21,274	2,641
Insurance	11,490	
Long service leave	(134)	2,746
Marketing & Communications	14,815	
Medical expenses	143	682
Minor assets < \$1,000	17,708	4,161
Motor vehicle expenses		1,177
Payroll services		2,532
Other SAG Expenses	12,643	
Police Checks/ID CD/Mobiles	401	365
Project Activities	668	5,226
Reallocation expenses		1,540
Recruitment expenses	3,004	220
Rent & Rates	47,419	16,885
Rental & venue hire	8,665	12,792
Repairs & maintenance	3,157	693
Risk Management	4,099	
Seminars, workshops & training	17,123	3,499
Service fees	4,432	
Staff amenities	376	
Storage Fees	139	
Subscriptions & library	2,772	2,433
Stationery, printing & photocopying	13,949	6,468
Superannuation	95,900	42,857
Telephone & internet costs	19,689	9,041
Uniforms	2,028	
Utilities, electricity & gas	4,341	2,216
Travel expenses	11,613	8,866
Volunteers, allowances & recognition	3,070	2,182
Wages & salaries	1,070,831	422,997
Workcover	15,671	9,560
Total expenses	1,672,781	735,307

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED

A.B.N. 80 183 657 381

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

	2018	2017
	\$	\$
Assets		
Current Assets		
Cash assets	225,723	167,562
Receivables	8,227	8,710
Other	1,118,619	1,015,849
Total Current Assets	1,352,569	1,192,121
Non-Current Assets		
Property, plant and equipment	54,296	39,809
Total Non-Current Assets	54,296	39,809
Total Assets	1,406,865	1,231,929
Liabilities		
Current Liabilities		
Payables	185,465	12,830
Financial liabilities	25,000	21,773
Current tax liabilities	53,840	91,908
Provisions	36,363	15,089
Other	756,611	752,170
Total Current Liabilities	1,057,279	893,770
Non-Current Liabilities		
Financial liabilities	48,858	
Provisions	7,572	7,706
Total Non-Current Liabilities	56,431	7,706
Total Liabilities	1,113,709	901,477
Net Assets	293,156	330,453
Members' Funds		
Retained profits	293,156	330,453
Total Members' Funds	293,156	330,453

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 2018

	Earnings	Total
	\$	\$
Balance as at 30 June 2016	315,280	315,280
Surplus/ (Deficit) attributable to the Association	15,173	15,173
Balance as at 30 June 2017	<u>330,453</u>	<u>330,453</u>
Surplus/ (Deficit) attributable to the Association	(37,297)	(37,297)
Balance as at 30 June 2018	<u>293,156</u>	<u>293,156</u>

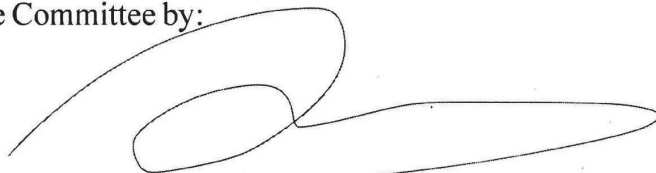
UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381
**STATEMENT BY MEMBERS OF THE COMMITTEE
FOR THE YEAR ENDED 30 JUNE 2018**

The Committee 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 Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of United - Spanish Latin American Welfare Centre Inc as at 30 June 2018 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 association will be able to pay its debts as and when they fall due.

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



Cecilia Hernandez
President



Manuel Solano
Treasurer

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

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

Auditor's Responsibilities for the Audit of the Financial Report

Our 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 the 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 this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We 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 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 association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's 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 association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the association 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.



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