

Resident of Uniting Quong Tart in Ashfield, Trieu (left), shares a laugh with service manager Agnes (right). The care workers at this unique home can speak Mandarin and Cantonese, and the Asian-inspired kitchen is fully equipped to cook traditional Chinese dishes.



# Our purpose.

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## Our foundation

Uniting NSW.ACT is part of the Uniting Church. Christ invites us to serve humanity by creating an inclusive, connected and just world.

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From our foundation comes **our purpose**

**To inspire people, enliven communities and confront injustice.**

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From our purpose comes **our commitment**

To provide safe, quality and compassionate services that celebrate diversity and respect the individual needs of the people we serve.

To be a great place to work, where our people are safe and valued for being at the heart of everything we do.

To work in innovative ways and partnerships that better serve people and communities across all ages and stages of life.

To use the resources entrusted to us by the Uniting Church, government and partners responsibly and sustainably, and to invest for maximum social impact.

To confront injustice and break the cycle of disadvantage.

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We demonstrate this commitment by living **our values**

### **Compassionate**

We are nurturing, generous and thoughtful in our words and deeds.

### **Respectful**

We act with honesty and integrity, and open our hearts to all people without exception.

### **Imaginative**

We challenge convention, explore new possibilities, and dare to dream for a better future.

### **Bold**

We face injustice head on, and stand up for what is right and true, with confidence and strength.

# A mission that matters.

**Responsible for the community services and chaplaincy work of the Uniting Church in NSW and the ACT, Uniting provides care and support for people through all ages and stages of life. Our focus is on those experiencing social and economic exclusion. We also advocate for the changes to our society and government policy that are necessary to strengthen the common good.**

As part of the Uniting Church, our foundation is Christ's invitation to serve humanity by creating an inclusive, connected and just world. Formed in 1977, as a union of Presbyterian, Congregational and Methodist denominations, the Church's inaugural *Statement to the Nation* is just as relevant now, as it was more than 40 years ago. From the outset, the Uniting Church sought to be a loud voice for a world that's fair and equitable, to welcome everyone exactly as they are, and to protect God's creation and the planet we all live on.

## Mission is in our DNA

Our missional principles are a way to connect everything we do with our foundation. They are reflected in our values, in our person-centred care, and in our social justice and advocacy campaigns. These principles reflect the Uniting Church understanding of the Mission of God. In the founding document, *Basis of Union*, this mission is described as "reconciliation and renewal ... for the whole creation."



**Read it here:** [bit.ly/basis-of-union](https://bit.ly/basis-of-union)

## Uniting is mission driven, not profit driven.

In God's eyes we are all equal. By respecting people exactly as they are, by listening to them, by recognising that the adversity people face doesn't define them, and by seeking to serve them and involve them, we are upholding people's dignity.



**Read** the 1977 Uniting Church *Statement to the Nation* here: [bit.ly/statement-to-nation](https://bit.ly/statement-to-nation)

# Our missional principles

## Inspire people

### so that everyone is valued.

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#### Dignity of every person

We recognise the essential worth and rights of every person, especially those whose rights are discounted, or who are excluded from full participation in society. They must be at the heart of everything we do.

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#### Needs of the whole person

We recognise that human beings are whole persons with unique physical, psychological, social and spiritual needs and strengths.

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#### Social and economic inclusion

We acknowledge the corrosive effects of inequality and affirm that the poor and marginalised must be our focus.

## Enliven communities

### so that everyone contributes.

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#### Community wellbeing

We will actively seek conditions that contribute to communal wellbeing. We recognise that people need to be valued as part of a community, and engage in healthy relationships, to thrive.

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#### Unity

We inhabit one planet and affirm the mutuality and interdependence between all people, our fellow creatures, and the earth.

## Confront injustice

### so that everyone is included.

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#### Promotion of human rights

We affirm the inherent dignity and worth of every person, which being created in the image of God bestows on them. We are bound to observe and safeguard each person's inalienable human rights.

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#### Reconciliation

We need to listen, seeking to understand people and communities, as we strive towards inclusion of all races, cultures and religions and celebrate multiculturalism as part of our Uniting Church and Australian identity. This includes recognition of the rights and dignity of First Peoples and their unique place in our nation.

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#### Solidarity

We will promote the active participation of those affected by injustice as we seek to influence social policy and confront the causes of inequality and disadvantage.

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# People are at the heart of our purpose.

**As one of the nation's oldest, largest and most respected community services providers, Uniting is constantly evolving to positively impact the lives of the people and communities we serve, and to champion social justice for all Australians. Put simply, we put people at the heart of our purpose.**

Uniting's purpose is to inspire people, enliven communities and confront injustice. Diversity and inclusion are celebrated at Uniting, and everyone is welcomed exactly as they are. With more than 10,500 employees and volunteers delivering 400 services, we support more than 85,000 clients each year. We operate throughout NSW and the ACT, from Tweed Heads in the north, to Bega in the south, and out to Broken Hill in the Central West.

## **Our 4 main service areas:**

Ageing

Children, Youth and Families

Property and Housing

Mission, Communities and Social Impact



## Who we are

**9,107** employees

**270**

Aboriginal team members

**1,705**

CALD team members\*

\* culturally and linguistically diverse staff who speak a language other than English

**30%**

born overseas

**88**

chaplains and pastoral practitioners

**1,439**

volunteers

**400+**

services across NSW and the ACT

Board



Executive Director

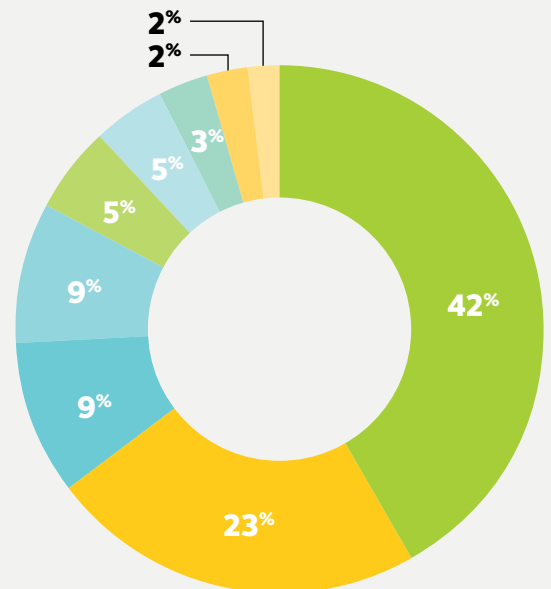


Chairperson

## Who we serve

**86,669** clients

- 36,266** family services clients
- 19,741** Local Area Coordination participants
- 8,197** home and community care clients
- 7,509** aged care residents
- 4,598** children enrolled in early learning services
- 3,914** Uniting War Memorial Hospital patients
- 2,805** independent living residents
- 1,966** Uniting Medically Supervised Injecting Centre clients
- 1,673** disability services participants



**We're about *transformational* customer service, not simply transactional service.**

**In 2018/19, our Customer Service Centre**

answered

**77,316**

phone calls

actioned

**17,110**

emails and website enquiries

in

**9**

languages

# Our culture of safety and wellbeing.

**At Uniting, we nurture a workplace culture that puts people at the heart of everything we do. We believe that if our employees and volunteers feel valued, respected and heard, the ripple effect will also be felt by the people and communities we serve.**

Throughout 2018/19 we've been actively demonstrating to our employees how much they are truly appreciated for the great work they do. This year, our focus has also been to listen, learn and act on the vital feedback our team members share, to support safe and effective workplaces and service delivery.



## Investing in our people in 2018/19

- We ran Leading Self and Living Our Values workshops in response to employee feedback, to empower our people to put mindset and behavioural techniques into practice that support wellbeing at work, and to turn our values into actions that will help achieve our common purpose.
- We introduced a new employee assistance program to foster health and wellbeing, via the Benestar app, with life resources including free confidential counselling.
- We held leadership forums and development programs across NSW and the ACT to connect frontline leaders with our organisational strategy, and with each other.
- We launched Continuous Conversations, our new performance and development process to ensure our employees and volunteers are given opportunities to learn and grow.



## Acknowledging our people

This year we nominated and celebrated our amazing employees at our inaugural Uniting With Heart Excellence Awards.

**700** peer nominations in **9** categories

1. Safety
2. Quality
3. Person-centredness
4. Compassion
5. Respect
6. Imagination
7. Boldness
8. Leadership
9. Volunteering

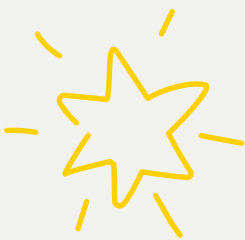
## 2018 Your Voice pulse survey

Your Voice gives us the chance to check-in and see how we are tracking against our first organisation-wide survey in 2017. Through this constructive feedback, our people continue to inspire changes that make a real difference for our clients, and make Uniting an even better place to work.

**3,956** employee and volunteer voices were heard

**80%** affirmed pride with our work and agreed that safe and quality practices are embedded in our service delivery

**83%** see their role directly connecting to our Uniting purpose



Uniting is committed to being a **great place to work**, where our people are **safe**, and **valued** for being at the heart of everything we do.

**“I’m so proud to be working for an organisation with such meaningful values and purpose.”**

– Employee participating in the Living Our Values and Leading Self workshops

