

2018 - 2019
ANNUAL GENERAL
REPORT



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





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.

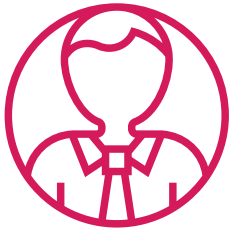
Estamos orgullosos de reconocer al pueblo Wurundjeri como los dueños tradicionales de la tierra en donde se encuentra nuestro lugar de trabajo. Nuestros respetos a sus mayores, su pasado y su presente

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united
SERVING GENERATIONS



OUR

TEAM

July 2018 to June 2019

- | | | |
|------------------------------------|----------------------------------|-----------------------------------|
| ACHOL KIR (UNTIL NOV 18) | EVA SEGOVIA (UNTIL DEC 18) | MARILYN HANSEN (UNTIL OCT 18) |
| ALMA ALVARENGA (UNTIL OCT 18) | FRANCISCA CASTRO (UNTIL JUL 18) | MARISOL MEDINA (CURRENT) |
| ALVARO GOMEZ (UNTIL SEP 18) | GABY ROSSO (UNTIL NOV 18) | MARY AKON (UNTIL NOV 18) |
| ANA ROMAN (UNTIL DEC 18) | GISELA POZO (CURRENT) | MAYOM DENG (UNTIL NOV 18) |
| ANAS DHEG (UNTIL JUL 18) | GOUTHAMI GAJULA (UNTIL FEB 19) | MUNA ATIM (UNTIL NOV 18) |
| ANDREA ARIAS (UNTIL NOV 18) | GREDY VELIZ (UNTIL NOV 18) | NATALIA RIVAS (UNTIL FEB 2019) |
| ANDREA MESA (UNTIL MAY 18) | HAJRA MAHMOUD (UNTIL JUL 18) | NYACHOAT MUT (UNTIL NOV 18) |
| ANGELA ITINTEANG (UNTIL DEC 18) | HEIDY GARCIA (UNTIL JAN 19) | NYIBOL JOKER (UNTIL DEC 18) |
| AYAK MARK (UNTIL AUG 18) | HELENA MONSALVE (CURRENT) | ONANONG TIDTAM (UNTIL DEC 18) |
| BETTINA TORRES (UNTIL NOV 18) | HILDA ESCOBAR (CURRENT) | ONESMUS MBUVI (UNTIL AUG 18) |
| CARMELA TUCCIO (UNTIL NOV 18) | JACKELINE QUINTANA (CURRENT) | RABIEH AL-MIR (UNTIL OCT 18) |
| CARMEN ANGARITA (UNTIL AUG 19) | JENNIFER LAWRENCE (UNTIL DEC 18) | ROBINSON MIRANDA (UNTIL JUL 18) |
| CARMEN FLORES (CURRENT)) | JESSICA CHINCHILLA (CURRENT) | ROCIO MENDIETA (UNTIL NOV 18) |
| CAROLINA CANELEO (CURRENT) | JOHN GARCIA (CURRENT) | SAJANI DISSANAYAKE (UNTIL SEP 18) |
| CAROLINA CUADROS (CURRENT) | JUAN GRAJALES (UNTIL NOV 18) | SANDRA TORO (UNTIL JUL 18) |
| CAROLINA RINCON (UNTIL APR 19) | KARINA AGELVIS (CURRENT) | SANDRA GUTIERREZ (CURRENT) |
| CECILIA SOTO (CURRENT) | KELLY PARAVICINI (UNTIL AUG 18) | SANDRA PENA (UNTIL MAR 19) |
| CIRCELINA BONICELLI (UNTIL OCT 18) | KENIA AYALA (CURRENT) | SONG SEONGNAM (UNTIL NOV 18) |
| CLARA GIRALDO (UNTIL OCT 18) | LUIS ACEVEDO (CURRENT) | SONIA IBETH FAJARDO (CURRENT) |
| CLAUDIA SALAS (CURRENT) | MACHIKO STOCKTON (UNTIL NOV 18) | SONIA ROSA CARRENO (CURRENT) |
| CLAUDIA ACERO (CURRENT) | MANUEL BUSTOS (UNTIL NOV 18) | TEJASWEE UPRETY (UNTIL NOV 18) |
| DEBORAH TORBOR (UNTIL NOV 18) | MANUEL MAECHA (UNTIL DEC 18) | THI THANH VOUNG (UNTIL OCT 18) |
| DIANA PENA DIAZ (UNTIL JUN 19) | MARCELA CASTRO (UNTIL OCT 18) | VICTOR HUGO CARACCILO (CURRENT) |
| DONNA RAU (UNTIL NOV 18) | MARGARITA PRICE (UNTIL OCT 18) | WALDO CANALES (UNTIL JUL 18) |
| ENTISAR DOURI (UNTIL NOV 18) | MARIA SAVOIA (CURRENT) | YULI GARAY CURRENT) |
| EILYN GARCIA (UNTIL DEC 18) | MARIEL PINTO (UNTIL JUN 19) | ZIA BAQIRI (UNTIL NOV 18) |
| ETALEM SALVATORY (UNTIL DEC 18) | MARIJA GROEN (UNTIL DEC 18) | |

WELCOME TO UNITED!

Established in 1977 by a dynamic group of recent arrivals from Spain and Latin America, that included migrants as well as refugees, the agency was incorporated as the **Spanish and Latin American Welfare Centre**. Until two years ago, the organization become widely known by the initials of it name in Spanish **CELAS** (Centro Español Latino-Americano de Asistencia Social).

For the past 42 years, the agency has provided, and continues to provide community services. For the first two decades following its establishment, the programs delivered concentrated on facilitating the settlement processes of new and recent arrivals. However, as the Spanish-speaking communities aged and their needs changed, the agency began providing Aged Care Services but also continued to deliver information and educational community support programs.

¡BIENVENIDOS A UNITED!

Establecida en 1977 por un grupo visionario de recién llegados, que incluía emigrantes y refugiados de España y América Latina, la agencia fue incorporada como **Centro Español Latino Americano de Asistencia Social** y conocida hasta hace un par de años como CELAS – las iniciales de su nombre.

Durante los últimos 42 años, la agencia ha entregado y continúa entregando servicios de apoyo comunitario.

Durante sus, aproximadamente, dos décadas de servicio, los programas que se entregaban se concentraron en facilitar los procesos de asentamiento al país para los recién llegados. Sin embargo, según las comunidades de habla hispana entraron en el proceso de envejecimiento y sus necesidades cambiaron, la agencia comenzó a entregar servicios de Apoyo a la Tercera Edad, pero también continuó y continúa entregando programas de información y de educación.

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".

VALORES, VISIÓN Y MISIÓN

VALORES

INTEGRIDAD	DIVERSIDAD
TRABAJO EN EQUIPO	RESPECTO
RESPONSABILIDAD	

VISIÓN

"Comunidades y familias hispano-hablantes sanas y resistentes, abogando por una sociedad multicultural e inclusiva"

MISIÓN

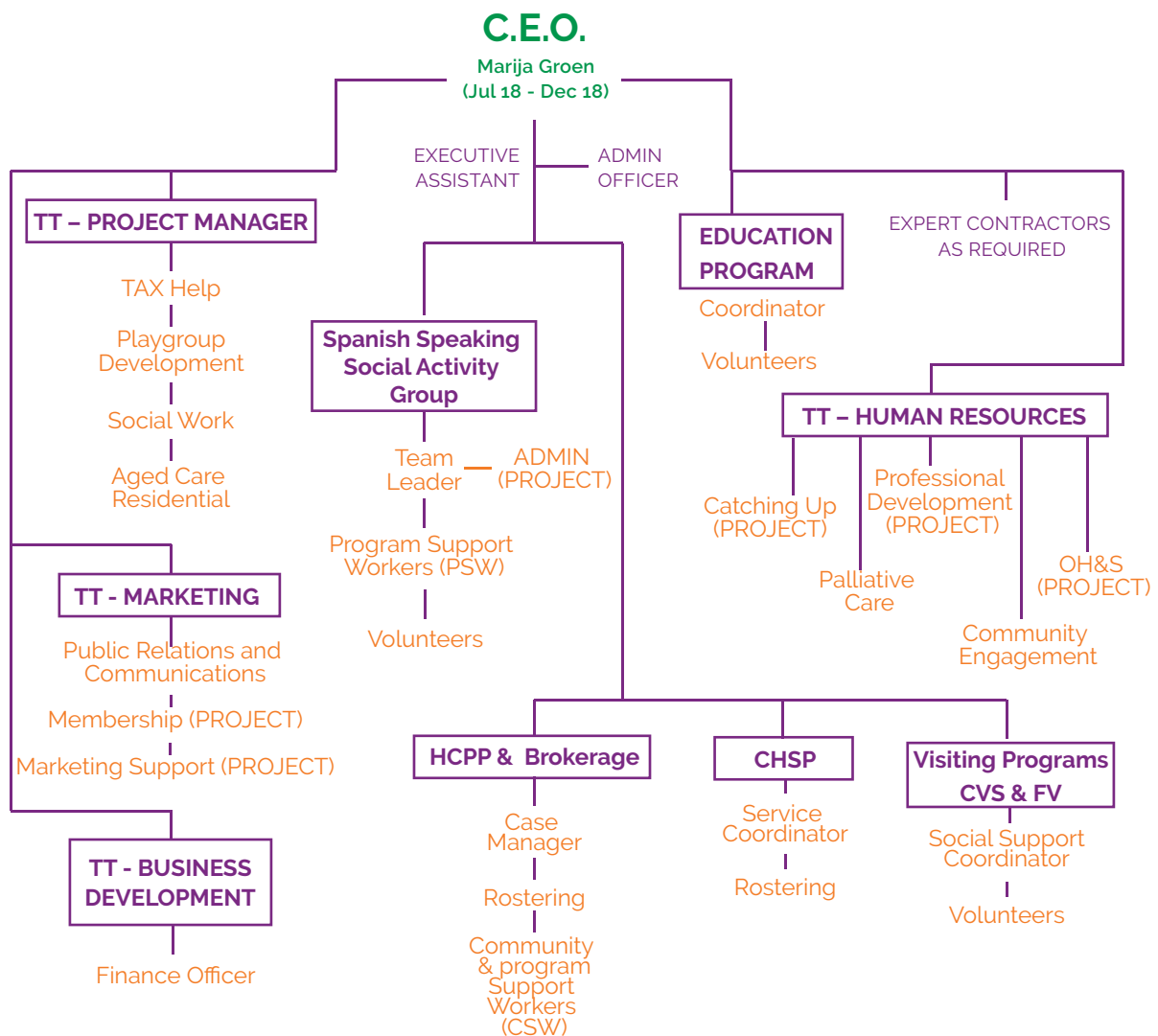
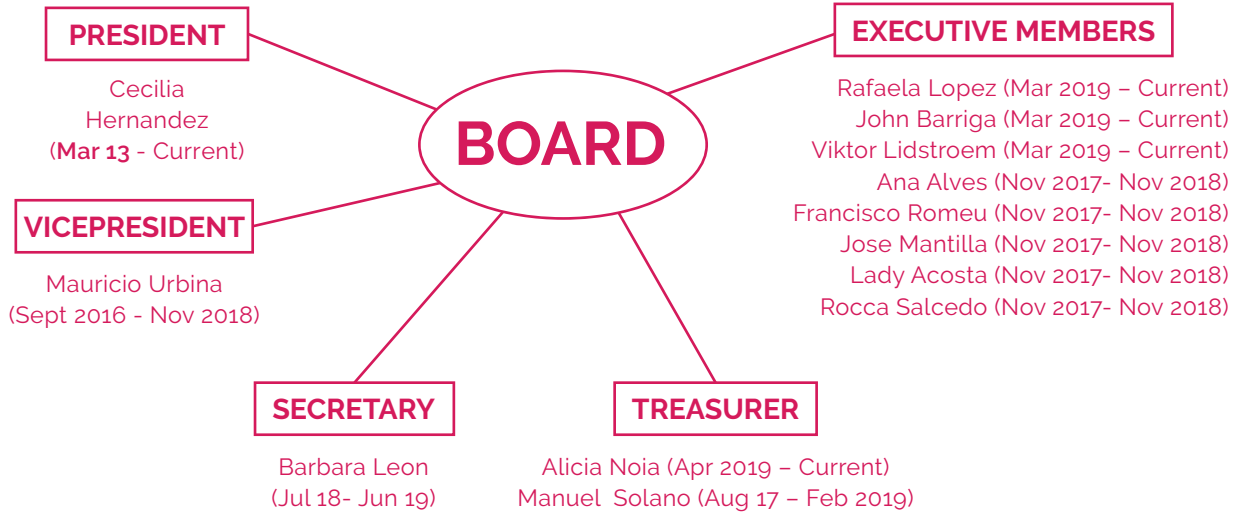
"Ser un proveedor líder de servicios cultural y lingüísticamente apropiados para las comunidades Hispanohablantes de Victoria"



4 ORGANISATIONAL STRUCTURE



THIS YEAR
ORGANISATIONAL STRUCTURE



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.

President's Report



It is with pleasure that I present to you the 2018-2019 Report of United Spanish Latin American Welfare Centre.

United endured probably one of the most difficult year in the long history of the organisation. Over the last few years we had faced challenging times but nothing compared to what we went through over the last 12 months.

In July 2018 the committee of management formed by 9 members had to make difficult decisions to keep United open. Unfortunately some of these decisions didn't give us the outcome we had hoped.

Despite these difficult months the organisation continued delivering services to the community. No services were stopped nor reduce.

In November 2018 the organisation was under Voluntary Administration* with the aim of keeping United alive.

With the hard work of three standing members of the committee of Management: the Treasurer, Secretary and President, by March 2019 United was successfully out of the Volunteer Administration.

By the end of June 2019 the Committee of Management of United had four new members with only the President left from the previous Committee.

Today I would like to express my deepest appreciation to the Federal Department of Social Services in both Canberra and Melbourne and to their team for the support provided to United and to me personally throughout this difficult period.

On behalf of the organisation, I would also like to thank most profoundly Sparke Helmore Lawyers for their totally pro-bono support, particularly in legal matters related to Directors Duties, especially to their Partner Ms Catie Moore who was with United during critical moments.

I would also like to expressly recognize and give my very special thanks to Barbara Leon, who has worked for United on a voluntary capacity for eight years as Secretary of the Board. Barbara was a most efficient and supportive Secretary of the Board and worked extremely hard the period encompassing 2018-2019. Thank you Barbara and we wish you all the very best in your new field of activities.

And last but certainly not least, I would like to express my sincere appreciation to United's staff and volunteers who have been in charge of delivering United's programs with professionalism, passion and commitment throughout this difficult year.

I would also like to acknowledge and thank current and former members of the Committee of Management for their commitment and hard work over the past years.

We are looking towards the future with great optimism and we are working hard to achieve better outcomes and the grow of the organization

Cecilia Hernandez

* Voluntary Administration: When the disagreement regarding the management of money between the members of the committee and the person who manages the organization (manager) has no way to settle, the Committee may, under Australian law, choose to hand over the administration of the organization for a period of time previously agreed to an authorized firm for that, in this case Pricewaterhouse Cooper



Informe de la Presidenta

Es un placer presentarles el Informe 2018-2019 del United – Centro Español Latino Americano de Asistencia Social

No hay duda que United ha soportado uno de los años más difíciles de su larga historia. Hemos enfrentado tiempos duros en el pasado, pero nada se compara a lo vivido en los últimos 12 meses.

En julio del 2018, el Comité Ejecutivo formado por nueve miembros, tuvo que tomar decisiones difíciles para mantener la organización funcionando. Lamentablemente, algunas de estas decisiones no dieron el resultado que esperábamos. Aun durante estos meses difíciles, la organización continuó brindando servicios a la comunidad, no se detuvieron o redujeron los servicios.

En noviembre del 2018, la organización entró en una Administración Voluntaria* con el objetivo seguir manteniendo servicios a la comunidad.

Con el duro trabajo de los tres miembros restantes del Comité Ejecutivo: Tesorero, Secretaria y Presidenta en marzo del 2019 United salió exitosamente de la administración voluntaria.

A fines de junio del 2019, el Comité de United contaba con cuatro nuevos miembros ejecutivos y solo quedaba la Presidenta del comité anterior.

Hoy me gustaría expresar mi más profunda apreciación al Departamento Federal de Servicios Comunitarios su equipo en Canberra y Melbourne por todo el apoyo que entregaron a United y a mí personalmente, durante todo este difícil periodo.

En nombre de la organización, también quisiera expresar mis más profundos agradecimientos a la compañía de abogados Sparke Helmore por su apoyo de forma totalmente voluntaria en

asuntos legales, en particular en temas relacionados con las responsabilidades de los directores. Muy especialmente queremos agradecer a su abogada (partner) la señorita Catie Moore, quien estuvo junto a nosotros en momentos críticos.

Me gustaría también expresar mi reconocimiento y dar las gracias a Bárbara León, quien trabajó para United de forma voluntaria por ocho años como secretaria del Comité Ejecutivo. Bárbara fue una secretaria muy eficiente y aportó un gran trabajo y profesionalismo, muy especialmente durante el periodo comprendido entre 2018-2019. Muchas gracias Bárbara y te deseamos todo lo mejor in tu nueva área de actividades.

Y finalmente, también quisiera expresar mis más sinceros agradecimientos al personal y a los voluntarios de United que han seguido ofreciendo los diversos programas con gran profesionalismo, pasión y compromiso durante este año difícil.

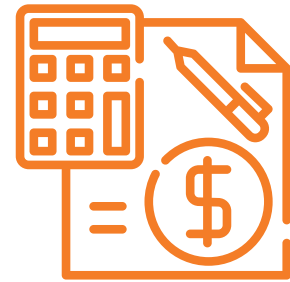
También me gustaría agradecer a los ex-miembros del comité ejecutivo y al comité presente por su compromiso y arduo trabajo durante el año pasado.

Estamos mirando hacia el futuro con gran optimismo, trabajando duro por alcanzar mejores resultados el crecimiento de la organización.

Cecilia Hernandez
Presidenta

* Administración Voluntaria: Cuando el desacuerdo respecto al manejo del dinero entre los miembros del comité y la persona que maneja la organización (gerente) no tiene manera de arreglarse, el Comité puede ante la ley Australiana optar por entregar la administración de la organización durante un periodo de tiempo previamente acordado a una firma autorizada para eso, en este caso Pricewaterhouse Cooper

TREASURERS REPORT



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 \$102,870. Although United has made an operating deficit of \$(177,585), this deficit resulted from the high Administrators costs (\$ 337,128) incurred whilst the organisation was under Voluntary Administration ('VA')

Upon the Board of Management's decision, on 23rd November 2018, United entered into Voluntary Administration with Pricewaterhouse Coppers, one of the most known auditors' firms in Australia. Control of the organisation was now in hands of the Administrators and United has to follow their recommendations in order to allow United to continue providing the services to the Spanish speaking community. On the 21st of March 2019, the period of Voluntary Administration ended and the control of the organisation was returned to the actual Management Committee ('MC').

The Treasury is of the opinion that United can continue to provide services to the Spanish speaking community as until now. Providing funding are received for the period 2020-2022, the Treasury is of the opinion that after a period of consolidation United will have a strong base to grow and expand their services to the Spanish speaking community.

Thanks:

I would like to thank our Finance Officer Helena Monsalve for her continuous support and hard work in liaising with the MC and the Administrators while attending her daily office duties.

I also would like to express my appreciation to the other members of the Committee for their support during this challenging period of the organisation.

Alicia Noia
Treasurer



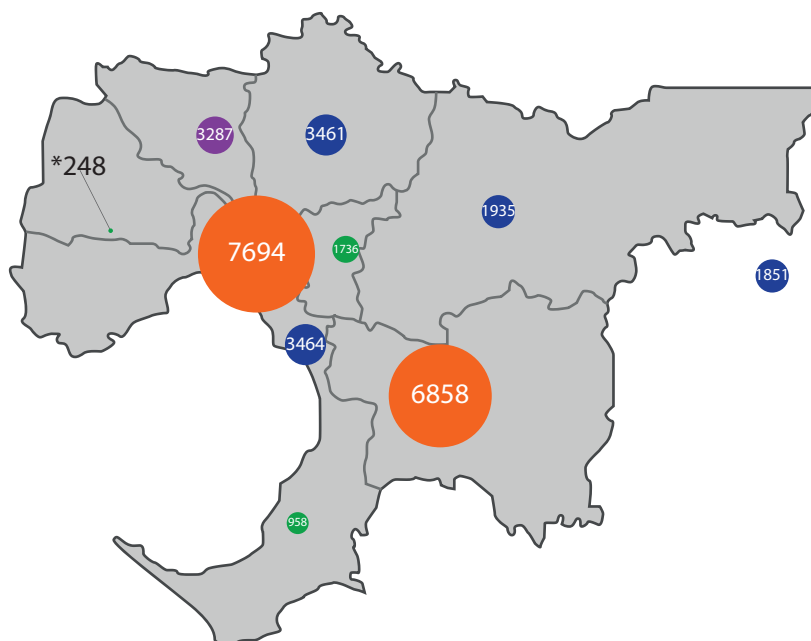
Spanish-speaking Population of Victoria

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	

Do you know there are 31,492 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.

SPANISH SPEAKERS IN VICTORIA



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

Some Spanish-speaking students are experiencing various levels of need, United is currently exploring ways of being able to provide support to these students.

COMMUNITY NEEDS



In July 2017 **United** engaged community researchers to undertake a study on the aged care needs of older Spanish-speaking Victorians. The research (which will be published in **2020**), revealed that the Spanish-speaking communities who arrived in Australia between the 1960s and the 1990s are ageing very rapidly and that these groups are highly disadvantaged due to their:

- Lack of comprehensive knowledge of all aspects of **MyAgedCare**;
- Under-utilization of aged care support services;
- Low levels of English language fluency of a significant number of Spanish-speaking Victorians over the age of 65;
- Experiences of social isolation and depression when living alone.
- Loss of the ability to speak English when affected by conditions such as Dementia and Alzheimer's;
- High levels of social isolation when residing in a mainstream and/or multicultural residential facilities;
- An urgent and growing need for a dedicated Spanish-speaking Residential Facility

In response to the above-identified and needs, United is planning to implement during 2020 a number of strategies, which include, among others:

- An extensive Information and Awareness Campaign in Spanish with regards to Aged Care Support Services with emphasis on Home Support Services and Social Activity Groups;
- Extensive support to facilitate Spanish-speaking older people to register with MyAgedCare;
- Work with other community agencies to enhance older Spanish-speaking Victorians' social networks through a variety of approaches;
- Work with other Spanish-speaking organisation towards the establishment of a dedicated residential facility for Spanish-speaking elders in Melbourne.





NECESIDADES COMUNITARIAS

En julio de 2017, **United** contrató a investigadores sociales para llevar a cabo un estudio sobre las necesidades de las personas mayores de habla hispana. La investigación, (que se publicará en el **2020**), reveló que las comunidades hispano-hablantes que llegaron a Australia entre los años comprendidos entre los 1960 y los 1990, están envejeciendo muy rápidamente y que estos grupos sufren desventaja debido mayormente a sus:

- Falta de conocimiento de todos los aspectos de **MyAgedCare**;
- Sub-utilización de los servicios que ofrece el gobierno australiano para el apoyo a las personas de edad;
- Bajos niveles de fluidez en el idioma inglés de número de victorianos de habla hispana mayores de 65 años;
- Experiencias de aislamiento social y síntomas de depresión cuando viven solos;
- Pérdida de la capacidad de hablar inglés cuando se ven afectados por afecciones como la demencia o el Alzheimer;
- Altos niveles de aislamiento social cuando residen en Residencias convencionales y/o multiculturales;

- Una necesidad urgente y creciente de una residencia para personas de edad de habla hispana;

En respuesta a las necesidades identificadas por la investigación, United tiene planes para implementar, durante el 2020, una serie de estrategias que incluyen, entre otras:

- Una extensa campaña de información y concientización, en español, con respecto a los servicios de apoyo para personas mayores con énfasis en los servicios de apoyo a domicilio y en los grupos de actividades sociales;
- Amplio apoyo para facilitar que las personas mayores se registren en MyAgedCare;
- Trabajar con otras agencias y organizaciones comunitarias para mejorar las redes sociales de los hispano-hablantes mayores a través de una variedad de enfoques;
- Trabajar con otras organizaciones de habla hispana para establecer, en Melbourne, una residencia para las personas mayores de habla hispana.



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:

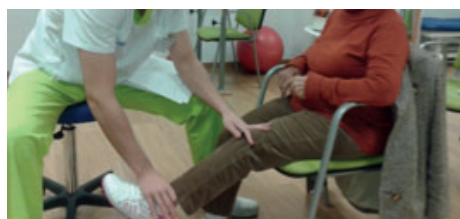
Case Manager

Karina Agelvis
Clara Giraldo
Mariel Pinto
Carolina Rincón



MANAGEMENT OF SKIN INTEGRITY:

assistance with bandages, dressings and skin emollients.



NURSING, ALLIED HEALTH AND OTHER CLINICAL SERVICES:

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

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.



PERSONAL SERVICES:

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



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.



TRANSPORT AND PERSONAL ASSISTANCE:

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



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.

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 objective is to reduce the impact of loneliness and isolation on older community members



Volunteers

Alessandra Bolanos
 Carlos Plata
 Carola Riquelme
 Cecilia Altamirano
 Claire Connell
 Diana Zapata
 Diego Soto
 Eugenia Brignardello
 Felicity Hernandez
 Francisco Mahecha
 Gabriela Ochoa
 Gustavo Garcia
 Helena Monsalve

Jeannette Saavedra
 Jessica Valentine
 Jonathan Smith
 Jorge Argueta
 Juan Rojas
 Leidy Prieto
 Lucille Dunn
 Luis Acevedo
 Manuel Figueroa
 Maria Gabriela
 Miles Hurrell
 Naima Shaker
 Olga Galvan

Peter Nurse
 Raquel Barrio
 Robinson Miranda
 Rocio Mendieta
 Rylan Kirby
 Sandra Rodriguez
 Sergio Monardez
 Sofia De Leon
 Veronica Urdaneta
 Victoria Perez
 Waldo Canales
 William Martin
 Yannett Zenteno

SUCCESS:

The constancy of the volunteers, that has been committedly dedicated their time within the program, has overpassed the visiting hours required for the clients.

Program Coordinator:
 Claudia Acero
 Jackeline Quintana



Friendly visiting program (FV)

The main objective of this program is to provide one on one volunteers' visits to aged people in their homes. These program benefits elderly people who are socially isolated and whose quality of life would be improved by friendship and companionship.

Social support services can help aged people to maintain an active social life by having a volunteer, visiting them in their own home, or by arranging visits and outings in the community. Social support and activities can help our age people to feel supported and prevent loneliness and isolation.

The target of this funding is to have **8 clients** receiving visits. However, in 2018-2019 period **9 clients** received services aiming a total of **508 hours**.

Program Coordinator: Claudia Acero - Jackeline Quintana

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:

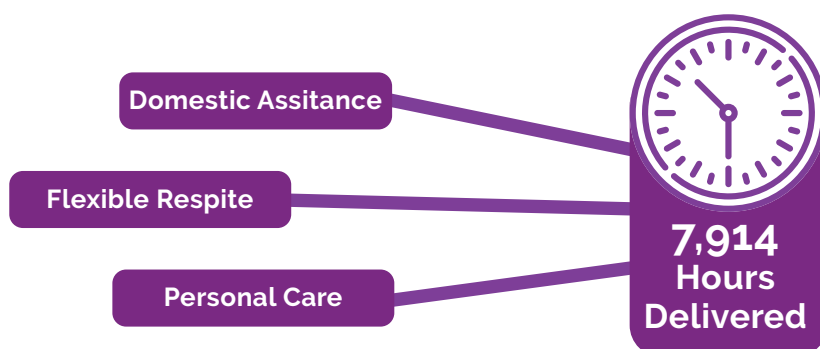
DOMESTIC ASSISTANCE: Provided in the North (Whittlesea, Moreland, Yarra, Hume, Darebin, Banyule, Nillumbik), South (Casey and Greater Dandenong) and Western Metro (Mooney Valley and Melton) areas.

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.



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



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.



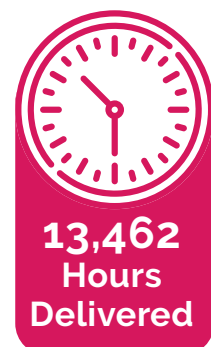
OUTING TRIPS:

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.



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.

Coordinator
Cristina Savoia



United services clients with Transport through a rented bus from Maribyrnong City Council.

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

PALLIATIVE CARE PROGRAM

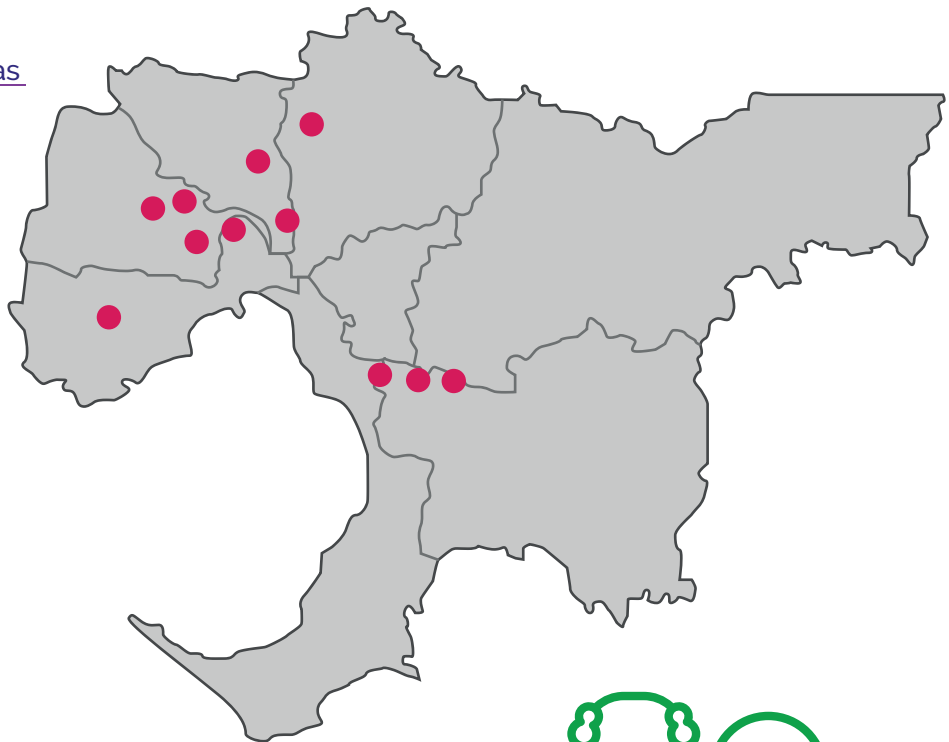
United in collaboration with Palliative Care Victoria, has had the opportunity to work one again as Peer Educators to increase the knowledge and use of Palliative Care services by people from the Spanish speaking community.

In this occasion United was invited to deliver 14 sessions all around Victoria delivering the following sessions:

Coordinator
Jackeline Quintana

10 sessions Metropolitan areas

- West
 - o Maidstone
 - o St. Albans
 - o Sunshine East
 - o Burnside
- North
 - o Epping
 - o Broadmeadows
 - o Brunswick
- South
 - o Doveton
 - o Springvale South
 - o Dandenong



4 Sessions in Regional areas of Victoria

- 2 sessions in Gippsland
- 1 session in Ballarat
- 1 session in Werribee

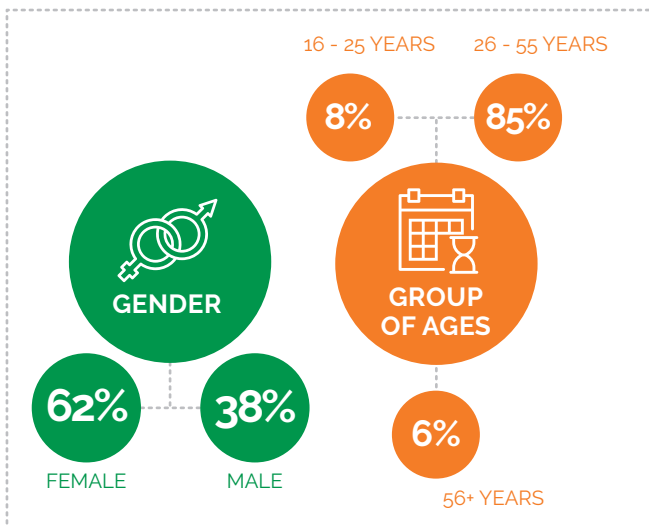
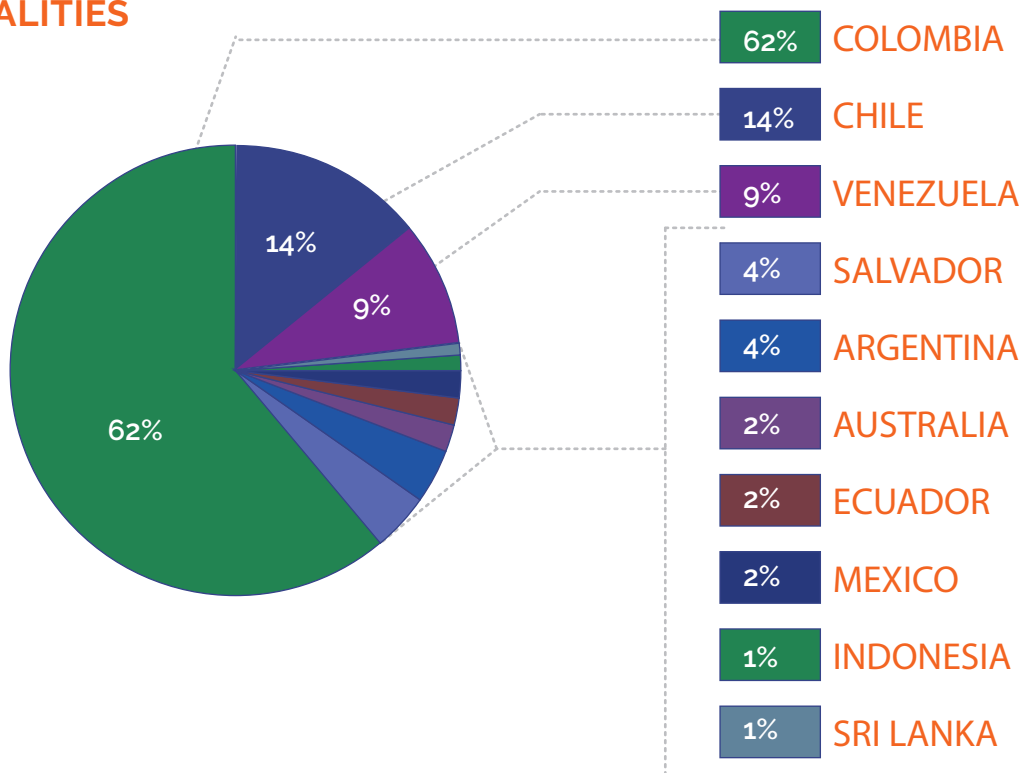


TAX RETURN PROGRAM

Tax Help is a network of ATO-trained and accredited community volunteers who provide a free and confidential service to help people complete their tax returns online using myTax.

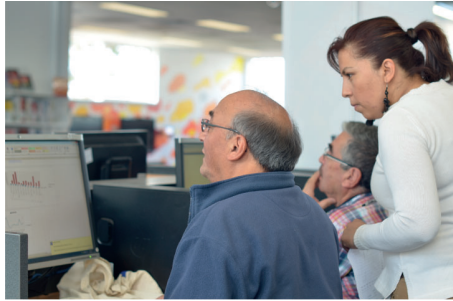
From 1st of August to 31st of October 2018 UNITED helped 130 people to complete their tax return.

NATIONALITIES



Program Coordinator
Sonia Valencia

Volunteers
Helena Monsalve
Francisco Mahecha
Naima Shaker



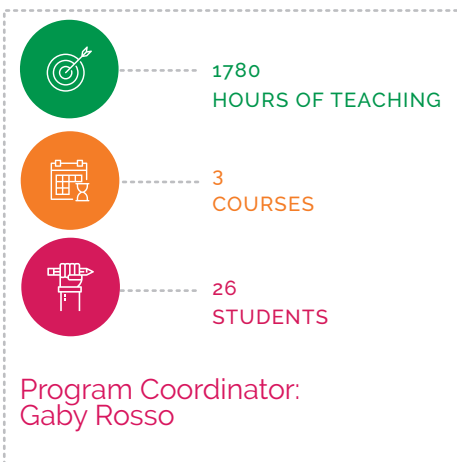
EDUCATIONAL PROGRAMS



UNITED run different programmes and workshops during the year.

These programs are designed to help students to return to study, improve reading, writing and numeracy skills, get a job or learn something new, also 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 these programs we received funding from ACFE (Adult Community and Further Education Board).



During this year We offered 3 courses

WORKABILITY COURSE
Knowledge to Enter the Workplace

They learnt:

- Skills and Knowledge about employment such as interview skills.

Their career

They learnt learn how to write

- Resume
- Cover letters

ENGLISH COURSE
English for Beginners

- Basic literacy skills (reading, writing, speaking and listening)

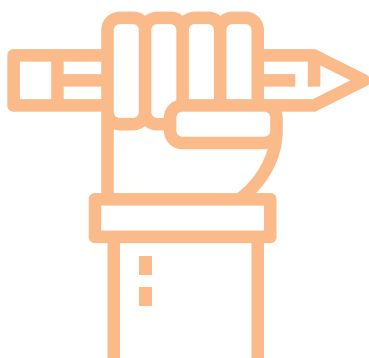
They learnt:

- Speaking in public with confidence
- Making appointments

BASIC COMPUTER COURSE
Computers for Beginners

They learnt to:

- Operate personal computer
- Create documents
- Use emails
- Access internet



Volunteers

- Felicity Hernandez
- Miles Hurrell
- Robinson Miranda
- Gustavo Garcia
- Veronica Urdaneta

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Income		
Grants: Depart of Health & Human Service	831,749	549,337
Grants: ACFE	1,628	19,961
Grant: Eastern Health	3,477	
Membership Fees	909	3,421
Other Income	29,246	83,647
Services Rendered (CHSP)	439,372	549,431
Services Rendered (HCPP)	154,168	367,572
Services Rendered (PAG)	28,034	23,689
Labour Hire Out	222,126	
Insurance recoveries		5,050
Interest received	10,932	20,866
Profit on sale of property, plant, equip	5,211	
Subsidies received		12,510
Total income	<u>1,726,853</u>	<u>1,635,484</u>
Expenses		
AGM Expenses		10,126
Administrators Fees	292,098	
Audit fees	4,925	351
Bad debts	4,725	3,515
Bank fees & charges	1,479	965
Catering & staff amenities	280	4,818
Cleaning	1,304	3,630
Client Meals	17,733	15,040
Client Transport	3,245	11,203
Computer Expenses	8,296	19,346
Community Development		4,773
Consultants fees	26,873	40,001
Counselling staff	836	940
Doubtful debts	5,028	1,387
Depreciation	15,820	23,770
Donations		100
Contractor, sub-contractor & commission	92,691	101,281

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381

INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
General expenses	1,823	6,600
HCCP Program Expenses		17,651
Holiday pay	10,528	21,274
Insurance	17,675	11,490
Interest - Australia	59	
Legal fees & disbursements	45,030	
Licenses	3,920	
Long service leave	2,216	(134)
Marketing & Communications	7,942	14,815
Medical expenses		143
Minor assets < \$1,000	4,928	17,708
Other SAG Expenses	4,982	12,643
Police Checks/ID CD/Mobiles	456	401
Project Activities	929	668
Recruitment expenses	450	3,004
Relocation expenses	12,737	
Rent & Rates	58,498	47,419
Rental & venue hire	3,224	8,665
Repairs & maintenance	1,019	3,157
Risk Management		4,099
Seminars, workshops & training	16,254	17,123
Service fees		4,432
Staff amenities	1,699	376
Storage Fees	881	139
Subscriptions & library	15	2,772
Stationery, printing & photocopying	8,423	13,949
Superannuation	95,381	95,900
Telephone & internet costs	40,467	19,689
Uniforms		2,028
Utilities, electricity & gas	3,729	4,341
Travel expenses	258	11,613
Transition costs - CHSP	20,370	
Volunteers, allowances & recognition	17,573	3,070
Wages & salaries	1,023,441	1,070,831
Workcover	24,196	15,671
Total expenses	<u>1,904,439</u>	<u>1,672,781</u>

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
Surplus (loss) from ordinary activities before income tax	(177,585)	(37,297)
Income tax revenue relating to ordinary activities		
Surplus (loss) from ordinary activities after income tax	(177,585)	(37,297)
Surplus (loss) from significant items after related income tax	(12,701)	
Net surplus (loss) attributable to the association	(190,286)	(37,297)
Total changes in equity of the association	(190,286)	(37,297)
Opening retained earnings	293,156	330,453
Net surplus (loss) attributable to the association	(190,286)	(37,297)
Closing retained earnings	102,870	293,156

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381

BALANCE SHEET AS AT 30 JUNE 2019

Assets

Current Assets

Cash assets	305,889	224,827
Receivables	3,846	9,359
Current tax assets	210	(53,813)
Other	45,563	1,118,356
Total Current Assets	355,508	1,298,729

Non-Current Assets

Property, plant and equipment	22,520	54,296
Total Non-Current Assets	22,520	54,296

Total Assets	378,027	1,353,025
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Liabilities

Current Liabilities

Payables	93,723	185,465
Financial liabilities	147,493	25,000
Provisions	12,486	36,363
Other	11,667	756,611
Total Current Liabilities	265,369	1,003,438

Non-Current Liabilities

Financial liabilities		48,858
Provisions	9,788	7,572
Total Non-Current Liabilities	9,788	56,431

Total Liabilities	275,158	1,059,869
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Net Assets	102,870	293,156
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Members' Funds

Retained earnings	102,870	293,156
Total Members' Funds	102,870	293,156

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 2019

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 2019 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
Chairperson

Alicia Noia
Treasurer

UNITED-SPANISH LATIN AMERICAN WELFARE CENTRE INCORPORATED
A.B.N. 80 183 657 381

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

- 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.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Signed on: 15TH NOVEMBER, 2019

ASSUR PTY. LTD

ASSUR PTY LTD
Authorised Audit Company Number: 453122
Chartered Accountants

Anthony Ager
Director - Audit & Assurance
Chartered Accountant



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

CONTACT

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