



**Harrison
Community
Services**



Annual Report 2006/7



Photo: Georgia Metaxas ©

*UnitingCare Harrison Community Services assists
people to take charge of their own lives*

Mission Statement:

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

Vision statement

UnitingCare Harrison Community Services will be an influential leader in the provision of housing and community services for people in need.

Our vibrant and committed team of staff and volunteers will strive to provide services of the highest quality so as to enable people to be in charge of their own lives.

Harrison will have productive relationships with the church, other service providers, government, corporate entities and philanthropic organisations.

Harrison's innovative spirit will support its participation in socially responsible commercial ventures for the purpose of continually improving the quality and quantity of its housing and community services.

Our work will be inspired by our Christian foundations and our membership of the UnitingCare Vic/Tas Network.

Values

Hope — we believe people have the capacity for positive change.

Excellence — we are responsible managers of all our resources striving for the best in everything we do.

Compassion — we listen and work together to find solutions regardless of a person's background, ability or circumstances.

Integrity — we act ethically at all times.

Equity — we stand for justice and a fair go for all people.



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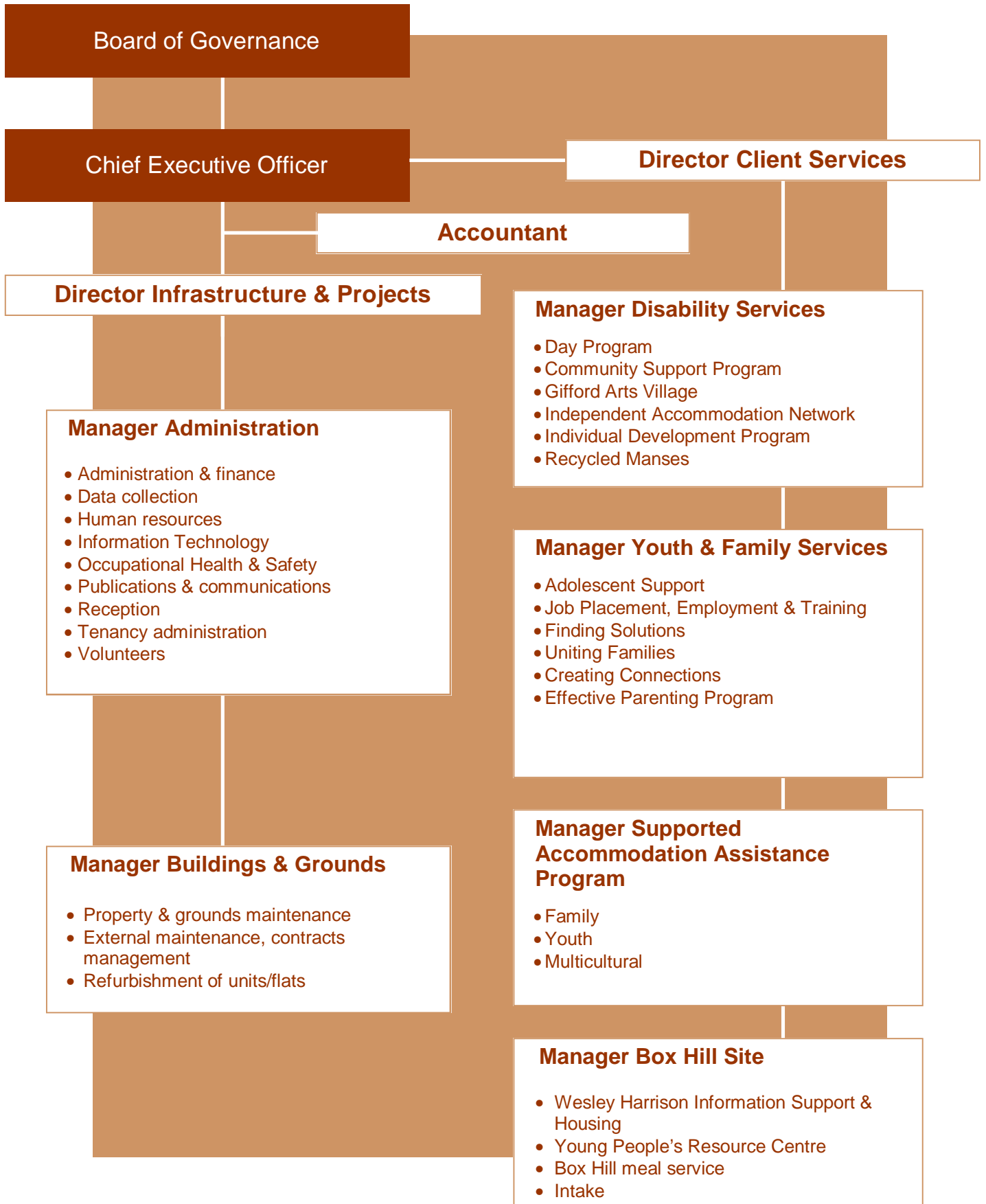
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Agency structure



Board of Governance



Rev Ron Townsend Chairperson

Chaplaincy Coordinator & Head of the Faculty of Religious Education, Methodist Ladies College; Bachelor of Arts; Bachelor of Divinity; Diploma of Education.

Extensive experience in youth work, education and chaplaincy. Wide experience in the welfare field.

Joined the board 1998.



Roger Gough CEO

Extensive experience in corporate management positions. Managed own importing company. Extensive experience in management training. Runner-Up: Equity Trustees' CEO Innovations Award 2003.

Joined Harrison as a volunteer 1989; joined the board 1991.



Amanda Robertson Deputy Chairperson

Director Human Resources Projects, Human Resources Division, Monash University; Bachelor of Laws; Bachelor of Economics; Master of Industrial Relations & Employment Law.

Extensive experience as a lawyer for a major city law firm and as a management consultant.

Joined the board 2001.



Bator Martonyi Treasurer

Taxation & Business Services Manager, Bentleys MRI Melbourne Pty. Ltd.; Bachelor of Business, Accountancy.

Extensive experience advising a broad range of business owners and individuals in income tax related areas including providing assistance in all compliance related issues.

Joined the board 1999.



David Baxter

Currently assisting in the planning of a program development initiative.

Retired juvenile justice worker after 27 years of service. In the last two years, David has been involved in support programs at schools in the local community and as a volunteer with the Asylum Seeker Resource Centre. Long history as a lay preacher.

Joined the board 2006.



Pam Young Minute Secretary

CEO East Burwood Counseling Service; Bachelor of Social Work.

Extensive welfare experience in child, family, disability and aged care.

Joined the board 2001.



Marika Hubble-Mariott

Bachelor of Jurisprudence & Bachelor of Laws (Hons.); partner in the Commercial Litigation Department at city law firm Russell Kennedy.

Marika has extensive experience in a wide variety of Court and Tribunal jurisdictions.

Joined the board 2007.



Aidan Wright

Builder, operating own business for 18 years; 25 years experience in real estate.

Past board member of UnitingCare independent living units in Ivanhoe. Able to provide input as a local Uniting Church member and Church Council Member as well as over 30 years background in Independent Living Unit management.

Joined the board 2006.



Alex McWilliams

Assisting the MS Society with the volunteer program; retired welfare officer.

Former adviser to the social welfare and human services department of the Victorian Government; extensive experience at Harrison prior to retirement in 2001.

Involved with Harrison since 1965.

James Downing

Bachelor of Business; Master of Corporate Law; Fellow of CPA Australia.

James is a senior executive in the finance industry with over 27 years experience. He has extensive experience in Financial Management, Change Management and Risk Management.

Joined the board 2006.

Chairperson's Report



This has certainly been an exciting beginning for me as the new chairperson of the Board. To follow on from Brian Lacy's long 'reign' as Chair, which concluded at last year's AGM, is a hard act to follow!

I am pleased to report a year of great success.

**Rev. Ron
Townsend**

This year, (including Board activities, July 2006-June 2007) the agency has improved its position on all fronts, namely strategic planning, financial management, good governance, quality assurance and fulfilment of its mission as a welfare 'arm' of the Uniting Church.

Harrison has continued to prosper in its core business — delivery of generalist welfare services — and is well-regarded by its clients and all other key stakeholders. The range of services Harrison delivers includes disability, homelessness support, youth education and training, early intervention for support of families and young people, advocacy for people whose tenancies are at risk and training and support for parents of young people.

The establishment of the *Creating Connections* program with four other local agencies to provide a more integrated response to young homeless people is particularly pleasing. This program is funded by the Victorian Government and Harrison is the lead agency. Client Services managers and staff continue to forge strong sector networks and in February Harrison became a founding member of the Outer Eastern Network which provides support and resources to workers in disability services.

All the work of the Agency is done in the name of Uniting Care Victoria & Tasmania (UCVT) and we are very appreciative of the support of our auspice body and of its Director, Rev. Raoul Spackman-Williams. We were delighted that Raoul was able to attend our Board Retreat (July 07) and share with us the complexities of the operations of the Uniting Church and UCVT's vision for housing, especially that associated with the organisation's Independent Living Units. Harrison continues to play a major and expanding role in UCVT's plans for this area of welfare housing. More on this in my 2008 Report!

Earlier in the year (2006) the Board went through a lengthy 'self-appraisal' process concerning the agency's strategic direction. This was in preparation for the Board Day Retreat in October and was facilitated by Consultant, John Kumnick. Building on this process, we reviewed the priorities of the Board. This led to the adoption of a formal annual work plan, a Board skills analysis and succession planning processes.

The Board skills analysis and succession planning has led to targeted recruitment for additional expertise in the following areas: finance, risk management, law, building & construction and social

work. Thus we welcome to the Board new members Marika Hubble-Marriott, James Dowling, Aidan Wright and David Baxter.

To further strengthen the governance operations in its support of the agency's work, the Board established a finance committee and an executive group to facilitate more effectively its overall growing workload. Forming other ad hoc committees as the need arises, will be a continuing feature of the decision-making processes of the Board into the future.

At the end of June 2007 the Board concluded its planning for a weekend July Retreat to review the Strategic Plan in light of increasing demand for low-cost accommodation in a shrinking social housing market.

I would like to formally thank several members who have left the Board. First, a huge thank you to Brian Lacy who served with distinction as Chair for five years (and five before that as a member). I would also like to acknowledge and thank Medine Simmons and Graham Holmes for 'jobs well done,' during their time on the Board,

I would like to thank Bator Martonyi, our Treasurer, for his extra-ordinarily helpful and diligent contributions (the agency continues to remain in a very strong financial position); Pam Young for her tireless work as Secretary to the Board; Amanda Robertson for her invaluable role as Deputy Chair; and all other members of the Board for their strong commitment to the agency. It has been a good year and it is a wonderful group with which to work.

Finally, a very special thanks to Roger Gough, his management team and to all the staff, without whom the wonderful work of Harrison would not happen. I am very grateful for the support and advice I have received from Stephen McGarry and would like to draw special attention to the efforts of the numerous volunteers who make themselves available to support the agency. Thank you!

I thank the Board for their confidence in me and support of me as their Chairperson and keenly anticipate the exciting developments of next year!

Treasurer's Report



Bator Martonyi

The financial reports for UnitingCare Harrison Community Services for the year ended 2007 indicate the following results from all activities.

	2007	2006
Surplus (loss) on operating activities	(234,908)	(312,996)
Surplus (loss) on non-operating activities	276,458	314,456
Total Surplus (loss) from all activities	\$41,550	\$1,460

In addition, capital grants received amounted to \$Nil compared to \$12,443 the preceding year.

From this information, it is noted that income from operating activities recorded a 21.7% increase or \$653,986, while expenses have increased by 17.3% or \$575,898. Non-operating activities on the other hand have recorded a 10.6% decrease 17.3% or \$38,424 while expenses have decreased by 4.6% or \$426.

These results indicate the core activities of Harrison are required to be significantly supported by its non-core activities to ensure ongoing programs are satisfactorily maintained. It is important to note that government contributions to the various programs for the year have increased by 16.5% or \$410,469. This has been mostly offset by an increase in employee benefit expenses of \$391,318 or 16.7%.

The various programs maintained by the agency continue to record relatively predictable results with the exception of Uniting Families, which recorded an overall loss of \$205,149. Harrison is, however, placed in the fortunate position of being able to maintain this worthwhile program through revenue received from non-operating activities and in addition if required, cash reserves. As noted in the prior year it is still expected that future results relating to this program will significantly improve.

Interest received from bank deposits amounted to \$174,242, (\$195,997 for 2006) and net revenue from opportunity shops amounting to \$71,978 (\$66,261 for 2006) provide much needed support to the agency's various programs. Gifts and donations received of \$37,020 (\$41,728 for 2006) from individuals and philanthropic trusts also continue to provide invaluable assistance to the agency.

It is noted that total revenue has grown from \$3,418,108 to \$4,033,670 for the 2007 year. Based on budgeted income for the 2008 year, this is expected to increase to around \$5,400,000. This is due largely to Harrison's expanding involvement in housing and independent living units. With the continued shrinking of government contributions over the years, the agency has had to plan for ways its programs can be maintained from outside sources. Traditionally, opportunity shops and donations have been the primary sources of such funds. This has now reached the position where these sources of funds may not be enough and therefore, the agency will continually need to explore other ways of raising income.

Chief Executive Officer's Report



Roger Gough

The issue of homelessness has now been exasperated by huge increases in the cost of renting properties and a lack of houses and flats on the market. Some time ago Harrison decided that we needed to increase the number of housing options for the less well off. It is not only the traditional group of homeless people but also those older people forced out of their long-term accommodation by landlords ever increasing rent. We hired extra staff and have been working hard to become recognised as housing experts. We developed the skills and knowledge to handle various requirements under a range of different legislations. UnitingCare Vic/Tas has been enormously supportive of our efforts and is assisting us to accomplish our vision.

We already provide a range of accommodation options for youth, families, single adults, people with an intellectual disability and older people. In some instances we have agreements with other specialist agencies in which we supply property and they provide support.

Last year we were asked by UnitingCare Vic/Tas to manage UnitingCare Independent Living Units for low-income aged people as well as to take over management of six metropolitan properties and provide support to these residents.

We have also been asked to take on the responsibility for local Church housing on behalf of local committees who request assistance. An example of this is the Dorothy Bailey Disability Housing in the Dandenong area. Within these properties we act as landlord and have arrangements with a local support agency to look after tenants. This type of arrangement now exists with Wesley Mission in Ivanhoe which runs a multicultural day centre for aged people. The same arrangement exists with Oxford Housing which operates a drug and alcohol rehabilitation house in Blackburn.

Other opportunities will present themselves for us to supply housing to various support agencies across Melbourne in the year to come. This is a fabulous use of existing resources and the Uniting Church has shown confidence in our management, providing us with links to congregations and support agencies.

Refurbishment of Crawford Court (forty independent living units in South Melbourne) is almost completed and is a strong example of what we endeavour to achieve with all of our properties. Our ambition is to provide good affordable accommodation and a comfortable, friendly and easy-to-live-in environment. Since assuming management of Crawford Court we have installed new entry ramps, levelled floors, upgraded laundries, a fire sprinkler system and, among other enhancements, a lift for residents to gain easy access to the second floor.

You will find a lot of information on our website (www.harrison.org.au) that covers the range of housing options we currently offer.



During the year:

We appointed a paid Volunteer Coordinator who is currently working on the roles and responsibilities of volunteers and setting up a recruitment campaign for each of the various programs.

There was a significant increase in Youth SAAP funding for the agency. Harrison is the lead agency & has subcontracted Wesley Housing & Support Service, Eastcare, Family Access Network Inc. & Anchor Inc.

Two Team Managers and the Client Services Director completed a “Front Line” Management course and our Buildings & Grounds Manager completed a Buildings Supervisory Building course. Other staff members are completing professional training as part of our staff development program.

A new comprehensive website is up and running with login facilities for authorised staff and Board members.

The agency has been working towards its second accreditation.

Harrison won a tender to provide JPET (Job Placement, Employment & Training) services to young people across the Eastern Region.

Managers responsible for Youth Services across the agency have been working together to develop an agency “Youth Strategy” so that regardless of how the young person enters the

agency they are offered a seamless range of options. These include family reconciliation, housing, support and skills training such as entry to the Harrison/Swinburne TAFE Year 10 re-entry to school program, job seeking and life skills training.

The Agency continued to work with the Uniting Church Box Hill Congregation regarding re-development of the site as a future central office for Harrison.

We are as always in debt to our volunteers who work tirelessly in our five Opportunity Shops; their work to bring in extra dollars is always appreciated and used to support our Uniting Families program.

To our Board, staff, volunteers, UCVT staff and consultants, thank you for your ongoing support. Harrison is truly blessed with having access to a range of talented people who are so willing to share their skills for the good of others. We charge forward in the knowledge that we have a sound financial base and committed people who work hard to achieve one goal — to assist disadvantaged people in our community to the best of our ability.

What of the future?

The Harrison Board of Governance met for a weekend retreat to develop a new strategic plan, which includes, among other things, the development of socially responsible business ventures and the development of social housing options — plenty of grit for the management team to work on.

Continuous Quality Improvement Report

Continuous Quality Improvement (CQI) is a never-ending project and this year we continued to encourage our staff to suggest better, more effective, efficient and cost-effective ways of delivering services to our clients. We devised an on-line process for developing good ideas and introduced the concept of quarterly CQI awards and the



Board's Annual CQI Awards. The Quality awards are available in two streams: for Client Services and for Infrastructure. We are preparing for an Accreditation Review in October 2007.

Director Projects & Infrastructure Report



**Stephen
McGarry**

The rapid expansion of the agency was nowhere more apparent than in the Agency's assumption of management of six additional Independent Living Units (ILUs) in addition to Cornwall Units, Gardiner Lodge and Crawford Court. The new facilities are located at Burwood Heights, Wandin North, Ivanhoe, Ormond, Sandringham and Moorabbin. This was a major undertaking by Harrison in response to a request from UnitingCare Victoria & Tasmania.

The Uniting Church is facing increasing challenges regarding asset planning and legal compliance of its buildings and Harrison has been asked to provide management services in these areas.

In the course of these changes, Harrison has been able to establish very valuable "Partnerships In Mission" with local congregations as former managers of the Independent Living facilities.

Consequently, many of the Agency's new projects in 2006/7 involved property. Some of the subsequent new leasing arrangements have led to valuable community partnerships, such as with Oxford Housing Inc. working with people recovering from addiction and with Wallara Australia Inc. assisting adults with disabilities.

The most significant single project has been the redevelopment of Crawford Court in South Melbourne. There are forty residents at this ILU and the 1960s units were in need of substantial renovation. Approximately one million dollars will be spent on the works and the facility will be significantly more comfortable and modern on completion.

The Gifford Village project at Croydon North Uniting Church is in its conceptual stage. Harrison has had discussions with a number of experts on a *pro-bono* basis throughout 2006/7, regarding the most appropriate 'village model' and we expect some formal decisions can be made by the end of the year.

Detailed discussions have been taking place since 2006 between Harrison and the Box Hill Central Parish Congregations (English-speaking and Korean) regarding the re-development of the site. All three parties are exploring ways to establish an integrated worship and mission centre on the current site in the next few years. Harrison is keen to place some of its administrative services there, in addition to the youth and housing services already provided.

In the coming year we will be working on a range of projects, including quality standards for housing and homeless support, Accreditation Review, on-line client information systems, a range of enhancements of our IT systems, deployment of emergency response procedures for tenants and ILU residents, and fabric audits on the ILUs.

Director Client Services Report



**Stephanie
Webber**

The past 12 months has been a busy but exciting time for Harrison. Management focused on building up staff skills which has meant quite a number of our staff pursued further education in management, disability and other areas identified by individual staff members. Client services teams concentrated on breaking down program silos and sharing knowledge and skills across the agency. This has worked well for clients who now receive a more inclusive service response and can move seamlessly from one program to another or work with several support workers at one time. This process increased communication between staff, which is always a plus.

As Director of Client Services I represented the agency on a state-wide reference group looking at needs of young homeless people. Out of this came the Creating Connections report which made recommendations on how to provide a stronger, more connected service system for young homeless people. Harrison, along with Anchor Inc., Eastcare, Family Access Network Incorporated and Wesley Housing & Support Services, submitted successfully on behalf of the eastern region. As the lead agency Harrison brokers funding to the other members of the consortium. This has meant a 43% increase in Department of Human Services recurrent funding and has been important for Harrison to be recognised for its strong commitment to homeless young people.

In response to the Agency achieving and maintaining accreditation there has been a strong emphasis on Continuous Quality Improvement. The accreditation requires us to meet standards relating to homelessness, housing and support, which is fast becoming a requirement for funding from both federal and state governments.

An Intake service has now been embedded into the region. Harrison provides two full-time staff to respond to people who are at risk of becoming homeless or experiencing domestic violence. The Front Door staff have access to a

regional data base that provides information on all the crisis vacancies available in the Eastern Region and intake staff are able to refer clients electronically. This process ensures that clients do not have to repeat their story to other agencies and staff carry out more efficient assessments and referrals. There is a high demand for our services and a lack of accommodation resources but we do our best.

Some of our plans for the coming year relate to improving the collection of data. Although we have sufficient information relating to numbers our staff would like to investigate more effective interventions or strategies and, once measured, implement changes in procedures to increase positive outcomes for clients. Harrison is hopeful of becoming a Housing Association under the Uniting Church banner which will provide more housing and funding opportunities. I see the coming year as one of embracing good practice and consolidation.



I take this opportunity to thank the Team Managers of each program for their efforts over the past year. They have all worked hard to provide support to staff who in turn provided a quality service to our clients and have achieved agreed targets. I hope the coming year provides an opportunity for staff to build on their skills and continue to carry out the mission of our agency with enthusiasm and vigour.

Manager Supported Accommodation Assistance Program Report



Sharon Wolstensholme

The Supported Accommodation Assistance Program (SAAP) Youth, Family, Single Adults and Multicultural programs were again committed to assisting individuals and families who are homeless or at risk of homelessness. We continued to obtain safe affordable housing by providing information, resources and practical assistance that empowers clients to achieve self-sufficiency and independence.

The youth program supports clients aged 15-25 years within lead tenant model accommodation and 17 independent youth share transitional properties as well as providing outreach support. The SAAP youth program met annual client targets through the work of 3.5 staff (265 clients).

Harrison operates two lead tenant properties, one of which is currently being utilised as a “Step Down Model” property within Creating Connections. The property receives additional support from Life Skills workers to enhance the independent living skills of clients.

The family and multicultural programs offer transitional support to approximately 90 properties, as well as outreach support. Over the last 12 months there has been a decline in clients’ ability to access the private rental market. This is due to the lack of affordable rental properties. Positive private rental outcomes for families have been delivered through the persistence of both clients and support staff.

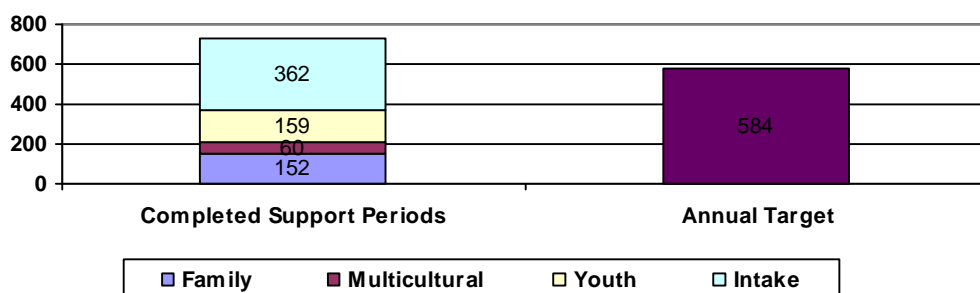


Photo: Georgia Metaxas ©

The family and single adult program met its funded annual client target of 240, with 5.5 staff; and, with 2.5 staff members, the multicultural program achieved its funded annual client target of 100.

Throughout the 2006/07 period the private rental initiative developed by Youth & Family staff culminated in the development of workshop learning plans and a booklet to assist clients with successful rental applications and tenancy. The booklet was further developed through an eastern metropolitan region working party, then printed and adopted by homelessness services as a valuable resource.

Graph: SAAP Aggregate Total – Performance Against Target 2006-07



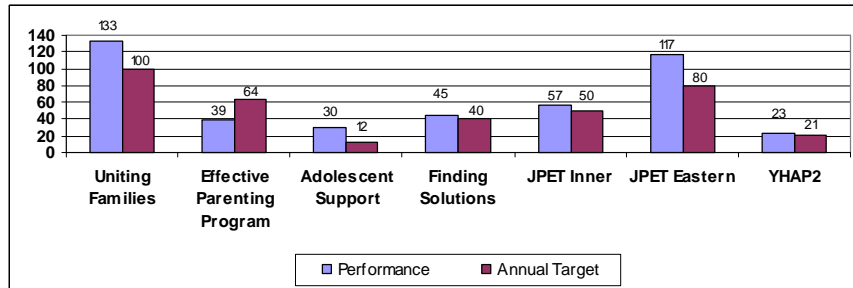
Manager Youth & Families Report



Xanthe Whitney

The family and youth programs work collaboratively with young people and families to provide timely prevention, early intervention and support services to strengthen relationships.

Graph: Youth & Families Performance against Target 2006-2007



On 1 of July 2006, under a new funding agreement with the Department of Employment & Workplace Relations, Harrison became the lead agency in a consortium with Upper Yarra Community House to be one of the service providers delivering JPET services in Eastern Metropolitan Region.

Job Placement, Employment & Training

JPET assists young people who are homeless, at risk of homelessness or facing multiple non-vocational barriers to return to or maintain schooling, training or employment.

The change in the funding agreement resulted in a re-structure that included de-funding of the senior worker position and an increase in the number of JPET sites from three to four – now including a site in Yarra Junction. The JPET program has the following yearly client targets in each site:

- Wantirna (full-time site) – 33
- Ringwood (two days) – 14
- Upper Yarra (full-time site) - 33
- Box Hill (full-time) - 53



We have been able to maintain and extend the *Introduction to TAFE* program at the Wantirna site to three mornings per week. Our Box Hill site programs continue a productive relationship and co-location with the *Young People's Resource Centre*, while our Ringwood site is co-located with Wesley Housing & Support Services.

Finding Solutions

Finding Solutions is a joint program conducted by Harrison and Regional Extended Family Services aiming to divert young people away from the Child Protection system by addressing conflict between adolescents and their families. The two agencies each have a target of 40 clients per year.

Harrison had the opportunity to participate in a state-wide working group organising and operating an annual training calendar for workers in this program.

Uniting Families

This program provides support to families experiencing conflict and problems that, if not addressed, could result in the young person becoming homeless. Uniting Families supports young people and their families to:

- address issues of conflict;
- address parenting issues;
- develop resources and strategies that will enable young people to remain living with their parents and family.



Despite attempts to secure government funding this program continues to be supported and funded solely by Harrison and has a target of 100 families per year.

Creating Connections

Creating Connections is a State Government-funded initiative with a range of new approaches to assist young people aged 15-25 years. The initiative has four programmatic components that are delivered by a consortium of agencies across the Eastern Region. Harrison is the lead agency for the initiative and the components are:

Youth Housing Focused Placement: Enhancing the service systems response to young people in a housing crisis. This component is delivered by Wesley Housing & Support Services.

Intensive Case Management: Aims to provide specialist support services to young people with high and complex needs. This component is delivered by Eastcare (Salvation Army).

Private Rental Brokerage: Supporting clients who are assessed as ready to access the Private Rental Market. This component is delivered by Family Access Network Inc. and Anchor Inc.



Life & Living Skills and Linkages to Employment, Education & Training: Offers support packages for young people including assisting them in obtaining independent housing while focusing on building skills to assist them in accessing employment and education. Young people are also offered opportunities to reconnect with family (if appropriate) and the broader community by referral to specialist services.

Youth Strategy

This year saw the formal adoption of the agency's Youth Strategy which rationalises available resources within our youth programs and presents the opportunity for innovative service delivery to our clients. The strategy, which challenges the way Harrison delivers services to young people, will be implemented gradually and has been developed to date with the full and active participation of staff.

Once fully implemented it is anticipated that the key features will include:

- a single entry point to all youth service activities
- negotiated packages of support
- delivery of services over a number of sites
- connection to vocational options
- delivery of services by cross-program teams within the agency.



It is envisaged that this approach to service delivery will be replicated across other service delivery teams in the agency.

Manager Genesis Disability Services Report



Jenny Tomlin

The Genesis Disability Services Program was one of change this year, with a number of exciting developments and successes. We continued to provide support services to people with a disability, maximising their potential for personal growth, skill development and ability to make the best possible life choices.

Underlying our efforts was our continued commitment to the program's core values: people have the capacity to learn new skills; empowered people can take responsibility for their choices; positive relationships with family, friends and the local community build individuals' resilience; a professional, high-morale team will provide the best possible service; and we are accountable to those we serve.



Gifford Arts Village

The Gifford Village Arts group works to increase the self-esteem and feelings of self-worth of people with a disability from the local Croydon North community, the Wesley Mission Day Program, the Genesis Day Program, residents from Dunelm SRS and existing Harrison clients. Around 18 people attend each week and the sentiment amongst the artists is remarkable. There is a great ambience, much peer support and encouragement and a genuine interest in each other. Friendships have naturally started to form as a result. Artur runs the group, offering artists artistic guidance and supervision, while his dog Toscha happily attends with a wagging tail.



In June 2007, artists convened for the Monart show at Chapel on Station Gallery, Box Hill. The exhibition was a spectacular success with many art-goers attending and a number of artworks sold. Artists were thrilled with the recognition at the opening and Harrison client, Clifford, gave a beautiful piano recital.

Independent Accommodation Network

The Independent Accommodation Network (IAN) is a free matching and referral service operating Victoria-wide to link people with a disability to others who may or may not have a disability and are looking to share a flat or house. The network endeavours to connect people with similar interests, needs, goals and aspirations so they can share and maintain ideal living arrangements.

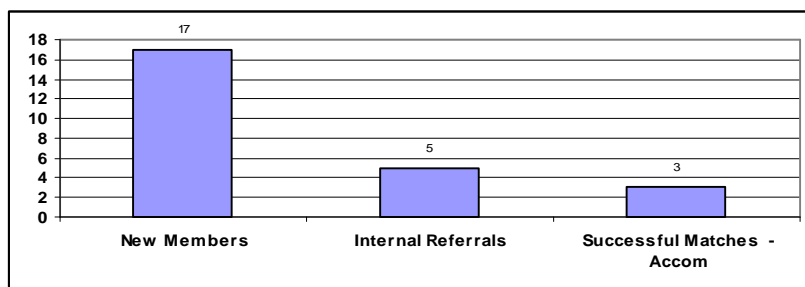
Many people with a disability have been successfully matched into their choice of independent accommodation, ranging from living alone to sharing with two, three or four people in the private rental market. IAN provides information and resources to clients, service providers and carers/families regarding suitable housing options in the local community.

Highlights of the year include:

- DHS presentation in the north-western region to the case management group
 - revamped referral (now electronic version)
 - presentation to Community Housing Ltd.
- regular attendance at Genesis CSP meetings.

Manager Disability Support Program Report

Graph: IAN members, internal referrals and successful matches July 2006 – June 2007



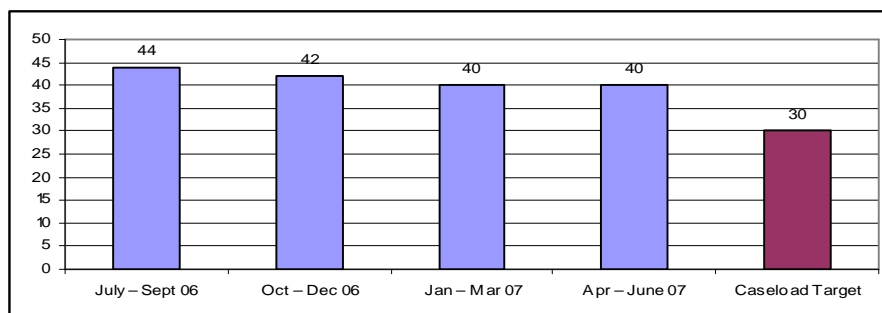
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Independent Accommodation Network (IAN) also joined forces with the Maroondah Disability forum and the generic Community Network in Ringwood and surrounding districts. The network underwent further revamps, including the transfer of residents in the recycled manses to the Rooming House Act as part of the Residential Tenancies Act, and a redefinition of the program access process.

Community Support Program

The Community Support Program (CSP) assists adults with an intellectual disability to develop independent living skills where they are currently living or as tenants of the Harrison Recycled Manse Program. Skill development activities are individually designed to support people achieve their chosen goals.

Graph: CSP Performance Against Target July 2006 – June 2007



The program aims to provide each participant with opportunities to: increase independent living skills within a local community environment; be supported and encouraged to develop and access community networks; develop interpersonal, communication and problem-solving skills; experience living in a shared household; and take responsibility for decision-making and life choices.

This financial year CSP achieved:

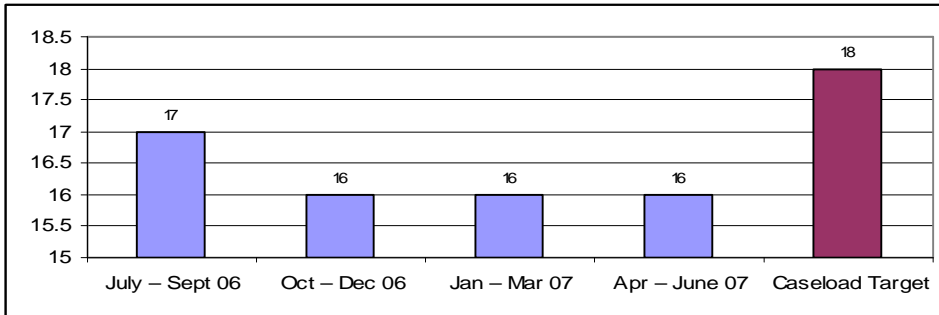
- review and reformatting of client information brochure and client support agreement;
- transferred residents of recycled manses to rooming house act from residential tenancy act;
- review and redevelop recycled manse processes (including the definition of client group and transition processes to private rental);
- one CSP client was able to link into the Youth Housing & Assistance Program, while others successfully maintained regular contact and skill-development activities.

Day Program

The Day Program provides adults who have a disability with ongoing development support, skills training, maintenance in daily living activities, community access, continuing education and personal interaction.

Manager Disability Support Program Report

Graph: Day Program Performance Against Target July 2006 – June 2007



Three instructors conduct weekly learning programs for three groups of five to seven participants. Programs are designed for between three and thirty hours each week, according to individual needs, and include cooking, cleaning, car detailing, cafe, pottery, swimming, drama, personal development, newsletter production, library, plant nursery, banking, art, newspaper delivery and leisure activities.

In 2006 we established a woodwork group at the Vermont Uniting Church, while many DAP clients also participated in the Gifford Village art group. As every year clients offered their services at pancake day (held at Knox city) and at the Annual Reporting Meeting, where one client also entertained guests with piano recitals.

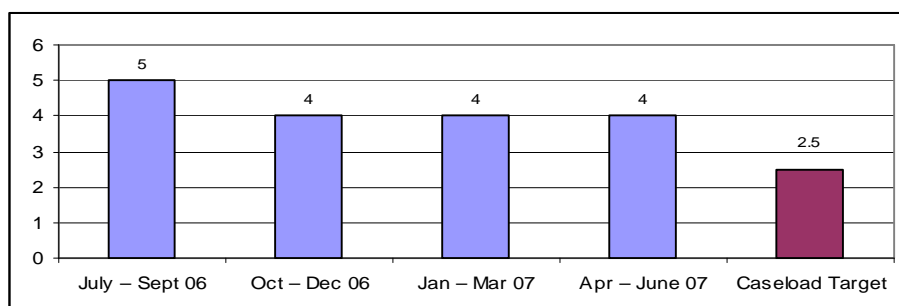
Individual Development Program

The Individual Development Program supports adults with a disability to develop independent living skills while residing in a five-bedroom house located in Blackburn North. The program aims to provide each participant with opportunities to: increase independent living skills within a local community environment; be supported and encouraged to develop and access community networks; develop interpersonal, communication and problem-solving skills; experience living in a shared household; and take responsibility for decision-making and life choices. Each resident lives in the house for 20 weeks.

This year an individual client was able to access the Certificate II in Hospitality, while another completed the Level 2 First Aid course and the Responsible Serving of Alcohol certificate through the Harrison JPET Futurum initiative.

We are currently conducting a review of current practices in relation to the waiting list process and we joined CSP staff meeting on a fortnightly basis. As a result of the waiting list review redefined the processes to access IDP and formulated proposal for the program to be run over two sites. A number of clients of the Individual Development Program (IDP) have achieved great success, accessing the Certificate 2 in Hospitality, Level 2 First Aid and Responsible Serving of Alcohol via the Harrison JPET Futurum initiative. Another client was able to link into the YHAP program.

Graph: Individual Development Program Performance Against Target July 2006 – June 2007



Manager Box Hill Site Report



Lu Sergi

Wesley Harrison Information Support & Housing (WHISH)

The WHISH Program encompasses the SHASP (Social Housing Advocacy & Support Program) functions under the guidelines of the Department of Human Services.

The Program operates in partnership with Wesley Housing Support & Service in the eastern metropolitan area, dividing the inner eastern area (serviced by Harrison, including the Monash, Boroondara and Whitehorse areas), as well as the outer area (serviced by Wesley, including Maroondah, Knox and Yarra Ranges areas). This Agency works closely with the Box Hill Office of Housing relative to tenancy matters, and the Ringwood Office of Housing regarding Early Housing and Transfer Applications.

The aim is to assist public and social housing tenants to sustain tenancies by assisting to alleviate situations that may cause destabilisation and homelessness if not addressed. The program focuses on providing advocacy covering a variety of issues that arise during the course of a tenancy such as: maintenance disputes; intervention when tenancies are at risk that may lead to eviction due to VCAT Hearings or unaddressed rental arrears; establishing successful tenancies involving providing support as new Early Housing tenancies are created which may be at risk of breakdown; assisting with Early Housing Applications for new applicants; and assisting with Transfer Applications for existing tenants.

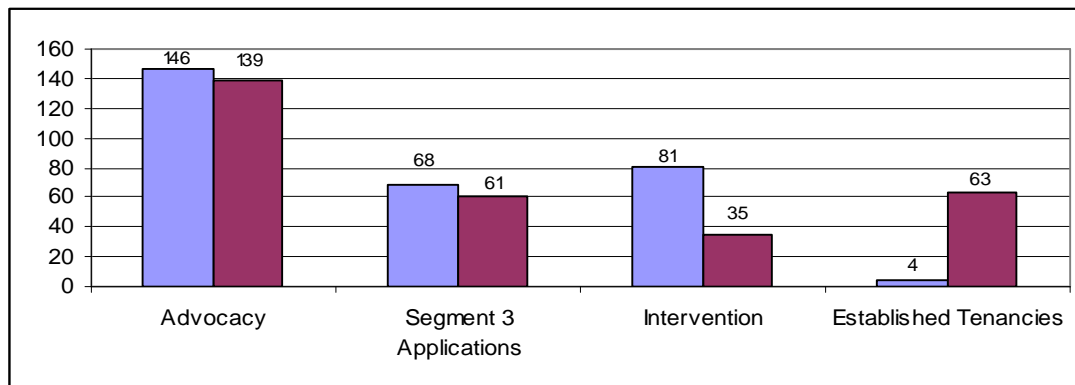


Photos: Georgia Metaxas ©

In addition, the program encompasses a Community Development component in which the Agency manages seven community facilities located in elderly estates. This involves establishing and maintaining a booking system of functions held at each facility, encouraging tenants to strengthen community connections, increasing socialisation and interaction through activities and tenant meetings, and involvement in and formation of tenant groups so participants become self-sustaining and are able to advocate and lobby for change within their community.

As part of the funding requirements, the program has annual targets to achieve in four main categories of support, which are as follows: Advocacy—139; Early Housing Applications—61; Intervening Tenancies at Risk—35; and Establishing Successful Tenancies—63.

Graph: WHISH Performance Against Annual Target July 2006 - June 2007



To demonstrate the effectiveness of the program the following case studies are presented.

A sole parent with a child who has a disability has attempted on two occasions to obtain an approved Early Housing Application on the basis of medical grounds of both the child and the tenant. Both applications were unsuccessful. WHISH was approached to attempt a further application and initially was unsuccessful in gaining approval on the basis that an extraordinary amount of time had passed since lodging the application and it being approved, and that limited housing options were available due to the needs of the child. However, on appeal, the decision was overturned as the Appeals Office deemed that the client could not be held responsible for the lapse of time and process since lodging the application, and the needs of the child in respect of housing modifications were reviewed, resulting in increased opportunities.

A tenant is facing eviction due to a lack of response from requests to the local Housing Office to address arrears. The WHISH Program advocated for the tenant to enter into a legal agreement and a direct debit arrangement to pay the arrears by an additional amount of rent on a fortnightly basis. The tenant agreed to ensure this arrangement remained in place until the expiry of the lease.

Eviction and the warrant that had been obtained lapsed and the tenancy continued. In addition the tenant agreed to attend financial counselling and the WHISH program arranged the referral.

Box Hill Meal Service

At the commencement of 2007 the students of the International School of Cookery at the Box Hill Institute of TAFE approached Harrison to seek ways of utilising the food prepared by students which had, in the past, been disposed of. The main focus of this project was to provide food to disadvantaged and marginalised people of all ages and from all walks of life, and so, in collaboration with the TAFE VCAL Coordinator and students, and the Box Hill Parish of St Andrew's Uniting Church, the Community Meals Project was developed.

The service commenced in Term 1 and caters for 40 meals, four days per week at the commencement of Term 2. The menu varies from week to week providing a variety of dishes from around the World, reflecting the culinary talents of TAFE students and sometimes testing the taste buds of our clients.



This project has also provided opportunities for the Agency's staff to engage with these clients while sharing a meal alongside them, as well as providing assistance, information and immediate support for issues that arise. Students on placement have also been afforded valuable insight into working with marginalised people who often share their stories.

Daily statistics recorded confirm the growth and community need for this service. The meals service will continue to operate during the remainder of 2007, and it is expected that 2008 will envisage further growth in this much needed and well-utilised community service.

Young People's Resource Centre

The Young Person's Resource Centre (YPRC) is a drop-in venue promoting a safe friendly environment for 14-25 year olds. The Centre not only encourages socialisation amongst a variety of culturally diverse young people but also provides information on other services, practical assistance and emotional support. Young people are able to utilise a variety of games equipment such as pool and table tennis, as well as having access to computers and the internet.



Photo: Georgia Metaxas ©

Over the last twelve months the YPRC has seen growth and changes in staff, volunteers and clientele. Interest in volunteering at the Centre increased over the year and we now have 15 people offering their time and services. A number of our volunteers retired and new ones were recruited progressively. Our volunteers have worked tirelessly to assist the Youth Development Workers with supporting young people in a variety of ways to enhance the social environmental aspects of the Centre.

The YPRC had 4137 visits over the year and opened its doors to young people from Africa (mostly Sudan), Asia (including Korean and Chinese cultures), the Middle East and Burma. This reflects the culturally diverse environment of the YPRC as well as the extent that it endeavours to support the integration of a variety of cultures across the Whitehorse Local Government area.



Photo: Georgia Metaxas ©

As the YPRC is an unfunded resource it is reliant on the availability of Community Grants to improve accessibility. In this regard Sun Smart Australia has contributed a small grant to implement special activities such as a Pool Competition and the "Feel The Beat" music afternoon, when four local Bands performed at the Centre in an effort to increase connections amongst young people through music.

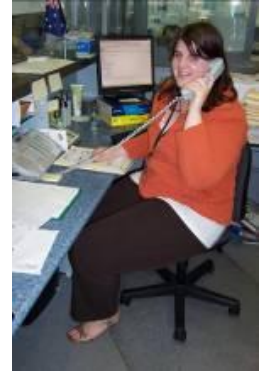
Manager Administration Reports



**Peter
Londesborough**

Harrison continued to respond to the expansion of programs and services throughout the year by redevelopment of its administration structure and resources. The process was consistent with the Board's new Strategic Plan in relation to Human Resources, Communications, Evidence Based Practice and Project Planning.

Through the year the agency increased Administration and Housing staff by an additional 4 new staff members and 2 trainees. The website was completely re-constructed and re-launched mid-2006. In its new form it is a powerful source of information for all our stakeholders. The website also has a specific area for our supporters (Friends of Harrison). Software programs to capture all our housing data and to support our regulatory and legislative obligations have been implemented. Our filing system, both hard and soft copy, is in the process of being updated with the support of a new software. We are very confident that our administrative resources will be able to provide solid backing to our client support staff members.



Housing Services

Harrison continued its expansion by assuming management of six more retirement villages — Chapel Court, Wesley Grange, Wesley Court, Berry Homes, Burwood Heights & Kirkside Units, a total of an additional 83 units.

- Total retirement village units now stands at 135 across 8 properties.
- Total properties including retirement villages and social housing now under Harrison management is 25, able to house up to 222 residents.
- An additional 5 properties are sublet to other community agencies.

In order to manage these properties the housing team has expanded. Software has been introduced to manage tenancies, maintenance and waiting lists. Social housing policies and procedures were also developed and implemented during the financial year.



Volunteer Program

This financial year our dedicated team of volunteers contributed an amazing 32 116 hours towards the mission of Harrison Community Services. This is broken down to:

- 18 200 hours at Op Shops;
- 12 096 hours by Lead Tenants;
- 1820 hours at YPRC.

A part-time Coordinator of Volunteers commenced this financial year and the Blackburn Opportunity Shop re-located to new Nunawading premises. A new initiative to involve clients in becoming volunteers was introduced for the first time. This worked well and gave both clients and staff members new opportunities, while also increasing self-esteem, confidence and job satisfaction.

We say a huge thank you to our wonderful volunteers who have donated their time, energy, skills and experience to Harrison's Volunteer Program.



Photo: Georgia Metaxas ©

Donations

Harrison's work is strengthened by the donations we receive; these donations support a greater flexibility and responsiveness in working with people who are facing homelessness.

Donations allow us to assist people facing homelessness—most often at a critical point in their lives—to ensure their immediate needs can be met based on individual circumstances. These donations are crucial to the range of services we are able to offer.

Thank you to all those who donated to Harrison between 2006 & 2007.

Manager Buildings & Grounds Report



Tony Hughes

Buildings & Grounds staff expanded considerably in 2006/2007 and the team now comprises six staff members. This increase in staffing is primarily to accommodate the extra work associated with:

- The influx of six (total of nine) Independent Living Unit villages totalling 139 individual units, associated common areas and grounds, another office complex at Box Hill, one warehouse, the re-location of one opportunity shop and a laundromat, in addition to the 40 units of social housing at Crawford Court, South Melbourne, the Knox office complex, 18 houses and five opportunity shops that are under our continuing management;
- The expansion and refurbishment of our Knox and Box Hill offices;
- The major refurbishment of Crawford Court;
- The renovation and upgrade of 18 separate units across the ILUs;
- A dramatic increase in repair and Maintenance Work Requests, totalling about 2,000 in the past year;
- Significant progress in the development and implementation of policies and procedures in relation to Occupational Health & Safety measures, Essential Services, Fire Services, Hazardous Materials audits, Testing-and-Tagging of all electrical appliances, Key audits of all ILUs, documenting Materials Safety Data Sheets, and creating an inventory of all tools and equipment;
- A comprehensive building and services audit of Wesley Court (Ivanhoe) to ascertain the scope of works necessary to upgrade the building for another 25-30 year usage (this audit is planned as a model for audits on all other buildings, especially the ILUs);
- The development and implementation of a comprehensive Buildings & Grounds filing system, including building documents and plans.



A warehouse in Eastgate Court, Wantirna South, has been leased to accommodate buildings and grounds vehicles, tools and equipment, office and storage spaces, and a workshop. A new Cab Chassis utility and an AWD Manager's vehicle were both purchased in 2006/07 to facilitate buildings and grounds work and complement the van and trailer already in the vehicle fleet.

The primary objectives of the Buildings & Grounds team over the remainder of 2007 are to:

- Complete systems implementation of policies and procedures outlined above;
- Undertake an inventory of all appliances, fixtures and fittings;
- Undertake comprehensive building audits of all ILUs other than Wesley Court to ascertain the scope of works necessary to upgrade the buildings for another 25-30 year usage;
- Complete an inventory of all works undertaken and projected;
- Review all contracts for building, gardening, cleaning and the ongoing supply of goods and services to all Harrison properties and establish efficient and effective contractual arrangements into the future;
- Maintain a dedicated and professional approach to buildings and grounds work across the agency.

One of our Crawford Court residents, Ron Tudor, had this to say about the renovations at his residence:

“The major works undertaken have resulted in a transformation that really has to be seen in order to appreciate the full extent of the vast refurbishment of Crawford Court. Floor levels are the same from one end of the complex to the other. Both lounges are brand new and we have a lift. And that’s just the start!”



UnitingCare Harrison Community Services Financial Reports 2006/7

Board of Governance Report

BOARD MEMBERS REPORT FOR THE YEAR END 30 JUNE 2007

1 STRUCTURE

UnitingCare Harrison Community Services is an Agency of the Uniting Church in Australia to which the Uniting Church in Australia Property Trust (Victoria) holds legal title.

2 INFORMATION ON BOARD MEMBERS

The information provided immediately below relates to Board Members and includes the names of Board Members in office at the date of this report.

NAME		MEETINGS ATTENDED
Rev. Ron Townsend	Chairperson	8
Roger Gough	CEO	8
Amanda Robertson	Deputy Chairperson	6
Bator Martonyi	Treasurer	8
Pam Young	Minute Secretary	8
David Baxter		5
Marika Hubble-Mariott		5
Aidan Wright		7
Alex McWilliams		5
James Downing		4

The above named board members held office during and since the end of the financial year.

3 PRINCIPAL ACTIVITIES

The principal activity during the financial year was to provide support services to people who are in need regardless of their background, abilities or circumstances.

Apart from matters mentioned in this report, there were no significant changes in the nature of the Agency's principal activities during the financial year.

4 REVIEW OF OPERATIONS

The operating result for the year was a surplus of \$41,550 which compared to a surplus of \$13,903 in 2006.

5 REVIEW OF FINANCIAL POSITION

The cash position at 30 June 2007 was \$51,135, compared to (\$14,979) in 2006.

6 SIGNIFICANT CHANGES IN STATE OF AFFAIRS

There were no significant changes in the state of affairs of the Agency.

7 MATTERS SUBSEQUENT TO THE END OF THE FINANCIAL YEAR

At the date of this report there is no other matter or circumstance which has arisen since 30 June 2007 that has significantly affected or may significantly affect:

- the entity's operation in future financial years, or
- the results of these operations in future financial years, or
- the entity's state of affairs in future financial years.

8 LIKELY DEVELOPMENTS AND EXPECTED RESULTS OF OPERATIONS

During the past twelve months, Harrison has significantly expanded its accommodation and property management operations. These include an additional seven independent living, retirement villages and a residential disability support unit. Accordingly, the Agency has increased its staffing levels and will receive increased income in the future as a result.

9 ENVIRONMENT REGULATION

The Agency is not subject to significant environmental regulations to its operating activities.

10 MEMBERS' INTERESTS IN CONTRACTS

No material contracts involving members of the Board were entered into since the end of the previous year or existed at the end of the financial year.

11 INDEMNIFICATION AND INSURANCE OF OFFICERS AND AUDITORS

Insurance cover has been taken out, via the Uniting Church Insurance Services, for all its Board Members and officers.

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an auditor of the Agency.

Signed in accordance with a resolution of the Board of Governance.

Reverend Ron Townsend
Chairperson

25 October 2007

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF *UNITINGCARE* HARRISON COMMUNITY SERVICES

Report on the Financial Report

The financial report is a special purpose financial report and comprises the Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, Notes to the Financial Statements and the Statement by the Board of Governance for *UnitingCare* Harrison Community Services (the agency) for the year ended 30 June 2007.

Boards' Responsibility for the Financial Report

The Board of Governance of the agency is responsible for preparing a financial report that gives a true and fair view of the financial position and performance of the agency, and that complies with the Accounting Standards in Australia to the extent described in Note 1 to the financial statements. This includes responsibility for the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for accounting policies and accounting estimates inherent in the financial report. The Board of Governance has determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the needs of the members. These policies do not require the application of all Accounting Standards and other mandatory financial reporting requirements in Australia. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The financial report has been prepared for distribution to the members for the purpose of fulfilling the Board of Governance's financial reporting requirements as specified by the Synod of Victoria and Tasmania. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We formed our audit opinion on the basis of these procedures, which included:

- (i) examining, on a test basis, information to provide evidence supporting the amounts and disclosures in the financial report, and
- (ii) assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the board members.

While we considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of our procedures, our audit was not designed to provide assurance on internal controls.

We performed procedures to assess whether the substance of business transactions was accurately reflected in the financial report. These and our other procedures did not include consideration or judgment of the appropriateness or reasonableness of the business plans or strategies adopted by the board members and management of the agency.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

We are independent of the agency and have met the independence requirements of Australian professional ethical pronouncements.

Audit Opinion

In our opinion the financial report of the agency is

- a. giving a true and fair view of the company's financial position as at 30 June 2007 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- b. complying with Australian Accounting Standards to the extent described in Note 1.

**Renshaw Dawson Lang
Chartered Accountants**

**Robert Hurrell
Partner**

Date: 25 October 2007

UnitingCare Harrison Community Services
Board of Governance Declaration in relation to the Financial Report
for the year ended 30 June 2007

The Board of Governance declare that the financial statements and notes set out on pages 31 to 46.

- (a) comply with Accounting Standards in Australia and other mandatory professional reporting requirements; and
- (b) give a true and fair view of the agency's financial position as at 30 June 2007 and of its performance, as represented by the results of its operations and its cash flows, for the financial year ended on that date.

In the Board's opinion there are reasonable grounds to believe that the Agency will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Board of Governance.

Ron Townsend
Chairperson

Bator Martonyi
Treasurer

Wantirna South
25 October 2007

UnitingCare Harrison Community Services
Income Statement for the year ended 30 June 2007

	Note	2007	2006
Revenue from operating activities			
Government contributions		2,905,325	2,494,856
Service fees		61,560	29,935
Gifts, donations, bequests and trusts		37,020	41,728
Non Government Grants		16,480	171,259
Other revenue from operating activities		644,676	273,297
		<u>3,665,061</u>	<u>3,011,075</u>
Revenue from outside the operating activities			
Interest		174,242	195,997
Capital Grants		-	12,443
Profit on sale of plant and equipment		4,977	29,116
Other revenue		189,390	181,920
		<u>368,609</u>	<u>419,476</u>
Total Revenue		<u>4,033,670</u>	<u>3,430,551</u>
Expenses			
Employee benefits expense		2,733,044	2,341,726
Depreciation expense		162,059	160,754
Insurance claims and premiums paid		11,678	10,918
Consulting and legal fees		154,645	120,361
Motor vehicle and travel		109,229	118,831
Repairs, maintenance, property expenses, rent		403,352	289,414
Postage, telephone, printing and stationery		95,871	93,397
Purchased services		80,214	72,556
Emergency relief		10,107	15,940
Audit fees		6,467	5,450
Administration expenses		29,879	14,738
Borrowing costs		-	-
Brokerage		1,974	676
Other expenses		193,601	171,887
Total expenses		<u>3,992,120</u>	<u>3,416,648</u>
Surplus/(Deficit) from continuing operations	2	<u>41,550</u>	<u>13,903</u>

The above Income Statement should be read in conjunction with the accompanying notes.

UnitingCare Harrison Community Services
Balance Sheet as at 30 June 2007

	Note	2007	2006
ASSETS			
Current Assets			
Cash and cash equivalents	3	51,135	(14,979)
Receivables	4	550,898	182,455
Investments	5	1,195,142	1,436,691
Other current assets	7	48,713	34,855
Total Current Assets		<u>1,845,888</u>	<u>1,639,022</u>
Non-current Assets			
Available-for-sale investments	6	2,231,120	1,709,180
Property, plant and equipment	8	2,833,813	1,284,674
Total Non-current Assets		<u>5,064,933</u>	<u>2,993,854</u>
Total Assets		<u>6,910,821</u>	<u>4,632,876</u>
LIABILITIES			
Current liabilities			
Trade and other payables	9	288,906	104,904
Short-term provisions	10	564,878	497,093
Other current liabilities	9	185,781	178,893
Total Current Liabilities		<u>1,039,565</u>	<u>780,890</u>
Non-current Liabilities			
Interest bearing liabilities		-	-
Long-term provisions	11	90,327	94,829
Other non-current liabilities		-	-
Total Non-current Liabilities		<u>90,327</u>	<u>94,829</u>
Total Liabilities		<u>1,129,892</u>	<u>875,719</u>
Net Assets		<u>5,780,930</u>	<u>3,757,157</u>
EQUITY			
Accumulated funds		4,729,794	3,138,244
Asset revaluation reserve	12	238,050	238,050
Unrealised gains	12	813,086	380,863
Total Equity		<u>5,780,930</u>	<u>3,757,157</u>

The above Balance Sheet should be read in conjunction with the accompanying notes.

UnitingCare Harrison Community Services
STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 June 2007

	Note	2007	2006
Total Equity at the Beginning of the Year		3,757,157	3,517,966
Available-for-sale investments:			
Unrealised valuation gains/(losses) taken to equity		432,223	105,833
Additional Assets transferred to Harrison	19	1,550,000	-
Net change in assets & liabilities		-	119,455
Net income recognised directly in Equity		1,982,223	225,288
Profit for the Year		41,550	13,903
Total recognised income and expense for the period		2,023,773	239,191
Total Equity at the End of the Year		5,780,930	3,757,157

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

UnitingCare Harrison Community Services
CASH FLOW STATEMENT FOR THE YEAR ENDED 30 June 2007

	Note	2007	2006
Cash flows from operating activities			
Receipts from government		2,905,325	2,507,299
Service fees		61,560	29,935
Donations, bequests & trust receipts		37,020	212,987
Payments to suppliers and employees		(3,396,144)	(3,301,473)
Other Payments		(193,601)	(92,577)
Other Receipts		482,103	455,217
Interest received		174,242	195,997
Interest paid		-	-
Proceeds from sale of property, plant and equipment		-	-
Net cash inflow from operating activities		<u>70,505</u>	<u>7,385</u>
Cash flows from investing activities			
Payment for property, plant and equipment		(304,949)	(59,545)
Payments for investments		(89,717)	(104,976)
Proceeds from sale of property, plant and equipment		148,726	-
Proceeds from sale of investments		241,549	-
Net cash outflow from investing activities		<u>(4,391)</u>	<u>(164,521)</u>
Cash flows from financing activities			
Proceeds from borrowings		-	-
Repayment of borrowings		-	-
Net cash inflow (outflow) from financing activities		<u>-</u>	<u>-</u>
Net (decrease)/increase in cash held		66,114	(157,136)
Cash at the beginning of the financial year		(14,979)	142,157
Cash at the end of the financial year	3	<u>51,135</u>	<u>(14,979)</u>

The above Cash Flow Statement should be read in conjunction with the accompanying notes.

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2007

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report has been prepared in accordance with Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board and Urgent Issues Group Interpretations.

It is prepared in accordance with the historical cost conventions, except for certain assets which, as noted, are at valuation. Unless otherwise stated the accounting policies adopted are consistent with those of the previous year.

(a) Property, Plant and Equipment

Property, Plant and Equipment are included at cost less, where applicable, accumulated depreciation. All assets (excluding the land component of each asset) are depreciated over their estimated useful lives using the straight line method.

	2007	2006
Buildings	50 years	50 years
Computer Equipment	3 - 6 years	3 - 6 years
Office Furniture and Equipment	5 years	5 years
Motor Vehicles	5.56 years	5.56 years

(b) Employee benefits

Liabilities arising in respect of wages and salaries, annual leave, sick leave and any other employee benefits expected to be settled within twelve months of the reporting date are measured at their nominal amounts based on remuneration rates which are expected to be paid when the liability is settled. All other employee benefit liabilities are measured at the present value of the estimated future cash outflow to be made in respect of services provided by employees up to the reporting date.

(c) Insurance

Insurance cover has been taken out, via the Uniting Church Insurance Services, for all Board Members and officers of the Agency.

(d) Investments

In line with Synod regulations all excess funds are invested in the UCA Funds. Investments in the UCA Cash Management Fund Ltd are valued at cost. Investments in the UCA Growth Fund Ltd are considered as acquired for long term investment and are therefore considered to be classified as Available for Sale. These investments are valued at the fair value with movements taken to the available for sale revaluation reserve.

Interest income from investments is recognised as earned and where appropriate, is reinvested.

(e) Cash and cash equivalents

Cash includes the working capital bank account and petty cash floats.

(f) Tax Exemption

The Agency is exempt from payment of income tax under Section 50-5 of the Australian Income Tax Assessment Act 1997.

(g) Receivables

All trade debtors are recognised at the amounts receivable when they are due for settlement. Collectibility of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for doubtful debts is raised when some doubt as to collection exists.

(h) Trade and other creditors

These amounts represent liabilities for goods and services provided prior to the end of the financial year and which are unpaid. The amounts are unsecured and are usually paid within 30 days of recognition.

(i) Goods and Services Tax (GST)

Where applicable, GST incurred, that is not recoverable from the Australian Taxation Office, has been recognised as part of the transaction to which it applies.

The amount of any GST recoverable from, or payable to, the Australian Taxation Office is included as a receivable or payable in the Balance Sheet.

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE

NOTE 1: STATEMENT OF ACCOUNTING POLICIES (Continued)

(j) Revenue

Grants

Revenue is recognised when the right to receive the grant has been established.

Gifts, Donations & Bequests

Revenue is recognised when the right to receive the gift, donation or bequest has been established.

Service Fees

Revenue is recognised when the right to receive the fee has been established.

All revenue is stated net of the amount of goods and services tax (GST).

(k) Assets held for sale

Investments in the UCA Growth Fund Ltd are classified as being available for sale and are stated at fair value less impairment. Gains or losses arising from changes in fair value are recognised directly in the available-for-sale asset revaluation reserve, until the investment is disposed of or is determined to be impaired, at which time the cumulative gain or loss previously recognised in the available-for-sale asset revaluation reserve is included in the profit or loss for the period.

(l) Impairment of asset

Assets subject to annual depreciation or amortisation are reviewed for impairment whenever events or circumstances arise that indicate that the carrying amount of the asset may be impaired. An impairment loss is recognised where the carrying amount of the asset exceeds its recoverable amount. The recoverable amount of an asset is defined as the higher of its fair value less costs to sell and value in use. As a not-for-profit entity, value in use is determined based on the depreciated replacement cost of the asset.

NOTE 2: SURPLUS FROM CONTINUING OPERATIONS

2007

2006

Net gains and expenses

Surplus from continuing operations includes the following specific net gains and expenses:

a) Net gains

Net gain on disposal

Investments

-

-

Property, plant and equipment

4,977

29,116

b) Expenses

Depreciation

Buildings

6,250

6,250

Motor Vehicles, Plant & Equipment

116,985

101,890

Property Improvements

38,824

52,614

Total depreciation

162,059

160,754

Other charges against assets

Bad and doubtful debts - trade debtors

-

-

Other provisions

Employee entitlements

63,283

86,866

63,283

86,866

Rental expense relating to operating leases

319,251

294,544

NOTE 3: CURRENT ASSETS - CASH ASSETS AND CASH EQUIVALENTS

Cash at bank and on hand

51,135

The above figure is shown in the statement of cash flows

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE

NOTE 4: CURRENT ASSETS - TRADE RECEIVABLES	2007	2006
Receivables	550,898	182,455
Less Provision for doubtful debts	-	-
	<u>550,898</u>	<u>182,455</u>
Other debtors	-	-
	<u>550,898</u>	<u>182,455</u>
 NOTE 5: CURRENT ASSETS - INVESTMENTS		
Deposits in UCA Cash Management Fund Ltd	1,195,141	1,436,691
Deposits in UCA Development Fund	-	-
Other	-	-
	<u>1,195,141</u>	<u>1,436,691</u>
Movement in Investments		
Balance 30 June 2006	1,436,691	1,484,602
Withdrawals	(3,445,036)	(152,887)
Transfers to UCA Growth Fund Investments	3,203,486	104,976
Deposits	-	-
Balance 30 June 2007	<u>1,195,141</u>	<u>1,436,691</u>
 NOTE 6: NON CURRENT ASSETS - AVAILABLE FOR SALE INVESTMENTS		
Deposits in UCA Growth Fund Ltd	2,231,120	1,709,180
Other	-	-
	<u>2,231,120</u>	<u>1,709,180</u>
Movement in Investments		
Balance 30 June 2006	1,709,180	1,498,371
Withdrawals	-	-
Deposits	89,717	104,976
Gain/(loss) on sale of investments	-	-
Change in net market value	432,223	105,833
Balance 30 June 2007	<u>2,231,120</u>	<u>1,709,180</u>
 NOTE 7: CURRENT ASSETS - OTHER		
Prepayments	<u>48,713</u>	<u>34,855</u>
 NOTE 8: NON CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT		
LAND AND BUILDINGS		
<u>Land</u>		
At cost	<u>1,062,500</u>	<u>312,500</u>
	<u>1,062,500</u>	<u>312,500</u>
<u>Buildings</u>		
At cost	1,112,500	312,500
Less: Accumulated depreciation	<u>(25,520)</u>	<u>(19,270)</u>
	<u>1,086,980</u>	<u>293,230</u>
TOTAL LAND AND BUILDINGS	<u>2,149,480</u>	<u>605,730</u>

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE

NOTE 8: NON CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT (continued)

	2007	2006
PLANT AND EQUIPMENT		
<u>Property Improvements</u>		
At cost	334,024	336,841
Less: Accumulated depreciation	<u>(255,609)</u>	<u>(219,602)</u>
	78,415	117,239
<u>Office Furniture, Computers and Equipment</u>		
At cost	128,292	132,695
Less: Accumulated depreciation	<u>(88,055)</u>	<u>(90,446)</u>
	40,237	42,249
<u>Motor Vehicles</u>		
At cost	690,475	631,072
Less: Accumulated depreciation	<u>(124,794)</u>	<u>(111,616)</u>
	565,681	519,456
TOTAL PLANT AND EQUIPMENT	<u>684,333</u>	<u>678,944</u>
TOTAL PROPERTY, PLANT AND EQUIPMENT	<u>2,833,813</u>	<u>1,284,674</u>

Asset Category	Balance at 30 June 2006	Additions	Disposals	Depreciation	Balance at 30 June 2007
Land	312,500	750,000			1,062,500
Buildings	293,230	800,000		(6,250)	1,086,980
Property Improvements	117,239			(38,824)	78,415
Office Furniture and Equipment	42,249	17,056		(19,068)	40,237
Motor Vehicles	519,456	287,893	(143,751)	(97,917)	565,681
Total	<u>1,284,674</u>	<u>1,854,949</u>	<u>(143,751)</u>	<u>(162,059)</u>	<u>2,833,813</u>

	Note	2007	2006
NOTE 9: CURRENT LIABILITIES - TRADE & OTHER PAYABLES			
Trade creditors		99,551	47,939
Other creditors and accruals		293,889	141,828
Claims outstanding		-	-
Prepaid income		<u>81,247</u>	<u>94,030</u>
		<u>474,687</u>	<u>283,797</u>

NOTE 10: CURRENT LIABILITIES - PROVISIONS			
Employee Benefits	18	<u>564,878</u>	<u>497,093</u>
		<u>564,878</u>	<u>497,093</u>

NOTE 11: NON CURRENT LIABILITIES - PROVISIONS			
Employee entitlements	18	<u>90,327</u>	<u>94,829</u>
		<u>90,327</u>	<u>94,829</u>

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE

NOTE 12: RESERVES	Note	2007	2006
RESERVES			
Asset revaluation reserve		238,050	238,050
Unrealised Gains Reserves			
Available for Sale Assets Revaluation Reserve		813,086	380,863
Movements:			
Asset Revaluation Reserve			
Balance 30 June 2006		238,050	238,050
Transfers		<u>-</u>	<u>-</u>
Balance 30 June 2007		<u>238,050</u>	<u>238,050</u>
Unrealised Gains Reserve			
Balance 30 June 2006		380,863	275,003
Unrealised valuation gains		432,223	105,860
Gain on sale transferred to profit		<u>-</u>	<u>-</u>
Balance 30 June 2007		<u>813,086</u>	<u>380,863</u>
NOTE 13: REMUNERATION OF AUDITORS			
Remuneration for audit of the financial report of the organisation:			
Auditor of the organisation		6,467	5,450
		<u>6,467</u>	<u>5,450</u>
Remuneration for other services :			
Other Services of the auditor of the organisation		<u>-</u>	<u>-</u>
		<u>-</u>	<u>-</u>
NOTE 14: EMPLOYEE ENTITLEMENTS			
Employee entitlement liabilities			
Provision for employee entitlements			
Current	10	564,878	497,093
Non-current	11	<u>90,327</u>	<u>94,829</u>
Aggregate employee entitlement liability		<u>655,205</u>	<u>591,922</u>
Number			
Employee numbers			
Average number of employees during the financial year		<u>60</u>	<u>52</u>
As explained in note 1, the amount for long service leave is measured at its present value.			
Long Service Leave			
Weighted average rates of increase in annual employee entitlements to settlement of the liabilities		3.50%	
Weighted average interest rate		6.24%	
Weighted average terms to settlement of the liabilities		7 years	

UnitingCare Harrison Community Services
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE

NOTE 15: SEGMENT INFORMATION

The entity is a non profit community welfare organisation operating in Victoria.

NOTE 16: CONTINGENT LIABILITIES

At the date of signing these accounts, the Board is not aware of any contingent liabilities.

NOTE 17: FINANCIAL INSTRUMENTS

(a) Credit risk exposures

The credit risk on financial assets which has been recognised on the statement of financial position, is generally the carrying amount net of any provisions for doubtful debts.

(b) Interest rate risk exposures

The entity's exposure to interest rate risk and the effective weighted average interest rate by maturity periods is set out in the following table.

2007	Notes	Fixed interest maturing in:				Non-interest bearing	Total
		Floating interest rate	1 year or less	Over 1 to 5 years	More than 5 years		
Financial Assets							
Cash	3					51,135	51,135
Receivables	4					560,698	560,698
UCA Cash Management	5	1,195,141					1,195,141
UCA Growth Fund	6	2,231,120					2,231,120
UCA Development Fund							-
Other financial assets	7					48,713	48,713
		<u>3,426,261</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>660,546</u>	<u>4,086,807</u>
Weighted average interest rate							
Financial Liabilities							
Creditors and Borrowings	9					474,687	474,687
Other financial liabilities							-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>474,687</u>	<u>474,687</u>
Net financial assets (liabilities)		<u>3,426,261</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>185,859</u>	<u>3,612,120</u>

2006	Notes	Fixed interest maturing in:				Non-interest bearing	Total
		Floating interest rate	1 year or less	Over 1 to 5 years	More than 5 years		
Financial Assets							
Cash	3					(14,979)	(14,979)
Receivables	4					182,455	182,455
UCA Cash Management	5	1,436,691					1,436,691
UCA Growth Fund	6	1,709,180					1,709,180
UCA Development Fund							-
Other financial assets	7					34,855	34,855
		<u>3,145,871</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>202,331</u>	<u>3,348,202</u>
Weighted average interest rate							
Financial Liabilities							
Creditors and Borrowings	9					283,797	283,797
Other financial liabilities							-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>283,797</u>	<u>283,797</u>
Net financial assets (liabilities)		<u>3,145,871</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>(81,466)</u>	<u>3,064,405</u>

NOTE 17: FINANCIAL INSTRUMENTS (continued)

(c) Fair value of financial assets and liabilities

The fair value of cash and cash equivalents and non interest bearing monetary financial assets and financial liabilities approximates their carrying amounts.

The net fair value of other monetary financial assets and financial liabilities is based upon market prices where a market exists or by discounting the expected future cash flows by the current interest rates for assets and liabilities with similar risk profiles.

NOTE 18: PROPERTY

During the period Harrison provided financial support to the North Croydon Uniting Church where an additional program is located. The property was transferred to Harrison to facilitate other projects which are planned on that site in the future. Also, during the past twelve months, Harrison became significantly involved with additional accommodation and property management projects, including seven additional independent living, retirement villages and a disability support unit.

NOTE 19: EVENTS OCCURRING AFTER REPORTING DATE

At the date of this report there is no other matter or circumstance which has arisen since 30 June 2007 that has significantly affected or may significantly affect:

- (a) the entity's operations in future financial years, or
- (b) the results of these operations in future financial years, or
- (c) the entity's state of affairs in future financial years.

POST OR FAX THIS COMPLETED FORM TO

Chief Executive Officer
UnitingCare Harrison Community Services
PO Box 4503
Knox City VIC 3152
Tel: (03) 9871 8700
Fax: (03) 9801 3134
Em: enquiries@harrison.org.au

Supporting Harrison Making a Donation

I would like to make a donation to UnitingCare Harrison Community Services.

PLEASE PRINT AND COMPLETE THIS FORM

NAME
ADDRESS
STATE P/CODE PHONE ()
EMAIL
PLEASE INDICATE AMOUNT \$50 \$75 \$100 or \$

ALL DONATIONS OF \$2 OR MORE ARE TAX DEDUCTIBLE A receipt will be issued.

I would like my donation to be used by UnitingCare Harrison Community Services for

General purposes
 Specific Program (please give program name)

PAYMENT METHOD Cheque or Money Order (please make payable to UnitingCare Harrison Community Services)
 Visa MasterCard Bankcard

CARD NUMBER

Card expiry date Cardholder signature

Supporting Harrison A Bequest in your Will

You can help Harrison to continue its programs and services by making a bequest in your Will. Bequests and donations play a vital part in the development and provision of programs and services. Through your bequest you can help others in need of support. All it requires is a simple statement in your Will specifying the sum to be given.

If you would like further information please contact the Chief Executive Officer (Ph: 03 9871 8700) or, request information by completing the form below and returning it to:

Chief Executive Officer
UnitingCare Harrison Community Services
PO Box 4503
Knox City VIC 3152

TITLE (circle) MR MRS MS MISS DR

SURNAME:
GIVEN NAME
ADDRESS:

POSTCODE:
TELEPHONE:
EMAIL:

UnitingCare Harrison Community Services Head Office

1012 Little Burwood Highway
Wantirna South VIC 3152

Postal Address:

PO Box 4503
Knox City
Wantirna South VIC 3152

PHONE: (03) 9871 8700
TTY: (03) 9800 3569
FAX: (03) 9801 3134
EMAIL: enquiries@harrison.org.au

Opportunity Shops

Bayswater New Beginnings
5/22 Station Street
Bayswater 3153
Phone: (03) 9738 0951

Belgrave Recycling Centre
1665 Burwood Highway
Belgrave 3160
Phone: (03) 9752 5621

The Nunawading Op Shop
293 Springfield Road
Nunawading 3131
Phone: (03) 9877 4107

Scoresby Opportunity Shop
4 Darryl Street
Scoresby 3179
Phone: (03) 9753 2203

Vermont Opportunity Shop
6 Boronia Road
Vermont 3133
Phone: (03) 9873 4016